

**SASS**  
**SIX MONTH REPORT**  
**JULY – DECEMBER 2025**



Swansea Asylum Seekers Support



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## HIGHLIGHTS

For Jul – Dec 2025

**179 children  
attended Welcome  
to Play, including  
23 new children**

**186 unique  
volunteers, 84%  
attending more  
than 10 times**

**590 Support  
Log entries in  
2025, helping  
116 families**

**1070 bus  
tickets  
distributed**

**W2P welcomed  
children from 35  
countries, speaking  
20+ languages**

**3949  
food/drink  
items provided**

**2040  
toiletries  
distributed**



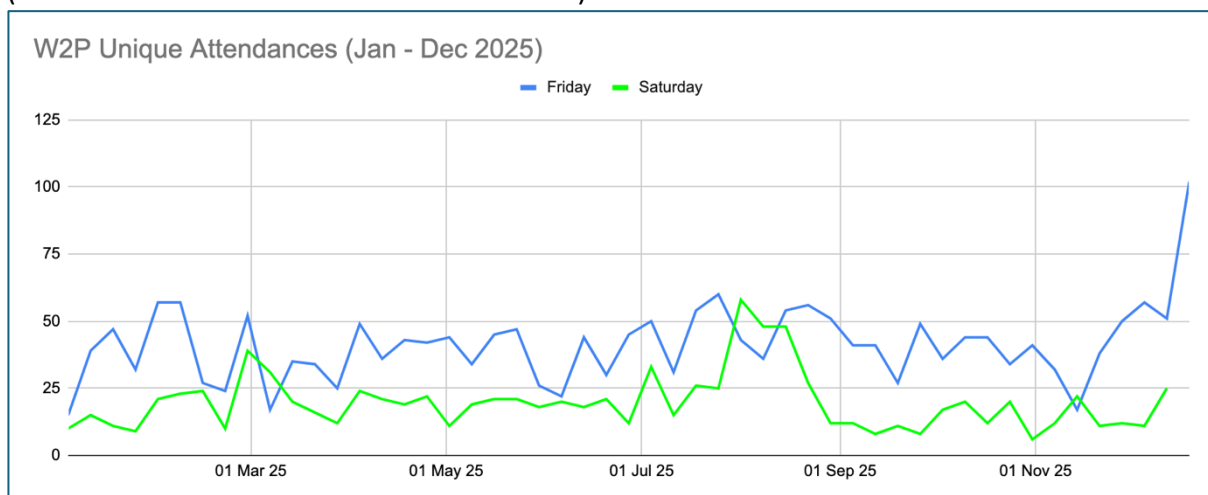
## WELCOME TO PLAY (W2P)

### Attendance

W2P welcomed **179 individual children** between July and December, of which **23 children were new to SASS**.

There were **45 W2P Sessions** at the regular Friday & Saturday drop-ins between July and December, with an additional **19 W2P Activities** outside of drop-in. Activities outside of drop-in included visits to LC2 and Ninja Warrior, which were incredibly popular and valued by both the children and their parents.

The graph below shows W2P unique attendances at the SASS drop-in across the whole year (this does not account for external activities).



The second half of the year saw the highest peak at a Friday drop-in (102 children on 19<sup>th</sup> December – Christmas Party) as well as the highest peak at a Saturday drop-in (58 children on 1<sup>st</sup> August – W2P Activity).

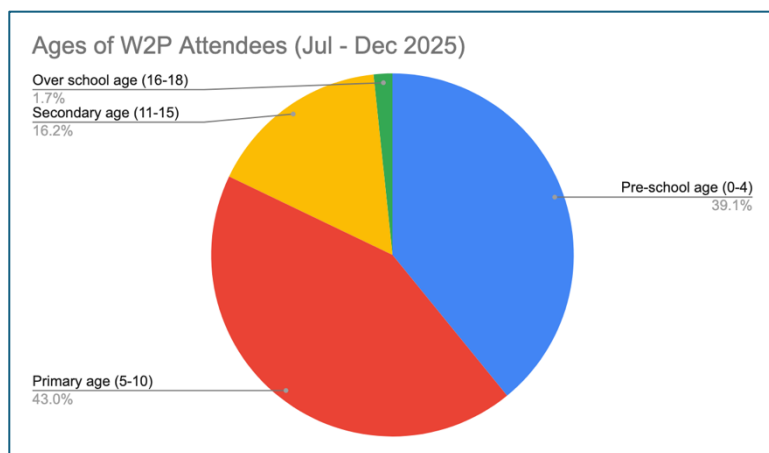
For the whole of 2025, around **80% of children attended more than once**, and around **32% attended more than ten times**.

From our 2025 dataset, we can estimate that children from at least **100 asylum seeker and refugee families** attended our drop-ins this year

Anonymous  
Mother of W2P attendee

"...an amazing experience for my son. You guys are the warmest group. Thank you!"

## Ages

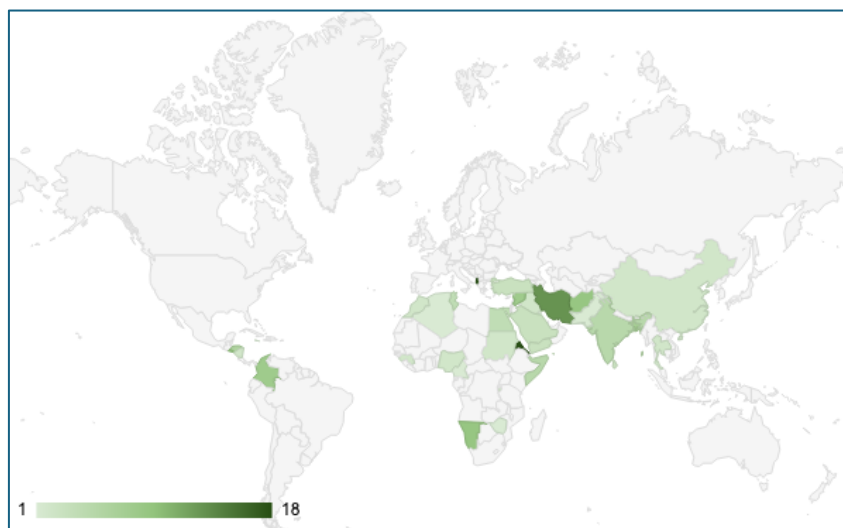


Most children attending W2P between July and December were under 11 years old. **Primary-aged children (5-10) made up the largest group at 43%**, closely followed by **pre-school children (0-4) at 39%**. Secondary-aged young people (11-16) account for 16%, while those over school age (16-18) represent a small minority at just 2%. This shows that the provision predominantly

supports younger children and families with early years and primary-aged children.

We are aware that there are **young people aged 16-25 engaging** with SASS who are no longer attending W2P, highlighting a **clear gap in provision for this age group**. SASS hopes to secure funding to develop a new project specifically designed to support and engage young people in this transitional stage.

