**Introduction**

Thank you if you supported this process, sharing your thoughts and experience in any of the sessions, Action Foundation is stronger and better equipped as a result.

I hope you’ll find the finished statements both inspiring and exciting, we’re really pleased with them and trust they reflect the many views shared throughout the process.

After showing you the statements (which are just below) I’ll use the rest of this message to remind you of the process we went through and share some notes on how we arrived at this point. I’m sure many of you will be wondering ‘what happened with the things I shared?’, and I hope the notes below go some way to answering that question.

Many Thanks

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Duncan McAuley  
Chief Executive Officer

Purpose Statement

Action Foundation supports and empowers people seeking asylum, refugees and migrants in the North East to overcome immediate barriers, integrate with the community, and build skills for the future.

Values Statements

Compassion  
*We offer a place of care, welcome, safety and belonging where everyone is valued.*

Courage  
*We face challenges with honesty, determination and resilience.*

Inclusion  
*We encourage diversity, are non-judgemental and challenge inequality.*

Integrity  
*We do what we say, listen to feedback and adapt to change.*

**The process**

1. We ran sessions asking you what you thought and had approximately 55 clients & volunteers, 12 partner organisations and our whole staff team involved.

We also prepared some information on us as an organisation and our context in the UK.

2. Our staff team and trustees reflected on what was shared.

3. We put together some draft statements and ran sessions for clients, volunteers, staff and trustees to discuss them.

4. We made some adjustments and produced a final version which was approved by trustees.

**Notes on our purpose statement**

* Many of you talked about the broad range of people we support and there was a general desire not to limit our support to only specific groups

*We included ‘people seeking asylum, refugees and migrants’ in the statement.*

* Though most did not use the word, empowerment was a key theme. It was clear we needed to support people with their needs and help them to help themselves

*We included ‘supports and empowers’ in the statement.*

* As we listened to the hundreds of responses on the type of support you said we should provide, three types emerged:  
  1. The everyday challenges people face and immediate needs they have.  
  2. The transition to living in the UK and the process of integration with a community  
  3. Long term aspirations for home, family, employment and life in the UK

*We used these themes as the basis for describing our work in the statement.*

* Some suggested we might consider expanding our work beyond the North East or being more specific about exactly where we have activities

*We decided to strike a balance in the statement and state simply ‘in the North East’.*

* There were lots of detailed suggestions about the work we do and although the statement is very general, we have stored all the responses and will use them to shape further conversations about our activities.

Values:

* Being inclusive (giving everyone the same access) was really important

*We included the value ‘Inclusion’, and included a reference to everyone being valued under the ‘Compassion’ value.*

* The importance of client voices shaping the organisation was clear

*We put this under the value ‘Integrity’*

* Staff felt it was important to note the challenges we face and the attributes required to keep going when things are tough

*We included the value ‘Courage’*

* Clients talked about how Action Foundation is a welcoming and friendly place, emphasising how important this is

*We reflected this in the value ‘Compassion’*

* Some groups used more formal or corporate words, but staff were eager that we avoided this sort of language

*We tried to use straightforward and easily translatable language, while keeping the statements short.*

* It was clear that everyone thought our motivation was important, that our staff weren’t just ‘doing a job’, but genuinely cared about people

*We included the value ‘Compassion’*

**Other:**

* Many of our clients expressed it would be good if Action Foundation worked with children and whole families rather than just individuals
* Many of our clients identified health support, particularly around mental health as an important aspect of our work we could increase
* Our partner organisations suggested we could be effective at influencing or campaigning

*All of the above are not reflected in our Purpose or Values statements, but are things we will consider in our Strategy Review later in 2022.*