

**boaztrust**

serving destitute asylum seekers

'Catch-Hold-Release'

*Developing a compassionate  
response to those in greatest need*

# *Introduction to our work*

The Boaz Trust supports destitute asylum seekers.

Destitute asylum seekers are people who are refused asylum, but are not deported.

Instead they are left without housing, benefits or the right to work.

# Boaz Trust 2009: The good stuff

## The Boaz Trust

- A growing organisation in an adverse climate
- – More houses
- – More hosts
- – Winter night shelter
- – Asylum issues gaining profile in local churches
- – New projects starting up nationally (NACCOM)

# 2009; Issues we faced

Work overload - an overwhelming need

- Waiting list of hundreds
- Houses full and clients not moving on
- A reactive organisation
- The beneficiary's basic needs came first
- Campaigning and new projects came second
- Staff, volunteers, supporters and yet other beneficiaries came third
- And the consequence
- Inconsistent and unfair treatment of clients
- Staff and volunteer morale declining
- Clients, maintenance and other tasks falling between the cracks
- Lack of time to devote to prayer and strategy

# Tackling the issues

- Consultancy support from Tear Fund
- – Agreed what we needed to do
- • Consultant/Interim service manager appointment
- – ‘Make it so’
- – Including an office move
- • New organisational structure, agreed budget
- • New processes
- – A holistic approach to beneficiary need...
- – ...but manageable for Boaz staff to deliver...
- – ...and with room for grace (for people to be good

*What are the issues that need to be addressed? – discuss in groups and feedback...*

Case study of client X

Seek asylum for X reasons...

Refused due to lack of evidence...

Street homeless within 21 days...

Taken in by 'friend of a friend'- exploited...

Referred to Boaz...

# *How do we address these issues?*

Meeting practical needs

Working to resolve problems related to their asylum case

Empowering individuals to move on

# *'Catch-hold-release'*

Immediate needs- housing, food, clothes...  
(*'Catch'*)

Medium term needs- legal advice, health care, stability, someone they can trust...  
(*'Hold'*)

Longer term needs- training, employment, empowerment, assistance to move on...  
(*'Release'*)

# *Challenges*

When to set, and how to enforce,  
boundaries and rules...

How to handle cultural differences...

How to empower people to do things for  
themselves- avoid dependency  
culture...

How to communicate clearly...

# *Theory versus practice- group participation...*

Case study of Fasika?

Case study of Intisar?

Case study of Dawit?

# *Maintaining a compassionate attitude...*

Saying something about everyone being  
made in God's image?

Grace and justice

Praying for people!