
THE POLITICS OF INCLUSION- HOW N.E.S.T. ALLEVIATES SOME OF THE CHALLENGES FACED BY REFUGEES IN THE UK

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INTRODUCTION

Refugees and asylum seekers are ordinary people, like you and me. War and oppression have forced them to flee their homes, often leaving behind their friends, family and possessions. Some have been tortured, imprisoned and witnessed the death of family and friends. But leaving their countries does not mean their situations are improved.

Upon arrival into the UK, and being recognised as refugees, they have the opportunity to start a new life, protected, and away from the fear of persecution and violence. Yet new challenges arise as they seek to rebuild their lives. Many arrive alone, unable to speak English and without any social network and little understanding of services offered to them. They suffer isolation, harassment, low income, separation from family and friends, and the fear of being deported and forced to return to dangerous situations.

Furthermore, without employment or educational opportunities, integration is a serious struggle for refugees and asylum seekers. With the stigma they carry as a refugee, some local communities can be hostile and unwelcoming. Every day, they are reminded that they are a refugee, in a foreign country, where they aren't fully accepted. Although things have improved slightly in the last few years, a lot still needs to be done to create a welcoming and friendly society.

North East Solidarity and Teaching (N.E.S.T.) is a project that hopes to alleviate some of the challenges they face when starting their lives here in the UK, by focusing on teaching English, improving their confidence and integration into the community. It offers a selection of

services to over 100 refugees and asylum seekers per week, such as group conversation classes, one-on-one grammar and language lessons, children's activity classes and group trips into the community.

The refugees and asylum seekers that we have worked with here in Newcastle have a great desire and determination to speak English. They know it is vital for making new friends with their neighbours, settling into their community, furthering their education and for finding work. Without it, they lack independence and struggle to integrate.

Integration is something that we, as English speakers, take for granted, but is a hurdle for refugees that cannot speak English. Speaking with neighbours, making use of local services, going into education and working are all ways that we participate in British life, yet these are struggles for individuals that are unable to speak English. Extensive research by Refugee-Action shows that ***'English is perhaps the single most important tool to enable refugees to build independent lives, socially and***



economically integrate, and contribute to life in the UK¹.

Other English language services do exist in the local area. First and foremost, Newcastle College offers ESOL classes (English for Speakers of Other Languages). However, we have discovered from our research that shortages in provision and long waiting lists have been substantial barriers for refugees and asylum seekers wanting to participate, and therefore many have been left without access to any English learning services. N.E.S.T. has never had to turn anyone down for lack of staff, resources or waiting lists, and thus provides a useful alternative to the services offered by ESOL.

Our research investigates refugee and asylum seekers experiences upon arriving in the UK, and the impact that N.E.S.T. has had on their lives since joining. We researched the main struggles faced by refugees and asylum seekers and then conducted a survey, to 27 respondents, to discover the main struggle they faced. We found that the language barrier was the biggest challenge they faced in their attempts to integrate into the community, followed by loneliness.

The second part of our research focused on the impact of N.E.S.T. and the extent that N.E.S.T. has alleviated some of the challenges faced by its learners. We look at not only N.E.S.T.'s impact on their language skills, but also how their confidence, integration and future aspirations have changed. With a sample size of 20, we conducted a survey to discover how each of their initial challenges they faced when arriving in the UK as a refugee and asylum seeker, has improved since joining N.E.S.T. We found that improvements in English was the

biggest impact they have witnessed. For the qualitative aspects of our research, we interviewed 30 learners about the impact of N.E.S.T. and have gained useful anecdotes and quotes.

We also look into the impact that N.E.S.T. has had on the wider community, including other services aimed at alleviating the challenges faced by refugees such as Newcastle College and the Nunsmore Centre.

We conducted our research predominantly through interviews and surveys. We have changed the names of the refugees who participated, for the purpose of their privacy.

