



JUMP

Impact report 2024

HIAS + JCORE

Introduction

2024 saw JUMP cement its position as London's leading befriending project for asylum seeking and refugee young people.

It was often a challenging year for those we support. But in the face of a hostile environment, our young people showed remarkable resilience and strength.

Some of the challenges our beneficiaries face remain in place as we enter 2025. Unethical and pseudoscientific age assessments continue to cause harm to people seeking asylum across the country; all too frequently, barriers are in place preventing access to good quality accommodation, legal support, healthcare, and education.

Other challenges were new in 2024. For years, demonisation and dehumanisation of displaced people, minorities, and Muslim communities has built up in media narratives (and the rhetoric of some politicians). Summer 2024 saw this rhetoric turn to violence with a wave of far-right rioting unseen in recent decades – a truly terrifying time for those we support.

The aftershocks of the temporary seven day 'move-on period' also continued to be felt through early 2024, with a mass rise in refugee homelessness.

Within this context, JUMP, and our incredible project staff, continued to have a transformative impact on the young people we work with. In spite of the many challenges, JUMP remained a safe and positive space, with our project staff and volunteers a trusted place our beneficiaries know they can turn to.

Thanks to their work, the people we support know they are not alone as they rebuild their new lives in the UK.



While previously primarily a befriending service, JUMP's remit has expanded significantly in recent years.

2024 saw this work enhanced and strengthened, with JUMP delivering three key strands: one-to-one befriending; casework and hardship fund support; and group events and activities through the JUMP community.

Supporting these efforts were important steps to further strengthen JUMP's structures. Two new Project Coordinators – Eric Schloss and Natalia Galgos – were recruited in summer 2024, after former JUMP Project Lead Rebecca Ebner-Landy returned to further education.

Eric and Natalia joined an enhanced JUMP team, with Jessie Rosenberg also appointed as our new Safeguarding Trustee Lead earlier in the year.

Underpinning this is a new, revised Safeguarding Policy in July 2024, introduced by our Frontline Service



Manager Eliza Ward, alongside Jessie, and JUMP Project Supervisor Lauren Starkey. JUMP's work has further been supported by the implementation of a new CMS system and enhanced monitoring and evaluation tools.

Through the year, the project significantly increased its community engagement and partnership work, building connections with a number of groups across London.

Read on to learn about JUMP's lifechanging work in 2024 – and our exciting plans for the coming year.

