



**PETERBOROUGH
ASYLUM
REFUGEE
COMMUNITY
ASSOCIATION**

○ ○ ○ ○

Annual Report & Accounts

April 2024- March 2025



Registered Charity Number: 1152592
Registered in England and Wales Number: 08397491

Table of Contents

Legal and Administrative Information	3
Message from the Chair	4
Message from the CEO	5
Year of Activities	6
Why we exist	7
PARCA: Vision/ Mission	8
Trustees Report for the Year Ended 31 st March 2025	9-10
The Trustees Consider that the Main Risk for the Continued Undertaking of PARCA's Work related to	11
How we are funded	12
Beneficiaries	13
Overview of Key Activities	14-23
Outcome	24- 26
You Asked, We Acted:	27-29
Reflection	30
QR Code	31

Legal and Administrative Information

Legal Name: Peterborough Asylum and Refugees Community Association (PARCA)

Working Name: PARCA

Registered Charity Number: 1152592

**Registered in England and Wales
Number: 08397491**

**Head Office: Unity Hall,
Northfield Road, Peterborough,
PE1 3QH.**

**Website: www.parcaltld.org
Email: info@parcaltld.org**

Tel: 00 44 1733 563 420

Social media:

Facebook: PARCA

X: @PARCA1

Instagram: parca_peterborough

TikTok: parcapeterborough

**Linkedin: PETERBOROUGH ASYLUM
AND REFUGEE COMMUNITY
ASSOCIATION (PARCA)**

Board of Trustees: "Current"

Mrs: Jamila Abdu Chair of Board of Director

Mr: Nondo John Kasensa Director

Ms: Khadija Ali Husein Director

Mr: Mubange Kumbi Director

**Company Secretary & CEO:
Mr Moez Nathu BEM**

**Independent Examiner:
Nashir Valani BSC(HONS) MAAT
VAT Accountancy Services
96 Bridge Street,
Peterborough,
PE1 1DY**

Message from the Chair



'I am deeply honoured and thrilled to have been elected by our members as the first woman Chair of the Board of Trustees at PARCA Ltd, following in the footsteps of the brilliant John Kasensa. It is a privilege to continue serving this incredible organisation, having previously been a member of its Management Committee.

My journey to this moment has been shaped by personal experience. I am originally from Eritrea and fled my home country with my children in search of safety. I've walked the difficult path of seeking asylum and understand first-hand the challenges, the long waits, the uncertainty, and the hope.

I am now proud to be a British citizen, but I will never forget how it feels to be new in an unfamiliar city. I know that many of our team members and those we support have lived through similar experiences.

Last year, in August 2024, Peterborough remained safe during the unrest elsewhere, but in May 2023, our centre was tragically targeted in a burglary. The damage was severe. For many of us, it was a deeply personal and painful moment, shaking a place that represents sanctuary and hope.

PARCA's mission, to enable refugees and asylum seekers to build new lives in the UK

by supporting their integration, employment journeys, and understanding of life and law in a new country, feels more vital than ever.

That's why I feel so proud and privileged to be contributing to PARCA's work to foster a more inclusive, welcoming society.

The past year has brought immense financial challenges for the organisation. Keeping our doors open has not been easy. But thanks to the tireless efforts of our board, management team, staff and our incredible volunteers, we have continued to stand by the communities we serve. We've had to make some very difficult decisions, reducing staff hours and relying more heavily on volunteers—but the demand for our services remains high, and the response from our volunteer community has been nothing short of inspiring.

To everyone who has stood with us during this crisis, thank you. Your support has been unforgettable, and your solidarity has given us strength during one of the hardest times we've faced.

Looking ahead, I believe we have a meaningful and exciting year before us. I hope you will continue to walk alongside us on this journey, as we work to create a better future for those seeking safety, dignity, and belonging.'



Message from the CEO

Annual Summary: April 2024 – March 2025

"It is a true honour to receive the Civic Award for Community Involvement from the Peterborough City Council. I'm deeply grateful for this recognition."

I am pleased to present a summary of our work during the year April 2024 to March 2025, a period marked by increasing challenges and a growingly hostile environment. In the face of this, we are proud to have remained a constant source of support, standing alongside 4198 service users.

Everyone who comes to us is striving to build a better life in the UK. Our role is to offer emotional support, practical tools, and a sense of belonging, empowering individuals to move forward with confidence and dignity.

Over the past year, we provided a wide range of services and activities, including:

- Drop-in centre
- English language classes
- Women's group
- Youth and adult activities
- Breakfast Club
- Green for Race and Mental Health initiative
- Social activities and community events
- Food Hub
- E-visa support
- And much more

Alongside these, we offered vital casework support, helping individuals navigate complex challenges such as unfamiliarity with Universal Credit, Housing Registration, supporting cycling fine in restrictions areas, CV writing, Job Search, Employment, Volunteering Opportunities, Domestic Violence Support, access to free SIM cards, and more.