For the purpose of this report, the following terms must be clarified:

- Refugee- someone who has been forced to flee their home country because of fear of persecution. Their application to remain in the UK has been accepted and they are legally allowed to work².
- Asylum seeker- someone who has been forced to flee their home country because of fear of persecution. Their application to remain in the UK has not been decided on and they cannot do paid work here in the UK. ³

CHALLENGES FACED BY REFUGEES AND ASYLUM SEEKERS

Through conversations with the refugees attending N.E.S.T., and surveys and interviews, we have come up with a list of challenges faced by refugees when attempting to integrate into

¹ Refugee action [website], (2016), <https://www.refugee-action.org.uk/wp-content/uploads/2016/11/letrefugeeslearnfullreport.pdf> (Accessed 3rd May 2018)

² Phillips (2011) "Asylum Seekers and Refugees: What are the facts?", *Parliament of Australia*

Department of Parliamentary Services. <http://www.aph.gov.au/binaries/library/pubs/bn/sp/asylumfacts.pdf> (Accessed 3rd May 2018)

³ Ibid.

their new communities. We have backed up our findings with research conducted by other organisations such as Refugee Action⁴ and Migrants Organise⁵ to discover the key areas that N.E.S.T. should focus on in its mission to alleviate the struggles that refugees have the deal with.

The main challenges are:

- **Language barrier**
- **Loneliness**
- **Loss of job or career**
- **Discrimination and stigma due to being a foreigner**
- Lack of friends and family
- Cultural differences
- Struggles with accessing services

For the purpose of this report, we have focused on the first four factors and have discussed them in more detail. At N.E.S.T., we believe that alleviating these struggles will help our learners feel more integrated into the community.

Interviews and Surveys

The refugees and asylum seekers that participated in our research project were interviewed between January and March 2018. In the interviews, we asked them about the struggles they faced upon leaving their countries. The interview questions were designed to explore key integration issues that we believed were important. The data received from the interviews, we have used for anecdotes and quotes. We also conducted a survey and received answers from 27 people (some surveys were not answered properly so could not be used in our research). The question was 'What was the biggest challenge you faced on arriving in England from your

home country?' and answers included the following four factors.

Language Barrier

Understanding and being able to speak the language in your country is something that we all take for granted, but it is absolutely necessary to feel integrated and included. Many of our interviewees told us that they struggled to understand the UK system and procedures, and had major difficulties in accessing services, meeting new people and finding jobs.

More than 54% of our interviewees described language barriers as their biggest challenge when moving to the UK.

Some of the learners at N.E.S.T. knew basic English before coming to the UK, but told us it is a lot harder speaking to fluent British people, who speak much faster than they are used to, and with different accents. **At N.E.S.T., we cater for all language abilities**, from complete beginners learning simple vocabulary, to more intermediate learners wanting to grasp difficult tenses. Furthermore, having teachers from all across the country, with different accents, really helps the learners with their fluency and understanding.

One learner described how although he had made efforts to improve his English before arriving in Newcastle, he found that he struggled to understand the different accents, and it initially held back any improvements in English.

'Without knowing the language, I couldn't do anything that I took for granted in my home country. I can't make friends, study, get a job and that was very difficult' - Maria

⁴ Refugee Action <https://www.refugee-action.org.uk> (Accessed 3rd May 2018)

⁵ Migrants Organise- <https://www.migrantsorganise.org> (Accessed 3rd May 2018)

Loneliness

Moving countries, whatever the circumstances, can be a very isolating and lonely experience. **Many of the refugees at N.E.S.T. arrive in the UK alone and unsupported, leaving their family, friends and lives back in their home country.** Furthermore, some migrants have had extremely distressing experiences in their home countries and their journeys to the UK, thus arrive feeling traumatised. Porter and Haslam (2005)⁶ reported of 'high rates of psychological disturbance among persons exposed to traumas through war and disaster' and the asylum procedures experienced in the UK have exacerbated the problem.

