

IMPACT REPORT

2025/2026

Empowering refugees and migrants since 1992



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Welcome from our Chair

At a time when many people are facing uncertainty and hardship, LRMN has continued to be a place of welcome, trust and practical support. This report reflects the dedication of our staff, volunteers, partners and supporters, whose collective efforts have helped hundreds of people across South East London access advice, essential services and opportunities to connect with their community.

Throughout the year, demand for our services continued to grow, highlighting the ongoing need for organisations that can provide clear information, compassionate support and a consistent presence for people navigating complex circumstances. From the Greenwich Migrant Hub and Access to healthcare to housing advice and community activities, LRMN has remained committed to treating every person with dignity and respect.

As a Board of Trustees, we are focused on ensuring the organisation is sustainable for the future. We were pleased to welcome new trustees during the year, bringing additional skills and perspectives to support LRMN's governance, strategic direction and financial resilience. We have also continued to support the development of our Equity, Diversity and Inclusion (EDI) Strategy and Working Group, helping to ensure that this remains central to our services and organisational culture.

This year has also shown the importance of connection. Refugee Week celebrations, women's activities, community forums and partnership projects have brought people together, creating spaces where relationships can grow and communities can thrive.



Thank you to everyone who has contributed their time, expertise and support to help make LRMN a source of welcome, solidarity and hope for so many people.

Dr Claire Morris

CHAIR OF
TRUSTEES



Welcome from our CEO

Over the past year, LRMN has supported more than 2,500 people through our immigration, housing, welfare, healthcare access, digital inclusion and community services. Behind that figure are people rebuilding their lives, supporting their families and trying to navigate systems that are often complex, confusing and difficult to access.

One of the things that continues to inspire me most is the diversity of the community we serve. People from 133 different nationalities accessed our services this year. This number reflects the richness of Lewisham and London, where people from across the world contribute their skills, cultures, experiences and resilience to the communities they now call home.

At the same time, these numbers emphasise the scale of the challenges many people are facing. The demand for advice, advocacy and practical support continues to grow, and we see daily how hostile immigration policies can push people into poverty, isolation and insecurity. Families are struggling to secure safe housing, individuals are being denied access to essential healthcare, and many people are living with constant uncertainty about their future.

What gives us hope is the response we see from our community. Across our services, we witness extraordinary determination from the people who come to LRMN for support.

We also see neighbours, volunteers, partner organisations and campaigners coming together to challenge injustice and create a more welcoming society.

This spirit of collaboration has been at the heart of our work throughout the year. From the Greenwich Migrant Hub and eVisa drop-ins to our Women's Project, healthcare access work and Refugee Week celebrations, we have continued to combine practical support with opportunities for connection, confidence and collective action.

We are incredibly proud to be just one of many dedicated organisations providing support in the borough. In a time when migrant and racialised communities are too often scapegoated and excluded, that collective effort matters more than ever.

Thank you to our staff, volunteers, trustees, partners, funders and community members for the commitment, compassion and solidarity you bring to this work every day. Together, we are helping to build a borough where everyone has the opportunity to feel safe, valued and able to belong.

Alan Robertson
CEO



About Us

Our Vision

People from all backgrounds belong and thrive and are treated with respect and dignity in a just and welcoming society.

Our Mission

To enable refugees, asylum seekers and migrants (RASM) to know and exercise their rights, thrive, integrate and engage in activities to bring about change for a better future.

Our Goal

To reduce poverty, increase inclusion and engagement, and improve mental health and well-being amongst the RASM community in London.

Our Values

Collaborative: We know we are stronger together. We will involve the people we serve, our team and our partners in designing and delivering our work.

Refugee and Migrant Justice: Rights and justice primarily for refugees and migrants are at the heart of everything we do.

Integrity: We will be honest and do the right thing.

Equity, Diversity and Inclusion: We are committed to building a community that removes barriers, embraces people from all backgrounds and provides opportunities for them to rebuild their lives.