## Country of Origin



Above is a map of the W2P attendees' country of origin. W2P attendees between July and December came from **35 different countries**, reflecting significant global diversity. The largest groups are from **Albania (10%)** and **Eritrea (10%)**, followed by **Iran (7%)** and **Iraq (7%)**. Other notable countries of origin include **Namibia (5%)**, **Afghanistan (5%)**, **El Salvador (5%)**, and **Syria (4%)**. The wider group includes families from countries across Africa, the Middle East, South Asia, Central America, and East Asia.



## Languages

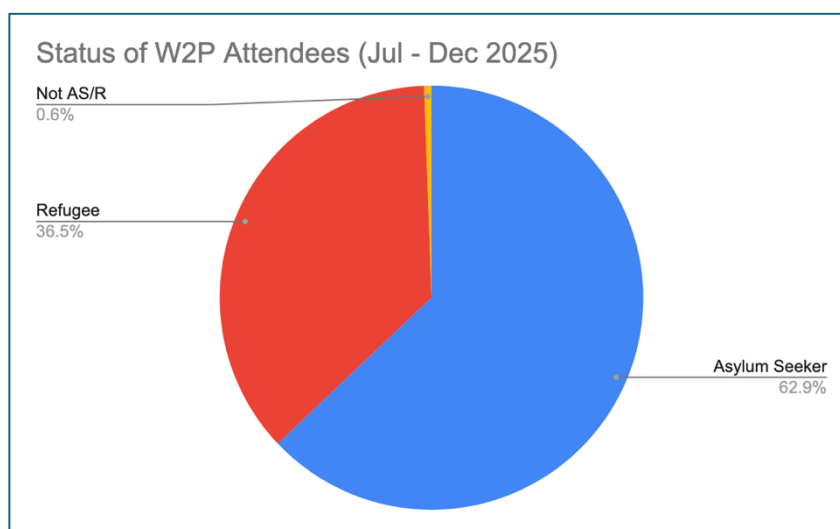
To the right is a table of the top 10 languages spoken by W2P attendees / their families in July - December. The most common languages are **Arabic** (17%), **Spanish** (15%), and **Kurdish** (13%). **Albanian** (10%) and **Tigrinya** (9%) are also widely spoken. **English** is the first language for 8% of attendees. Additional languages represented include Dari, Otjiherero, French, Bajuni, Tamil, Turkish, Bengali/Bangla, Malayalam, Mandarin, Pashto, Somali, Yoruba, Thai, Farsi/Persian, Bantu, and Shona.

	Language	Amount	Percentage
#1	Arabic	30	17%
#2	Spanish	26	15%
#3	Kurdish	23	13%
#4	Albanian	18	10%
#5	Tigrinya	16	9%
#6	English	14	8%
#7	Dari	9	5%
#8	Otjiherero	8	4%
#9	French	6	3%
#10	Bajuni	5	3%

Overall, the data highlights a highly multilingual community, with no single language spoken by a majority, highlighting the importance of inclusive and accessible communication approaches.

## Status

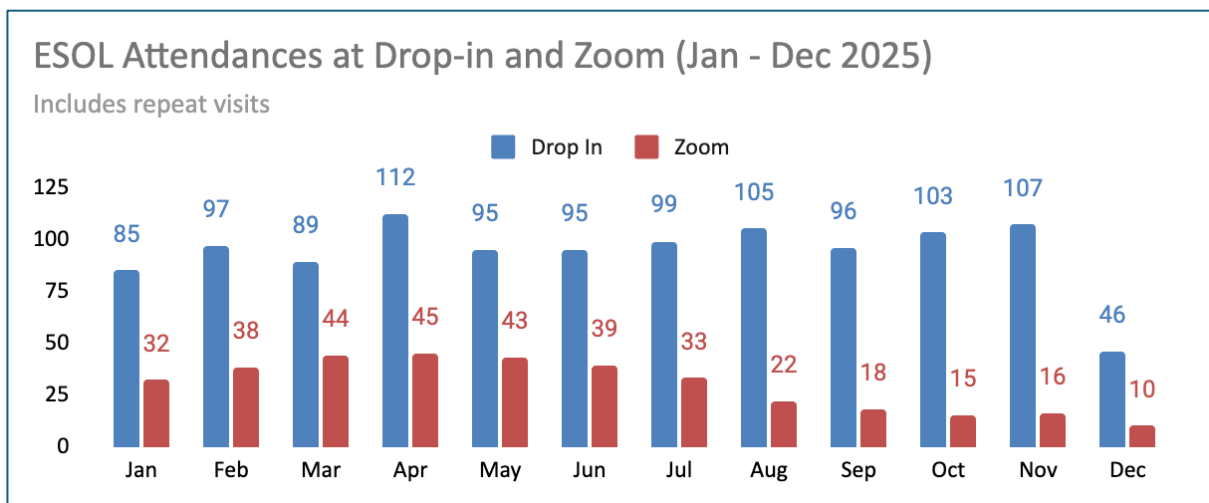
The W2P team records the status of each child attending the drop-in sessions. Current data shows that in the second half of 2025, **the majority of children were seeking asylum (62.9%), with a significant proportion recognised as refugees (36.5%).**



While the regular SASS attendance data does not routinely account for status, the W2P team’s consistent tracking provides valuable insight into the specific circumstances of the children and families engaging with the project. This level of detail strengthens our understanding of need, helps evidence the nature of support being provided, and enhances reporting to funders. Given how informative this data has proven within W2P, it may be beneficial to consider whether similar status tracking could be incorporated into the wider SASS general dataset in the future.



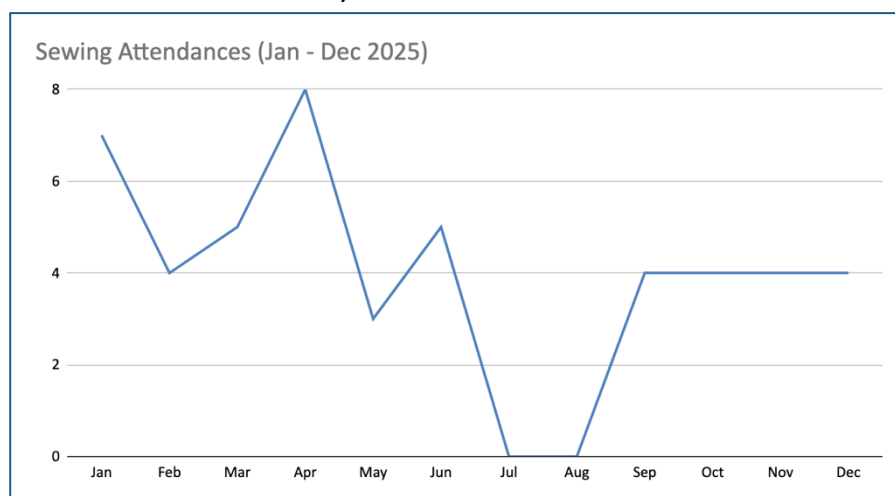
## ESOL



ESOL sessions continue to provide essential support for asylum seekers and refugees, particularly for those awaiting places in more formal provision. Attendance at drop-in sessions remained steady throughout the year, peaking in April (112 attendances) and generally ranging from **46 to 112 per month**. Zoom sessions were lower overall, with a peak of 45 in April, and dips in July and December reflecting fewer sessions and fewer volunteer teachers available. The slight decline in numbers towards the end of the year aligns with seasonal patterns and reduced class opportunities.