All our interviewees told us that they have suffered from loneliness since leaving their home countries and **more than 37% described loneliness as their 'biggest challenge' since leaving their home countries.**

Loss of job or career

Almost all of the learners that we interviewed at N.E.S.T. had careers in their home countries, from a doctor and lawyer, to a farmer and even an aviation manager. To many, this was their life and purpose, along with their family and friends. Having been forced to leave their country, their friends, family and their job, they are left with a sense of worthlessness; a life with no purpose. According to Paul and Moser (2012)⁷, **unemployment is one of the main factors associated with loneliness and poor mental and physical health.**

⁶Porter and Haslam, (2005) "Predisplacement and Postdisplacement Factors Associated with Mental Health of Refugees and Internally Displaced Persons"

<https://jamanetwork.com/journals/jama/fullarticle/201335> (Accessed 4th May)

⁷ Karsten and Moser, (2012) "Unemployment impairs mental health: Meta-analysis"

From our surveys, we discovered that **8% of our interviewees described having no job as their main struggle upon leaving their home country.** Without a job, they are left reliant on the state for a source of income and thus many live in poor, cramped conditions as they are unable to pay for improved accommodation.

'I have a degree in environmental sciences from Sudan. All I want is to learn English so I can complete my masters and go back to work' - Fahan

'I travelled the world as a journalist in Sudan. Now I struggle a lot without a job in England' - Malik

'I was a lawyer in Sudan and Egypt but my qualification won't get me a job here because I struggle with English and don't know British law' - Ayaan

'I have skills and talents. I feel they are being wasted here without a job' - Reta

Discrimination and stigma due to being a foreigner

There is a stigma related to being a refugee or asylum seeker here in the UK and their negative depiction in the media only makes things worse. It is not rare to read newspaper reports about 'the large cost of refugees in NHS care, schools and welfare'⁸ or articles about refugees 'stealing our jobs'. This was made worse during the EU referendum, where many anti-immigration reports were published in an attempt to create hysteria amongst the 'leave' campaign. As a result, almost 50% of British people fear that refugees and asylum seekers 'will mean more terrorism and fewer

<https://www.sciencedirect.com/science/article/pii/S0001879109000037> (Accessed 4th May)

⁸ Pew Research Centre
<http://www.pewglobal.org/2016/07/11/european-s-fear-wave-of-refugees-will-mean-more-terrorism-fewer-jobs/> (Accessed 4th May)

jobs' according to a Pew Research survey in 2016⁹.

This makes it a lot harder for refugees and asylum seekers to integrate into their new communities in the UK. According to The Forum, the 'loss of identity and stigma of being different' is a struggle felt by many refugees and asylum seekers. In our survey, 0 out of the 20 respondents described 'discrimination and stigma due to being a foreigner' and their biggest struggle upon settling into the UK, but from our interviews, a number of our interviewees told us that this was a problem they have struggled to overcome.

'Every day I felt like a refugee. I always felt different, not accepted'- Kamil

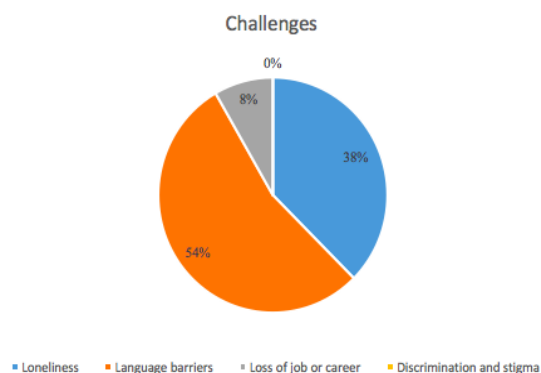
'In London I felt very isolated and nobody wanted to help me because I was a refugee and wasn't like them. - Maryam

'All these challenges interrelate and overlap, trapping those who face them into a vicious circle'¹⁰ and they all relate back to one thing - language barriers. Integrating into a completely different culture can be extremely difficult for anyone, but without the ability to speak the language, all other struggles are worsened. According to Christodoulou (2014)¹¹, **'language barriers impede people from explaining their perspective... they felt like they were not listened to or understood'**. This can result in them feeling lonely and unwelcome, and discrimination is often experienced more by those language struggles. As a result, N.E.S.T. focuses primarily on breaking those language barriers in the hope that once its learners have a better understanding of English, they will find it easier to integrate into the community, find a job, make friends and as a result, feel less lonely.

