

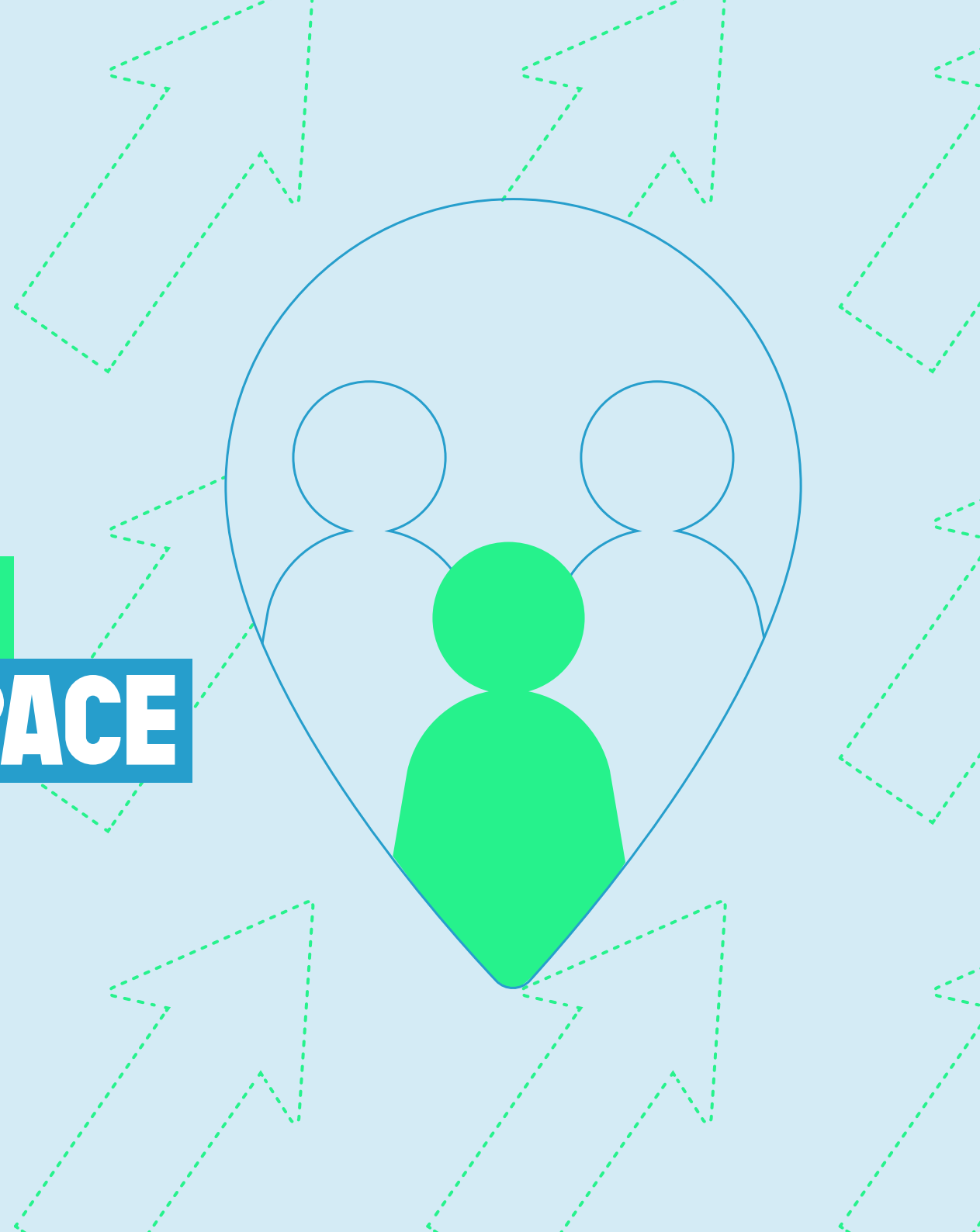
INSIGHT TO ACTION

SOLIDARITY SPACE

PULSE 2025

SOURCE: Data taken from a poll collected from Sept–Oct 2025

DATA DISCLAIMER PLEASE NOTE: (The data in this pulse is based on responses from organisations who participated in the poll we conducted from Sept–Oct 2025. The sample group is small and therefore the results shown in this report may contain bias and should be used as indicative only. Please contact the Hub team for any validation and verification required.)