"Last year, we faced significant financial challenges covering our core costs, which was very difficult for us. We are truly grateful to everyone whose words of encouragement helped us stay strong and persevere." "PARCA has been facing financial difficulties in maintaining its core staff to deliver projects. Over the past 12 months, we have relied on our unrestricted funds to retain key personnel and keep the organisation operational."

The 2024 - 2025 year was also a time of internal growth. We undertook key initiatives to strengthen our leadership team and improve how we monitor and evaluate our impact. With the guidance of an external consultant, we began reviewing and upgrading our monitoring and evaluation processes, ensuring that we remain responsive, effective, and accountable.

We are an evolving organisation, committed to learning and adapting. The progress we've made this year is reflected throughout this report."

Thank you
Moez Nathu BME

Year of Activities



Why we exist:

Safe Environment, Building Trust & Friendly Atmosphere

Since 2002, PARCA has stood beside those navigating the challenges of starting over in a new place.

We understand how difficult it can be to integrate into a new city and society, because many of our board members and volunteers have lived that journey themselves. Whether seeking asylum, moving from another city, or arriving on a spouse visa, they've experienced the complexities of rebuilding a life in the UK.

Refugees and asylum seekers often face significant barriers when trying to integrate and gain employment, including:

- Long gaps in employment due to the asylum process
- Lack of UK work experience
- Limited understanding of the UK job market and no professional networks
- Non-recognition of overseas qualifications
- Language barriers
- Cultural differences
- Public misconceptions and discrimination

As a result, refugees in the UK are four times more likely to be unemployed than UK-born citizens—and even when employed, they typically earn only half as much per week. This is despite many having high levels of education, professional experience, and valuable skills.



Too often, refugees face these barriers alone.

At PARCA, we believe that's not just unfair—it's unacceptable. That's why we exist.

With the help of over 36 dedicated volunteers, our team offers one-to-one support, training, education, and guidance tailored to the unique needs of refugees and migrants. We empower individuals to overcome obstacles and take steps toward fulfilling, meaningful employment.

We also believe in the power of partnership.

By working with responsible businesses and organisations like Jobcentre Plus, local authority NHS, Work Well, and others, we help bridge the gap between refugees and employers. Together, we build skills, provide real work experiences, and open doors to lasting opportunities across the UK.

Together, we can break down the barriers, so every refugee has a fair chance to thrive.

PARCA

Vision

Refugees, Asylum Seekers and migrant communities have all the skills and confidence they need to realise their potential and they are integrated in Peterborough, in a city that respects diversity.

Mission

To develop and operate a one-stop community centre where refugees, asylum seekers, migrants, and disadvantaged communities can access the support and services they need to build meaningful, quality lives, and contribute to a cohesive, inclusive Greater Peterborough that celebrates diversity.

Values

We put our service users (Refugees, Asylum seekers, migrants and Others) first in everything we do. We listen and respond. We act with integrity. We're focussed on impact.

Welcoming

We welcome people of all backgrounds with an open mind.

We will make everybody feel comfortable working with us every step of the way.

We treat everybody fairly.

We champion diversity, equality, and inclusion

Equality, Diversity and Inclusion

We stand with everyone regardless of race, class, sexuality, gender identity and depression, faith national origin, language, education, age and disability.

We are always mindful of privilege and imbalances of power and seek to treat everyone fairly and equally.

Creativities, learning and reflection

"We welcome diverse ideas and skills, recognising that there are many paths to creating change. Our culture values continuous learning and encourages thoughtful reflection."

Kindness and Compassion

"We treat everyone with dignity, kindness, and compassion, valuing and nurturing the contributions of all we work with. Our approach is grounded in respect, support, and genuine care."



TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2025

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, submit their annual report and the financial statements of Peterborough Asylum and Refugee Community Association (PARCA) for the year that ended 31 March 2025.

The Trustees confirm that the annual report and financial statements of the Company comply with current statutory requirements, the requirements of the Company's governing document and the provisions of the Statement of

Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102).

The Board of Trustees are satisfied with the performance of the charity during the year and consider the charity to be in a strong position to continue its activities during the coming year. The Trustees confirm that the charity's assets are adequate to fulfil its obligations. The legal and administrative information is set out in this report. The financial statements comply with current statutory requirements for the management of charity finances.

STRUCTURE, GOVERNANCE AND MANAGEMENT

PARCA is a charitable company limited by guarantee. The Company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association.

