

# Radical Welcome:

*Building a  
place of safety  
in a hostile  
environment*

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# Two Questions

*When do you feel most safe?*

*What gets in the way of you feeling safe?*

*Answers on a post-it note*





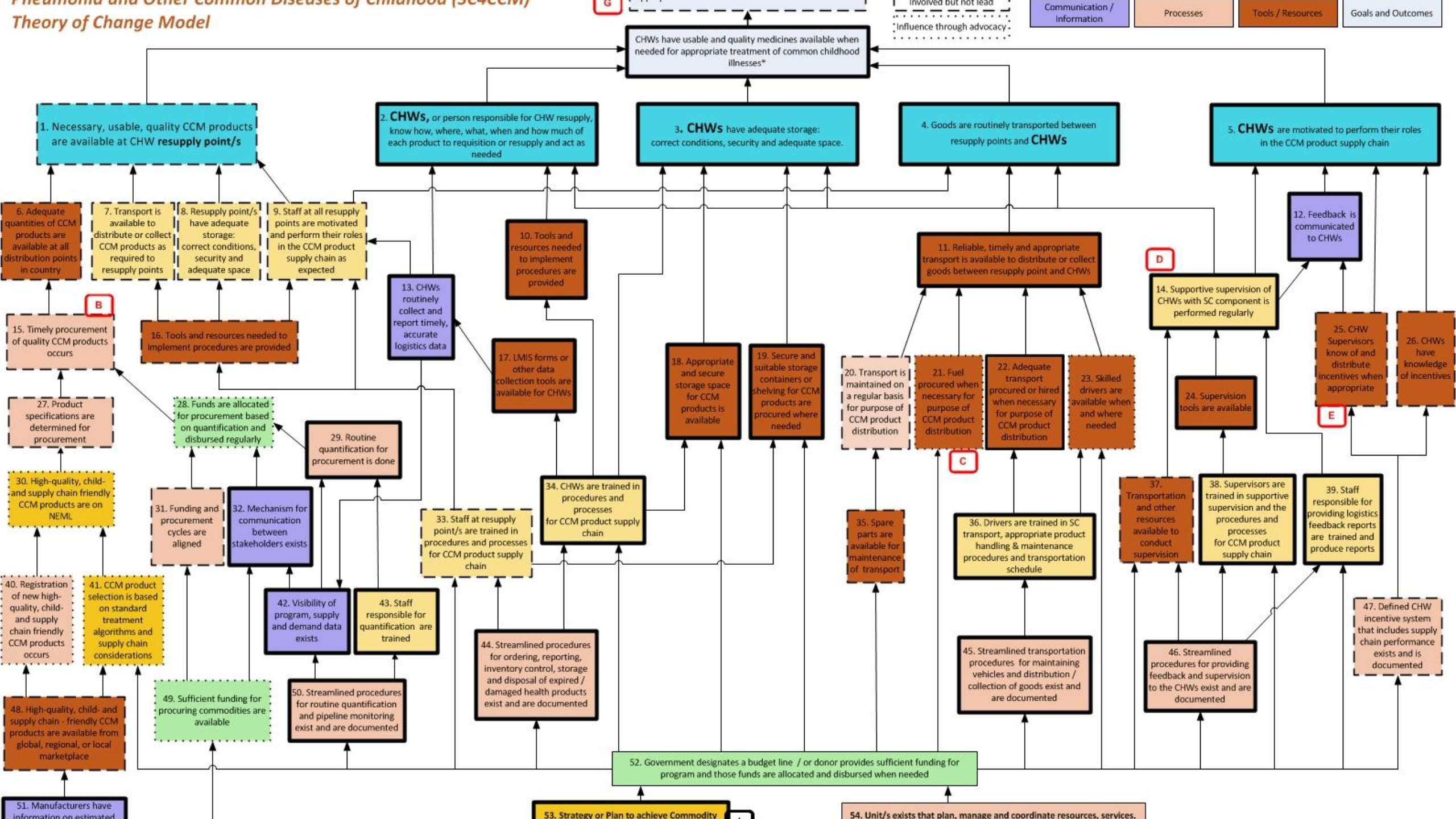
# Today's session

- *How we change the world (or our small part of it)*
- *The Story of The Sanctuary*
- *Your Story*