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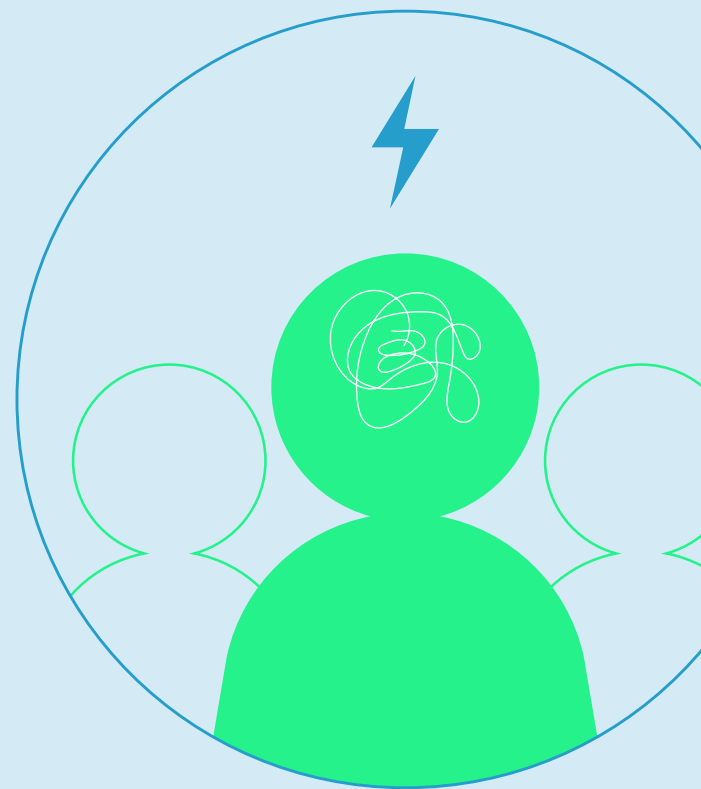
EXECUTIVE SUMMARY

This pulse presents poll findings from 62 participants- 31 with lived experience and 31 with learned experience. The poll was conducted between Sept-Oct 2025 as part of the Insight to Action Solidarity Space 2025

By **lived experience**, we refer to individuals who have personally gone through the UK migration and asylum system, including refugees, asylum seekers, and those who have since gained citizenship or another status. Their perspectives come directly from first-hand experience of displacement. **Learned experience** refers to professionals working with refugees and asylum seekers, including frontline staff, managers, and sector specialists, who can reflect on these issues through their professional knowledge.

The poll explores how far-right hostility, political rhetoric, and community tensions affect safety, wellbeing, and support needs. Respondents are from across the UK with the majority from London, Scotland and the Northwest. Verbal abuse and threats are the most common forms of hostility, occurring primarily in public spaces and online, with political and media narratives intensifying feelings of exclusion and vulnerability.

