



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.

FROM RESOURCES TO LASTING SOCIAL VALUE



01

INPUTS

- Multilingual staff and volunteers with lived experience of migration
- Community hub at 56 Westgate Street, Ipswich
- Trustee governance and Treasurer financial oversight
- Safeguarding, GDPR, equality and financial control policies
- Grant funding, donations and modest earned income



02

ACTIVITIES

- Free one to one consultations covering benefits, housing and employment
- Translation and interpretation in Romanian, Roma, Turkish, Brazilian Portuguese and English
- EU Settlement Scheme and immigration document support
- Legal information, signposting and referral to specialist services
- ESOL classes and business start up guidance
- Structured community access days and outreach



03

OUTPUTS
PER SESSION

- Completed applications, registrations and translated documents
- Beneficiaries supported through structured consultations and community access days
- Successful EU Settlement and benefits applications submitted
- Referrals made to solicitors, Citizens Advice and Suffolk Law Centre
- Case studies and feedback recorded for learning and reporting



04

SHORT-TERM
OUTCOMES

- Beneficiaries access income, healthcare, housing and education they were previously unable to reach
- Official letters, decisions and entitlements understood and acted on in time
- Reduced immediate stress and anxiety around administrative and legal processes
- Increased trust in support services among migrant communities



05

MEDIUM-TERM
OUTCOMES

- Greater independence and confidence in dealing with official systems
- Improved employability and expanded life chances
- Stronger personal and family stability, including secure status and housing
- 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
- 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
- A more resilient and socially included local population



WHY THIS WORKS

Staff and volunteers share lived experience of the barriers beneficiaries face. This builds trust quickly, increases honesty about what people do not understand, and means each consultation produces a concrete, practical outcome rather than generic advice.



CORE DIFFERENTIATOR

Statutory services cannot consistently address language and cultural barriers. REG's lived experience model fills this specific gap, reaching people that mainstream provision misses, particularly across migrant and refugee communities.



ULTIMATE GOAL

Every person REG supports, regardless of background or language, lives independently, accesses their rights in full and contributes positively to a more cohesive British society.



UNDERLYING ASSUMPTIONS

Sustained demand for face to face, multilingual support continues across Suffolk and beyond. Beneficiaries return and refer others because trust is established through consistent, accurate outcomes. Diversified funding across trusts, statutory sources and modest earned income sustains delivery as REG proves beyond its first year of operation.