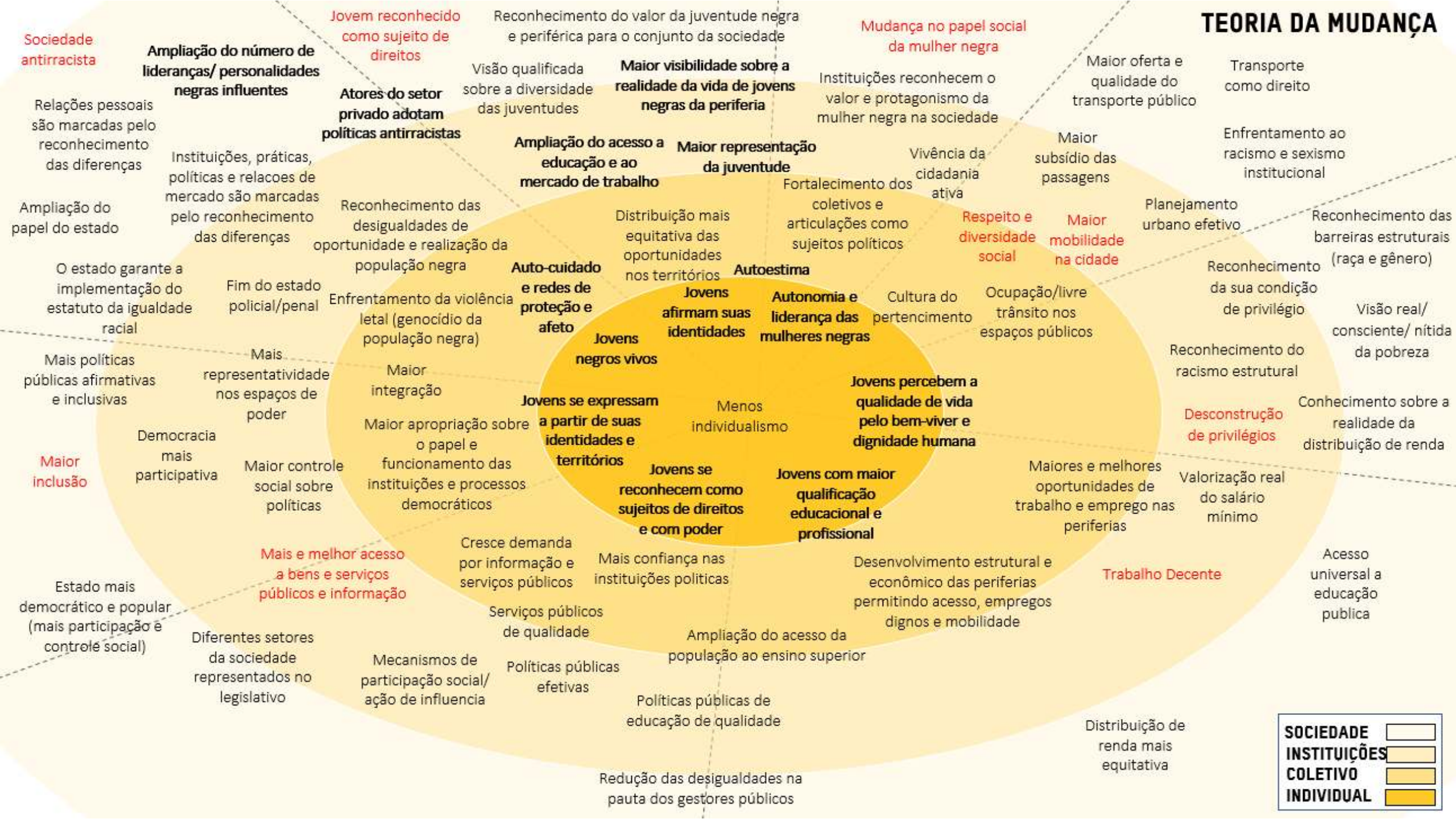


# Common and Other Common Diseases of Children (SC4CCM) Theory of Change Model

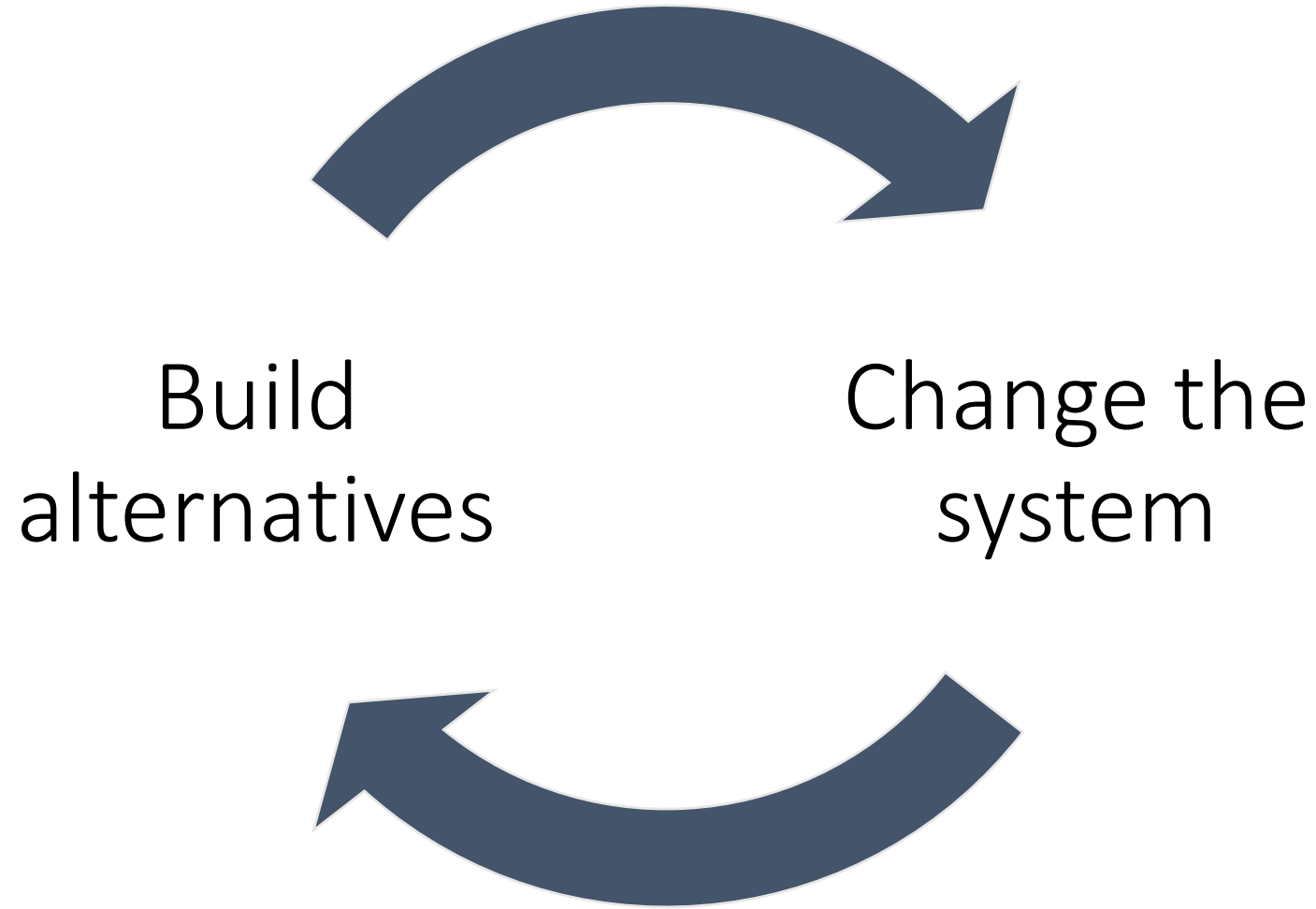




## TEORIA DA MUDANÇA



# How We Change The World



# The Story of The Sanctuary

*1 – Learning (Reimagining)*

*2 – The Design Process*

*3 - Enacting*



# Learning

'Immense achievement' (Review 2020)