## ADULT LEARNING (SEWING ONLY)

Attendance for Sewing has been low overall throughout the year, ranging from 3 to 8 participants per month. The chart shows a dip in July and August, coinciding with the teacher’s absence. Despite the small numbers, the sessions attract a dedicated group of regular attendees who consistently return.

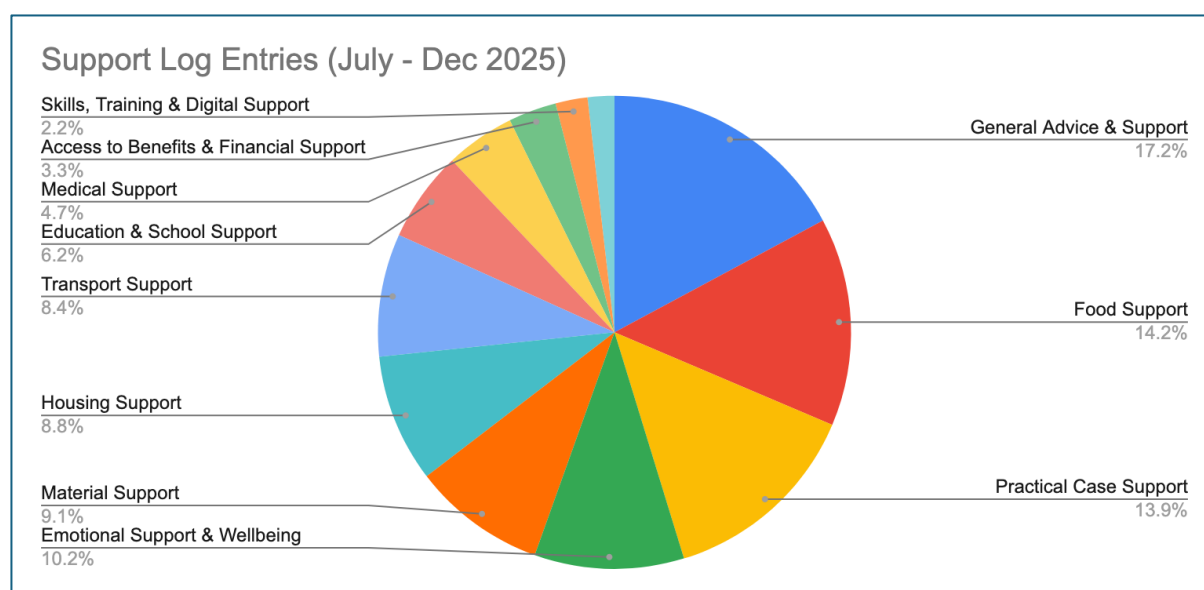




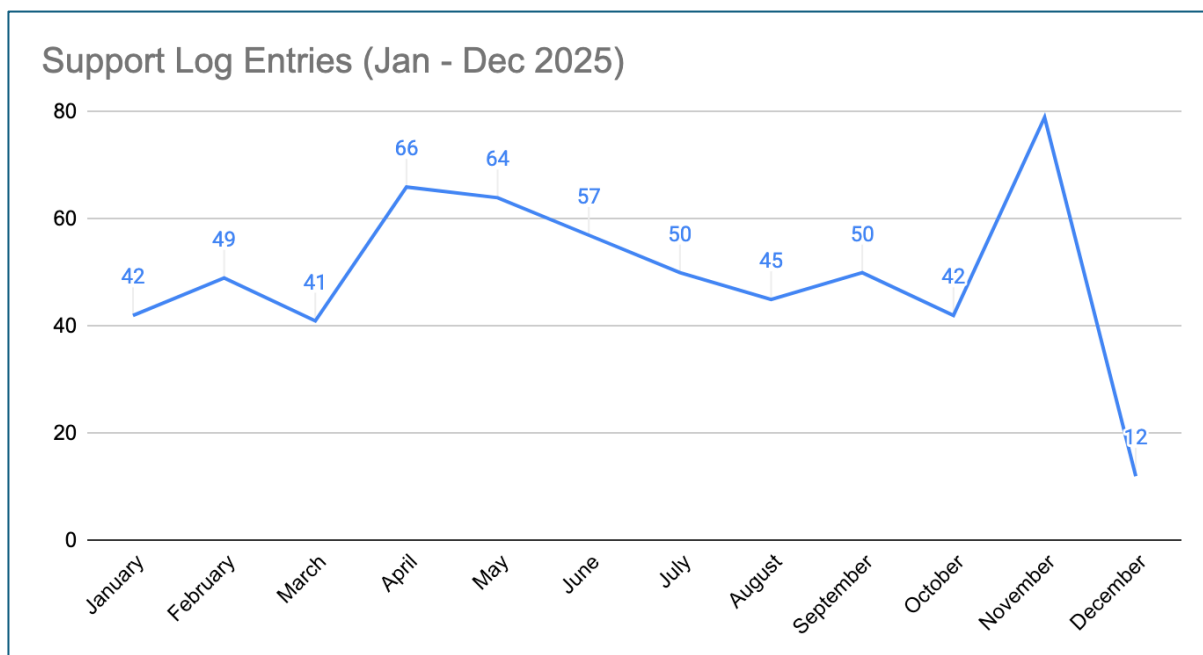
## PEOPLE SUPPORT

There were 590 Support Log entries in 2025, supporting 116 different families. In the latter half of the year (July – December), we recorded **274 Support Log entries**, supporting **62 families and individuals**.

The graph below shows simplified categories of support. From this, we can see that most of the support given in Jul-Dec came under **General Advice & Support** (17.2%), followed by **Food Support** (14.2%), **Practical Case Support** (13.9%) and **Emotional Support & Wellbeing** (10.2%). The unlabelled pie segment is other forms of referral, making up just 2% of the support given.



- **General Advice & Support** includes support with forms or registrations; general advice; translation/correspondence; providing SASS info; providing contact details.
- **Food Support** includes referrals to food banks; general support with arranging food bank arrangement and deliveries.
- **Practical Case Support** includes support with attending Home Office signings; assistance with documentation; letters of support; advice for gathering evidence; help with completing forms.
- **Emotional Support** includes welfare calls; check-ins; home visits; accompaniment to appointments; practical or emotional support.



Support log entries show consistent engagement throughout the year, with most months seeing a range **from 41 to 79 support log entries**. Activity was highest in November (79 entries) and peaked in April (66) and May (64), indicating periods of particularly high support demand. Numbers were lower in December (12 entries), because the People Support Worker was on holiday.

Of the support that has been logged in this time period, **71% was provided by the People Support Worker**, 24% by both a Volunteer and the People Support Worker, and 4% directly by Volunteers. These figures do not capture the many hours of support that go unlogged by both staff and volunteers.

