REFUGEE ACTION

INSIGHT TO ACTION

TURNING COLLECTIVE INSIGHT INTO COLLECTIVE ACTION



Over six years, Insight Hub built a shared understanding of how the UK refugee and migration sector has changed — and how organisations have responded.

LISTEN → UNDERSTAND → CONNECT → ACT

A collective record of shared knowledge, learning and action — built with and for the refugee and migration sector.

Why ItA existed

The refugee and migration sector is constantly changing, and organisations face multiple pressures at once.

- Policy change
- Rising demand
- Housing insecurity
- Legal aid pressures
- Racism and hostility
- Organisational pressure



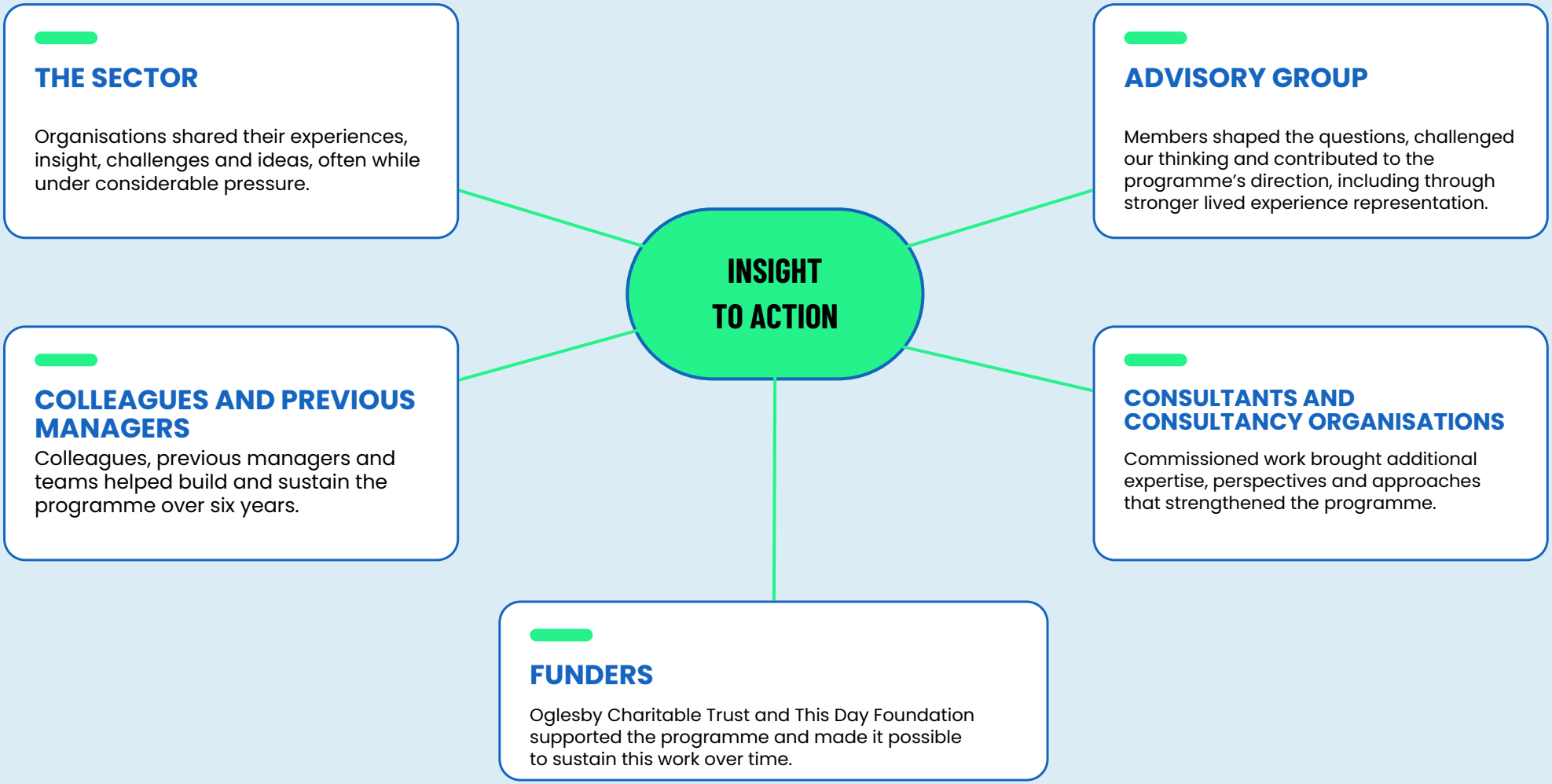
ItA

A shared view of what's happening across the sector

We needed a way to understand what was happening across the sector, not just within individual organisations.

We built it together

We are grateful to everyone who made time for ItA and saw the value of building something collectively.



ItA was built collectively. Its value belongs to the people and organisations who contributed to it.

FROM INSIGHT TO ACTION



A continuous learning loop.

WHAT WE'VE BUILT TOGETHER

30+
Insight Hub Bulletins

800+
People on the ItA mailing list

145+
Organisations contributing insights regularly

11
Advisory Group members

Hundreds
of organisations that we've engaged with over the years

How the sector's experience evolved, year by year, as documented through Insight Hub.