# Learning

'Immense challenge' (Review 2020)

## *2. Development of The Sanctuary*

*a) Develop volunteer coordinator role*

*b) Ensure there is an experienced person available during opening hours*

***c) Develop best use of the building** – this will require an innovative architectural project to reconcile co-existing aspirations in limited space with limited resources.*



**City of Sanctuary  
Sheffield**

Creating a Culture of Welcome

## Review all feedback

**City of Sheffield Staff** 15/03/2021

**City of Sheffield Staff Support Needs Assessment**

**Section 1: Executive Summary**

**Project Aim**

To explore the experiences of staff and volunteers of working at the City of Sheffield.

- Document benefits and challenges of working at the City of Sheffield
- Identify opportunities to support staff and volunteers

**Method**

Five City of Sheffield staff and seven volunteers, participated in semi-structured interviews between December 2020 and May 2021. Their responses were analysed using thematic analysis.

**Results**

**Staff**

The analysis generated nine overarching themes, which encompassed both the positive and negative experiences of the interviewees. These themes included:

- Positive and challenging work environment at the City of Sheffield
- Experiences specific to staff or volunteers
- Staff and volunteers' engagement with the City of Sheffield
- Working with support to develop a healthy life and well-being
- Plans for further support

**Senior Leaders**

"Support" and "work environment" were found to be central to individual interviewees' experiences of the City of Sheffield.

The positive of working at the City of Sheffield, staff and volunteers perceived, appears to be a key aspect of their experience. The challenges of working at the City of Sheffield, however, include work environment.

**Conclusions**

The importance of a number of factors, particularly those that are related to the work environment.

**Staff and volunteers' experiences of working at the City of Sheffield**

Staff and volunteers' experiences of working at the City of Sheffield have been documented in this report.

