

THE NEW MIGRANT HELP SERVICES

Migrant Help is a charity, which is contracted by the Home Office. The contracts with Migrant Help and the Accommodation Providers were renewed this year. The following is a summary of the services provided according to the new contract.

AIRE

Advice Issue Reporting Eligibility

First Response Centre (FRP)

in Cardiff, subcontracted to ConnectAssist.

Just one free phone no: **0808 8010 503**

All calls are triaged: **Accommodation** or **Support and General Advice**

Accommodation

- Notes of call are passed to local Accommodation Provider (AP).
- Calls are categorised according to urgency (immediate, 24 hrs, 3 days, week...)
- AP reports back to Migrant Help Services (MH) via internet.

Support / General Advice

These calls are transferred to the Dover team (lines open 8:00 - 18:30)

EAGL Eligibility, Advice, Guidance Line

Tier 1: quick calls, which can be dealt with straight away

Tier 2: calls referred to complex case teams.

- Teams trained to identify vulnerable people
- If they cannot resolve issues over the phone they will contact outreach service (see next section)
- They will follow up with the client, e.g. directions on how to access things, what documents to get, where to send them etc.
- This is to be a holistic and flexible approach.
- Clients can also access help via the internet.
- Internal interpreting service: clear voice; also web chat in 10 languages.

Commissioning Framework to provide the Outreach Service / Face to Face Support

- Although MH has its own areas and some advisers, it will be looking for local organisations to provide this service.
- All those involved will have to be DBS as well as CTC (Counter Terrorism) checked and hold OISC (Office of the Immigration Support Commissioner) qualifications.
- There will be a financial element e.g. pay for x hours / a day's work, i.e. local organisations will bid for a contract.
- There will be training of volunteers and updates.
- Virtually all the work with vulnerable people in our region would be commissioned. 10 - 30% of the dispersed asylum seekers are thought to be vulnerable.

Following on from the HO decision

Transition from AS (Asylum Seeking) to LR (Leave to Remain)

- MH will take the first step and inform a client when HO decision has been taken.
- MH will inform clients what they need to do next.
- MH will link up with DWP (Department of Work and Pensions and local housing offices).
- They will identify users who need additional help, e.g. face to face support with UC (Universal Credit), housing, opening a bank account etc. MH will act as a first response centre but the **practical work** will be done by **local groups**, whilst MH will still remain in phone contact.
- This basic 'move-on' service will be available for 28 days only. The referral will be carried out by Reeding Partnership.

After a negative decision

- The FRC (First Response Centre) will make the first call, i.e. in house by someone with minimum OISC level 1. "Do you have a solicitor? Do you have plan? Do you have help?" If help is not requested, the call will simply be recorded. However, a client can change his/her mind and call back within 28 days.
- The FRC can call in the complex case team (second tier). They might discuss JR (Judicial Review), FC (Fresh Claim/Further Submission) or VR (Voluntary Return).

In Summary

- **The Home Office aim to offer the same service all over the country.**
- **They want to provide a basic service for all asylum seekers, whether they have received a positive or a negative decision.**
- The HO decision list will be passed straight to Migrant Help.
- The Accommodation Provider will receive a discontinuation list from the HO.
- The AP MUST share this information with the local housing office.

These are notes taken from the Portsmouth/Hastings Outreach meeting 15th July 2019.

Chaired by Roy Millard.

Nicola Davies: MH Outreach Coordinator for the South of England, based in Dover

Marsela Hoxha: MH Outreach England, based in Birmingham

Mike Brown from CLEAR

Claudia Glyn from SWVG

CG 29/07/2019