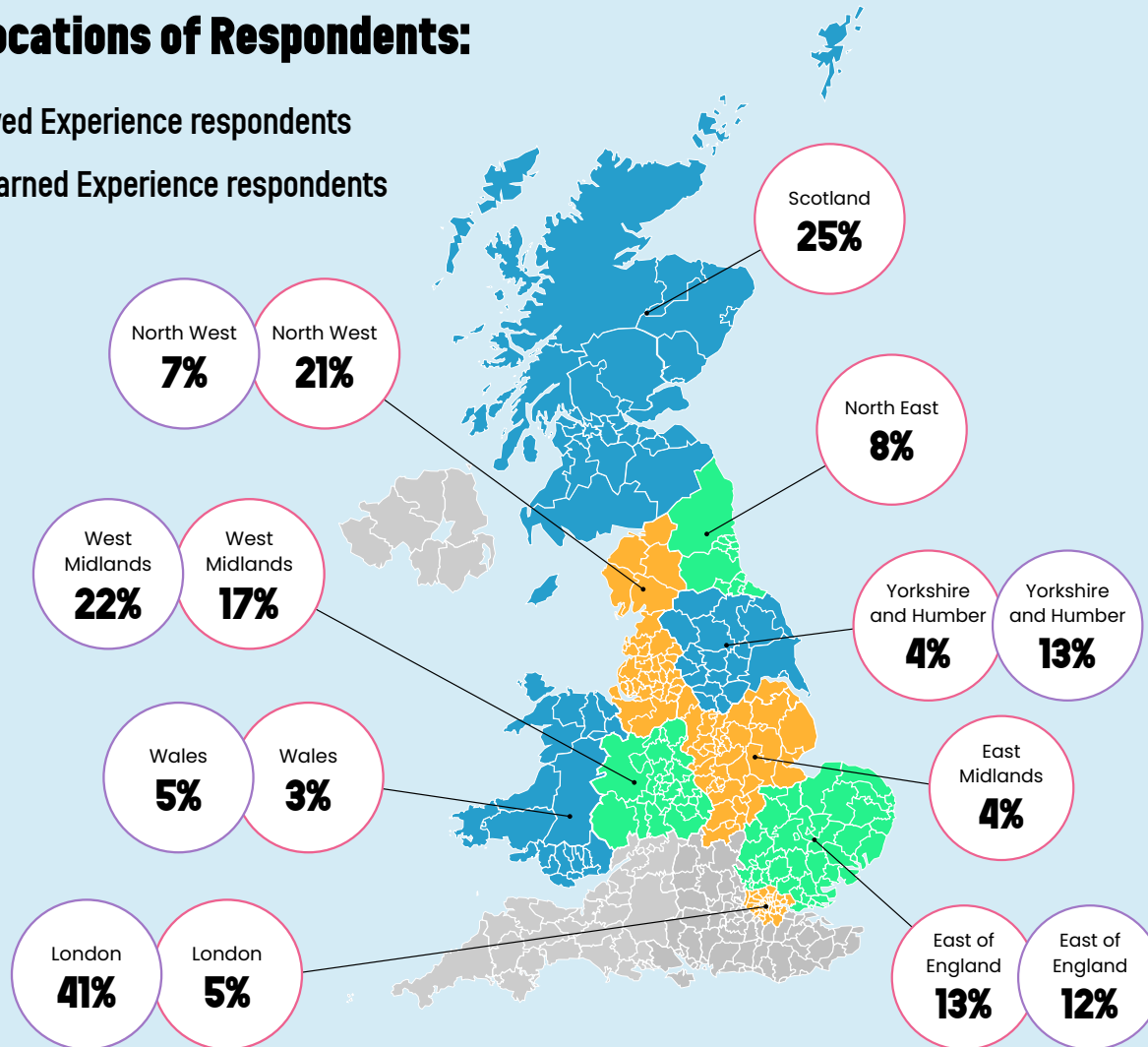
Participants report emotional strain, low confidence in reporting incidents, and reliance on personal, peer, and organisational support. Clear safety measures, stronger organisational backing, and systemic improvements are highlighted as key to enhancing safety, wellbeing, and resilience across both lived and learned experience groups.



RESPONDENTS' PROFILE

A. Locations of Respondents:

- Lived Experience respondents
- Learned Experience respondents



B. Roles of Respondents from the Learned Experience

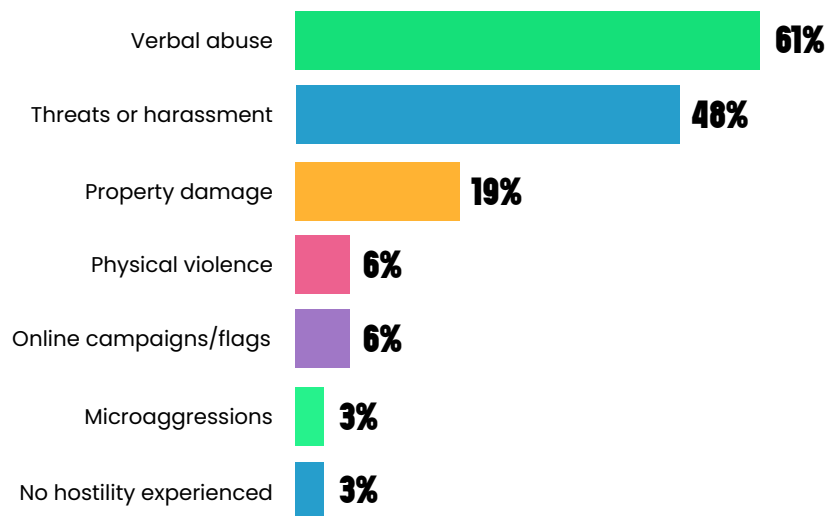
- 29%** Frontline / direct support
- 24%** Management / coordination
- 9%** Senior management
- 12%** Policy, advocacy, or research
- 7%** Volunteer
- 5%** Governance (e.g. trustee)
- 4%** Administration
- 3%** Grants Manager
- 4%** Operations
- 3%** Communications / media