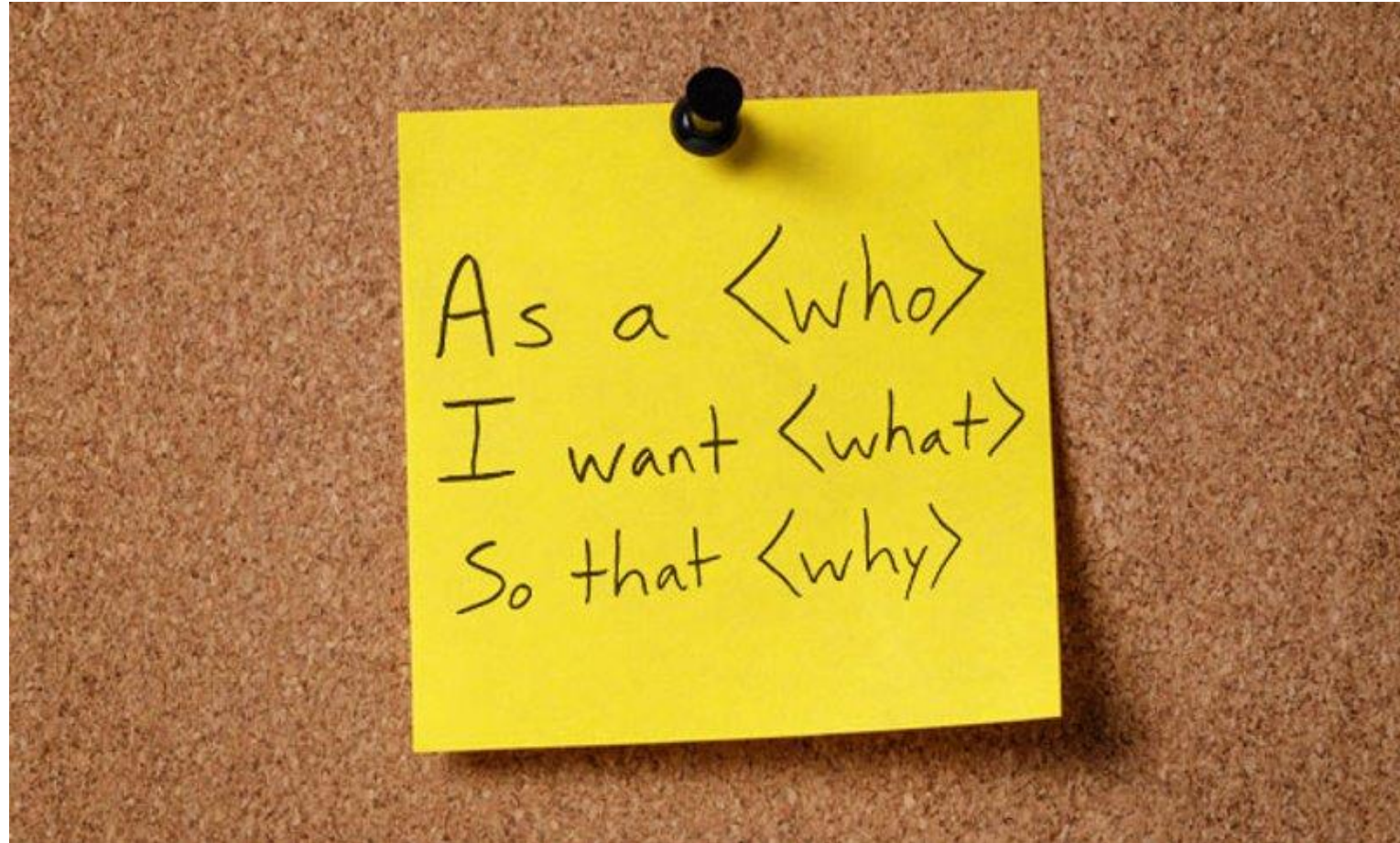


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# The Design Process 2

Create and categorise User Stories



# The Design Process 2

User story 14

**<As a>** *As a CoSS staff member/volunteer*

**<I want>** *easy access to computers/printers/telephones*

**<So that>** *I can support asylum seekers/refugees with completing forms/check information online/make referrals and contact partner organisations easily.*



# The Design Process 2

## User story 19

**<As a>** *As a worker from a partner organisation (e.g. ASSIST/ Red Cross)*

**<I want>** *a space in which the asylum seekers/refugees that I am meeting can feel safe and comfortable while waiting for our appointment. This would be a space