The Trustees are legally responsible for all aspects of the governance and management of the organisations, its finances, its employees, its services and its legal obligations to the Charity Commission. The Board meets bi-monthly to consider all matters of strategic management, financial probity, policy and direction. Smaller sub-groups or working parties may be formed and meet between these full meetings. Responsibility for day-to-day general management and expenditure within planned budgets is delegated to the CEO and the Senior Management Team

THE METHODS ADOPTED FOR THE RECRUITMENT AND APPOINTMENT OF NEW TRUSTEES:

It is the responsibility of the Trustees to seek out suitable new recruits to add skills and experience to the board. Potential Trustees are nominated by a current trustee or, if a member of PARCA for at least one year, they may put themselves forward for election at the AGM. The Board may also co-opt a new trustee to meet the specific skills needed by the board.

TRUSTEES REPORT FOR THE YEAR ENDED 31ST MARCH 2025

THE POLICIES AND PROCEDURES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES:

An induction procedure is in place for new trustees to ensure they are fully aware of the work of PARCA and their responsibilities as a trustee such as being issued with the Models and Articles of Association, key policies and CC3 (guidance on the role of trustees issued by the Charity Commission).

THE ORGANISATIONAL STRUCTURE OF THE CHARITY AND HOW DECISIONS ARE MADE:

Strategic decision making is the responsibility of the Board of Trustees. The implementation of these decisions is the responsibility of the CEO and Senior Management Team, who relay any key information to the staff and volunteers.

THE MAJOR RISKS TO WHICH THE CHARITY IS EXPOSED AND SYSTEMS TO MITIGATE RISKS:

The trustees identify the major risks to which the charity is exposed each financial year when preparing and updating a strategic plan, in particular those related to the operations and finances of the charity. The trustees then review any major risks which have been identified and establish systems to mitigate those risks. The charity is satisfied that the systems are in place to mitigate exposure to any major risks which have been identified.

WELCOME
COMMUNITY
LOVE
FRIENDSHIP
LEARNING
INCLUSIVE
RESPECT
CARING
ACTIVITIES
NON-JUDGEMENTAL
COMFORTABLE
SAFETY
MULTICULTURAL

THE TRUSTEES CONSIDER THAT THE MAIN RISKS FOR THE CONTINUED UNDERTAKING OF PARCA'S WORK RELATE TO:

Fundraising – The way we raise and manage the funds and resources we have needs to be considered. We are reliant on relatively small grants that only cover part of the resources we need to continue our core activities. To reduce risks of inability to secure the funds needed to cover our core work, we need to identify and develop suitable projects that are deliverable over several years, in order to stabilise the growth experienced during the 2024/2025 financial year.

Staff Retention – We are dependent on the services of a very small team of specialist staff. If we were to lose key staff members this would make it very difficult to continue to deliver services at the current scale of what is needed. To mitigate this risk, we will undertake reviews with staff to ensure we are offering the development opportunities they need, therefore increasing the likelihood of retaining staff who are well motivated to serve PARCA and our communities.

Restructuring – We need to explore the correct structure to be able to deliver at the size and cope of our expanded delivery. This means really exploring the management structure and the staffing needed to deliver projects. We need to identify what core roles are needed in order for us to continue to serve communities in need, to guarantee that we have the paid staff needed and to ensure that volunteers who are essential to successful delivery feel supported in their roles.

Organisational Structure – We need to take some time to reflect on how we work and review systems that can be utilised to make us as efficient and effective as possible. We need to ensure we are always looking to improve how we work, so we can continue to use our resources effectively and continue to meet the growing needs of the community.

Partnerships – We need to continue to identify and bring on board new partners who refer individuals and families in need of our services. We also need to identify and develop new partners that we can refer on to, so that the people we encounter in our work can access the support that is available across different organisations. In this way, we will be able to ensure that people facing disadvantages have access to services needed to help lift them to achieve their true potential. We know that we cannot do everything that our service users need and it is prudent and effective use of our time to know who else can provide relevant services.



How we are funded:

Our work is made possible through the generous financial and in-kind support of trusts, foundations, and individual donors. Each funder listed below has played a vital role in helping us deliver essential support to the communities we serve. Without their commitment, PARCA could not have sustained its impact over the past two decades.

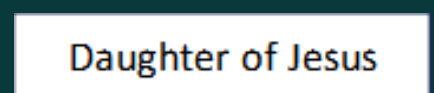
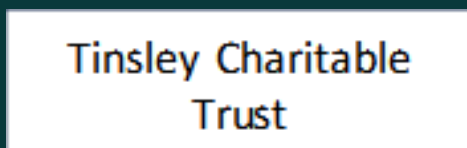
We are deeply grateful to all our donors, supporters, and partners, including those who choose to remain anonymous. Your continued support is empowering refugees, asylum seekers, and migrants across Peterborough and the surrounding areas to access meaningful opportunities, integrate into life in the UK, and build new, hopeful futures.

David Holdsworth, CEO of the Charity Commission, recently delivered a powerful message: **"Shine Your Light,"** calling on the sector to meet today's challenges with renewed commitment and purpose.