PARTICIPANTS' RESPONSES

EXPERIENCES OF HOSTILITY

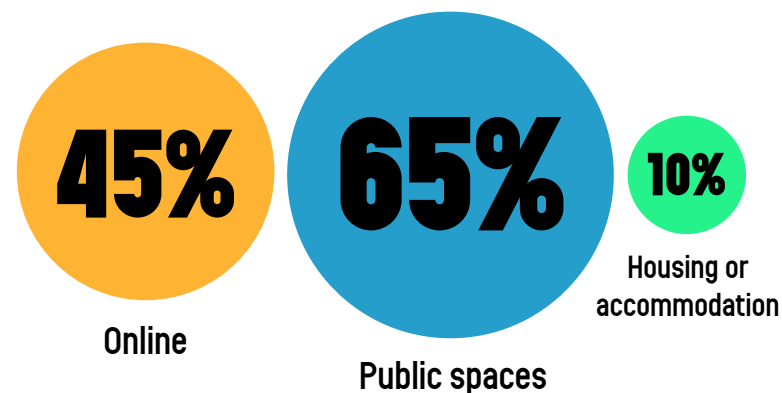
Lived Experience

1. Forms of hostility: (multiple answers)



2. Places of hostility (multiple answers)

The hostilities have mostly occurred in public spaces and online:



What irks me most is that people act as if these issues only appeared this summer, as if there was peace and quiet before. That's not true. Over a year before the Liverpool riots, I experienced a hate crime in the same area. ”



Most incidents happen online and in public spaces like supermarkets and buses. ”

EXPERIENCES OF HOSTILITY

Learned Experience

"PUBLIC PERCEPTIONS HAVE BECOME MORE HOSTILE, MAKING OUR WORK HARDER."

A substantial majority of the learned experience group (84%) reported feeling more anxious, unsafe, or stressed due to far-right hostility. Respondents noted the significant impact of public hostility and misinformation on their daily work

