

April 2026

Theory of Change

Join the Community
Sponsorship movement
www.resetuk.org

 **Reset**
Communities for Refugees



What we bring

Reset is the only national organisation solely dedicated to community-led welcome.

We are a trusted and reliable Home Office partner, with practical experience and learning across multiple pathways and a reputation for consistent and high-quality delivery.

Reset brings:

- Strong cross-sector relationships.
- Reusable and proven training and support content.
- 10 years' evaluation data.
- Data on every community sponsorship group.
- Proven ability to scale and adapt.



Reset's national role

We work as the key link between government and civil society to test, learn, and iterate the policy and the pathway as it scales.

We advise and inform communications experts in the national promotion of the pathway to inspire people to get involved.

We support civil society networks to help local community groups to take part.

We test, iterate and scale the service to match displaced people with the community groups best able to support successful integration.

We help community groups, local network bodies and global providers to give clear, consistent information to people on the pathway.

We are the national training, coaching, and support provider for community groups preparing them to welcome, providing ongoing practical support at challenging moments.

We help central and local government test ways to open up housing capacity to accommodate new arrivals sustainably.

We advise statutory agencies on how they can support community groups to improve local integration.

We coordinate national evaluation, including rapid learning cycles to improve the pathway as it scales.

Principles for the new pathway

Control and consistency: The pathway is well-designed and well-managed with clear roles for each partner and strong feedback loops between frontline delivery and policy.

Attraction: Citizens can easily learn about the pathway and how they can get involved in community-led welcome

Participation: It is as straightforward as possible for community groups to take part in the hard but rewarding work of helping to resettle displaced families.

Naming and matching: Community groups can support those displaced people they are best placed to help integrate well.

Pre-arrival: Before arrival, displaced people receive clear, consistent and realistic information about what to expect.

Training and support: Groups are properly prepared and strengthened through high quality training, practical advice and problem solving when they need it.

Housing: A housing strategy finds ways to open up spare capacity in communities.

Place-based working: Local authorities and other local services help (and don't hinder) community groups' integration work.


Evaluation: Policy and operations iterate and improve to improve outcomes, based on coordinated learning.



Long-term vision

Our vision is that a safe, well-managed, practical and inspiring community-led pathway strengthens communities by involving them in welcoming, helping, and integrating displaced people who need sanctuary in the UK.





Narrative companion

The Home Office's Restoring Order and Control policy paper positions Community Sponsorship as a central pillar of its wider asylum and protection approach. This signals an important recognition of the role that local people and civil society can play in welcoming and supporting refugees, and in strengthening integration outcomes through community-led welcome.

As the only national organisation solely dedicated to community-led welcome, Reset has been instrumental in the design and delivery of every previous iteration of this approach in the UK. We have supported groups across the country to welcome refugees through Community Sponsorship, played a key role in mobilising and guiding sponsors through the Homes for Ukraine scheme, facilitated the support infrastructure for beneficiaries of labour mobility pathways, and contributed to the development and delivery of related programmes across Europe.

In publishing our new Theory of Change, we bring these insights together in one coherent framework. It sets out not only what community-led welcome can achieve, but how it should be designed, tested, and scaled to maximise impact and ensure quality and consistency across the system. We share this Theory of Change with the Home Office and the wider sector to inform the next phase of policy development, offering practical recommendations on implementation and system design.

This narrative is intended to be read alongside Reset's Theory of Change. The Theory of Change sets out *what* needs to happen for community-led welcome to work well and achieve impact. This accompanying text explains *why* Reset exists, the role we play within the system, and *how* our approach supports each part of the pathway in practice. Together, they describe both the logic and the lived reality of Reset's work.

Why Reset exists

Reset exists to help make community-led welcome work well, at scale, in the UK.

The current asylum system is under severe strain. Dangerous journeys across the Channel continue to put lives at risk. Many displaced people who reach the UK face long periods of uncertainty, poor integration outcomes and isolation. At the same time, public trust in refugee protection has been eroded, and communities often feel disconnected from decisions made about who arrives and how support is provided. This combination of humanitarian harm, system pressure and social tension shows that the status quo is not working.