For PARCA's, this means standing firmly alongside for those who desperate need us for support most vulnerable, isolate and most affected with Mental Health

"Go to PARCA" has become a familiar phrase among local agencies when making referrals, a testament to the trust placed in us and the impact of our work.

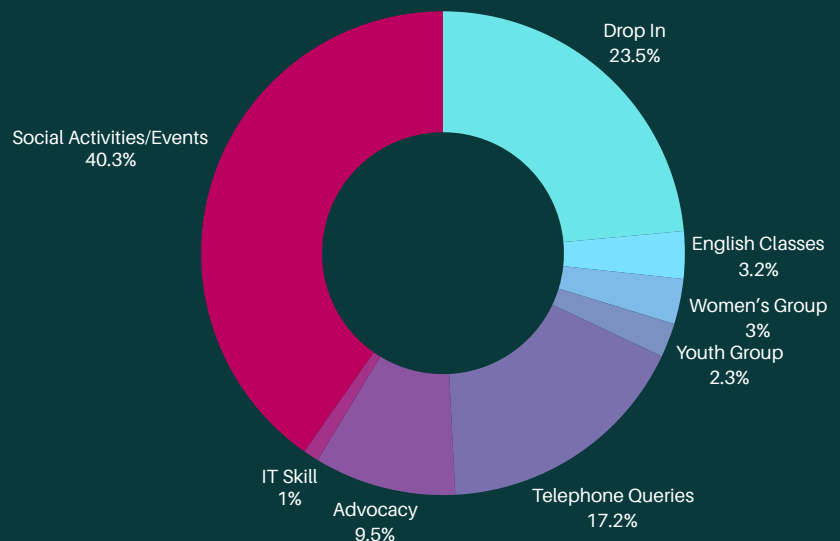
It reflects our deep knowledge, experience, and commitment to supporting individuals and **Bringing People Together** as part of our wider integration strategy



Beneficiaries

This chart shows how many beneficiaries we have supported through our services and activities this year.

Drop In	988
English Classes	133
Women's Group	127
Youth Group	96
Telephone queries	721
Advocacy	398
IT Skill	44
Social Activities / events	1691
Total	4198



The following are the different nationalities of service users we have supported this year:

- Afghanistan
- Albania
- Algeria
- Angola
- Argentina
- Belgium
- Belize
- Bolivia
- Botswana
- Brazil
- Bulgaria
- Canada
- Chad
- China
- Columbia
- Czech Republic
- DR Congo
- Egypt
- El Salvador
- Eritrea
- Ethiopia
- France
- Gambia
- Germany
- Ghana
- Greece
- Guinea-Bissau
- Hungary
- India
- Iran
- Iraq
- Italy
- Jamaica
- Kenya
- Kuwait
- Latvia
- Libya
- Lithuania
- Moldova
- Morocco
- Nepal
- Nigeria
- Pakistan
- Philippines
- Poland
- Portugal
- Romania
- Russia
- Saudi Arabia
- Senegal
- Sierra Leone
- Slovakia
- Slovenia
- Somalia
- Spain
- Sri Lanka
- South Sudan
- Sudan
- Syria
- Taiwan
- Thailand
- Timor-Leste
- The Netherlands
- Trinidad & Tobago
- Tunisia
- Türkiye
- Ukraine
- Uruguay
- United Kingdom
- United States of America
- Yemen
- Zambia
- Zimbabwe



Overview of Key Activities

a) "English Language Skills for Beginner and Intermediate Learners"

"Our face-to-face ESOL (English for Speakers of Other Languages) classes run eight times a week, offering a total of 16 hours of instruction across beginner to intermediate levels from Monday to Thursday and combined with IT skill.

Delivered by trained staff and dedicated volunteers, these sessions continue to meet a high level of demand. With an average attendance rate of 89% and participants representing a diverse range of nationalities, the programme clearly demonstrates the strong motivation and need within the community to develop English language skills."



a) Youth Activities

"The youth group meets twice a week, offering a diverse range of activities for young people, including sports, music, arts, games, stop-motion animation, and outdoor adventures.

The group has enjoyed reconnecting through social activities such as table football, air hockey, and simply spending time together. Session times vary between term time and school holidays. We will continue the activities as the centre has all the equipment to make the youth happy.

Overview of Key Activities

c) E-visa Project

The UK Visas and Immigration (UKVI) is transitioning to a Digital Immigration System, where physical documents are replaced with an online record of Immigration status, known as an e-visa.

Most physical immigration documents have been replaced by e-visas. This includes:

- residence permits (BRPs)
- biometric residence cards (BRCs)
- stamps in passports
- 'vignette' stickers in passports
- frontier permits

Getting an eVisa is free and won't change your permission to live in the UK.