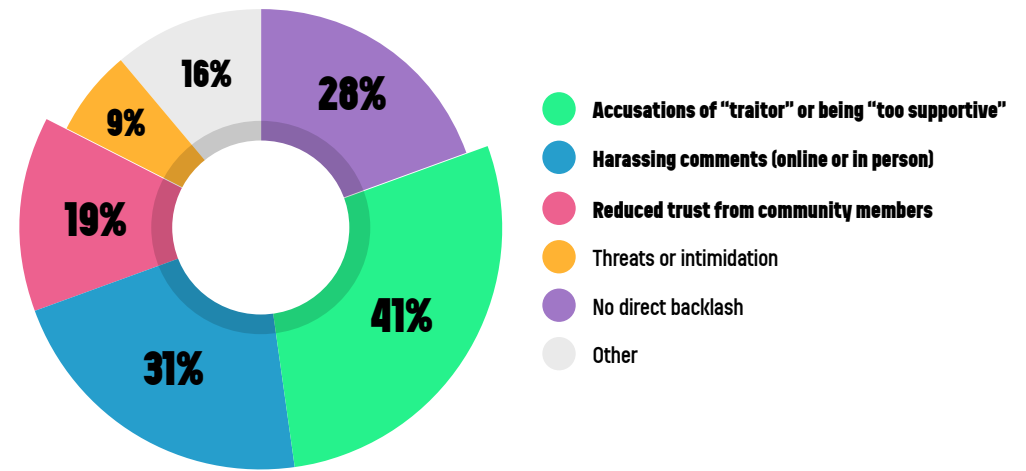
84%

Yes

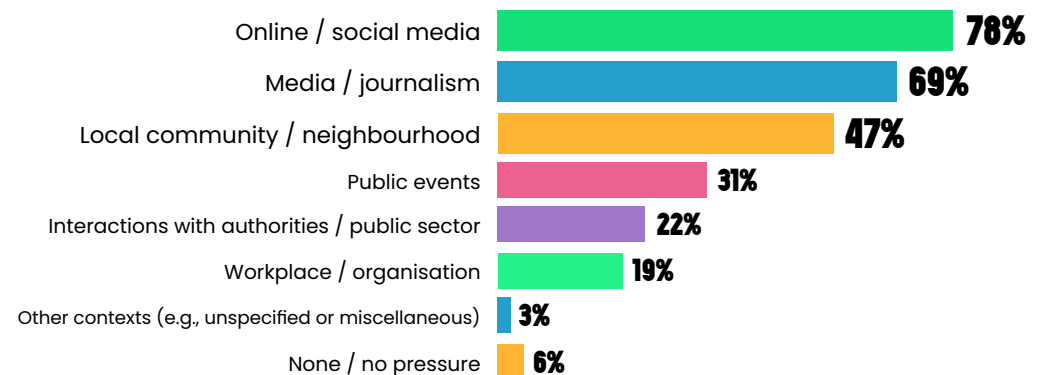
9%
No

7%
Not sure

1. Forms of hostility: (multiple answers)



2. Places of hostility: (multiple answers)

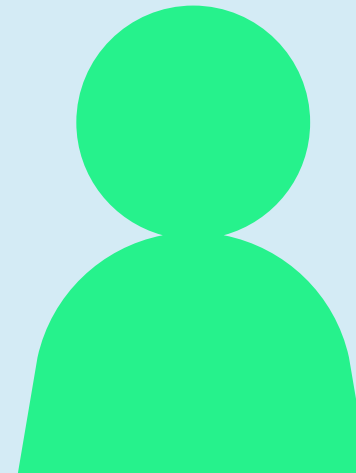
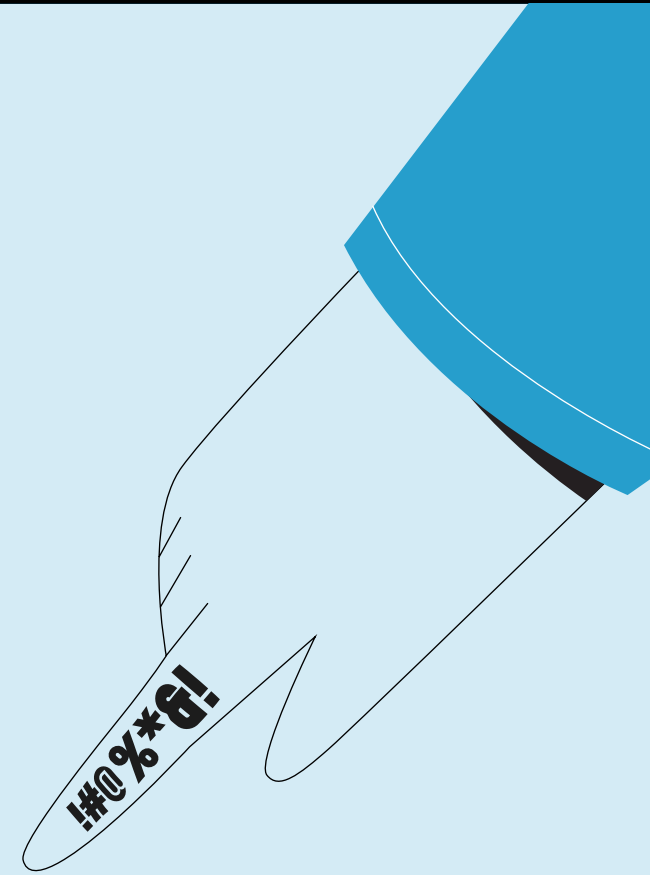
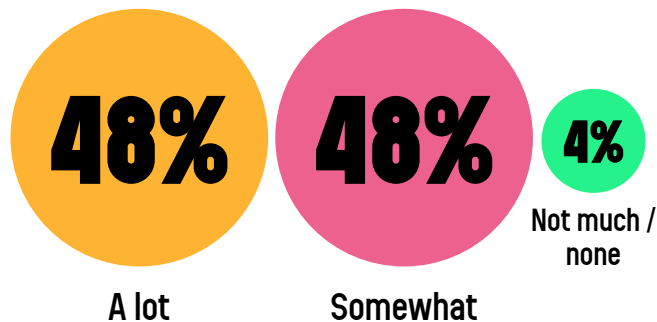