Reset's starting point is that refugee protection can be done differently. We believe that a safe, well-managed and practical community-led welcome pathway can reduce harm and rebuild confidence. When communities are supported to play an active role in welcoming and integrating displaced people, outcomes improve for everyone involved: displaced people are better able to settle and rebuild their lives, communities become stronger and more connected, and refugee protection becomes more visible, credible and trusted.

Our long-term vision is of a community-led welcome pathway that is safe, consistent and inspiring – one that strengthens communities by involving them directly in welcoming, helping and integrating displaced people who need sanctuary in the UK.

The role Reset plays

Reset is here to help both government and civil society design, deliver and continuously improve this pathway so that it works reliably for displaced people, communities and government. We bring a combination of experience, infrastructure and relationships that underpin the pathway, and we have demonstrated the ability to adapt and scale our work across different pathways while maintaining quality and consistency.

We are the only national organisation in the UK solely dedicated to community-led welcome. We work as a key link between central government, local authorities, civil society and community groups. This positioning allows us to connect policy with practice: testing how the pathway operates, learning from frontline delivery, and feeding that learning back into system design as the pathway evolves and scales.

Reset is a trusted and reliable partner to government, with practical experience across multiple community-led pathways and a reputation for consistent, high-quality delivery. At the same time, we are embedded in civil society networks and work closely with community groups, ensuring that their experiences shape how the pathway is designed and improved.

This combination enables Reset to act as a stable national anchor for community-led welcome: supporting delivery, coordinating learning and helping the system evolve responsibly.

Our approach, aligned to the pathway

Reset's approach reflects what our learning shows is needed for a community-led pathway to succeed.

Control and consistency: A scaled, consistent and national approach requires clear roles, shared standards and strong coordination. Reset supports the development of a well-designed and well-managed pathway, with feedback loops between frontline delivery and policy. This helps ensure that learning from practice leads to real improvements in how the pathway operates.

Attraction and participation: For community-led welcome to grow, community groups need to be able to understand the pathway and how to get involved. Professional communication partners should lead national promotion of the pathway, and ensure that accurate, realistic information reaches potential sponsors. Reset can help design that communication approach, and work to make participation as straightforward as possible so that community groups are not navigating the process alone and unsupported.

Naming and matching: Successful integration depends on aligning people's needs with the strengths of communities. There is currently no scaled national service or platform to match displaced people with the community groups best placed to support and integrate them. This will be a new need under the new policy direction, and Reset's sector-wide links and independence can support testing, iteration and scaling of this service.

Pre-arrival preparation: Clear, consistent and realistic information before arrival is critical. Reset helps communities to understand what specific areas of support are required and how to best deliver them. We guide volunteers and partners to provide displaced people with information about what to expect, reducing uncertainty and supporting smoother transitions.

Training and ongoing support: Community-led welcome is demanding and complex. Reset provides training, coaching and practical support for community groups, preparing them to welcome displaced people and standing alongside them through challenging moments. This support is central to safeguarding both displaced people and volunteers, and to sustaining community involvement over time.

Housing and place-based working: Housing availability and local service support are key constraints on the pathway. This is a systemic challenge, and as a national partner, Reset can work with both central and local government to test new approaches to widen housing capacity sustainably. For example, applying lessons learnt from Homes for Ukraine, as well as advising statutory agencies on how they can support groups' integration work.

Evaluation and learning: Continuous improvement is essential as the pathway scales. Reset coordinates national evaluation and rapid learning cycles, using data and evidence to refine policy and operations and improve outcomes for displaced people and communities.

Why this is needed now

The current context makes this work both urgent and necessary. Pressure on the asylum system is unlikely to ease in the short term, and approaches that focus solely on deterrence risk further harm and division. At the same time, there is clear evidence that communities want to help and that community-led pathways can deliver positive outcomes when they are properly supported.

What is needed now is a robust community-led welcome pathway that is treated as core infrastructure: well-managed, properly resourced and continuously improved. This requires trusted intermediaries who can bridge policy and practice, support communities realistically, and ensure learning drives system change.

Reset exists to play that role. By linking citizens with systems, learning with delivery, and compassion with rigour, we help ensure that community-led welcome is effective, sustainable and capable of strengthening both refugee protection and the communities that make it possible.





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