

WELCOME WITH DIGNITY: A QUALITY IMPROVEMENT PROJECT FOR ASYLUM SEEKERS AND REFUGEES

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DEFINITIONS

ASYLUM SEEKER

- A person who has left their country and has applied for asylum in another country, but their case has not been decided yet (Refugee Council, 2024).

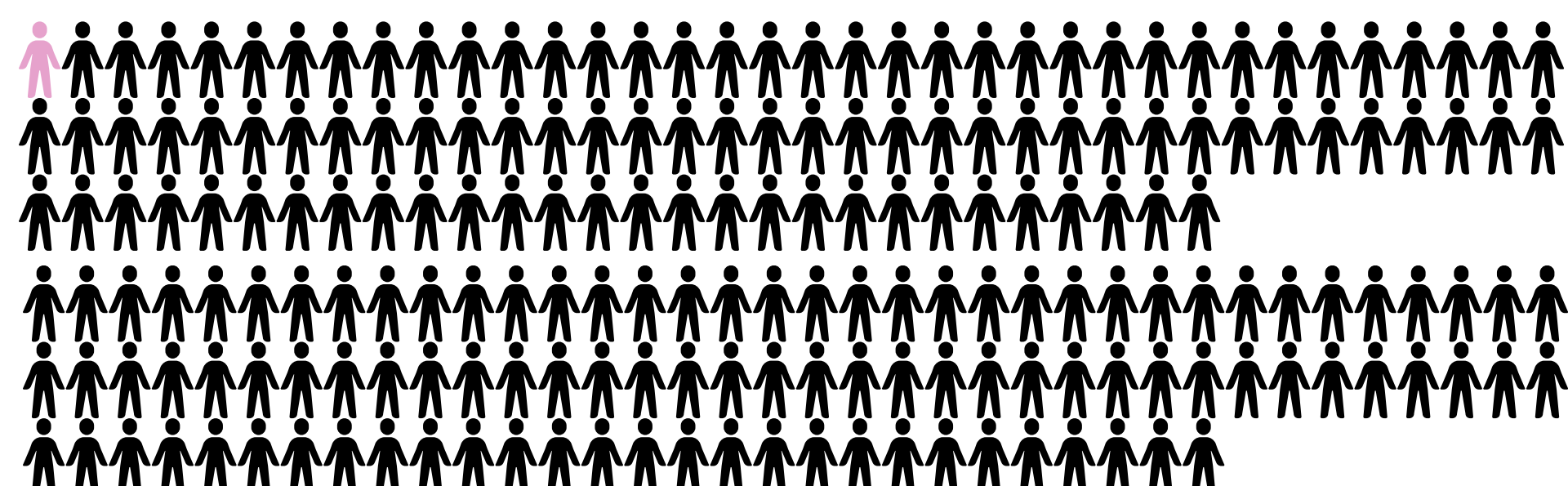
REFUGEE

- A person who has a well-founded fear of being persecuted due to race, religion, nationality, or membership of a particular social or political group.
- Is unable to be protected in their own country or is unwilling to return and is seeking protection in another country.
- In the UK, a person becomes a refugee when the government approves their asylum application (Refugee Council, 2024).

BACKGROUND

Burnley has seen a growing number of refugees and asylum seekers resettled in recent years.

As of March 2024, there were approximately 431 asylum seekers residing in Burnley, accounting for about 0.46% of the town's population- 1 in 200 (thursbysurgery.co.uk)



Many arrive with little knowledge of English, unfamiliarity with the NHS, and local services and cultural norms. These factors can lead to isolation, difficulties accessing essential support, and poorer health outcomes.

While various services exist in Burnley to support this population, there is currently no standardised method of communicating key information at the point of arrival. Lancashire Country Council developed a 40 page document but its length has prohibited widespread use.

RATIONALE

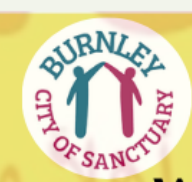
A survey was carried out at New Neighbours Together charity among refugees and asylum seekers in Burnley, highlighting significant challenges faced during their initial settlement period. The survey received 15 responses.



It shows a significant demand for information that was previously not given and/or not understood. These findings highlight the necessity for a comprehensive welcome pack that provides essential information and resources to support refugees and asylum seekers in their new life in Burnley.