Our Strategic Goals

01

Effective and Modern Governance, Leadership, Management, Financial and Organisational systems and operations.

02

Grow and Improve our services.

03

Develop and sustain effective and relevant partnerships, collaboration and influence.

04

Resilient, competent and compassionate workforce.



2500

people supported
across all our
services



898

people received
immigration
advice and
guidance



941

people accessed
weekly Greenwich
Migrant Hub drop-in
sessions



Highlights of the Year

436

people received
Housing and Welfare
Benefits advice,
resulting in £622,000
in financial outcomes

118

people referred
to our Community
Embedded
Practitioner



203

people used our
eVisa drop-in
service



1,141

food parcels
distributed to
individuals & families
experiencing
hardship



134

people were
helped to access
healthcare



58

homelessness
applications were
accepted, with 44
securing temporary
accommodation

171

positive immigration
decisions helped
people build more
secure futures



167

women participated
in Women's Project
activities throughout
the year



200+

SIM cards, 70
smartphones, 17
laptops and 500 bus
tickets provided to
those in need.



Immigration

Access to accurate, regulated immigration advice can be life changing. Yet the UK immigration system remains complex, with financial barriers, language differences, limited digital skills and misinformation making it difficult to understand and access. Our Immigration team offers trusted advice, helping people understand their rights and make informed decisions with confidence.

" My Immigration Advisor made me feel comfortable without any judgement. I couldn't have asked for more. "



Throughout the year, we continued working with individuals and families across Lewisham and neighbouring boroughs through our office, weekly outreach sessions at the Peabody Social Club, referrals from local organisations and Citizens Advice, and partnerships with other services. Between April 2025 and March 2026, we assisted 898 people with immigration advice and guidance.

We also launched a new project helping families across London apply to lift the No Recourse to Public Funds (NRPF) condition, working with referrals from North, South and West London alongside our established local partnerships. These applications are complex and require detailed evidence, but can give families greater financial security while protecting their immigration status.

Our Legal Aid service has continued to expand our capacity to provide specialist advice and representation for those eligible for free legal assistance. During the year, we submitted 287 immigration applications, including Fee Waiver, Indefinite Leave to Remain, Limited Leave to Remain, British citizenship, Migrant Victims

of Domestic Abuse Concession (MVDAC) and Domestic Violence Indefinite Leave to Remain applications. Our advisers also secured 171 positive decisions, provided 150 pieces of detailed written advice, delivered 40 brief advice sessions, signposted 185 people to other organisations and referred 65 individuals to specialist services.

Through the commitment of our partners and funders, we are able to continue to provide expert immigration advice that helps people rebuild their lives with dignity.

898 people received immigration advice between April 2025 and March 2026.





Housing and Welfare Benefits

Rising living costs, homelessness, insecure housing and an increasingly complex benefits system can leave many of the people we work with feeling overwhelmed and unsure where to turn. Our Housing and Welfare Benefits team offers practical, rights-based advice to help people secure stable accommodation, maximise their income and build a more secure future.

To meet the growing demand for our service, we introduced two new volunteers to the team, increasing our capacity to support the 436 people who accessed the service between April 2025 and April 2026. We also delivered welfare benefit entitlement training to Advocacy volunteers, enabling benefit calculations to be completed during weekly drop-in sessions and helping people access advice faster.

A major milestone this year was securing a Housing Legal Aid contract, expanding the support available to people facing complex housing issues. Our advisors also continued to contribute to the local Homelessness Forum, while supporting 58 successful homelessness applications, providing temporary accommodation for 44 individuals and helping 19 people understand and respond to Section 21 eviction notices.

Throughout the year, our advisors delivered 267 welfare benefits advice sessions and 217 housing advice sessions, achieving 1,462 outcomes and securing more than £622,000 in financial gains. We also secured six Section 202 reviews, helping challenge housing decisions where they were not in people's best interests.