38

Young people supported through 2024

7

Community events run

288

Casework interventions undertaken

Our participants in 2024

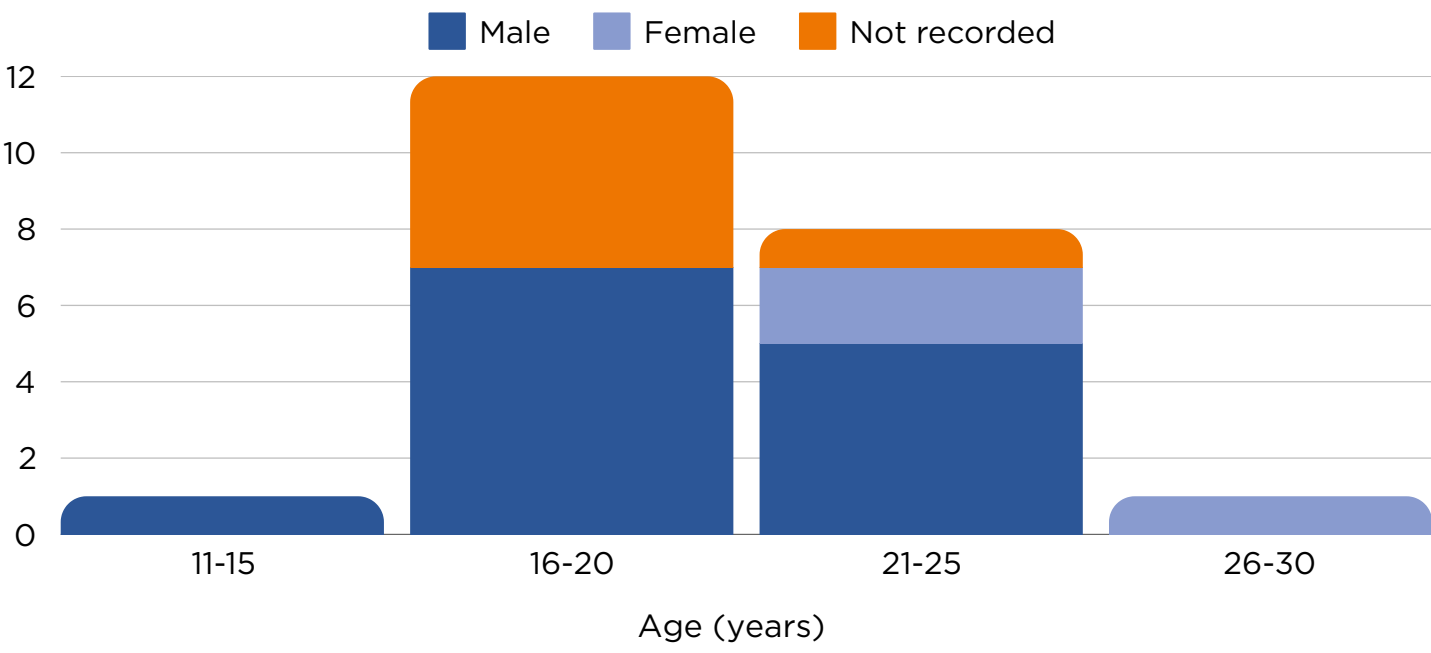


18

different nationalities were represented by JUMP young people

76

people took part in JUMP as befrienders or befriendees.



JUMP's activity in 2024

Befriending

Befriending remains a core part of the programme. In 2024 a total of **38 pairs** participated and a total **16 new pairs** were welcomed to JUMP. Our pairs continue to meet weekly and decide together how their £15 budget will be spent.

- *'Navigating the asylum system, and what evidence is beneficial before a tribunal'*, Jonathan Metzer, July 2024
- *'Diversity awareness and key skills'*, Oraneet Shikmah Orevi, September 2024

Volunteer training

JUMP ran **two new volunteer training days** in 2024 (March and November). These provide an overview of safeguarding, the UK's asylum system, and important issues relating to befriending.

Our team also introduced top-up training sessions for existing befrienders. These were well attended, reaching **33 people** – topics throughout 2024 included:

- *'Rights and entitlements of young people in care'*, delivered by Lauren Starkey, February 2024
- *'The criminalisation of people arriving to the UK on 'small boats''*, Vicky Taylor, April 2024

JUMP community

Our JUMP community really came into its own in 2024. With an expanded team, we delivered an exciting range of events, with a greatly increased output from 2023.

In total, **seven group events** were run in 2024, attended by **128 young people**.

Our team facilitated:

- A trip to *'The Boy at the Back of the Class'* play (February 2024)
- Group lunch at Imad's Syrian Kitchen. (April 2024).
- Summer picnic (June 2024).
- Youth Day (July 2024).
- Beach trip to Brighton. (September 2024).
- Gardening and pizza evening at Energy Gardens in Victoria, London. (December 2024).

Case study: Pixida Films

In November 2024, we were pleased to support and join ‘Crossings’, Pixida Films’ debut event. The evening featured five unique and powerful films on migration, followed by a panel discussion.

Five JUMP young people played a key role in making the project happen, coordinating the event and speaking in the post-screening panel discussion.

JUMP Project Coordinator Natalia Gaglos established a film club with the participants, with HIAS+JCORE also facilitating two workshops for our young people on public speaking ahead of the event. The result was an incredibly powerful event with our young people at the forefront.

Joining filmmaker Patrick Ireland,

three of our young people led a conversation reflecting on the programme and stories shared.

Together, the panel explored the power of film to humanise and communicate the reality of complex topics, and to create space for conversation and empathy.

Empowering our young people to guide and lead such events is so important to HIAS+JCORE – it was a privilege to hear them speak freely on their stories, their experiences, and hopes for the future.



Casework support

The provision of casework and advocacy has become a central feature of JUMP's output under Eliza Ward's management, and increased demand saw this function continue to grow in 2024.

288

Total casework interventions

Housing and accommodation

Changes to the 'move-on' period – the time new refugees get to find alternatives to Home Office accommodation and support – in October 2023 caused major issues. While the policy was reverted to the previous 28 days, challenges continued into 2024, with a major nationwide rise in refugee homelessness.