with comfortable seating for waiting, access to tea/coffee and snacks, distraction if they are anxious before our appointment (e.g. books/magazines/people to talk to)*

**<So that>** *asylum seekers/refugees can feel safer and calmer when meeting with me, rather than becoming anxious/stressed while waiting for our appointment.*

# The Design Process 2

User story 20

**<As a>** CoSS Volunteer/refugee

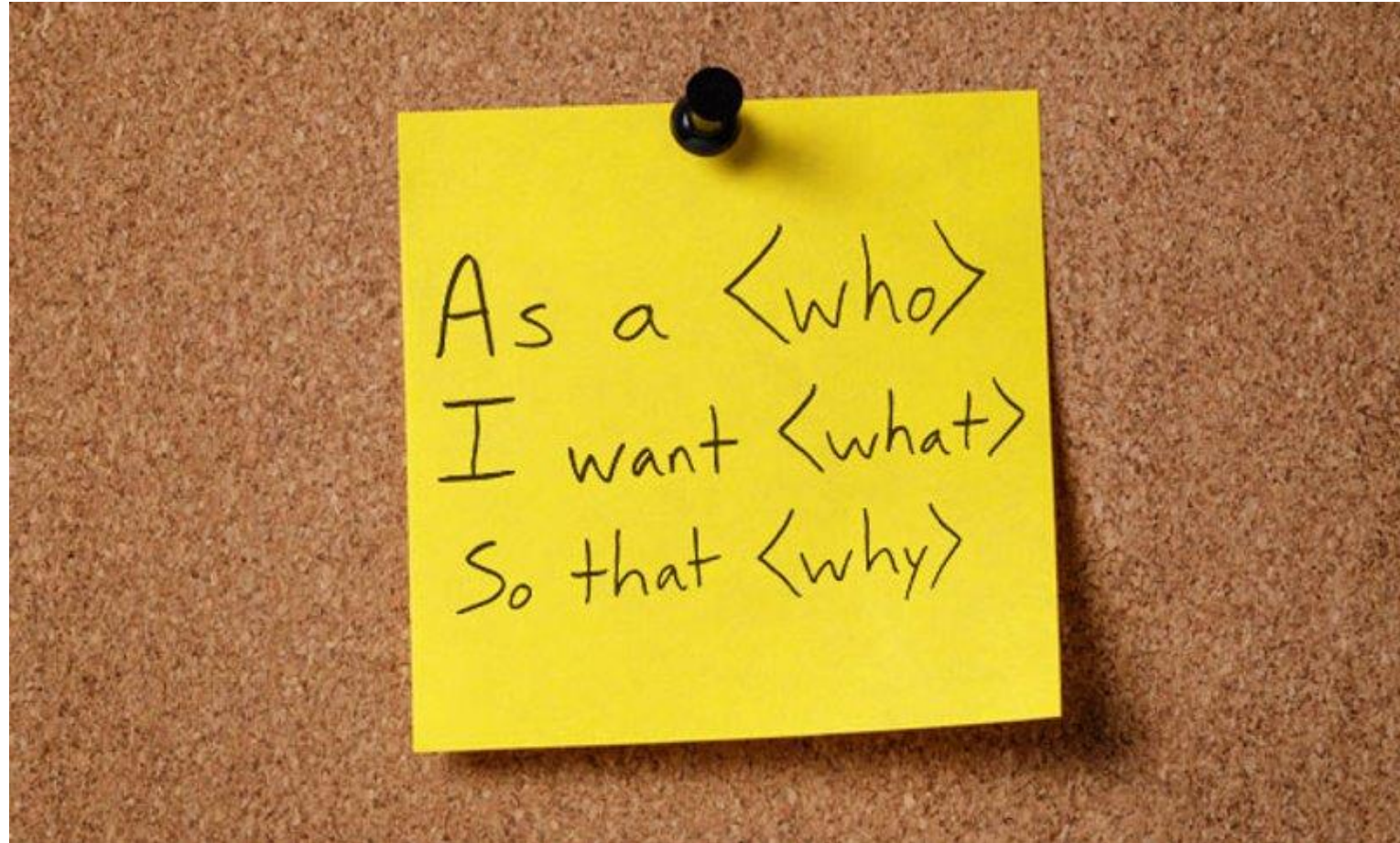
**<I want>** *a space that is immediately welcoming when I walk into it People walking in must be greeted with a smile, positive body language, a look like people are going to give you a hug, someone immediately showing you round the space and giving a cup of tea, a sense that 'You are Welcome here'.*