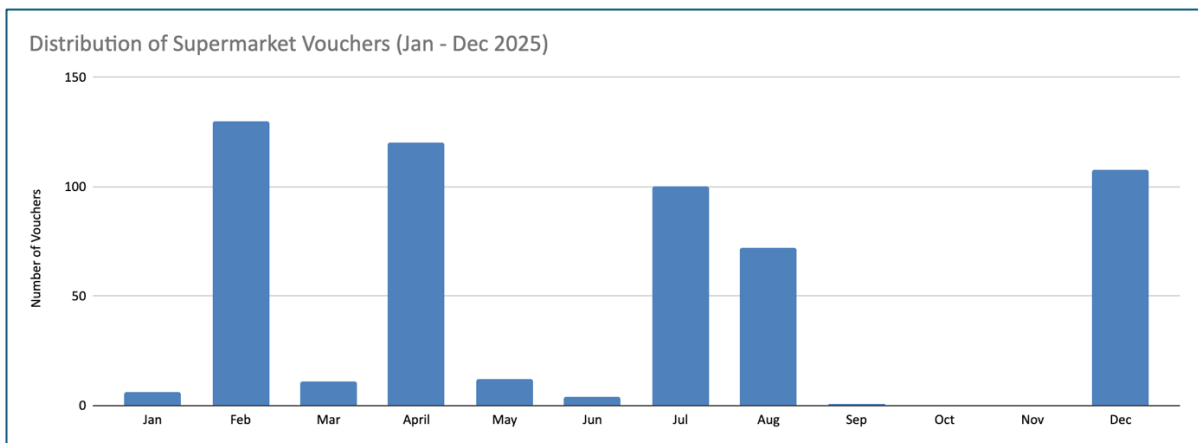
## DISTRIBUTIONS

### Supermarket Vouchers

Over 2025, supermarket vouchers were distributed to families in need, with numbers varying throughout the year. The **majority of vouchers were given out during school holidays** to support families relying on school meals during term time.

From July to December, distribution was highest in July (100 vouchers) and December (108 vouchers), reflecting the summer and winter holiday periods. Distribution was limited in September, October, and November, when school was in session, highlighting periods when funding was not available to provide vouchers except in emergencies.

Overall, vouchers provide essential support to families during school breaks, ensuring children have access to meals when school provision is not available.

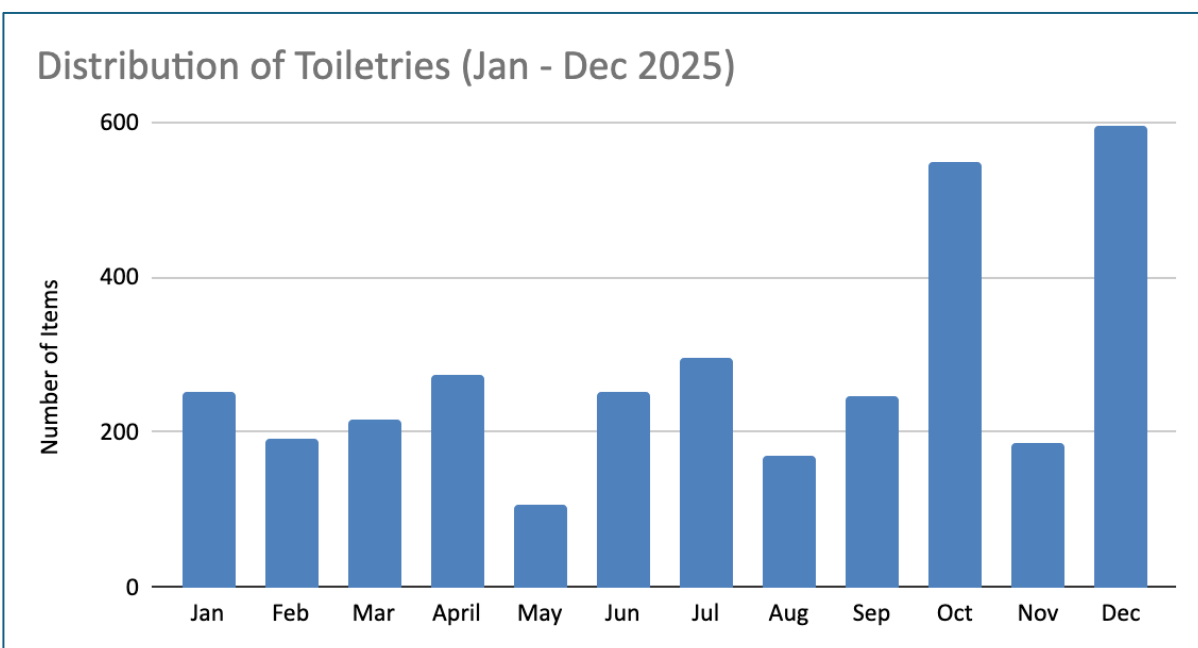


## Toiletries

Essential items such as laundry liquid, shampoo and deodorant have become increasingly expensive, making donations particularly valuable. Distribution is carefully managed to ensure fairness across men, women, and families. The number of items given out varies throughout the year depending on donations, with a particularly busy period in **December (594 items) and October (548 items)**. There were 3081 total toiletry items given out in 2025, and 2040 of those were distributed in the second half of the year (Jul-Dec).

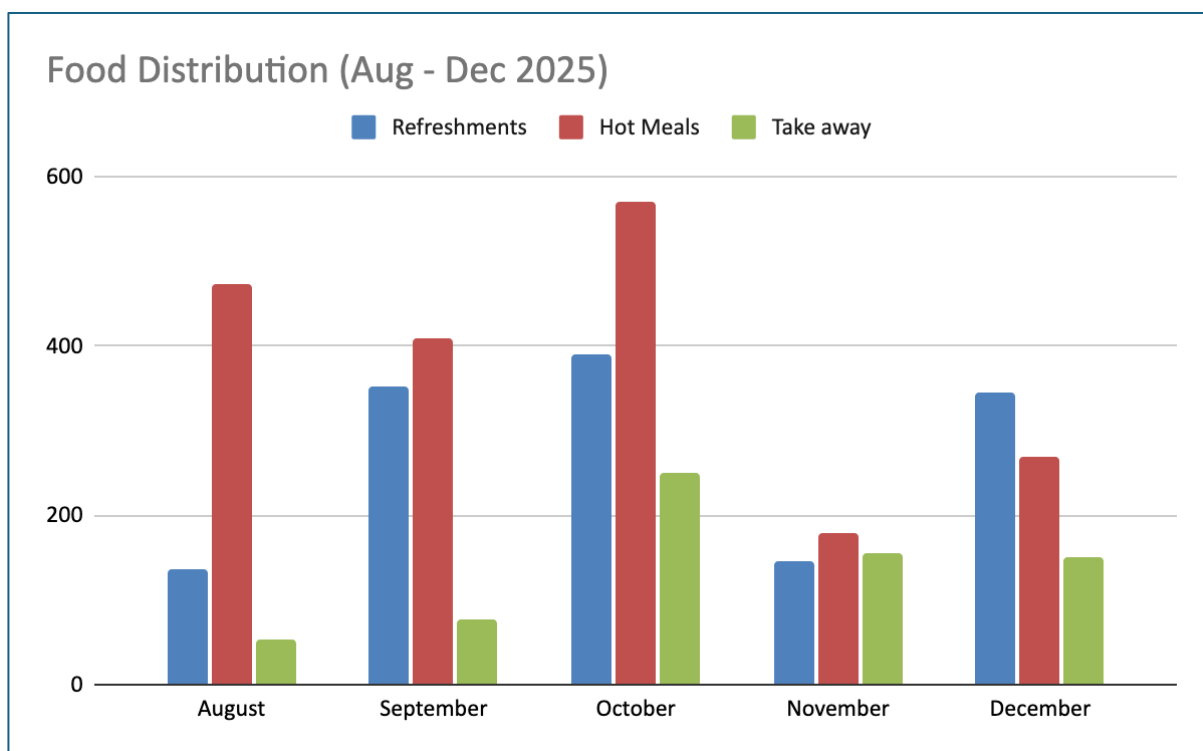
Most toiletries are donated by individuals, often from the St. James congregation or by SASS volunteers, while Cwtch Mawr provides support sporadically. Overall, these contributions provide crucial support to families and individuals, helping meet everyday household needs.