EFFECT OF POLITICAL AND MEDIA CLIMATE

Lived Experience

"WHAT'S HAPPENING NOW IS NOT NEW—OUR FAMILIES, INCLUDING OUR CHILDREN, HAVE FACED THESE ISSUES FOR YEARS. THIS TIME IT FEELS REINFORCED BY ANTI-MIGRANT POLICIES AND HOSTILE RHETORIC, ALLOWING PEOPLE TO ACT WITHOUT ACCOUNTABILITY"

The lived experience group believe that the political and media climate have affected them in the following ways:



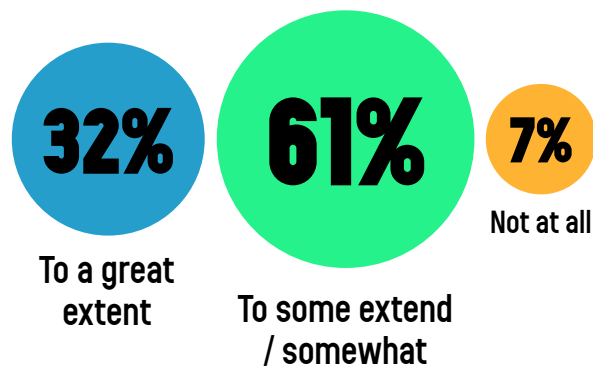
IMPACT ON SAFETY AND WELLBEING

Lived Experience



I have little hope this will be resolved soon, but stricter rules and holding people responsible for abusive behaviour, especially toward our children and young adults, would be greatly appreciated. 🟢🟢

The lived experience group believe that the situation has impacted their sense of **safety and wellbeing** in this manner:



Learned Experience

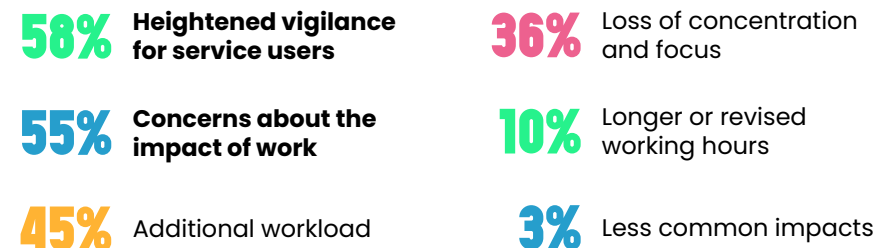
Respondents described increased pressure, reduced focus, and heavier workloads, reflecting the emotional and operational strain produced by the current climate.

"THE EMOTIONAL WEIGHT OF THE STORIES WE HEAR AFFECTS OUR MENTAL HEALTH."

Key concerns included: (multiple answers)



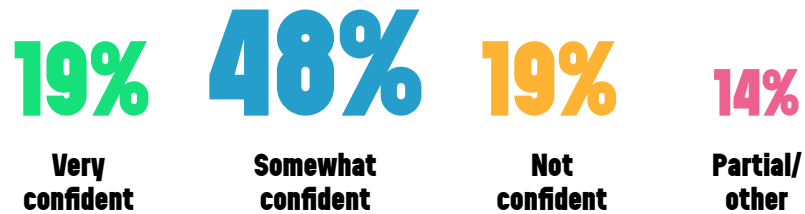
Impact on daily work: (multiple answers)



