

Our Theory of Change explains how REG Community Support Trust creates lasting positive change. It shows how our resources, services and community partnerships work together to help people access their rights, build confidence and live more independent lives.

Vision

A society where everyone, regardless of background, language or circumstance, can access their rights, fulfil their potential and contribute fully to British life.

Mission

To provide free, practical, face to face support that helps people access essential services, understand their rights and rebuild confidence, stability and independence.

The problem

Public services have become complex and digital first. Language barriers, low digital literacy and unfamiliarity with UK systems leave migrants, refugees and other vulnerable residents unable to access support they are entitled to; risking lost income, housing instability and declining health.

Seven stages

01 Inputs (Resources): Multilingual staff and volunteers with lived experience of migration, a community hub at 56 Westgate Street, Ipswich, trustee governance, safeguarding and financial control policies, and grant funding, donations and modest earned income.

02 Activities (Delivery): Free one to one consultations covering benefits, housing and employment, translation and interpretation, EU Settlement Scheme support, legal signposting, ESOL classes, business start up guidance and structured community outreach.

03 Outputs (Per session): Completed applications and translated documents, beneficiaries supported through structured consultations, successful settlement and benefits applications, referrals to solicitors and Citizens Advice, and case studies recorded for learning.

04 Short-term outcomes: Beneficiaries access income, healthcare, housing and education previously out of reach. Official letters and entitlements understood and acted on in time. Reduced stress around legal processes and increased trust in support services.

05 Medium-term outcomes: Greater independence and confidence dealing with official systems, improved employability and life chances, stronger personal and family stability, and reduced reliance on crisis and emergency services.

06 Long-term impact: Sustained independence and fuller participation in British society, a more cohesive and equitable community in Ipswich and beyond, and a trusted evidence base that influences local policy and service design.

07 Wider social value: Reduced pressure on local councils, NHS and emergency services,

stronger social cohesion and integration across diverse communities, and a more resilient and socially included local population.

Full interactive version: <https://reghelping.org.uk/theory-of-change/>