594 toiletry items were distributed in December at the Christmas parties.



## Food

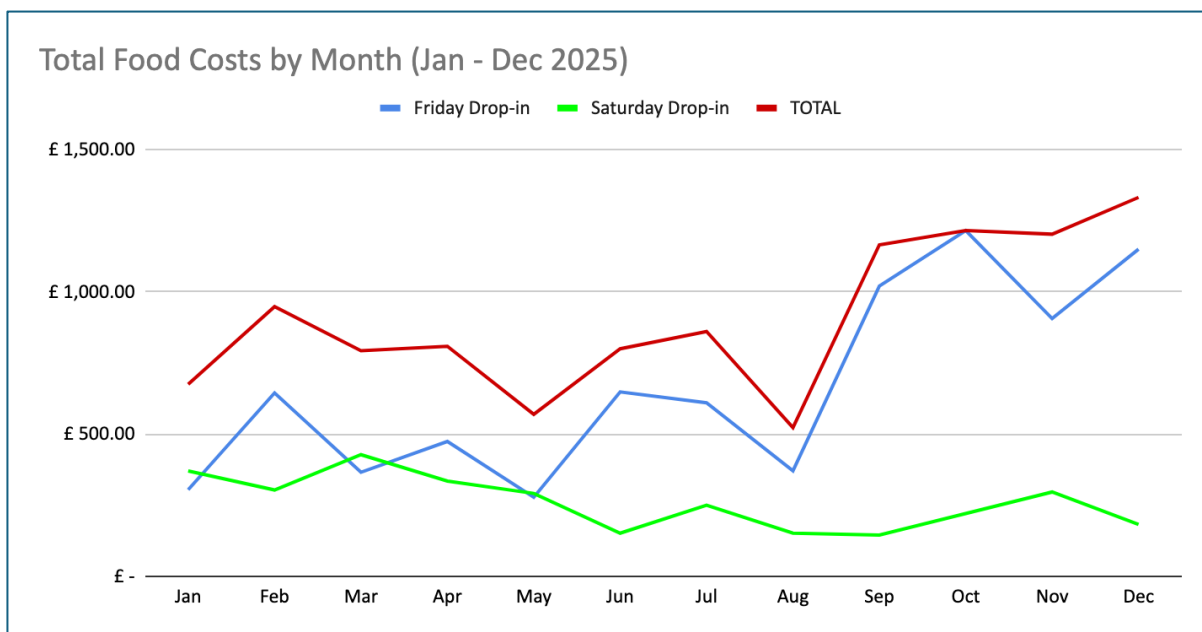
Between August and December, our teams recorded a total of **3,949 food and drink items provided**, including hot meals, takeaways, and refreshments. July data is missing as recording only started in August. Refreshments (snacks on arrival) may be recorded less consistently than meals, so these figures should be treated as indicative rather than exact.



The data shows notable variation in food provision across the months, with October standing out as a clear peak. There were bus strikes in November, so attendance numbers were lower.

**Hot meals are consistently the most popular category**, reaching their highest level in October (571), which is likely influenced by the month having five weeks, as well as a seasonal increase in demand as temperatures begin to drop. Takeaway meals also rose sharply in October (250), suggesting higher overall attendance and/or increased need during this period. In contrast, August shows relatively high hot meal provision but much lower takeaway numbers, which may reflect different attendance patterns or preferences during the summer.

There is a significant dip visible in November across all categories, particularly hot meals, before numbers rise again in December. The increase in December likely reflects higher attendance linked to the Christmas parties, which are SASS' busiest events of the year. More broadly, the data could suggest that colder months drive greater demand for food support, particularly hot meals, while variations in weekly scheduling and key events have a noticeable impact on overall provision.



While the full-year data shows fluctuations in food provision spending, the focus of this report is on the second half of the year (July - December). During this period, spending ranged from £522 in August to £1,331 in December, with a **clear upward trend toward the winter months**. Friday drop-ins consistently account for the majority of food costs, peaking in October and December, while Saturday costs remain lower throughout the year.

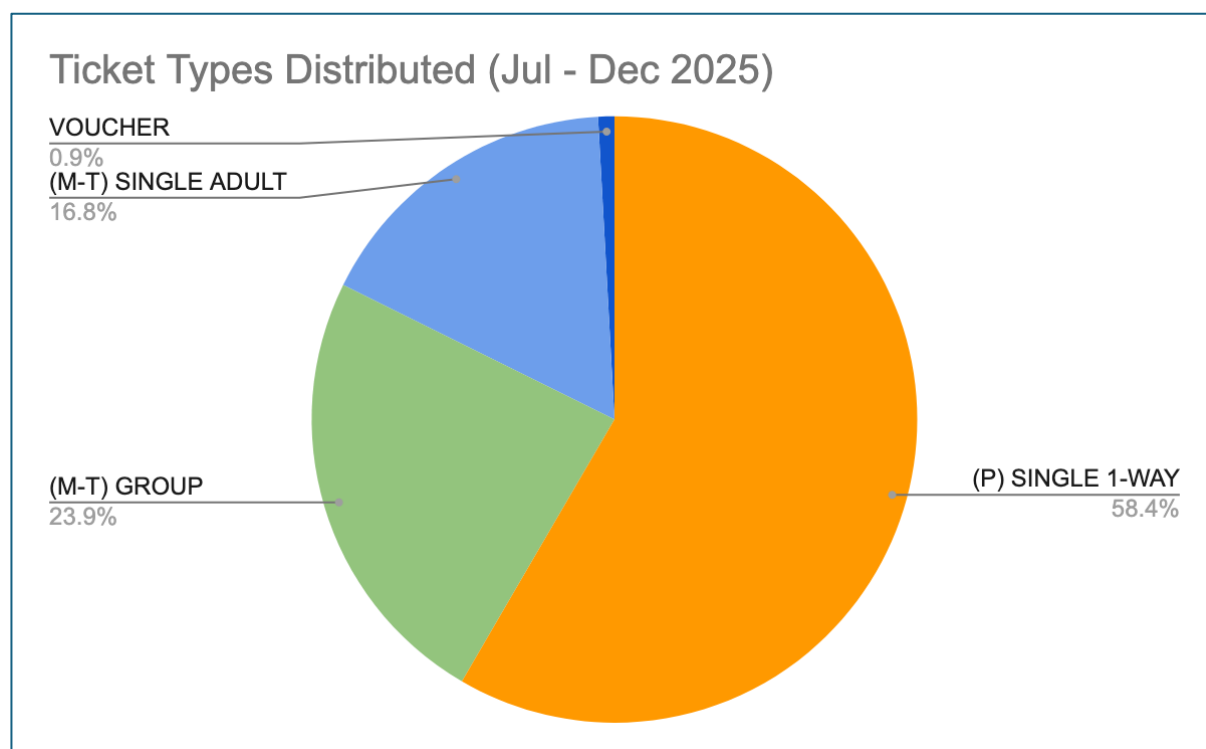
The total spending on food in 2025 was **£10,881.23** with £4,589.44 spent during the first half of the year (Jan - Jun) and **£6,291.79** spent during the second half of the year (Jul - Dec).