REPORTING INCIDENTS AND BARRIERS

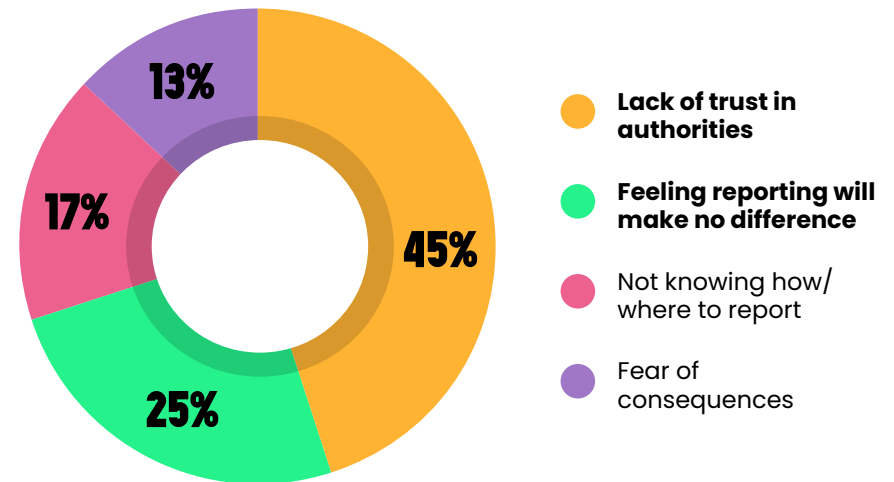
Lived Experience

1. Confidence in reporting: Most respondents from the lived experience group feel (somewhat confident in reporting incidents of hostility)



The two orgs that I looked up, TellMama and HopeNotHate do not have very up-to-date websites and socials. I am not sure if they are still active or not. I don't always want to write to the police.

2. Barriers to reporting include: The most common barrier to reporting incidents among the lived experience participants is the lack of trust in authorities:



SYSTEMIC AND PROFESSIONAL CHALLENGES

Lived Experience



Just a week before the Southport incident, a refugee told two charity workers she feared the way she was treated at work because of racism, and they immediately denied that possibility. Colleagues in the refugee sector—have consistently downplayed racism. ♥♥

Lived experience participants described the challenges as:

- Pervasive misinformation
- Long-standing public hostility
- Bureaucratic delays
- Unclear communication
- Inconsistent procedures
- Reduced confidence in reporting

Learned Experience



Managers often come from demographics less affected by hostility and may not recognise risks or know how to support those directly impacted. ♥♥

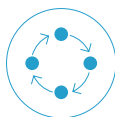
Learned experience participants described the challenges as:

- Moral injury within a broken system
- Professional frustration when unable to support service users fully
- Financial and workload pressures

DESPITE CHALLENGES, BOTH GROUPS EMPHASISE POSITIVE STEPS LIKE:



Team solidarity



Community Cohesion



Moments of progress and resilience

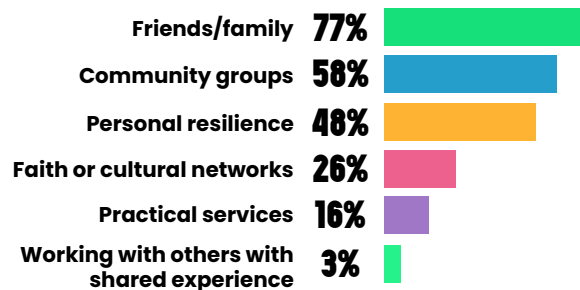


As a white professional, I have more choice in continuing this work than colleagues from racialised or migrant backgrounds, who face fewer options. I remain committed to working with these communities and hope the current climate enables new conversations and collaboration. ♥♥

COPING AND SUPPORT MECHANISMS

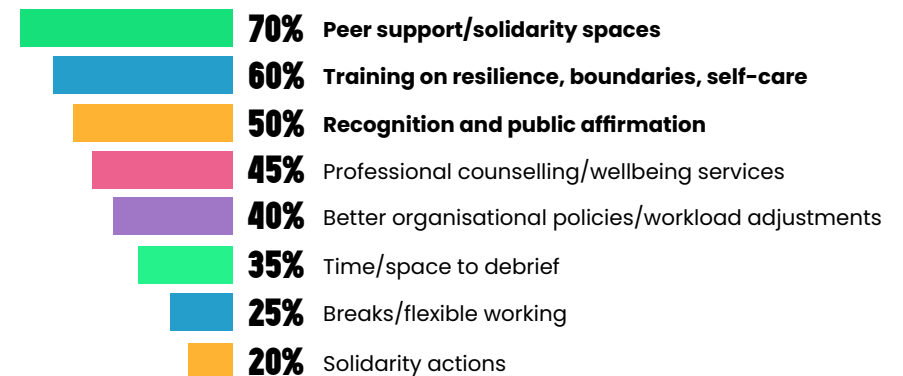
Lived Experience

Most respondents feel that friends/family and community groups are the best coping strategies (multiple answers)



Learned Experience

Most respondents think that Peer support/solidarity spaces and training on resilience, boundaries, self-care are the best coping mechanisms that help supporting them: (multiple answers)



Colleagues keep me going — our solidarity is what helps me continue.