⁹ *ibid.*

¹⁰ The Forum and Christodoulou, (2014) "How does it feel to be lonely"
<https://migrantsorganise.org/wp->

Results from survey



Biggest Challenge	Respondents
Loneliness	9
Language barriers	13
Loss of job or career	2
Discrimination and stigma	0

Results from the survey confirmed our predictions, that language barriers were the biggest struggle faced by refugees and asylum seekers upon arriving in the UK. However, it also highlighted that loneliness was almost as significant of an issue, and even more so than language barriers for 9 of the learners. Despite no body agreeing that 'discrimination and stigma' was their biggest struggle, our interviews revealed that discrimination was indeed suffered by a number of our learners, but it wasn't as big of a hurdle as being unable to speak English.

Six of the surveys couldn't be used for our results due to being filled out incorrectly. For example, some surveys had more than one box ticked, and some were not clear which box was ticked. This was perhaps due to the language barrier, some of the learners were unable to understand the questions asked.

content/uploads/2014/09/Loneliness-report_The-Forum_UPDATED.pdf (Accessed 1st May 2018)

¹¹ *Ibid.*

THE IMPACT OF N.E.S.T ON ITS LEARNERS

The core aims of N.E.S.T. are to alleviate the challenges that have been discussed, through teaching English, exploring British culture and creating a welcoming environment for all its learners. We have conducted research to discover how N.E.S.T. impacts the lives of its learners and to what extent their lives have improved since joining the project.

How we measure impact

We utilised both qualitative and quantitative data to measure the impact of N.E.S.T. To do this, we conducted surveys with learners whilst holding informal interviews, to help measure the changes that they have witnessed in their personal lives since joining N.E.S.T. Focusing on the level of integration into the community, their improvement in language skills and their confidence, amongst other changes, a sample size ranging from 20-30 respondents were used for this investigation.

Over the first four months of 2018, we spoke to 30 refugee learners at N.E.S.T to understand the impact of their work and how N.E.S.T can best improve their services. The learners also informed us of their aspirations to learn English, and that the language barrier is one of the main obstacles in their desires to integrate into the community and to be accepted. However learning English has not been the only driving force behind the learners' desire to attend N.E.S.T sessions on a weekly, even daily basis. N.E.S.T has made it possible for them to meet other refugees, in similar situations to their own; for their children to meet friends and mentors; and for us to show them that they are welcome and have a part to

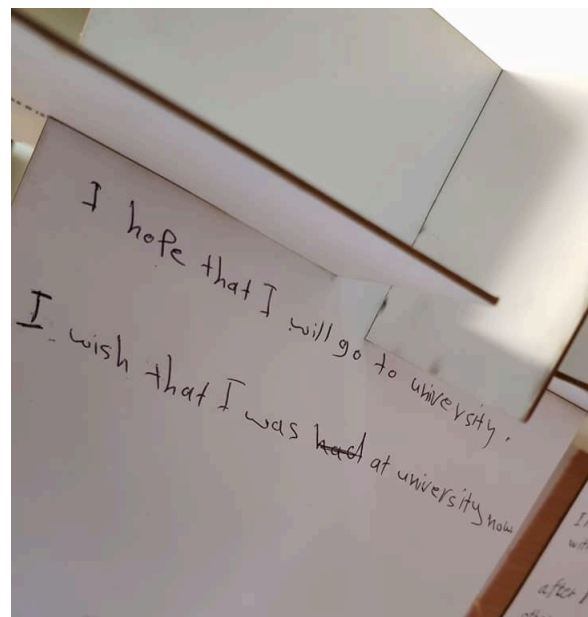
play in our community. They all have aspirations for the future, ranging from furthering their education, to passing their IELTS exams, or to get a job. Not only has N.E.S.T given them the confidence to see there is a future beyond the life they have had to go through, but it has given them the language skills they need to enter into education or get a job.

These conversations led to our discovery of N.E.S.T.'s core areas of impact. We defined them as:

Improvement in English language

Three-quarters of people in the UK believe that learning English is beneficial for refugees, and almost as many (73%) think that it is also beneficial for Britain and local communities for refugees to be able to learn English.¹²

Research from Refugee-Action¹³ shows that refugees can wait up to three years to access English classes. N.E.S.T, had never to turn anyone away and so for those seeking to improve their English, the door is always open.