## Bus Tickets

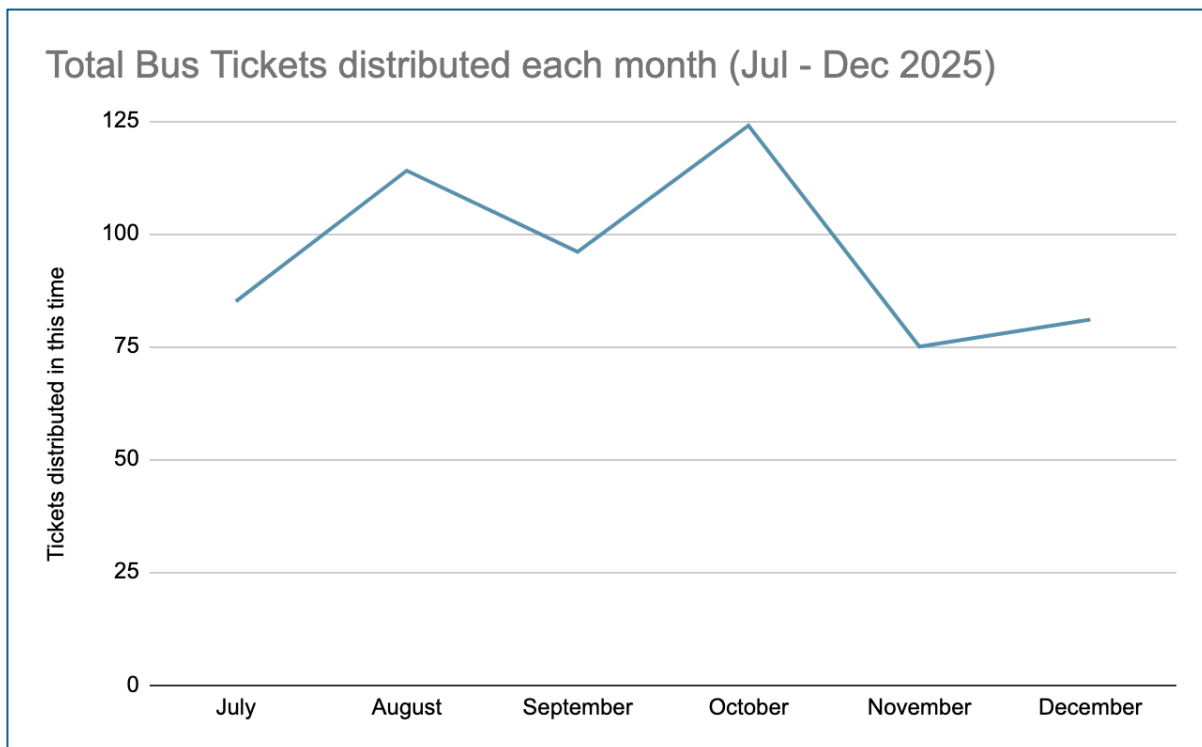
Between July and December 2025, we distributed approximately 1070 tickets to around 80 individuals and their families.

The tickets distributed during this period included a mix of **paper (P) single one-way tickets**, **digital (M-T) group tickets**, **digital single adult tickets**, and **vouchers**. Earlier in the year, SASS bought a set number of digital tickets, but there were some issues with these, and FirstBus have since announced a changing system in the coming months. As a result, the SASS team reverted to distributing paper single one-way tickets. This means that a family of four (e.g. two adults and two children), who would usually receive one digital group ticket valid for unlimited travel for the day, now receive individual paper tickets, each valid for only a single bus journey. This is not ideal for families. There are some situations where families will receive multiple tickets each if they need to catch more than one bus.

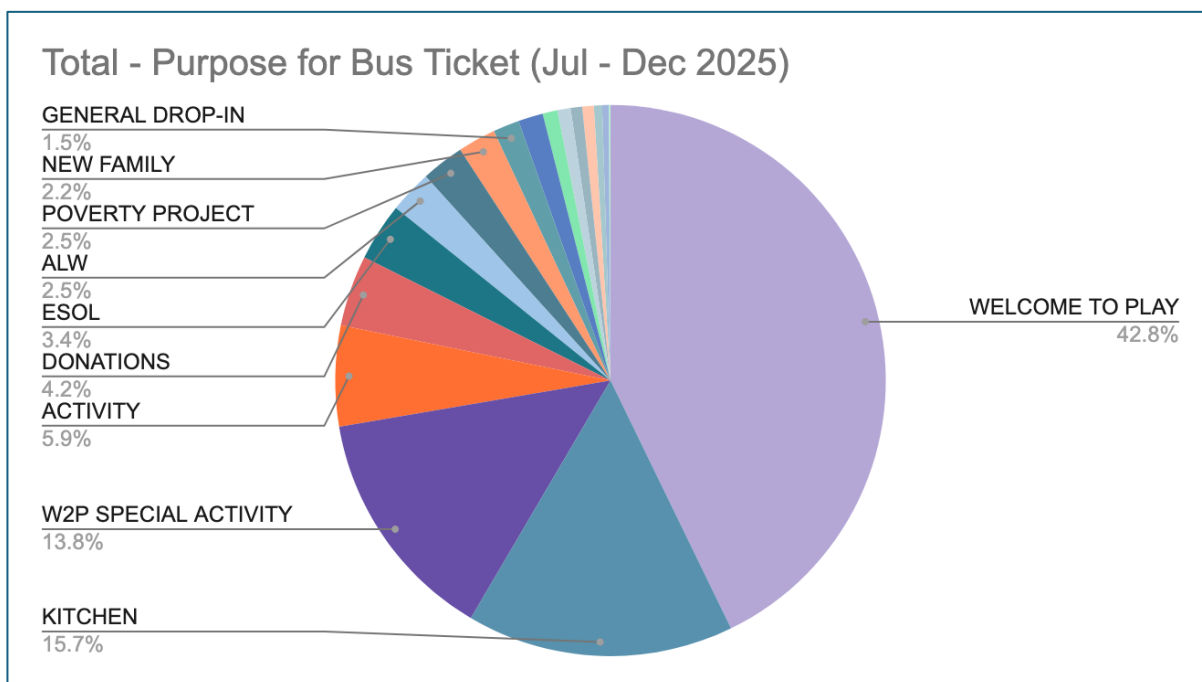
It is important to recognise different ticket types when looking at this data, as one ticket unit does not necessarily equate to one person benefiting from a ticket – e.g. a group ticket can cover up to five people for multiple journeys.