Led by our experiences through JUMP, HIAS+JCORE has campaigned for a 56-day 'move-on' period. We were pleased by news in December 2024 that this will be trialled for an initial six months – we continue to advocate for this to be made permanent.

Our team:

- Secured emergency temporary accommodation for **three JUMP young people** facing homelessness after receiving refugee status in January 2024.
- Supported young people to **bid for housing** with their local authority.
- Helped young people with issues relating to **bills and council tax**, after they moved accommodation.

Access to legal support

In 2023, more than half of people seeking asylum in the UK had to do so without the support of a legal aid lawyer. While legal aid rates have now increased (a development HIAS+JCORE campaigned for in our 2024 General Election manifesto), enabling access to justice remains challenging for our beneficiaries.

Our team:

- Have extensively supported a young person with their family reunification case.

- Helped a number of young people to apply for indefinite leave to remain (in many cases successfully). This has involved connecting beneficiaries with solicitors and attending appointments together.
- Advocated for young people during often difficult and traumatic age assessment processes.
- Supported young people to attend their ‘substantive interviews’. Project staff have also written letters supporting beneficiaries’ asylum cases.
- Established a monthly Legal Advice Clinic for our young people with CORAM.

- Supported other young people to enrol in college.
- Supported three young people with Maths tutoring, two of whom went on to pass their GCSE exam.

Health

Once trust has developed with our befrienders and project staff, young people may feel comfortable in disclosing health concerns (both physical and mental). Where appropriate, our team are able to make referrals and help advocate with GPs.

Our team:

- Supported a young person through a health scare, providing continued aftercare.
- Helped refer young people to the Helen Bamber Foundation and Groundswell.
- Attended a support hub with two young people experiencing gender-based violence. This resulted in one young person receiving follow up support and a professionals meeting.
- Helped several young people book doctor’s appointments.

Access to education

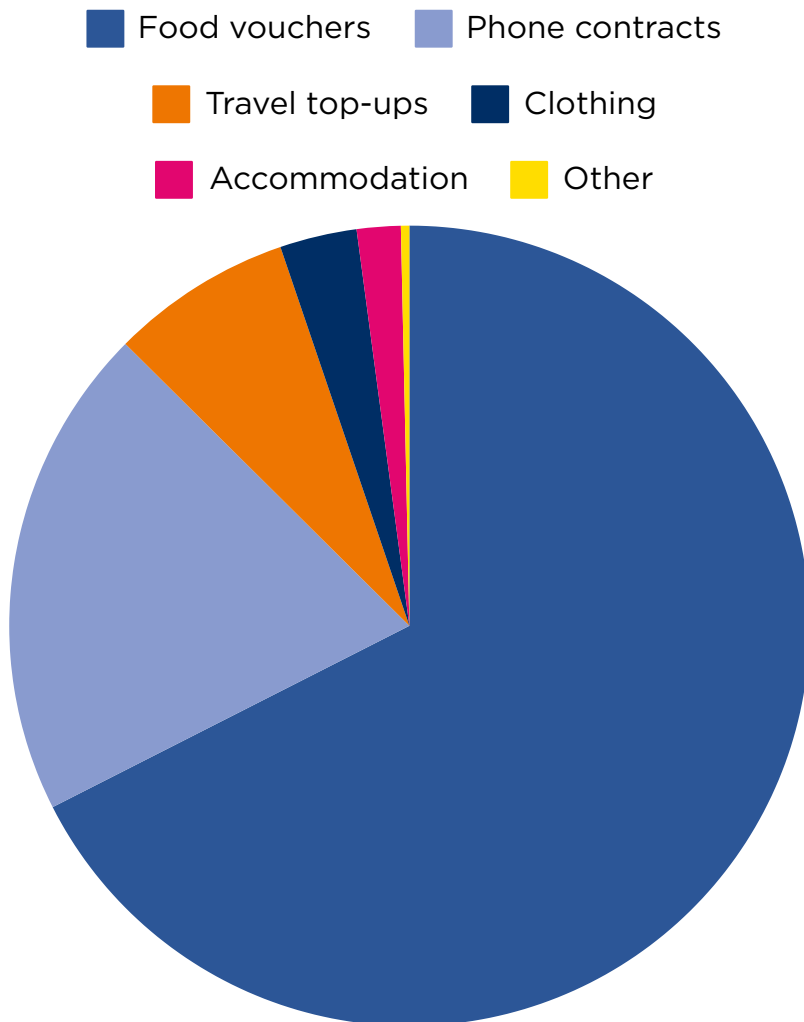
Attending school and college is so important to many of our participants. All too often, barriers are in place making this challenging – our team works extensively to overcome these together.