¹²Refugee Action, (2016) https://www.refugee-action.org.uk/campaigns/let_refugees_learn/ (Accessed 29th April 2018)

¹³ Refugee Action, 'Let Refugees Learn' (2016) <https://www.refugee-action.org.uk/wp-content/uploads/2016/11/letrefugeeslearnfullreport.pdf> (Accessed 30th April 2018)

N.E.S.T offers support to all different levels of learners- ranging from complete beginners learning days of the week to intermediate learners wanting to discuss political matters. Offering lessons six days a week, the learners have many opportunities to improve their English.

The impact of N.E.S.T on the learners' language skills is evident in that **almost 40% of learners believed the biggest change they have witnessed since joining N.E.S.T. is in their English.** Furthermore, on a 10 point scale (with 0 as no improvement and 10 as feeling completely confident speaking English), the average response from the respondents was 7.

Hassan has been coming to N.E.S.T for 13 months since he was forced to leave war-torn Sudan. He now lives in Newcastle with his wife and his young child. When he first came to England, he knew a little English, but didn't feel confident enough to speak to strangers or to make friends. Since coming to N.E.S.T, he

says his English has improved dramatically as he feels it is a safe place where he can speak without the worry of being wrong or misunderstood. His favourite thing about N.E.S.T is the one-on-one teaching, as if there is anything he has heard or read throughout the week, but didn't understand, he can bring it up with his teacher at N.E.S.T.

'I like having different teachers every week. That way, I can meet new people with different accents. This really improves my listening skills'.- Issan

Amena and Adnan described how N.E.S.T is good for conversation practice. They said that unlike college and other organisations which only practice grammar, reading and writing. At N.E.S.T they can ask questions, things are



explained slower and they can have long conversations with English speaking people.

'If N.E.S.T had conversation every-day I would come every-day'.- Aman

Improvement in confidence

N.E.S.T plays a big role in improving the confidence of many learners, because for some, although improvements in English are important for integration into the community, improvements in their confidence is just as important. Learners need to have confidence to know that they can have a positive impact on our society, and many hope to transfer skills from their past lives. N.E.S.T supports the learners while they improve their English skills, offering services such as Outreach in which a group is taken out into the community for a trip e.g. to take the metro to the beach. This is a key part of improving confidence as it applies the English skills taught in the classes to real life but in a safe guided environment.

¹⁴ The Migrant Forum has reported that **“Loss of status”, “identity” , “Job or Career”, “Cultural differences” and “Discrimination”** all contribute to isolation among refugees, and therefore many struggle to have the confidence to try and integrate into our society. Integration can include; making

¹⁴ The Forum and Christodoulou, (2014) *“How does it feel to be lonely”*
<https://migrantsorganise.org/wp->

[content/uploads/2014/09/Loneliness-report The-Forum UPDATED.pdf](https://migrantsorganise.org/wp-content/uploads/2014/09/Loneliness-report-The-Forum-UPDATED.pdf) (Accessed 1st May)

friends, getting a job, feeling safe and comfortable and many other factors.

N.E.S.T helps to improve confidence by building personal relationships with each individual learner, and encouraging them to create a network of friends who can support each-other through the process. Keeping people connected and busy during times of loneliness and a lack of confidence is key.

From our surveys, we discovered that **7% of the learners that participated believed that the biggest change (out of N.E.S.T.'s core impacts) they have witnessed since joining N.E.S.T. is their confidence.** This may seem small compared to other impacts, yet on a 10 point scale (10 being that **N.E.S.T. has 'dramatically improved' their confidence**), the average response was 8.

One learner reported that the friends she had made through N.E.S.T had given her the 'confidence to participate' and 'practice English' because she found that everyone had similar struggles and she was not alone.

One learner said that N.E.S.T had helped him to 'be more confident' as it has helped him to 'overcome my fear of asking for help and speaking to strangers'.