As shown above, most **tickets distributed were paper single one-way tickets (58%)**, followed by digital group tickets (24%) and digital single adult tickets (16.8%). Less than 1% of distributions were vouchers (usually ALDI), these are used sparingly, when the team run out of bus tickets.



Bus ticket distributions vary throughout the month, influenced by both the number of weeks in each month and the activities taking place. The increase in August likely reflects a higher number of Welcome to Play activities, while the rise in October can be attributed to the month containing five weeks. There were bus strikes in November reducing the number of tickets provided. Swansea Council provides free bus travel in the lead-up to Christmas, which likely explains the dip in distributions during this period.



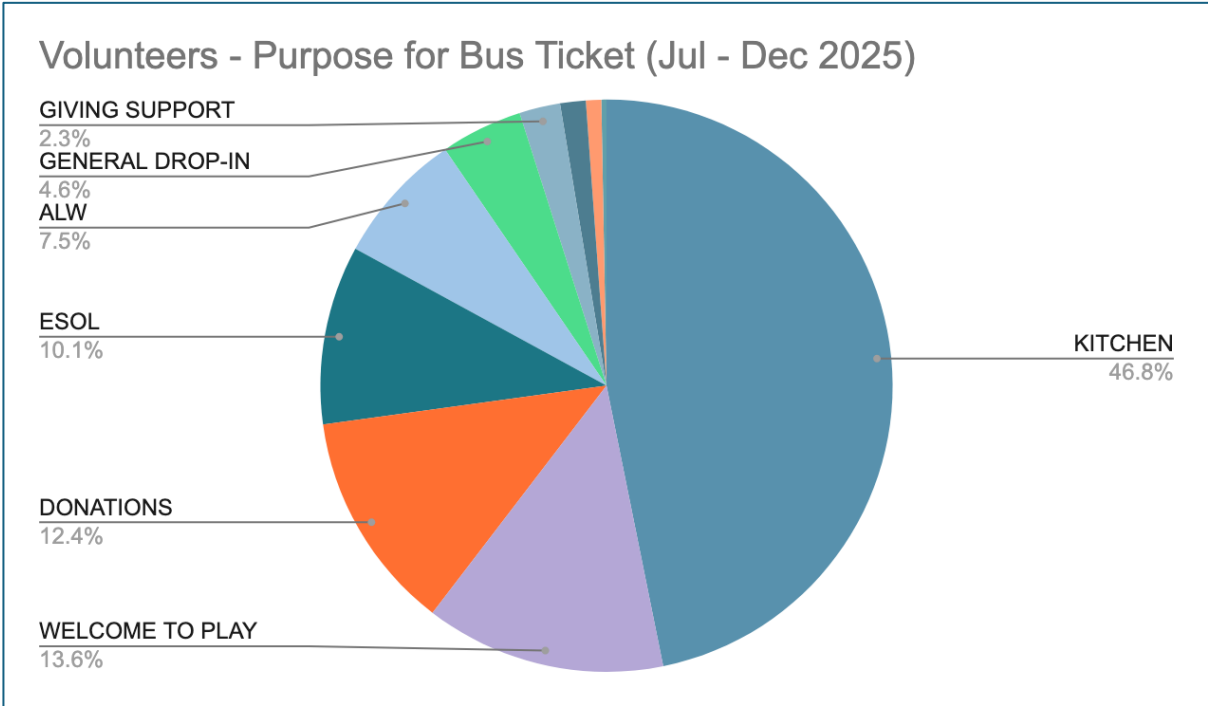
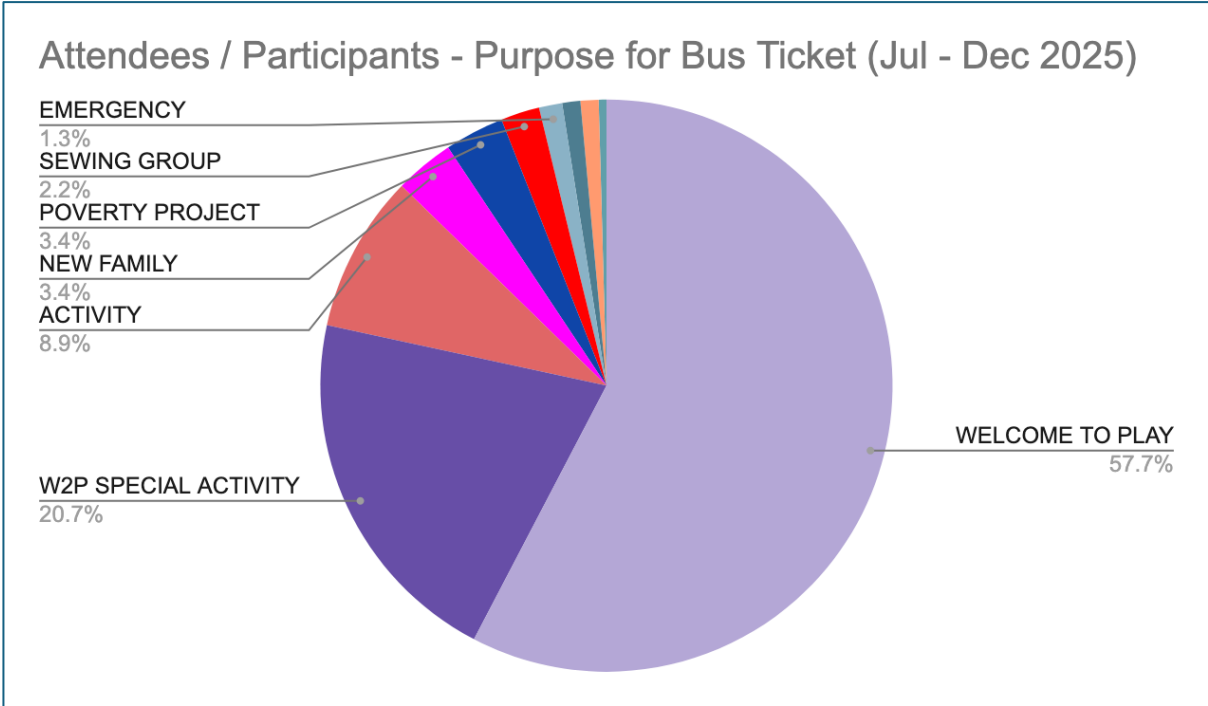
# SWANSEA ASYLUM SEEKERS SUPPORT (SASS)

SIX MONTH REPORT  
JULY – DECEMBER 2025



The distribution data shows that **Welcome to Play and W2P Special Activities together account for over half of all tickets distributed.** With **Kitchen volunteers (16%)** being the next largest group.

Of the total tickets distributed, around **59% were given to attendees** and **41% were given to volunteers.** Below are two pie charts, displaying the reason for each group receiving tickets.