WELCOME PACK FOR ASYLUM SEEKERS AND REFUGEES

WELCOME TO BURNLEY



NEW NEIGHBOURS TOGETHER CIO



WE ARE HERE TO WELCOME YOU TO BURNLEY

Come along and register with us and get help with any difficulties you may have.
Meet people in the same situation as you.
Enjoy our cafe social space with free drinks and snacks available and a weekly hot meal on Tuesdays

Our offer of help includes:

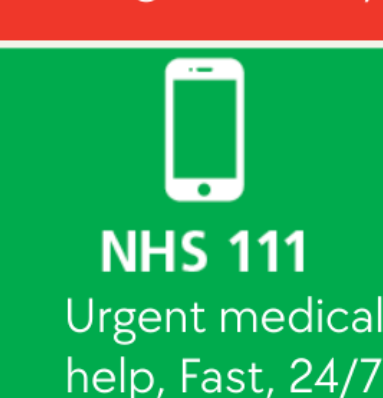
- Advice & Advocacy Drop Ins and Appointments
- Free access to good quality pre-loved clothing and household goods
- ESOL and Skills for Life in Britain courses
- NHS Outreach services
- Wellbeing Services
- Advice with finding a job when you get Right to Work.
- Mother and child craft and play group weekly
- Appointments in our office for help and advice 5 days per week

Come to our Drop Ins on Tuesday and Thursday 9.30am - 2.30pm

St John's Church Hall, off Ivy Street, Burnley, BB10 1TD

Contact us on - 07710 550 181

email: info@nntburnley.org
website: nntburnley.org



GP (Doctor) REGISTRATION

- It is important to register with a GP practice to meet your ongoing health needs.
- A GP gives medical advice, provide a diagnosis and prescribe medicines.
- They might be your first point of contact for many physical and mental health concerns.
- The GP practice is also responsible for coordinating and managing your long term healthcare and they can refer you if you need more specialised hospital services.



MENTAL HEALTH

- Contact your GP and book an appointment for mental health services or needs.
- Seek advice through 111 (Option 2)
- Samaritans helpline - Whatever you're going through, call free any time, from any phone, on 116 123
- Refer yourself to NHS Talking Therapies using this QR code.



ESOL

ESOL classes help non-native English speakers improve their English. This will help you communicate in the UK.

FORMAL

Available to asylum seekers and refugees
Burnley College
Princess Way, Burnley BB120AN

INFORMAL

Available to all asylum seekers and refugees living in Burnley
New Neighbours Together

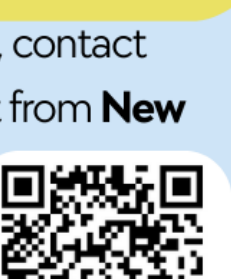


CHAI CENTRE

There are gardening sessions, arts & craft, yoga and mental health wellbeing classes.

You can enrol in person, online or by calling 01282 628530

Chai Centre, Hurley Street, Burnley, BB10 1BY



DOWN TOWN

A community shop in the heart of Burnley Town Centre, home to the Community Grocery, school uniforms and clothes, with a community kitchen and support and guidance services, eg: budgeting, benefits, job seeking (for refugees), foodbanks, etc.

Community Grocery

Once a member, Get your weekly shop with fresh fruit and vegetables, bakery items, fridge/freezer goods, and cupboard essentials — all at low cost.

FOODBANK

Need a food parcel? Pick it up from Down Town. Request through New Neighbours Together.

Charter Walk Shopping Centre (above New Look)
Burnley BB11 1QJ
Mon-Fri 9.30am-4.30pm

LEGAL ADVICE

- To find legal aid solicitors, contact Migrant Help or get a list from New Neighbours Together
- To find a legal advisor, please scan the QR code



EDUCATION & SCHOOL ENROLLMENT

East Lancashire Information Exchange (ELLIE)

For all nursery and school enquiries, eg: new applications, free school meals, transport

Monday-Friday 9am-1pm
Barden Campus
Barden Lane
Burnley BB10 1JD

FAMILY HUBS NETWORK

Supports families living in Lancashire. Visit the New Neighbours Together drop-in on Thursdays to speak to a member of their team about support you need.

You can also visit these centres:

- Tay Street Family Hub**
Address: 21 Tay Street, Burnley, BB11 4BU
- Burnley Wood Family Hub**
Address: 33 Brunswick Street, Burnley, BB11 3NY



SUPPORT FOR WOMEN

Maternity services-

You should contact a GP and see a midwife as early as possible to get the pregnancy care. Scan the QR code for information on a healthy pregnancy and to register your pregnancy.

- Lancashire Women**
 - Support with mental health and wellbeing (1-to-1 sessions and group sessions)
 - employment guidance
 - money advice
 - energy advice.
- Justice & Safety team for women in the justice system or women who might face homelessness or domestic abuse.