Another learner on his first time at N.E.S.T described how he felt it was difficult to try and 'participate in normal life' when he was coping with the psychological trauma of "memories of war and death". He felt that by coming to N.E.S.T people would be able to relate to him and he could thus work through the issues stunting his confidence.

Overcome loneliness

The Migrant Forum reports that **"restrictions to welfare services"** are **"social disconnection factors"** which leads to a situation in which **"migrants and refugees feel discriminated, excluded, unloved and lonelier"**. This intense loneliness can have **"negative effects on**

health...increased mortality and impaired quality of life".

N.E.S.T caters for the restrictions to welfare services, and provides refugees and asylum seekers a safe environment and community where they can make friends. This has helped to reduce loneliness among learners, and made them feel more accepted into the community in general. Overcoming loneliness links closely with the improvements in confidence aforementioned as it gives the learners the skills they need to reduce isolation.

'People at N.E.S.T. treat me like a human and want to talk to me. They don't just treat me like a refugee'- Daniel

'In London I was lonely. I felt that nobody wanted to help me. But when I came to Newcastle, I found N.E.S.T. I am much happier here and feel much more included into the community'- Freda

Making friends

N.E.S.T has much more to offer than learning English, relationship building and making friends runs deep within its foundation and contributes tremendously to the uniqueness of N.E.S.T. N.E.S.T provides a perfect opportunity for many refugee learners in the North East to make friends, whether with other learners, volunteers or building foundations for growing friendships with their local communities.



After four years of leaving his family and friends back in Sudan and living in Newcastle for two months, Yaseeb describes how building friendships and relationships is at the centre of his N.E.S.T experience. For him, "Coming here (N.E.S.T) is a good place to make friends. It is harder to speak to people outside"

Friendship plays an important role in the integration process of many people who seek refuge around the world. The refugee council have highlighted this importance within their

research as they found out that building friendship was one of the main motivations for refugee and asylum seekers to learn english.¹⁵ This data by the refugee council showcases why sessions like the conversation classes N.E.S.T run every Wednesday, is important within the politics of inclusion. These classes provide a calmer more relaxed atmosphere for the learners to build confidence and friendships, through playing a simple card game or expressing the complexities, challenges and achievements of their daily lives at N.E.S.T friendships form from the simplest interactions. Further to this, various social trips organised by N.E.S.T explore, offers learners an opportunity to solidify these friendships outside N.E.S.T classrooms. For example, trips to the Farne islands and Tynemouth beach.

According to our survey, 45% of our respondents agreed that N.E.S.T. has 'dramatically helped' them make friends (choosing 10 on a 1-10 scale). It is therefore, no wonder the learners return to N.E.S.T week after week whilst inviting new friends to join this ever growing N.E.S.T family.

¹⁵ Refugee Council. A lot to learn: refugees, asylum seekers and post-16 learning (https://www.refugeecouncil.org.uk/assets/0002/5956/A_lot_to_learn-Jan_13.pdf) (Accessed April 26th).

'I heard about N.E.S.T, from my friends and I have made more friends since. I now feel that I can now make friends with my neighbours'- Abduath

Managed to get a job since joining N.E.S.T.

Many refugees come to N.E.S.T to help them get a job, this is because N.E.S.T can improve their English to a level sufficient for them to pass their IELTS exam and therefore qualify to get a job.

Around two-thirds of young Syrian refugees in Britain are either in work or studying. A majority of them identifies language as the main barrier to labour market access.¹⁶

From our survey, we discovered that 5 out of the 20 respondents have managed to find a job or study since joining N.E.S.T.

Achmed arrived in the UK over a year ago from Eritrea. When speaking to us eight months ago, he said he gets very bored living in the UK because work was his life back home. 'In my country I worked every day. Now I have too much spare time and it's lonely'. As of two months ago, he now volunteers with the British Heart Foundation 4 times a week. He said that N.E.S.T. gave him the confidence to apply for this role and now he can improve his English further.

Mohamed outlined why he comes to N.E.S.T. To get English qualifications such as IELTS so he can continue his educational journey by doing a masters in Law. He says his aspires to become a lawyer in the UK just as he was in Sudan.