## SWANSEA ASYLUM SEEKERS SUPPORT (SASS)

SIX MONTH REPORT

JULY – DECEMBER 2025



The dataset highlights distinct patterns in bus ticket purpose between volunteers and attendees. Attendee tickets are heavily focused on **Welcome to Play (58%)** and **W2P special activities (21%)**, which together account for almost 80% of tickets distributed, with smaller numbers linked to general activities and targeted support such as new families and the Poverty Project. The smallest pie segments for attendees represent the sewing group, emergencies, discretion, and distant families.

In contrast, volunteer tickets are largely concentrated around operational and support roles, particularly the **kitchen (47%)**, followed by **Welcome to Play (14%)**, **donations (12%)**, and **ESOL activities (10%)**. The smallest pie segments for volunteers represent Adult Learning Wales, general drop-in, giving support, FAN Group and the Advisory Group.

Overall, **Welcome to Play dominates total ticket usage by a significant margin**, underscoring its importance as one of SASS's primary points of engagement, while the high number of kitchen-related tickets reflects the scale of behind-the-scenes volunteer support required.

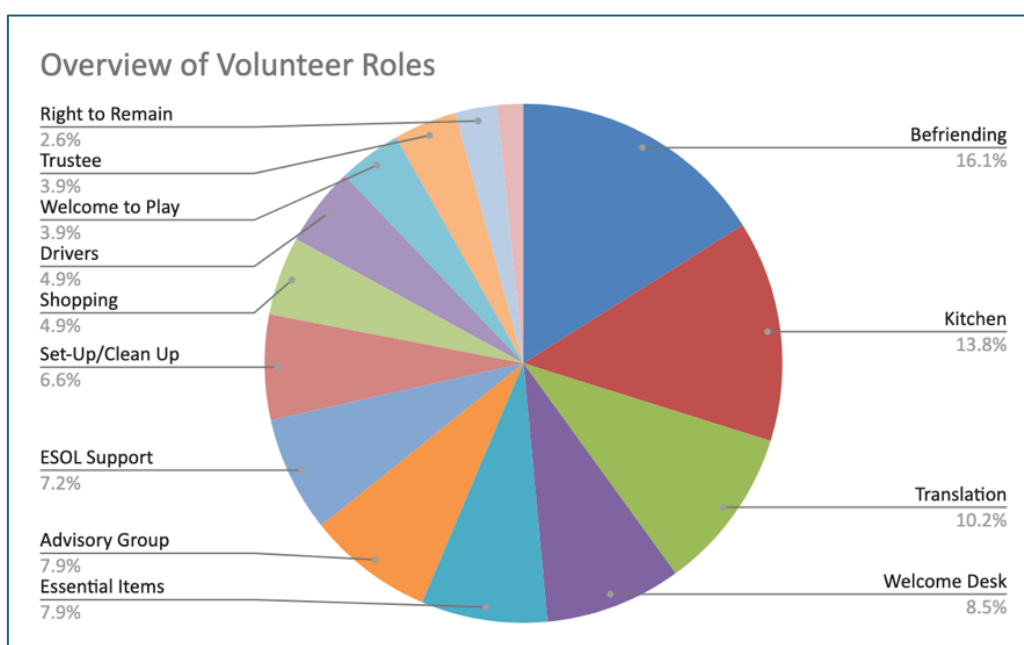
## VOLUNTEERS & TRAINING

Between July and December, we had **186 unique volunteers** attend a drop in on either a Friday or Saturday. Of those, **89% attended more than once**, and **84% attended more than 10 times**, indicating very strong repeat attendance.

Of the 186 volunteers in this period, around **60% are refugees or asylum seekers**, and 40% are other community members. In terms of gender, **55% are female** and **45% are male**.

In this time period, we saw **97 new people register as volunteers** via our website.

Below is a rough overview of Volunteer Roles at SASS. Volunteers contribute across a wide range of roles, with the largest proportion supporting befriending (16%), followed by kitchen duties (14%) and translation (10%).



There is so much crossover between roles, with many volunteers contributing in multiple ways, often doing essential work that goes unnoticed. **One of the strengths of SASS is the breadth of support**, with so many people helping across a wide range of activities, ensuring the organisation runs smoothly and effectively.

Between July and December, our records show that 6 people (staff and volunteers) received training. Four people received **Food Safety Level 2** and **Prevention and Management of Violence and Aggression (PMVA)** training, while two people **completed Safeguarding for Children** training.

Training numbers have been low overall this year, largely due to the absence of a dedicated Volunteer Development Worker for most of the year.

## FEEDBACK

We have started to collate feedback from staff, volunteers, attendees and visitors. Below are some highlights we have received between July and December 2025.

*"I love to see the ESOL volunteer teachers at SASS teaching their students at the drop-ins. Their whole posture speaks of engagement, listening well and care. They are not just teachers, they are welcomers, bridge builders, equippers, befrienders, fellow humans and learners themselves. It is beautiful to see and a privilege to be a part of the SASS team." – Staff Member*

*"All of the service users speak so fondly of Swansea and the welcome they received here. I think SASS is a major part of it. I asked one lady why she preferred Swansea to her previous locations and she said, "there is love here"! That is so important to maintain." – Volunteer*

*"Your support at SASS has had a real impact on my life. Being part of this community has helped me grow, find direction, and build confidence in my future. Your encouragement has played an important role in shaping my path, and I am very grateful for that." – Attendee*

*"It was a real privilege to be invited along, to meet such amazing people and have them to share their experiences and insights with us. I came away feeling in absolute awe at their courage, their strength, their resilience, their determination, and the depth of their care and support for each other and I very much look forward to seeing you all again." – Visitor*

The feedback from July - December highlights the **profound impact of SASS** on its community. One visitor express admiration for the **courage, resilience, and mutual support** of attendees. One volunteer notes the **welcoming environment** of Swansea, and the role SASS plays in fostering a sense of **love and belonging**. One attendee reports on **personal growth, increased confidence, and direction**, showing that engagement with SASS has meaningful, positive effects on individual wellbeing and community connection.

## NOTES & RECOMMENDATIONS

Based on the July - December data, as well as 2025 data overall, several key areas for improvement in recording and reporting have been identified. These recommendations aim to ensure consistent, accurate, and comprehensive data capture across all SASS services, supporting better monitoring, evaluation, and planning:

- Distinguish between unique participants and total attendances to avoid misinterpretation of engagement numbers.
- Expand W2P's practice of recording children's asylum/refugee status to other SASS services where appropriate.
- Record volunteer hours and roles, including multiple roles and repeat contributions.
- Develop the recording system for distributions (supermarket vouchers, toiletries, other essential items).
- Clarify how food distribution is counted - for example, what constitutes one 'refreshment'? Current data suggests it is being treated as equivalent to one hot meal or takeaway
- Implement Lamplight to centralise attendance, support, volunteer, and distribution data.
- Welcome to Play collect lots of feedback - continue to collect feedback from the whole community.

**This is the most comprehensive data SASS has ever been able to track and represents the first reports produced in the organisation's history - thank you to the volunteers and staff for making this possible!**