Every piece of advice we provide represents more than a statistic. It's an opportunity for someone to remain in their home, access financial aid, avoid homelessness or begin rebuilding their life after a period of uncertainty.



£622,000 secured in financial outcomes for people through our Housing and Welfare Benefits service



Andre's story

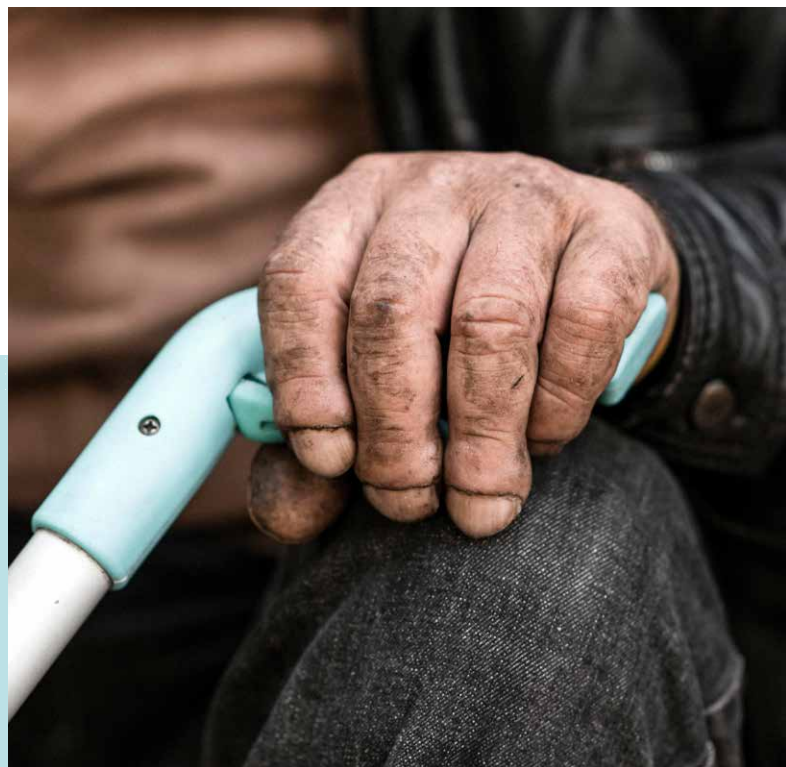
Restoring dignity and security

Andre* had spent years trying to manage on his own. Living with serious health conditions and unable to read or write, everyday tasks were difficult. When he first approached LRMN, he was seeking help with his benefits, but it quickly became clear that he was also trapped in unsuitable housing that was damaging both his wellbeing and sense of security.

Andre had been placed in accommodation that he could not afford, leaving him facing growing rent arrears and uncertainty about his future. Despite his vulnerability, key mistakes had been made in the way his homelessness case had been handled, and he had been left without the support he needed to challenge them.

Our Housing and Welfare Benefits team helped him apply for Attendance Allowance, which was successfully granted and led to an increase in his Pension Credit, improving his financial stability. At the same time, we investigated his housing situation and uncovered serious failings in the council's handling of his case.

Our advisor stood alongside Andre through the complaints process, challenging the decisions that had left him in unsuitable accommodation. As a result, the council accepted that significant errors had been



made and upheld all complaints raised on his behalf. The council is now working to secure more suitable and affordable housing for him.

Throughout the process, Andre often spoke about the stress and isolation he experienced while trying to navigate systems that felt impossible to understand alone. His story reflects the barriers many older migrants and vulnerable residents face when accessing housing and welfare support. It also shows how easily people can fall through the cracks when public bodies fail to properly assess their needs.

With the right help, Andre is now in a stronger position to rebuild hope for the future.

***Name and photo have been changed to protect the person's identity.**

“
My advisor
made me feel
so cared for
”

Access to Healthcare and Community Wellbeing

For many migrants and refugees, accessing healthcare can be a challenging process shaped by uncertainty, misinformation and fear. Confusion around eligibility, concerns about NHS charging and a lack of clear information can prevent people from registering with a GP or seeking treatment when they need it. LRMN continues to ensure that people understand their rights and are able to access healthcare with confidence.