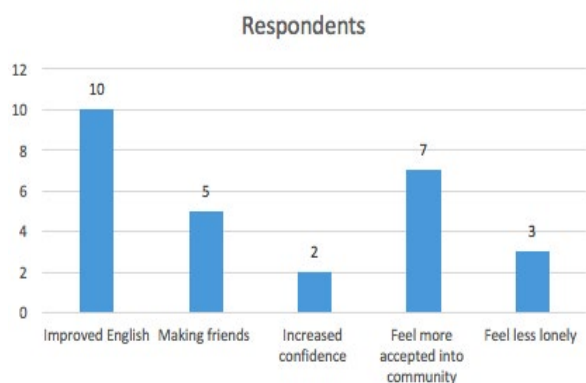
¹⁶ University of Glasgow 'Syrian refugees, their journey and aspirations in the spotlight'. (https://www.gla.ac.uk/news/headline/577212_en.html) (Accessed 29th April).

*'N.E.S.T has improved my English so much that I hope to study at university and get a job'-
Azziz*

Results from the surveys

We conducted a survey that was completed by 27 respondents across two days in April 2018. The question we asked was 'what has been the biggest change in your life that you've witnessed since joining N.E.S.T.?'. The options were 'improved English', 'making friends', 'increased confidence', 'feel more accepted into the community' and 'feel less lonely'.

Biggest change since joining N.E.S.T.	Respondents
Improved English	10
Making friends	5
Increased confidence	2
Feel more accepted into community	7
Feel less lonely	3



Haya's story

Haya, now 60 and living in Newcastle, fled Syria during the bombings in her hometown Aleppo April-July 2016. Haya felt compelled to leave as the war made Syria impossible to live in. She lost her home, job and found day-to-day life insufferable. *'My home and my pharmacy were destroyed. I couldn't even pick up a phone to call my relatives'*.

Haya arrived in Newcastle in July 2016, and after obtaining refugee status now lives in Fenham. She finds it hard to practice English conversation because she *'spends all day in [her] house and garden'*, rarely given the opportunity to converse with English speakers.

Although Haya is not looking for a job, because of her age, she comes to N.E.S.T simply to practice conversation and to help her integrate into British society.

She comes to N.E.S.T two times a week as it is the best conversation practice she has access to. She finds *'it interesting to see the student culture, how you all talk to each other'*. She believes this helps her socially and with conversation. She says, *'it is more useful than college where I am sat by other non-English speaking students, only learning grammar, writing, reading and vocabulary'*.

She tells me about her family, how her children have also left Syria for a better future. Two of her sons are studying to get medical qualifications in England, and her daughter now lives in Canada.

Haya hopes to *'return to Syria with [her] family and set-up new pharmacy where she can work as long as [she] likes'*. She also hopes to build a house in Latakia where she will retire, indeed Haya and her husband had started to build a house there in late 2015 before she had to flee the country.

N.E.S.T and The Wider Community

Beyond the internal impact explored in the process of this report, N.E.S.T has played a vital role in the wider community. Its ability to provide an extension of support to other refugee organisations which exist within the local context, emphasises the importance that this project has in the overall chain of support system offered to refugees and asylum seekers in the North East. Almost one third of the learners who attend N.E.S.T weekly, stated that they came as a result of referrals from other refugee organisations, these include Newcastle College, the Nunsmore Centre and the West End Refugee Service.

'I attend Newcastle College every week to improve my english, they (Newcastle College) told me about N.E.S.T and the extra help they give to people like me, I am glad I was told about this place.' -Barrith

Many learners expressed the value of having more than one organisation available to them

as it offers various ways to improve their English, integrate into their local communities and meet different volunteers and teachers who are passionate about helping others.

In these cases N.E.S.T is used as a tool to solidify the knowledge that learners gain from going to places like Newcastle college or established English teaching organisations. Utilising the one to one English and grammar sessions ran by N.E.S.T, learners use this opportunity to work on homework, read books ask questions about things they have learnt in other organisations.

'I come to N.E.S.T on Saturdays so I can get help with the homework I receive at college. I like the casual environment of N.E.S.T because I can ask many questions.'-Abu