You'll need to create a UK Visas and Immigration (UKVI) account to access. Appointment is required and available from Monday – Friday. Between 10.00 am – 4.00 pm



d) Household Fund & Surplus

The Household Support Fund is for anyone who is struggling with the cost of living and paying for essentials. Through the fund, you may be able to get help with food, energy bills and essential items, as well as Information advice and guidance on debt, benefits, employment. The project runs on Tuesday and Thursday.



Overview of Key Activities

e) Greening for Race and Mental Health (GRaMH)

This PARCA project is designed to improve mental health, by providing greater access to natural spaces and nature-based activities for adults experiencing mental health problems, socio-economic disadvantage, marginalisation and discrimination.

The project targets those with mental health issues, e.g., anxiety, panic attacks, stress related difficulties and depression.

The project is in 3 parts: first, a walking group encouraging regular exercise to alleviate mental health issues, as well as build friendships among people who experience serious isolation and loneliness, exacerbated by poverty and cost of living rises;

Second, an integration project by encouraging people to identify and use local resources in terms of parks and other natural sites. This will increase a sense of belonging and has been identified as one of the key factors in addressing loneliness and all the mental health issues that rise from this.



Overview of Key Activities

f) Drop-In Service

Overview

1. Purpose:

To provide a safe, welcoming, and accessible space where individuals can seek support, access resources, and connect with others without the need for an appointment.

2. Frequency and Timing:

- Open Monday to Thursday
- Hours: 10.00 am – 4.00 pm
- Flexible attendance—no booking required

3. Who It's For:

- Open to all community members, including refugees, asylum seekers, migrants, and local residents
- Particularly beneficial for those seeking advice, social interaction, or access to basic services

4. Services Offered:

Information & Advice:

- Housing, benefits, immigration referral support, and local services

5. Form-Filling & Advocacy:

- Assistance with applications and navigating services
- Language Support: Informal English conversation, help with understanding official documents

6. Digital Support:

- Help with accessing emails, government portals, or job applications
- Social Interaction: Space to relax, connect with others, and reduce isolation

7. Refreshments:

- Tea, coffee, and light snacks

8. Signposting:

- Referrals to specialist services and partner organisations

9. Staff & Volunteers:

- Run by a mix of trained staff and volunteers
- Interpreters available where possible

10. Impact:

- Helps reduce isolation and anxiety
- Builds trust and engagement within the community
- Offers immediate, low-barrier support
- Provides a pathway to further services and long-term support



Overview of Key Activities

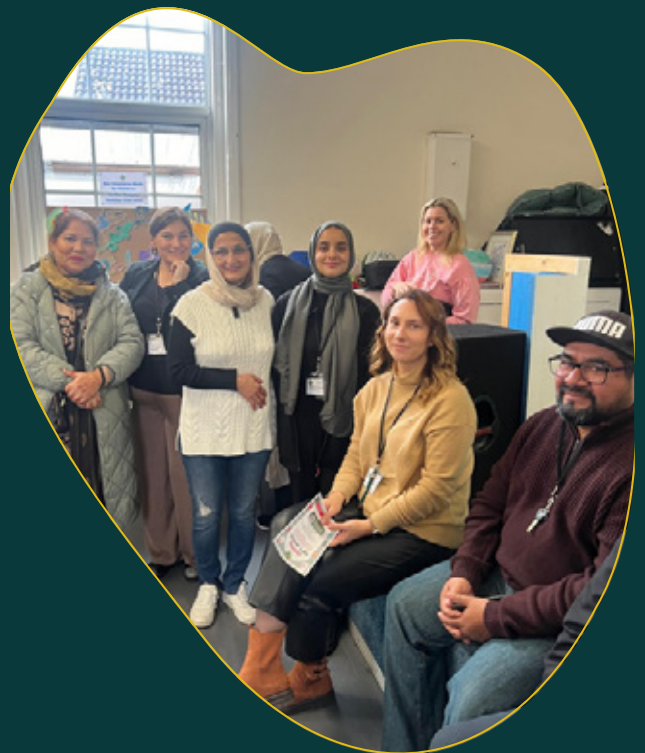
g) Volunteering

Volunteering plays a vital role in the heart of our organisation. It provides individuals with the opportunity to give back to their community, develop new skills, and build meaningful connections. Our volunteers come from diverse backgrounds and contribute in many ways, from supporting community events and delivering services, to offering administrative help and peer mentoring.

We offer flexible volunteering opportunities tailored to individual interests, availability, and goals. Volunteers receive training, ongoing support, and the chance to be part of a welcoming, inclusive team. For many, volunteering is not only a way to make a difference, but also a pathway to personal growth, confidence-building, and even future employment.