11 Hammerton Street, Burnley, BB11 1NA
0300 330 1354
Appointments only

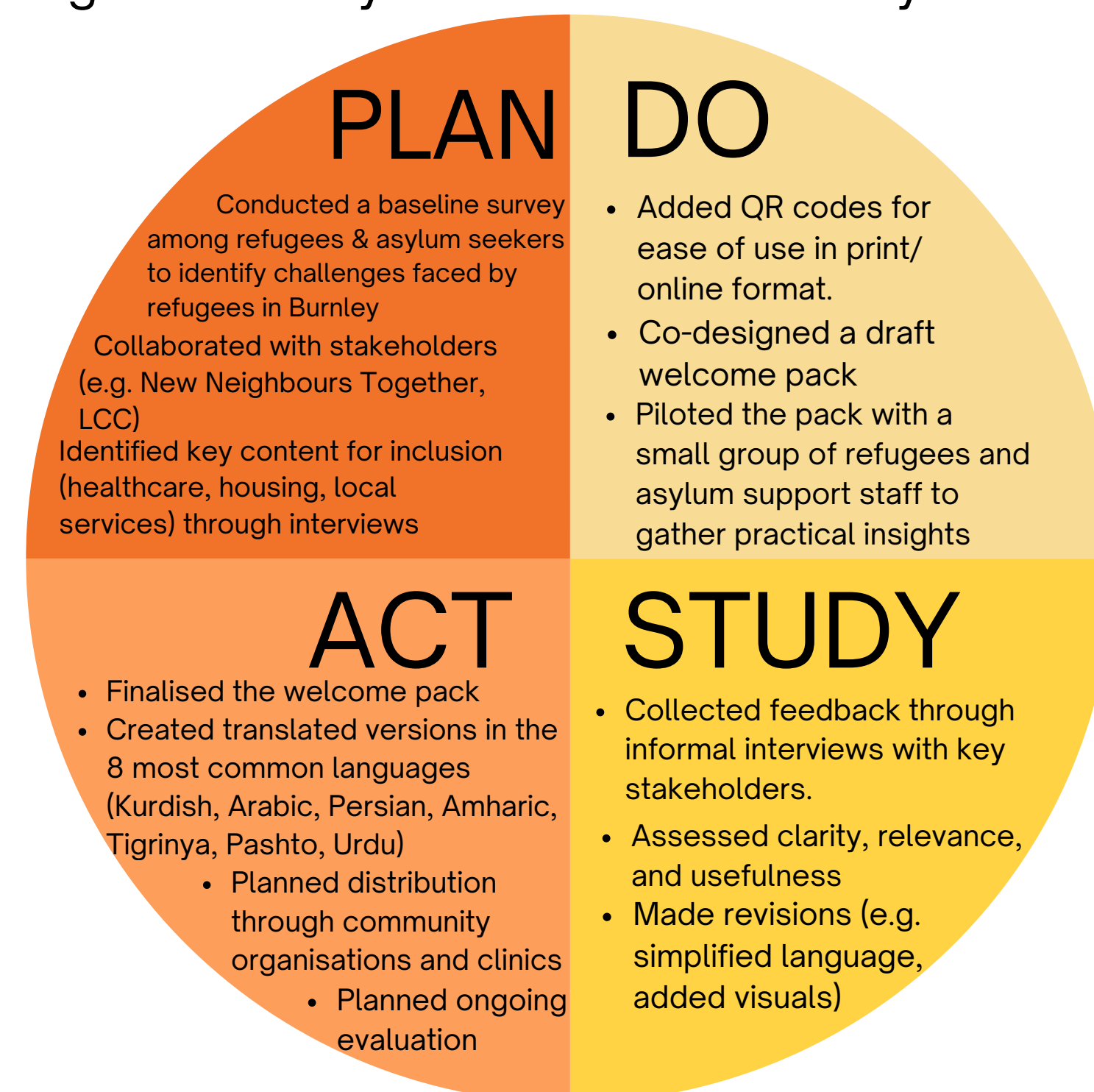


SMART AIM

By 13th August 2025, develop and distribute a simple, cohesive welcome pack for newly arrived refugees and asylum seekers in Burnley, aiming to improve their access to key local services (such as healthcare, housing, and social support) and reduce reported confusion or isolation by at least 30% and pressure on New Neighbours charity staff and volunteers by the growing amount of clients.
The long-term aim is for the welcome pack to be incorporated into the pack placed in Serco Housing when people first arrive in Burnley

METHOD

This project followed a Quality Improvement (QI) approach using the Plan-Do-Study-Act (PDSA) cycle to design, test, and implement a welcome pack tailored to the needs of refugees and asylum seekers in Burnley.



DISCUSSION/FEEDBACK

- Feedback from community workers highlighted the importance of prioritising immediate wants and placing them at the forefront.
- It also showed the importance of pictorial representation and basic language that can be accessed easily.
- Helped me understand the necessity for a multilingual approach and to ensure a wider spread of use.

RESULTS

- New Neighbours Together valued the welcome pack as a useful tool to standardize information.
- The welcome pack was accepted as a primary document to be given to new clients to improve consistency and give background information.
- Informal interviews conducted ascertained the pack to be concise, helpful and easy to understand.
- Further plans on having the welcome pack displayed and offered in various wider community centres were discussed.
- The long-term aim is for the welcome pack to be incorporated into the pack placed in Serco Housing when people first arrive in Burnley

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NIHR

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