Although funding for our dedicated Access to Healthcare Advisor ended in December 2025, this essential work has continued through the commitment of our volunteers. Before leaving, our advisor trained volunteers who now provide healthcare support during weekly Advocacy drop-in sessions every Thursday, ensuring people continue to receive guidance when they need it most.

Between April 2025 and April 2026, we helped 134 people and achieved 124 positive outcomes. This included assisting 11 people register with a GP, completing 41 HC1 and HC2 applications, providing 55 advice letters and supporting four cases where NHS debt was written off, removing a significant source of stress and financial hardship.



By continuing this work through our dedicated volunteers, we empower people to access healthcare with confidence and dignity, regardless of the challenges they face.



Community Embedded Practitioner



" The Community Embedded Practitioner's help, guidance and encouragement have meant a lot to me. I truly appreciate the time and effort they have given. "

Good mental health is essential to rebuilding a life, yet many refugees and migrants face many obstacles to receiving support. Experiences of displacement, trauma, uncertainty and isolation can have a lasting impact on wellbeing, while unfamiliar services and previous experiences can make it difficult to seek advice.

Our Community Embedded Practitioner (CEP) provides a trauma-informed, culturally responsive service within a trusted community setting, helping people access care in a way that feels safe and confidential.

Following the success of the pilot programme, the CEP role became a full-time position in Lewisham in April 2025 thanks to support from

South London and Maudsley NHS Foundation, enabling even more people to receive specialist mental health support. Between April 2025 and April 2026, the service received 118 referrals, with 84% requiring a full mental health assessment.

Around 78% had never previously accessed mental health services, showing the importance of embedding support within a trusted community organisation like LRMN. During the year, 40 people were successfully referred to NHS mental health services, including Community Mental Health Teams, Crisis Services and NHS Talking Therapies, with every referral accepted.

Alongside one-to-one assistance, the CEP helped people develop coping strategies, manage anxiety, strengthen emotional resilience and access wider services. The role also contributed to system change through participation in a Maudsley Hospital working group and the Quality Centre 2025 Clinical Improvement and Innovation Forum, helping shape future care pathways.





95 women participated activities exceeding our target and building lasting connections across our community.

Women's Project

The Women's Project continues to be a safe, welcoming space where refugee and migrant women can improve their wellbeing and develop supportive relationships with others in their community. Through counselling, group activities and social events, the project helps women reduce isolation, build resilience and take positive steps forward.

This year, thanks to funding from the Henry Smith Foundation, the Women's Group continued to thrive. We delivered 35 group sessions, with 167 women participating in activities throughout the year, including our summer programme, significantly exceeding our target. The success of the group is reflected in the growing number of peer-to-peer referrals, with women regularly encouraging friends and family members to attend. Feedback has remained overwhelmingly positive, with participants valuing the opportunity to connect, learn new skills and spend time in a welcoming environment.

A particular highlight was Refugee Week 2025, where the Women's Group choir delivered a moving performance that celebrated the strength and creativity of our community. The choir also performed at an event at Morley College in January 2026, receiving praise from both LRMN community members and external guests.

Alongside group activities, our team of three counsellors delivered 192 trauma-informed counselling sessions to 31 women, providing a consistent space to explore and



navigate complex experiences. As referrals were lower than in previous years, we increased promotion of the service through internal and external communications and encouraged existing Women's Group participants to spread the word within their networks.



The Women's Project continues to be shaped by the women who take part. From participants helping with childcare during sessions to one community member progressing into a volunteer role, the project demonstrates the power of community and people lifting one another up.