Our LA provides group support sessions. We have frequent and open conversations amongst ourselves and share positivity where we can.

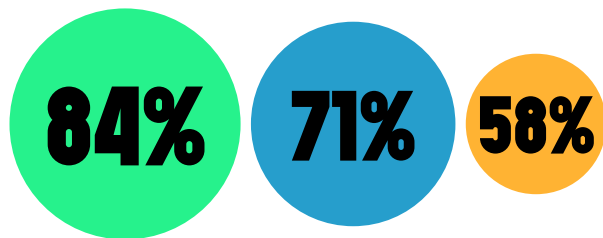
SUPPORT NEEDED FOR PUBLIC/VISIBLE ACTIVITIES

Lived Experience

The Lived Experience group described their support needs for public and visible activities as follows:

"Strong public backing from organisations and clear safety measures would make me feel safer when taking part in campaigns or events"

(Multiple answers)



- Strong organisational backing
- Clear safety/risk assessments
- Confidentiality/choice about visibility

Learned Experience

What the Sector Should Do to Better Support Colleagues in Challenging Times

- Offer safe spaces where people can discuss feelings confidentially, whether online, in person, or via anonymous polls"
- Ensure all colleagues have access to pastoral care networks within their organisation or through partners"

"FUNDERS SHOULD PUBLICLY DEFEND THE WORK BEING DONE AND CHALLENGE DISCRIMINATION. THE SECTOR SHOULD UNITE, COLLABORATE, AND FOCUS ON COLLECTIVE ACTION RATHER THAN INDIVIDUAL EFFORTS"

- Expecting racialised staff to educate management is not true solidarity. The sector needs to take action to raise awareness, provide training, and support managers in leading difficult conversations, even if they do not have lived experience."
- More proactive sector-wide collaboration and comms/media work. We appreciate all the work of Refugee Action and Together with Refugees, but perhaps a steering group with reps from national and regional organisations (like Suffolk Refugee Support) to formulate common messaging and amplification strategy"

KEY FINDINGS

Respondents' Profile

Lived Experience participants were mainly from **Scotland, Northwest, and West Midlands**, while Learned Experience participants were concentrated in **London and West Midlands**, primarily working as frontline staff or in management roles.

Experiences of Hostility

Lived Experience participants reported frequent **verbal abuse and threats**, mostly in **public spaces and online**, often long-standing and reinforced by anti-migrant policies. Learned Experience participants experienced stress and anxiety from public hostility, with **84% reporting increased pressure**.

Political and Media Climate

Lived Experience participants reported feeling less welcome in response to recent rhetoric and media coverage, and Learned Experience participants noted operational and emotional strain associated with misinformation and public scrutiny.

Safety and Wellbeing

Lived Experience participants felt unsafe, especially regarding children and young adults. Learned Experience participants reported burnouts, heightened vigilance, and heavier workloads affecting focus and performance.

Reporting Barriers

Confidence in reporting was mixed for Lived Experience participants, with **lack of trust in authorities** and unclear procedures as the main obstacles.

Systemic Challenges

Both groups highlighted long-standing hostility, misinformation, bureaucratic delays, and moral strain. Positive coping included **team solidarity and community cohesion**.

Coping and Support

Lived Experience participants relied on **friends, family, and community groups**. Learned Experience participants valued **peer support, resilience training, and wellbeing services**.

Support for Public Activities

Participants called for **strong organisational backing, clear safety measures, and confidentiality/visibility choices** when engaging in public-facing work.

Sector Recommendations

The sector should provide **safe spaces for discussions, pastoral care networks, public support from funders, management training, and coordinated sector-wide messaging**.