Our team:

- Used the Equalities Act to enable a young person’s continued college enrolment. This followed the college stating that he wouldn’t be able to attend after his attendance dropped after major surgery.

JUMP's Hardship Fund

The provision of small grants through our Hardship Fund remains an important aspect of JUMP's offer. A combination of increased demand and increased support from our funders in 2024 saw this grow considerably, from almost **£4,700** in 2023, to almost **£11,000** in 2024.



17 young people were provided with **travel top ups**

14 young people were provided with **food vouchers**

9 young people were provided with **clothing bundles**

6 young people were provided with **phone contracts**

Advocacy and community engagement

Increasingly, learning and experiences from JUMP has also shaped HIAS+JCORE's advocacy work.

In 2024, this included the three key asks in our General Election manifesto (a **56-day 'move-on' period, increased legal aid, and an end to pseudoscientific age assessments**) – all led by feedback from our young people. This work will increase in 2025, with our team developing a project to ensure lived experience drives, and is heard in, our advocacy.

The JUMP project team also played an important role in HIAS+JCORE's

education and community engagement work in 2024.

Our team:

- Helped train '*The Boy at the Back of the Class*' cast on the experiences of unaccompanied asylum-seeking children in the UK.
- Spoke at Southgate Progressive Synagogue for Mitzvah Day 2024.
- Supported HIAS+JCORE's first anniversary celebration event, with a JUMP befriender sharing their experiences.



Case study: Messages of Hope

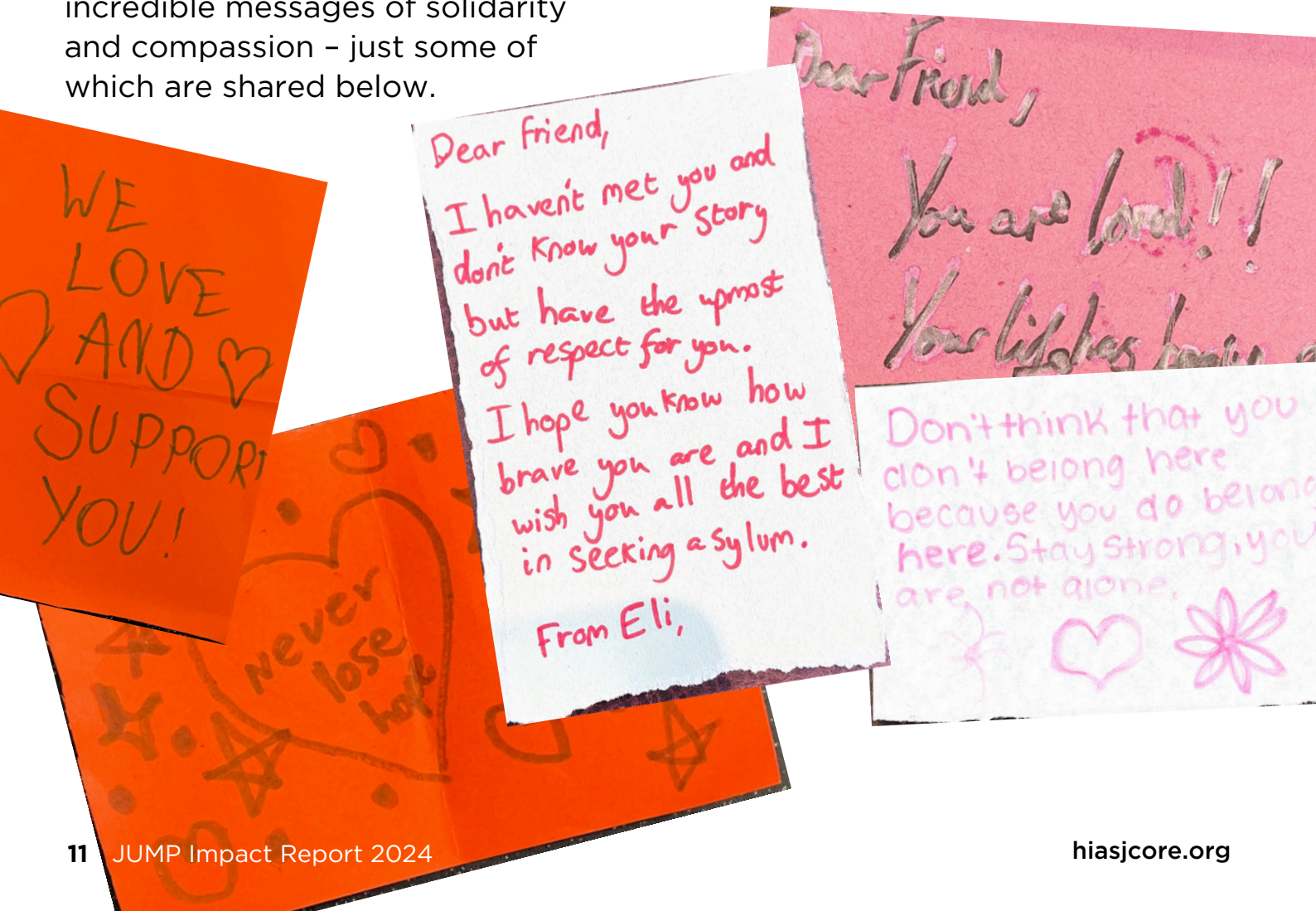
As violence began to spread around the UK last summer, our Deputy Director Amos Schonfield was in rural England, joining Reform Jewish youth movement RSY-Netzer at their pre-summer camp.

