

PHONE CREDIT
FOR REFUGEES

**OUR WORK
SO FAR**



A LIFELINE OF HOPE



HELPING REFUGEES STAY SAFE AND FEEL
CONNECTED TO THEIR LOVED ONES.

Phone Credit for Refugees (PC4R) supports asylum seekers and refugees separated from their families by war and conflict. We provide mobile phone top-ups so they can stay in touch with their families, communicate with support agencies and stay safe.

We are a humanitarian response set up by ordinary people – volunteers who give their time freely to make refugees feel safer. It is volunteer led and run, with no full-time employees. The service began modestly with a few friends and volunteers donating money to pay for refugee phone top-ups, but quickly grew as this important need was recognised.

The isolation, fear and adverse psychological health felt by refugees is made worse by the separation from natural support structures – family, friends and community, and having no means of keeping in touch with relatives still living in conflict areas. All over Europe and beyond refugees are living in tenuous circumstances – tented camps, on the street, disused railway buildings, overcrowded refugee centres. Many are unaccompanied minors who are at risk of physical and sexual abuse, both on their journeys across Europe and also once they reach Europe. To be able to phone home to check that their families are safe, and let their families know they they are safe is important.

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OUR VISION

We want a world where it is possible for refugees to feel safe and connected to the people that matter to them – their families, their supporters and the agencies that help them.

OUR MISSION

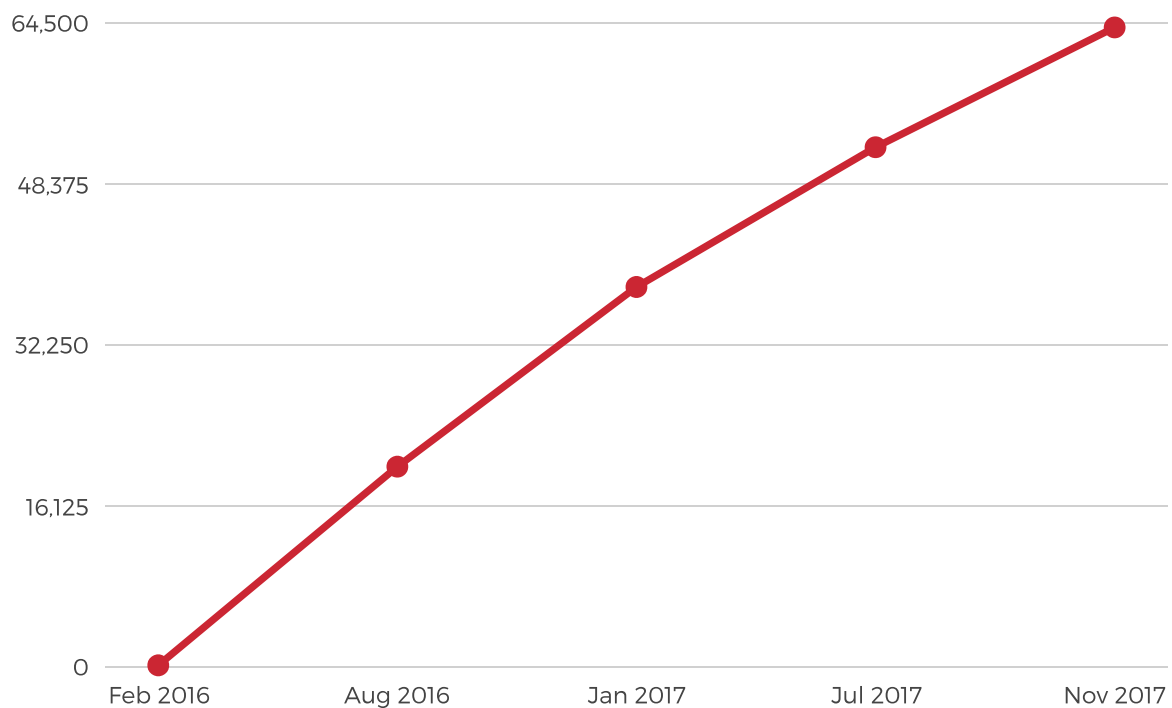
To ensure that every refugee or asylum seeker has a way to stay connected with loved ones, and to stay safe through contact with agencies and people that support them.

OUR COMMUNITY

Our Facebook group provides a safe way for refugees and donors to interact and support each other. We are tolerant and accepting, and are committed to humanising the refugee crisis in Europe and the world.

GROUP MEMBERSHIP

HOW OUR COMMUNITY HAS GROWN



The service began modestly with a few friends and volunteers donating money to pay for refugee phone top-ups, but quickly grew as this important need was recognised. We have seen a consistent increase in our membership since we began in February 2016, all which has been achieved through word-of-mouth.

Our group is comprised of both refugees and donors, and as of November 2017 we are close to reaching **65,000** individual members. We are pleased to report that the ratio of refugees to donors has remained steady over the past two years, ensuring we're able to meet our fundraising goals.



WHO WE ARE

OUR COMMUNITY IS DIVERSE AND TRANSCENDS
THE TRADITIONAL BARRIERS OF AGE,
SEXUALITY, RELIGION, AND ETHNICITY.

1/2

WE HAVE ALMOST AN
EQUAL SPLIT OF
MALE AND FEMALE
MEMBERS

WE
REPRESENT

99

DIFFERENT
COUNTRIES

24%

OF OUR MEMBERS ARE
UNDER THE AGE OF
25

HOW MANY PEOPLE HAVE WE HELPED?

HOW MUCH HAVE WE RAISED, AND WHAT HAVE WE USED IT FOR?

Over the last two years, we have raised over

£600,000, 95% of which has gone directly to topping up refugees phones.

That's over **30,000** individual top ups.

All over Europe and beyond refugees are living in tenuous circumstances – tented camps, on the street, disused railway buildings, overcrowded refugee centres. Many refugees have made arduous and dangerous journeys across Europe, often using people smugglers, leaving behind the emotional safety provided by their families. Sadly, around **a quarter of the top ups we provide are for minors and unaccompanied young people.**

These young boys and girls are often at risk of physical and sexual abuse, and we are proud to be able to help them stay in touch with their families and support workers.





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LOOKING FORWARD

HOW YOU CAN HELP US CONTINUE TO GROW

We can't do this alone. The refugee crisis shows no signs of improving, and every day there are more people at risk.

We need you to spread the word - campaign for us, share our group on social media, or tell your friends about us! Our community is our strength, and we need you to help us continue to grow.

- Look up our group 'Phone Credit for Refugees and Displaced People' on **Facebook**.
 - Donate to us via **MyDonate**: <https://mydonate.bt.com/charities/phonecreditforrefugees>
 - Visit our **website** at: www.pc4r.org
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