Key Benefits of Volunteering:

- Gaining new skills and experience
 - Increasing confidence and self-esteem
 - Building social connections and reducing isolation
 - Making a positive impact in the community
 - Enhancing CVs and career prospects
 - Our volunteers are essential to the success of our programmes and contribute to the spirit of solidarity and social action that defines our work.
- At present we have 36 volunteer from 2 to 6 hour a week / monthly.



Overview of Key Activities

h) Integration, Cohesion & Diversity” Social Action and wellbeing”

1. An Award-Winning Organisation for Bringing People Together (2023)

Our Social Action and Wellbeing initiatives are focused on empowering individuals, building stronger community connections, and promoting both mental and physical wellbeing. Through a blend of structured programmes and informal support, we aim to nurture a sense of belonging, resilience, and shared responsibility. These initiatives have a meaningful impact—boosting self-esteem, reducing isolation, encouraging healthier lifestyles, and strengthening the social fabric of our community.



2. Women's Group Overview

To provide a safe, supportive, and empowering space where women can come together, share experiences, build confidence, and access opportunities for personal and collective growth.

- Women from diverse backgrounds, including refugees, asylum seekers, migrants, and resident
- Open to all ages and cultures
- Particularly supportive for women facing isolation, trauma, or barriers to participation
- Sessions range from informal drop-ins to structured workshops
- Child-friendly environment, walking, gardening and more...
- **Wellbeing Support:** Mental health discussions, self-care workshops, mindfulness, and relaxation sessions
- **Skill Building:** English conversation, sewing, cooking, digital skills, financial literacy, and employment readiness
- **Creative Expression:** Arts, crafts, storytelling, and cultural exchange



Meets weekly every Wednesday 12 pm -2.30 pm and attendance is between 27-33 peoples per week.

Overview of Key Activities

3. Breakfast Club

The Breakfast Club provides a welcoming and supportive space for individuals and families to start their day with a nutritious meal and a sense of community. It is especially beneficial for those experiencing food insecurity, social isolation, or difficult living conditions.

- Open to all community members, including families, individuals, and vulnerable groups
- Particularly supportive for refugees, asylum seekers, low-income households, and those at risk of isolation
- A variety of breakfast items, such as cereal, toast, fruit, porridge, and hot drinks
- A warm, friendly environment to relax and socialise
- Access to staff and volunteers for informal support or signposting to other services
- The Breakfast Club not only helps meet basic needs but also strengthens community ties, reduces loneliness, and provides a positive start to the day for all who attend. The attendance is between 22 – 30 people every week
- Every Friday from 9.30 am – 11.30 am



Overview of Key Activities

4. International Women Day event

Our International Women's Day (IWD) event celebrates the achievements, resilience, and contributions of women from all walks of life. It provides a platform for empowerment, cultural expression, and community solidarity, while raising awareness about ongoing gender-based challenges. 120-143 people attended.

Performances:

- Music, dance, spoken word, and cultural presentations celebrating the diversity of women in our community

Creative Activities:

- Art, crafts, storytelling, and group projects reflecting the strength and stories of women

Shared Meal:

- A community lunch featuring dishes contributed by women from different cultural backgrounds

- Open to all, with a special focus on engaging women from refugee, migrant, and minority communities
- Promotes gender equality, confidence, and connection
- Celebrates cultural diversity and women's contributions
- Creates space for learning, support, and collective empowerment
- Strengthens community relationships and promotes inclusion

The event is every year in month of March.



Overview of Key Activities

5. Refugee Week event June 2024

Our Refugee Week event is a celebration of the strength, resilience, and contributions of refugees and asylum seekers within our community. It aims to raise awareness, challenge negative stereotypes, and foster understanding and solidarity through cultural exchange and storytelling.

Cultural Performances:

- Music, dance, poetry, and traditional dress showcases by community members from refugee backgrounds

Storytelling & Testimonies:

- First-hand accounts shared by individuals with lived experience of seeking refuge, promoting empathy and awareness

Food Sharing:

- A vibrant international food offering dishes from various cultures, promoting unity through shared meals
- Open to all, with active participation from refugee and migrant communities
- Celebrates diversity and inclusion
- Builds bridges between communities
- Increases public understanding of the refugee experience
- Promotes dignity, compassion, and social cohesion.
- The event is in June each year and the attendance 136-145 peoples.



Overview of Key Activities

6. Festive Party

It has become a tradition for our organisation to celebrate the end-of-year festive season with a special party and a gift-giving initiative for children aged 0–16. Donations were collected through an Amazon Wish List, with contributions coming from across the UK. Any remaining gaps were generously filled by the organisation.

In December 2024, we had the joy of welcoming over 180 children and their parents or guardians to receive gifts. It was a heart-warming event filled with smiles, food, music, and dancing. The atmosphere was full of joy and gratitude, with many expressing their heartfelt thanks to PARCA for creating such an incredible and memorable experience.