2020
COVID 19, digital exclusion, isolation and immediate service pressures

2021
Housing and hotels, legal advice gaps, rising demand

2022
Asylum accommodation, cost of living, legal aid, racism and community hostility

2023
Hostile policy environment, community safety and community pressures

2024
Community safety, housing pressures, complex needs and organisational capacity

2025
Legal advice gaps, safeguarding, resilience and wellbeing, LEX engagement

2026
Collective responses, shared learning and what works

HOW THE SECTOR ADAPTED AND RESPONDED

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1

ADAPTING SERVICES

Practical safety measures during the pandemic and after the 2024 riots

- Adapted service delivery and safeguarding during the pandemic.
- After the 2024 riots, some organisations moved services online or cancelled events.
- Temporary closures, individual safety plans and safe rooms.
- Shared safety guidance from **Hope not Hate** and other charities.
- Expanded legal advice capacity to meet urgent needs.

2

WORKING TOGETHER

Local solidarity and community connections

- Alliances with schools, faith groups and local institutions.
- Community picnics, vigils and public events to bring people together.

3

PROTECTING AND CONNECTING

Making support safer and more accessible

Rainbow Migration used Insight Hub survey findings and a Hub call to raise awareness of the Supreme Court ruling on the definition of sex under the Equality Act 2010 and its implications for LGBTQI people, sharing resources to help organisations respond.

Refugee Action's Solidarity Spaces enabled organisations to share experiences and consider collective responses.

2

BUILDING RESILIENCE

Strengthening advocacy and practical support

55%

of organisations increased their focus on advocacy and campaigning (Bulletin 14).

Through **Building Resilience**, Refugee Action's Insight to Action team worked with four grassroots, lived experience-led organisations to co-design practical resources, including a Welcome Toolkit and Safe Communication Policy.

MORE THAN A SURVEY

A TRUSTED SPACE FOR INSIGHT, CONNECTION AND ACTION

> I am so glad you're asking those questions. Funders ask questions about lived experience but do not seem to be curious about what this means in practice to be a small advice organisation whose team has lived experience.

LISTENING TO LIVED EXPERIENCE

> Thank you for sending over the Insight Hub Bulletin. What a horrifying read, though it's so important to have the structural and systemic failings and pressures on the migration sector documented so clearly and thoroughly. I am sharing it with colleagues at PHF - I really appreciate you sending it through.

DOCUMENTING WHAT IS HAPPENING

UNDERSTAND

Organisations use ITA to understand emerging issues beyond their own organisation.

CONNECT

Organisations use ITA to connect with others, learn, share experiences, find expertise and access resources.

ACT

Organisations use collective insight to strengthen influencing, advocacy and responses.

Insight to Action became a trusted place to find expertise, build relationships and respond collectively.

VOICE → SHARED UNDERSTANDING → CONNECTION → ACTION

WE DIDN'T JUST COLLECT DATA. WE RESPONDED TO IT

INSIGHT	RESPONSE	CHANGE
WELLBEING Insight into staff and organisational wellbeing	BeWell resources and wellbeing work	Greater awareness of shared challenges across different locations Stronger connections across the sector Shared learning, solutions and resources Greater collective capacity to respond
RACISM & HOSTILITY Insight into rising hostility and threats	Solidarity Space, Solidarity Pulse and practical resources	
RESILIENCE Insight into organisational pressures	Building Resilience co-design with grassroots lived experience-led organisations	
LEGAL & HOUSING PRESSURES Insight into systemic barriers	Shared evidence, resources, and collaboration	

WHAT WE LEARNED

1. **COLLECTIVE INSIGHT MATTERS**
   Repeated surveys helped build a wider picture of the challenges facing organisations and the people they support.
2. **PRESSURES ARE INTERCONNECTED**
   Housing, legal aid, safety, wellbeing and organisational capacity cannot be understood in isolation.
3. **THE PICTURE KEEPS CHANGING**
   Organisations have continued to adapt as policy, public attitudes and local circumstances have evolved.
4. **RELATIONSHIPS MAKE A DIFFERENCE**
   Trusted connections help organisations share knowledge, support one another and respond to emerging needs.

WHAT SURVEY 31 TOLD US: EVEN UNDER PRESSURE, THERE ARE THINGS THAT HELP

Strong partnerships

Sharing knowledge, skills and support across organisations.

Community relationships

Local connections that help organisations respond together.

Support from local authorities

Support from local institutions can strengthen responses.

WHAT SIX YEARS OF DOCUMENTATION MADE VISIBLE

From immediate crisis to interconnected pressures, Insight Hub documented how the needs of communities and the challenges facing organisations evolved. Issues did not exist in isolation. The evidence captured how legal insecurity, housing, safety, wellbeing and organisational capacity increasingly overlapped.

FROM SHARED INSIGHT TO SHARED POWER

REFUGEE ACTION

TODAY

Listen

Understand

Connect

Support

THE VISION

Collective intelligence

+

Collective capacity

+

Collective power

> Insight Hub's current format ends in December 2026 as its funding ends. What remains is six years of collective knowledge, evidence of the sector's evolution, relationships, shared learning and examples of adaptation and collaboration.

A FOUNDATION FOR SECTOR-WIDE MOVEMENT BUILDING

REFUGEE ACTION

“.....even with my busy schedule, I've always attended and participated in the surveys because I was curious about the conversations, the results and the shared learning. I found the proactive approach during crises, like the riots and the housing crisis, really invaluable.

It's a real shame that we'll no longer have a way of knowing how the sector is getting on, responding, coping and dealing with what's happening in the future.”

THANK YOU