**<So that>** *I know this space is different from the hostile environment and I have hope about the future*



# Activity 1

## User stories



# The Design Process 2

User story categories

***A space for activities***

***A welcoming greeting area***

***A space for socialising***

***Comfortable and beautiful space***

***Access to IT/wifi and information***

***Effective office space***

***A quiet space for staff***

***A quiet space for users***

***Opportunities to contribute***

***Effective and simple communication systems***

# The design process 2

## User Story References

### **5 and above**

- *Effective and simple communication systems - 6*
- *A space for socialising - 5*
- *A space for activities - 5*



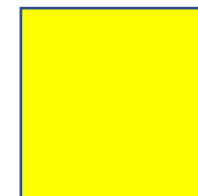
### **3 to 4**

- *A welcoming greeting area - 4*
- *Access to IT - 3*
- *Access to information - 3*
- *A quiet space for users - 3*
- *Comfortable and beautiful space - 3*
- *Effective office space - 3*



### **1 to 2**

- *Opportunities to contribute - 2*
- *A quiet space for staff – 1*
- *A space for children - 0*



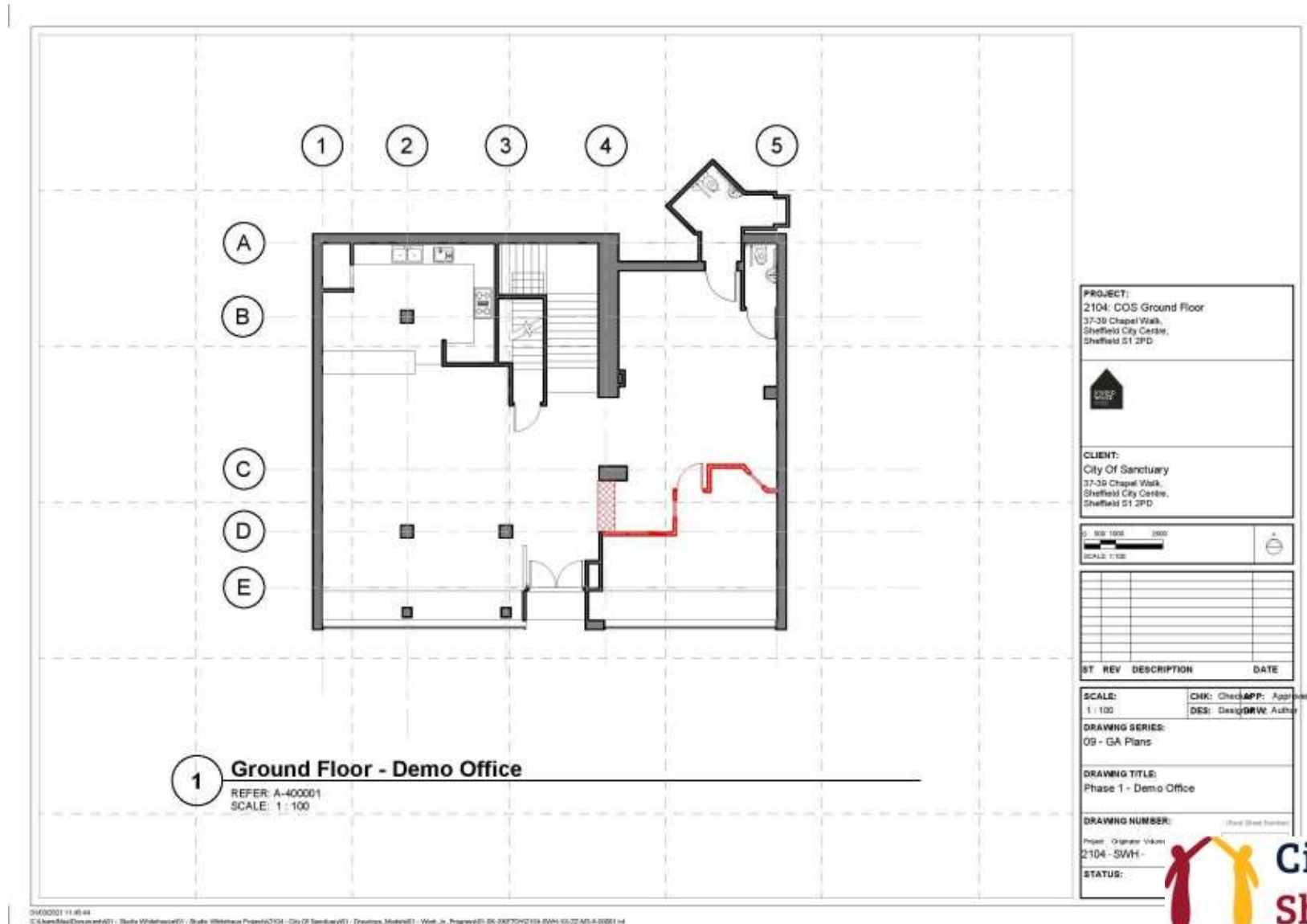


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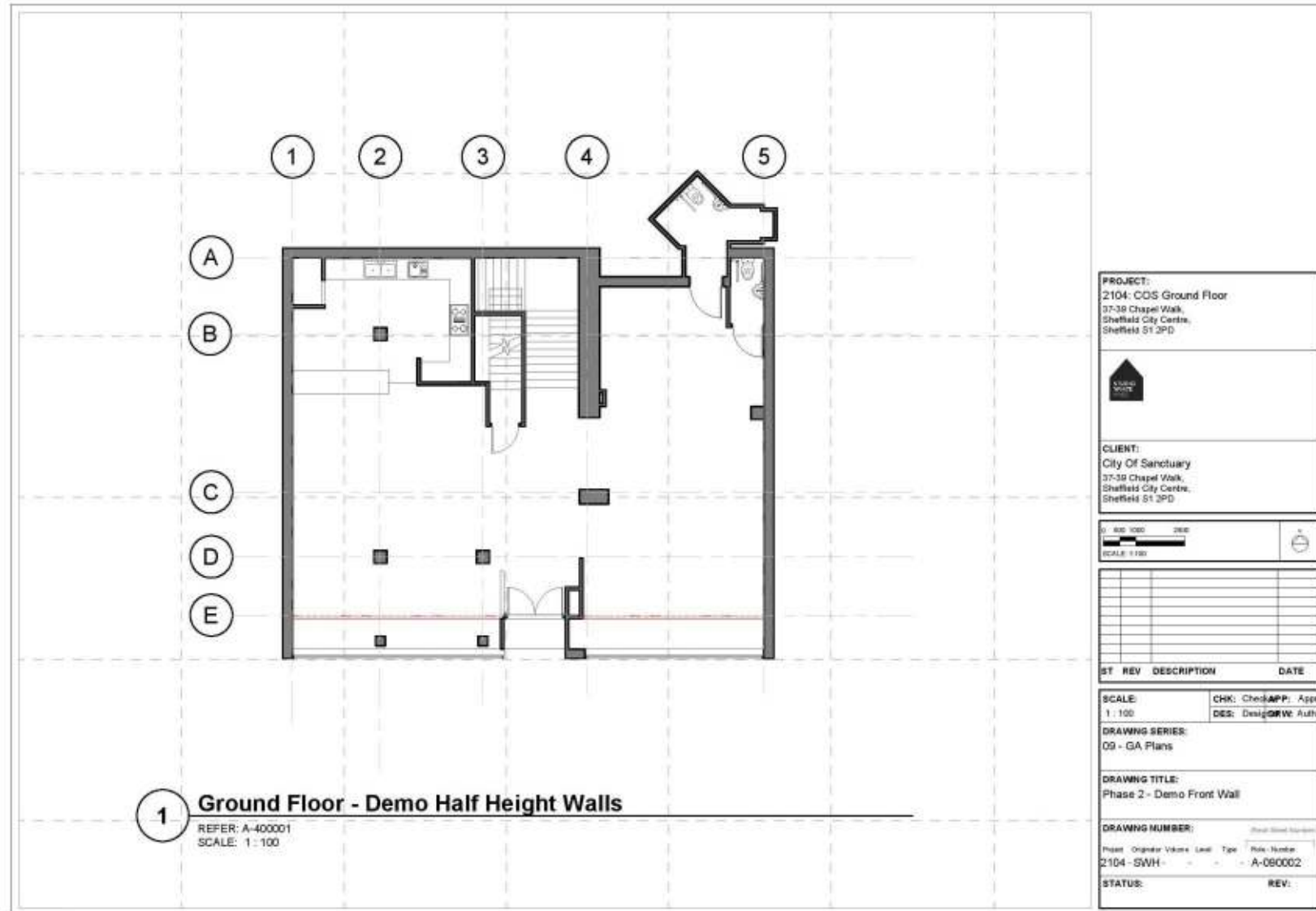
## 3 – Map user stories and associated building requirements onto the ground floor