Tanya's story

A path back to security

Tanya* came to LRMN at a moment when the foundations of her life in the UK were beginning to fall away. After living in the UK for over 20 years without immigration status, she was at immediate risk of homelessness when the friend she was staying with decided to change accommodation. Tanya was also living with mental health conditions, which made navigating services and advocating for herself extremely difficult. Without a secure place to stay or access to help, her situation was becoming increasingly precarious.

LRMN stepped in to provide urgent, comprehensive support. Tanya was referred to Adult Social Care under the Care Act, and while longer term options were explored, she was accommodated in LRMN's hostel for two weeks to ensure she had a safe place to stay. At the same time, she was referred internally to LRMN's Immigration Team for specialised support to resolve her long standing lack of status. She was also connected with our Community Embedded Practitioner to access appropriate therapeutic support.

As part of this joined up approach, Tanya began attending LRMN's women's group, helping her to rebuild social connections and reduce isolation. When an initial offer of accommodation outside of Lewisham was made, our Housing Team challenged this decision. Being moved away would

***Name and photo have been changed to protect the person's identity.**



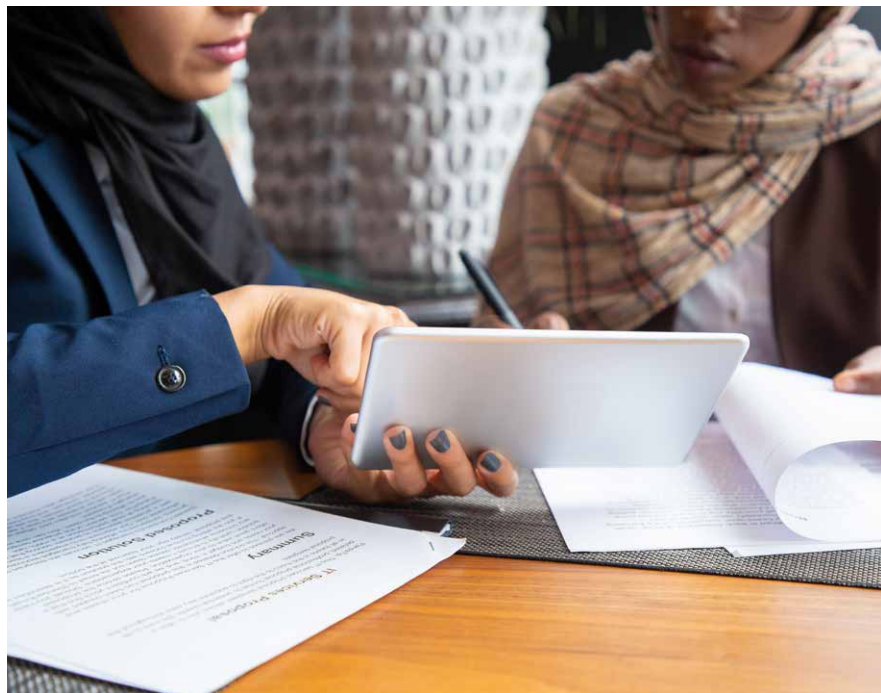
have meant losing important support networks and continuity of care. Through persistent advocacy, this decision was successfully revised.

The outcomes for Tanya have been life changing. Her immigration status was resolved, temporary accommodation was secured within Lewisham, and she is now actively bidding for permanent housing. She continues to receive mental health support and is benefitting from greater stability and improved wellbeing.

This case reflects the reality for many people we support, where fragmented systems and limited resources can place vulnerable people at risk. It also shows the power of coordinated, person-centred advocacy. By working across teams and with partner services, LRMN helped Tanya move from crisis towards safety and renewed hope for the future.



eVisa and Community Hub



For many people who come to LRMN, accessing the right support can feel overwhelming. Whether navigating the UK's digital immigration system, finding food during a crisis, or accessing specialist advice, our Greenwich Migrant Hub provides a welcoming space for practical advice and guidance.

Through weekly drop-ins, the Hub assisted 941 people and distributed 1,141 food parcels to individuals and families experiencing hardship. Working with partners, we also provided access to immigration advice, housing support and domestic abuse services.