7. Other Social Activities

The organisation doesn't need a special day for social activities.

Every day is a unique opportunity to celebrate the birthdays of our staff and volunteers. We have a well-equipped kitchen that everyone is welcome to use for cooking and sharing meals. Weekends are the most suitable time for the organisation to host such events, helping to break social isolation and build stronger community connections.

8. Pro-Bono use of Hub

Throughout the year, we share our community centre with different community groups, outside of our opening hours. We provide the space free of charge, which gives grassroots organisations

the chance to host community events and activities.

Some of the groups include:

- Lithuanian kids Dance Group
- Raskila Group Dance
- Eritrean Community Group
- Multi Agency Forum (MAF)



OUTCOME



94% of client reported Quality of Life Improved



96% of learners reported English Improved



99% of service users Less Stressed



98% women reported Less Isolate



95% reported Physical Wellbeing Improved



88% reported have a new friendship



87% reported has knowledge of Local Asset



100% of our clients involve in activities or community events



78% of clients reported increased confident using digital technology digital inclusion

OUTCOME



100% our client reported has spread the word for PARCA as Ambassador

We continuously monitor the outcomes of our activities, events, and workshops. The feedback from our service users highlights the meaningful and lasting impact PARCA has had on their life journeys.

Over the past year, we are proud to have made a consistently positive difference in the lives of those engaged with our community services.

Through our funded projects, we have supported a wide range of individuals, including families, single parents, and others, achieving significant and empowering outcomes.

Notably, we've seen an increase in female participation at our community centre, particularly among women who have arrived on spouse visas. Many are eager to connect with others, build friendships, and improve their English skills to better integrate into society.

We have also welcomed a growing number of single male asylum seekers and dispersed families arriving in Peterborough, seeking support, guidance, and a sense of belonging. We closely monitor the services we offer to ensure that they are genuinely the services our community needs. We collect feedback twice each year, with a co-created survey to new starters every July and for all community members every December.

Below are the results from our full community survey about the Centre's impact over the last 12 months:

- I love meeting people at PARCA—it makes me feel happy.
- PARCA feels like my foster family.
- I enjoy cooking at the Centre.
- PARCA has brought light into my life.
- They helped break my isolation, and now I can smile again.
- When I have a problem, I go to PARCA for support. Thank you.
- Before, I didn't speak English, but now I'm learning. Thank you, Teacher Lina!
- PARCA helped me get a SIM card so I can talk to my mum in Sudan.
- PARCA helped me cancel a fine for my bike. Thank you so much.
- Everyone at PARCA is very kind.
- I really enjoy the art sessions and cooking activities.



OUTCOME: Case Studies

1)

'My name is Romi (not my real name), and I'm from Bangladesh. I am a survivor of modern slavery and exploitation. I was transferred to Peterborough, searching for a place where I could rebuild my life and contribute to society. I discovered PARCA on Instagram and saw how active and welcoming the community seemed, so I decided to visit. One day, I came to the centre and saw many women chatting, eating, sewing, and doing art and crafts. I was warmly welcomed, and for the first time, I felt at home. Everyone was so friendly.

I started coming every week and began making new friends. I enjoy playing music as a DJ, and PARCA had music equipment available, which made me very happy. Over time, I got involved with the Breakfast Club, helping others as I became more integrated into the community.

PARCA has taken me from a place of darkness into the light. Now, I can see myself smiling again and feeling truly happy. Thank you, PARCA, for giving me hope and a sense of belonging.'

2)

'My name is Rachel (not my real name), and I'm from Lithuania. I was referred by the DWP to learn English at PARCA. I have registered and now attend English classes every Tuesday.

I've found a very friendly environment, with people from many different nationalities who are also learning the language, just like me. At first, I was very nervous, but now I've gained confidence and made new friends in the class.

Thank you to teacher Lina for all your help!'

3)

'My name is Frances (not my real name), and I'm from Guinea-Bissau. I'm a mother of two children and have been struggling to integrate because of language barriers. I spoke with my work coach, who advised me to visit PARCA, as they offer many activities for everyone.

I joined the Festive Party, where they gave gifts to the children. The PARCA team also gave presents to my own children, and I was so happy. Since arriving in the UK, no one had ever given my children a gift before. We were truly overjoyed.

After that, I started joining women's group activities, breakfast meetings, and other social events. Now, I am volunteering with PARCA. My life has changed—from sadness to happiness.

Thank you, PARCA'

4)

Raskila group always thanking PARCA to accommodate them by using our centre as pro-bono to be able to practice their culture dance and able to performance in wider community. We are grateful for this space is suitable to us to performance without charge.