# The design process 3

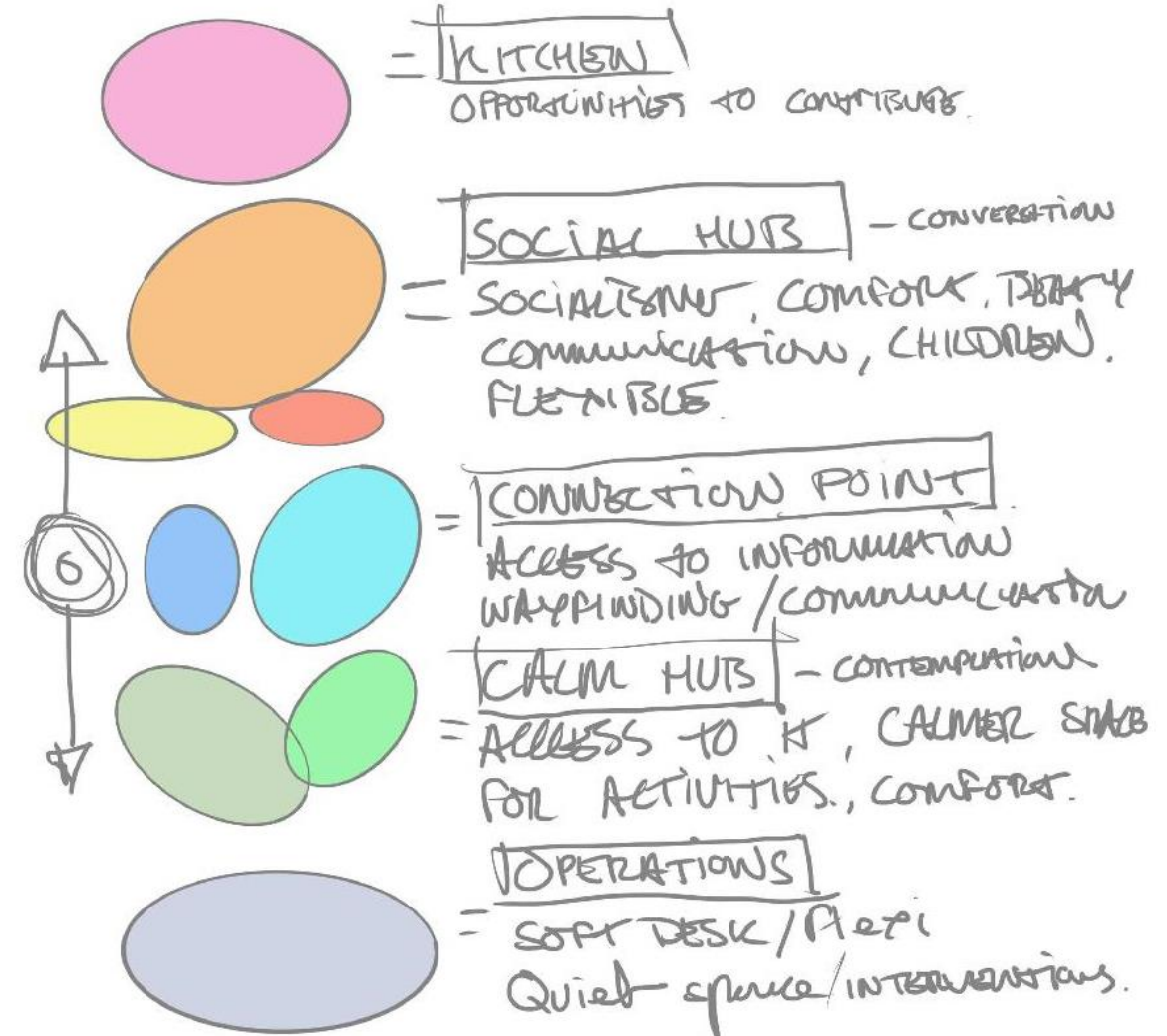
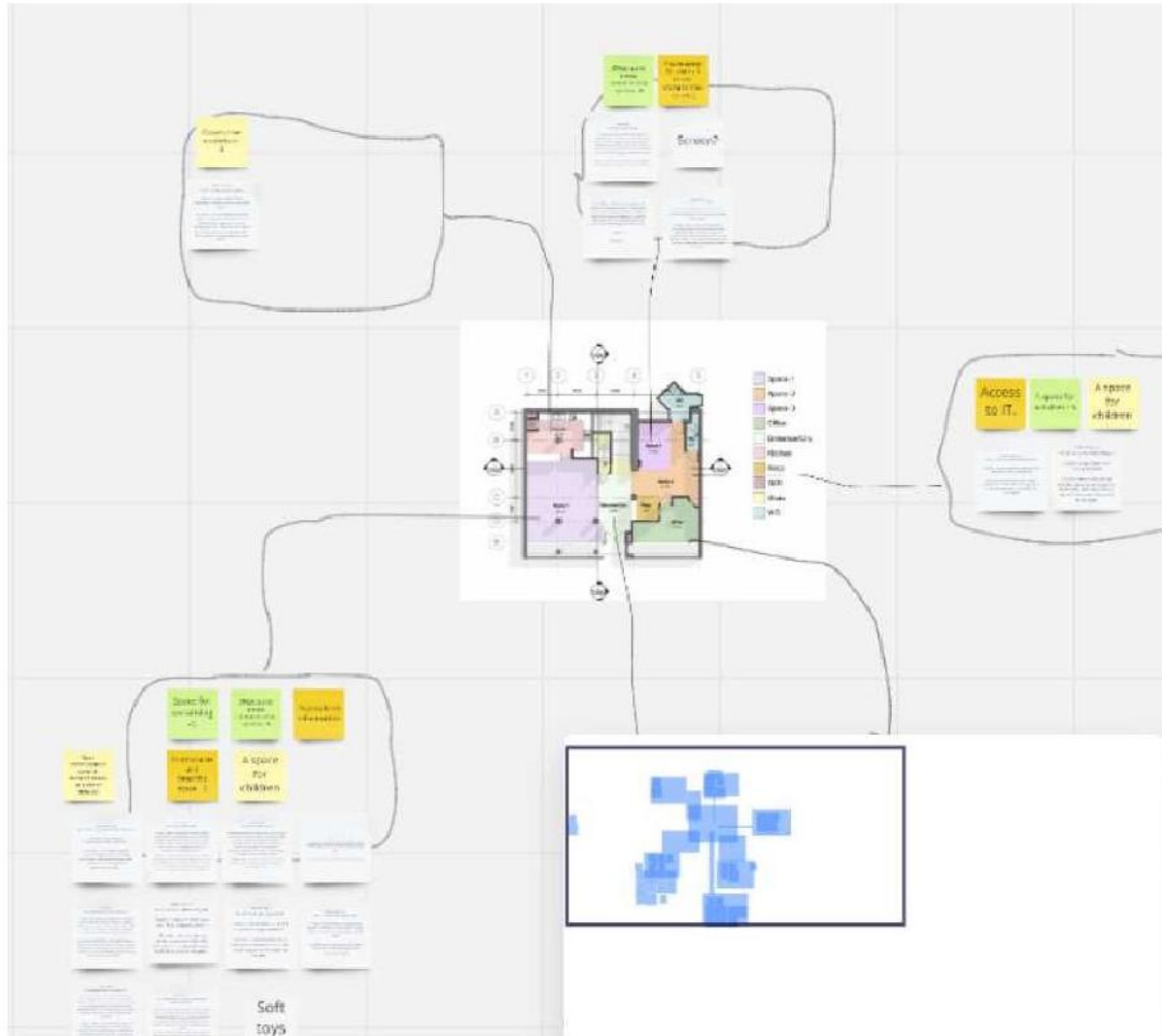


# The design process 3





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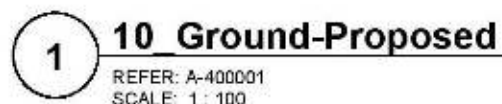
# The design process 3