As the UK transitions to digital immigration status, many migrants have faced confusion and technical difficulties with the eVisa system. Our twice-weekly eVisa drop-in sessions at our Deptford office continue to help people understand and manage their digital status.

Between April 2025 and April 2026, we helped 203 people with enquiries including applications, share codes, updating identity documents and photographs, technical issues and checking application progress. By providing a face-to-face service, we have

helped people navigate a complex system with greater confidence and reassurance.

Our Advocacy drop-ins, delivered by a dedicated team of volunteers, also continued to provide support for people facing everyday challenges. Volunteers assisted more than 70 people with travel card applications, education admissions, National Insurance numbers, free school meals, benefits checks and referrals to specialist services. These interventions help reduce barriers and enable people to access essential services and opportunities.

Alongside these services, LRMN continued to provide essential destitution support for those experiencing severe hardship. Throughout the year, we distributed over 200 SIM cards, 400 food e-vouchers, more than 70 smartphones, 17 laptops, 500 bus tickets, and 200 festive presents for children from LRMN families. Through our Essential Fund, in partnership with Lewisham Local, we also distributed £3,000 to help people purchase vital items including winter clothing, household furniture, white goods, toiletries and digital devices for students beginning college.



Campaign Wins and Updates

Creating lasting change means working alongside our community to challenge injustice, influence decision makers and amplify the voices of people with lived experience. Throughout the year, LRMN brought together community members, partners and local leaders to campaign for a fairer and more welcoming society.

A highlight of the year was our Refugee Week event, Power of Community, which welcomed more than 200 people on the hottest day of 2025 to celebrate resilience and solidarity. The day brought people together through creative activities, practical workshops, advice stalls, Anti-Raids training, free CV support and professional headshots, alongside performances from the LRMN Women's Choir. We also joined the University of Greenwich's Refugee Week Fair and hosted a Borough of Sanctuary outreach stall at Cutty Sark, encouraging members of the public to pledge their support for sanctuary.

Our Community Champions continued to strengthen their campaigning and leadership skills through training in organising, media, digital skills and storytelling. They represented LRMN on Sister Midnight FM, took part in media workshops with IMIX, and represented LRMN at community events, building confidence and creating opportunities to share their experiences with wider audiences.





Our Migrant Charging campaign continued to challenge the unfair impact of NHS charging on migrants, particularly people with no recourse to public funds (NRPf) and migrant mothers who had experienced complicated births. Community campaigners met with the boards of Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts, leading to a roundtable with NHS leaders across Guy's and St Thomas', King's College, and Lewisham and Greenwich. As a result, all three Trusts agreed to establish a Community Partnership with LRMN and Citizens UK to improve information and support for people affected by NHS charging.

Our Secret Shopper action expanded to 33 GP practices across Lewisham, identifying both progress and ongoing barriers. Compared to 2024, Safe Surgery visibility increased by 22%, while access to registration without proof of address and confirmation that immigration status is not required both declined. This evidence continues to inform our campaign for fair and accessible healthcare.

Our PATH project, delivered with King's College London, culminated in an exhibition at the Science Gallery, where artwork by migrant men explored housing insecurity and encouraged conversations with policymakers and the wider public. Through this work, alongside the Lewisham Migration Forum, Greenwich Borough of Sanctuary and Citizens UK, we are ensuring that lived experience remains central to conversations about policy and practice.