Planned Social Activities / Events

- Refugees Week Event June 2024
- Summer Activities
- Festive Party
- International Women Day March 2026

You Asked, We Acted:

How the ESOL Project Supports Its Volunteers and Learners

Over the past few months, we have witnessed a growing interest among our ESOL volunteers in accessing training opportunities to improve their employability and strengthen their CVs. Many of our volunteers are actively seeking part-time or full-time employment, and they have expressed a strong desire for relevant professional development.

Volunteer Training

Opportunities

In response to this, we collaborated with Peterborough College to offer a Level 1 Volunteer Teaching Assistant training course. This initiative was well received, and we are pleased to report that it will continue in September with a new intake. Following the completion of Level 1, volunteers are eligible to progress to the Level 2 Volunteer Teaching Assistant training. So far, two of our volunteers have successfully completed both levels, and we hope to see more of our volunteers join this training in the upcoming term.



IT Skills Training

Another consistent request from our volunteers has been access to IT skills training, as many are eager to improve their digital literacy and better support ESOL learners. After listening to their needs, we reached out to local organisations and secured partnerships to offer two forms of IT training:

- A short, in-person training: This will consist of two 8-hour sessions focused on essential IT skills needed for drop-in support sessions.
- An online training program: A 50-hour flexible online course that volunteers can complete at their own pace in their free time.

Upon completion, volunteers will receive a certificate of achievement and a £50 voucher as a token of appreciation for their dedication. These trained volunteers will then be able to teach basic IT skills to ESOL learners, helping them with everyday tasks such as logging into their Universal Credit journals or checking emails—an area in which many learners currently struggle. We are planning to integrate IT skills training into our ESOL lessons, to make our learners more confident and independent in managing their digital needs.

You Asked, We Acted:

How the ESOL Project Supports Its Volunteers and Learners

Additional Reading Support

We also identified a group of learners who required extra reading and writing practice. In response, we established weekly reading sessions—currently held twice a week, totalling four hours per week. These sessions focus on improving reading comprehension and writing ability. The learners attending these sessions have expressed great satisfaction, and while their spoken English is developing, these targeted sessions are helping to accelerate their literacy skills.

One-on-One Support for Beginner Learners

Among our learners, we have encountered two elderly women—one from Pakistan and one from Afghanistan—who face unique challenges. Both have no formal education in their native languages and zero English proficiency. One of them also suffers from serious health problems. The Job Centre had instructed one of the ladies to attend English classes, but when she approached a local ESOL provider in Peterborough, she was turned away for having a level "too low" to join.

Fortunately, she found our organisation, and we took immediate steps to support her and the other woman. We trained a volunteer to work with them on a one-on-one basis, focusing on the basics such as the English alphabet and phonetic sounds. This tailored support ensures that these vulnerable learners are not left behind and can begin to build the foundations of the English language in a safe, compassionate environment.



Conclusion

Our approach in the ESOL project has been needs-led and community-focused. By listening to both volunteers and learners, we have tailored our services to provide meaningful support that leads to real progress. We will continue to expand training opportunities, develop practical skill sessions, and ensure that everyone—regardless of background or ability has access to learning and growth.

You Asked, We Acted:

A survey was conducted in regards to the cooker in the kitchen, and the women's group has given me the following feedback:

Person A: It is very slow and the heat is very low. It is very small, There is not a lot of space to put more than one pot on the hob. It would be better to have a larger hob. I have a gas cooker at home which cooks much faster. I have had to take things home to cook quickly as I live near PARCA.

Person B: It is very slow as it is electric.

Person C: The hobs are very small and not suitable to cook with more than one pot.

Person D: The cooker is very slow, and it takes a very long time to heat up- I cook with a gas cooker at home. I will cook the soup at home for the art launch so that it is ready on time.

We would have cooked the rice by now however the cooker is very slow and that is why we are not able to finish on time today.

S-Person E: A gas cooker would be better, and we would be able to cook much faster.



Before



After

Overall Reflection

We would like to take this opportunity to thank everyone who has taken the time to read this annual report. Your interest and continued support for our organisation mean a great deal to us.

The work of PARCA is made possible by a dedicated and hardworking team, including staff, volunteers, board members, and supporters. By working together, we are able to provide vital support to those in need within our community.

As we look ahead, we remain committed to evolving our services and projects to better meet the needs of our service users wherever possible. For the latest updates on our work, please visit our website and follow us on social media.

Thank you.





Scan our QR code to support our cause!



PETERBOROUGH ASYLUM REFUGEE COMMUNITY ASSOCIATION

Address: Unity Hall, Northfield Road, Peterborough, PE1 3QH.

Website: www.parcaltld.org

Email: info@parcaltld.org

Tel: 00 44 1733 563 420

Social media:

Facebook: PARCA

X: @PARCA1

Instagram: parca_peterborough

TikTok: parcapeterborough

Linkedin: PETERBOROUGH ASYLUM AND REFUGEE COMMUNITY ASSOCIATION (PARCA)