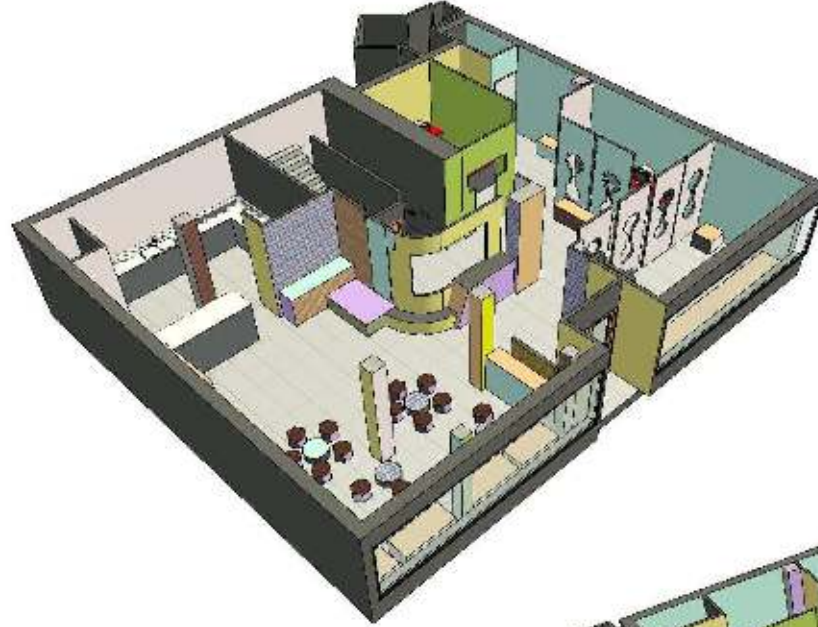








# The design process 4



# The Build

























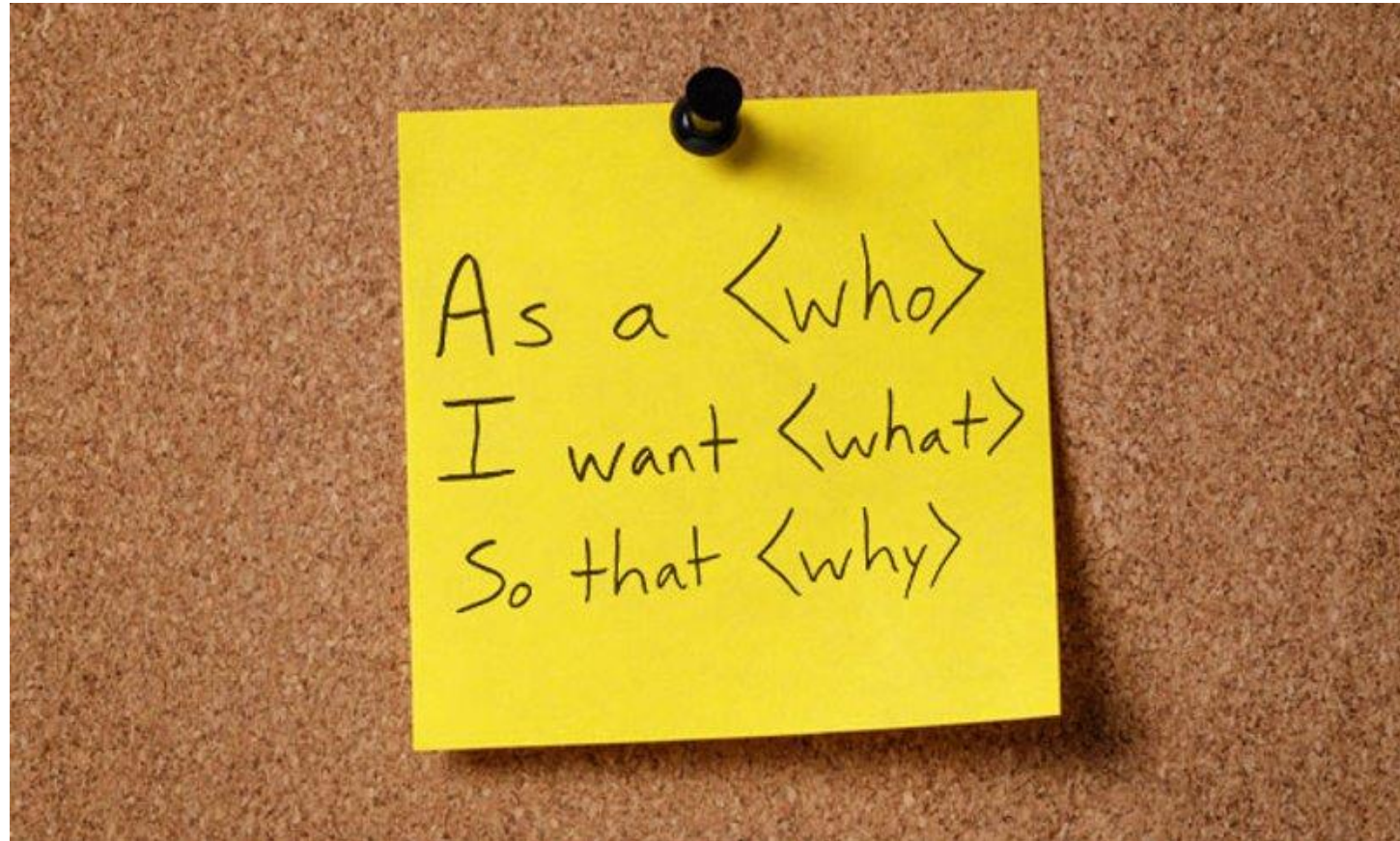
# Your Story





# Your Story - Activity 2

Create your own user story



# The Story of The Sanctuary - Enacting

Principles of enacting:

- Commit to *genuine* ongoing feedback and listening
- The 'space' is everyone's
- Going from 'using the space' to 'contributing to the space' should be like stepping over a stream, not fording a river...
- The wellbeing of those running the space needs to be protected (put your own mask on before anyone else's...)
- The 'founding' principles should be respected. Don't fall (back) into bad habits.
- Don't be afraid to leave things unfinished - iterative development can be transformational

# Enacting