The camp's leaders have a fierce commitment to diversity, inclusion, and welcome. And so when news came in about the far-right unrest, they organised activities for the children (aged 11-15) to write messages of support to our young people on JUMP.

The result was hundreds of incredible messages of solidarity and compassion – just some of which are shared below.

These messages were so important in reminding our young people that they are welcome – and that the vast majority of the UK stood with them, not with the rioters.

One of our young people shared:
"I'm so glad to hear that, I will never forget that. I wish you the best."



JUMP's operations

Enabling all of this work was a strengthening of JUMP's foundations. Our team received numerous training sessions throughout the year, including on safeguarding, vicarious trauma and resilience, and emergency first aid.

We introduced a new Safeguarding Policy in July 2024 and also worked to enhance JUMP's finance and Hardship Fund processes.

In an exciting new development, the project team have also begun OISC training (Level 2 Asylum and Protection), and will be continuing this journey through 2025.

New partnerships

In 2024, our team secured new partnerships with:

- **ScreenShare UK.** Working together we have received and distributed nine phones and laptops. Thanks to support from Vodafone, we have also been provided with 50 free phone contracts to hand out (in addition to those provided through our Hardship Fund).
- **CORAM** on a Legal Clinic for JUMP young people.
- **Camden Borough of Sanctuary**

- **Nuveen.** Our staff delivered training to Nuveen employees, who packed hygiene kits for our beneficiaries.



Referral partners

We worked with:

- Young Roots
- Various Social Workers and Personal Advisors across a number of Local Authorities

Project plans for 2025

JUMP has exciting plans for the coming year! In a major new development, our team is working on a project expansion to bring JUMP's work outside London for the first time. This will see an expansion to the number of pairs JUMP works with to at least 42.

In Q1 2025, project staff will finalise the OISC registration process, with at least two staff members then being moved forward for the Level Two Asylum and Protection Exam. This will significantly increase

JUMP's casework provision and the legal advice we will be able to provide.

We also have a full event schedule lined up. Following feedback, we will also be introducing a new series of employment workshops.

We know that this work will have a transformative impact on the young people we support – and it is only possible with your help and funding. **Thank you for your continued support for JUMP, and we look forward to working together in 2025.**



JUMP's finances in 2024

	Income received	Expenditure
Hardship Fund (restricted funds)	£2,011.25	£10,964.24
JUMP (salaries and project costs)	£104,055.14	£94,259.09
Totals	£106,066.39	£105,223.33





Learn more

Visit our website at hiasjcore.org/jump, or email our team at admin@hiasjcore.org.

hiasjcore.org

HIAS+JCORE is a registered UK Charity, no. 1132666