Thank You

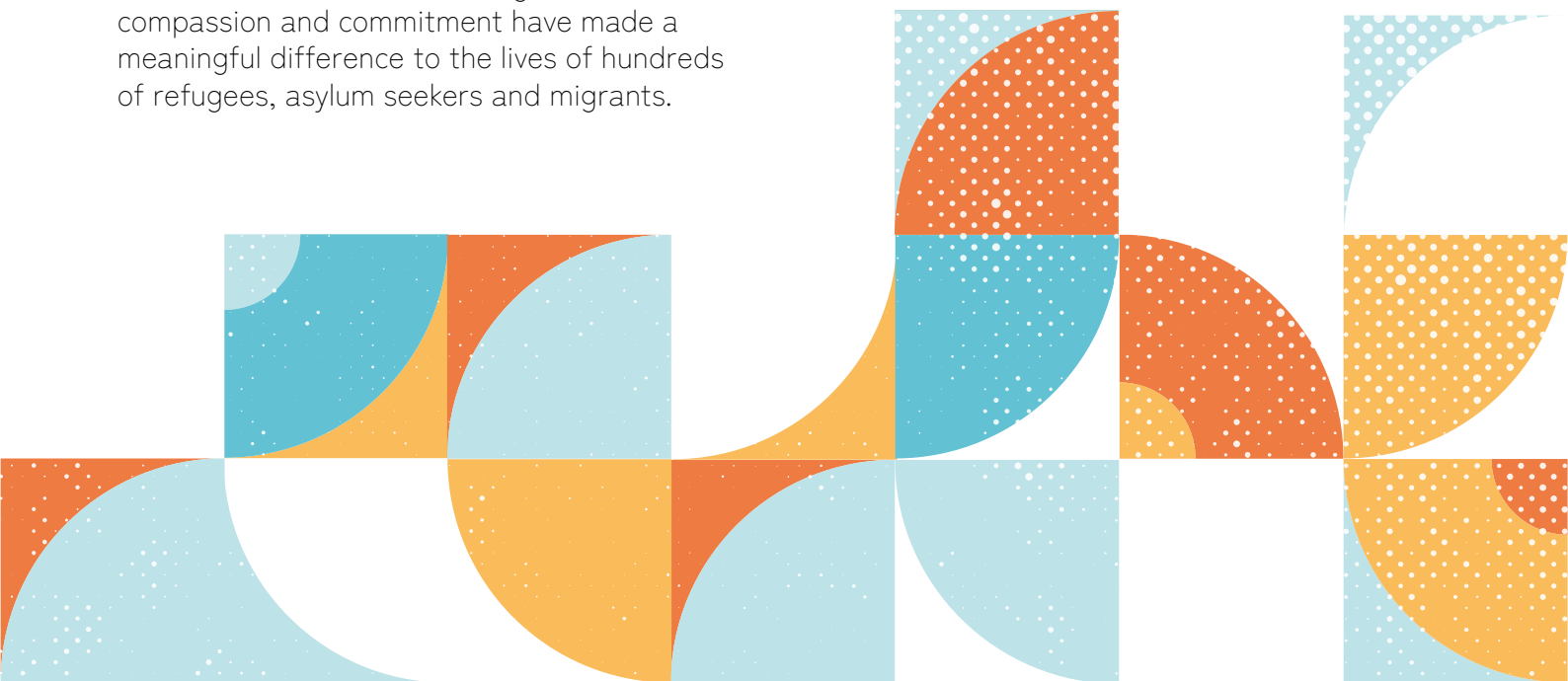
Acknowledgements

Everything we have achieved this year has been made possible by people who share our vision of a more welcoming community. We are incredibly grateful to everyone who has stood alongside LRMN throughout the year.

A special thank you goes to our wonderful volunteers, who have supported eVisa drop-in sessions, provided advocacy, helped distribute food parcels at our Migrant Hub, assisted our Immigration and Housing and Welfare Benefits teams, and connected individuals with healthcare and counselling services. Their compassion and commitment have made a meaningful difference to the lives of hundreds of refugees, asylum seekers and migrants.



We would also like to thank our staff, trustees, funders, partner organisations, donors and community members. Whether you have shared your expertise, worked alongside us or made a donation, your support has helped us reach more people. Together, you have played an important role in shaping a year of connection, advocacy and positive change.



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Charity number: 1058631 / Company number: 3252691 / OISC number N201100038

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