

MIGRANT HELP

MONTHLY UPDATE – MARCH 2021

FRC PROGRESS

- Average wait for the month was 10 minutes 48 seconds. The teams are working hard to respond to changing arrival patterns and further increases to volumes.
- Additional staff completed training in February and moved inbound. The last group of additional staff started training in February and will be on the phones early March.
- Trends related to ASPENs, dispersals, back payments, HC2s and ARC cards continue. We are working closely with the Home Office as well as staff to ensure we are up to date on processes, providing the correct advice and taking appropriate action to help resolve.
- Trends:

Back Payments for payments entitled to while in full board accommodation once support was granted are being processed by the Home Office Asylum Support Team – MH are unable to provide time scales or to follow these up with Asylum Support but understand that they are being calculated and correspondence being sent to clients directly outlining the next steps once dispersed.

ARC MH are unable to request these or follow up on these. We will direct to the tool on the gov.uk website for information on how to request and eligibility for an ARC. We are encouraging all clients to ensure they are keeping their address updated with the Home Office via their Immigration Caseworker, legal representative or reporting centre to ensure that the card can be sent out to the correct address.

HC2 MH are able to request first/replacement HC2s for those on S95 support if the certificate has not arrived within 15 working days of dispersal/expiry. For those unsupported, on S4 or S98 support, we will providing information and signpost to complete and submit the HC1 form themselves, we cannot request this from the Asylum Support Team.

ASPENs we have received feedback that replacements are taking longer in the post due to the pandemic. We continue to request emergency vouchers at point of reporting an ASPEN as lost and also additional vouchers when needed for those without an ASPEN to avoid destitution and follow up where required with the Asylum Support team.

EAGL PROGRESS

- Average wait at 11 minutes 23 seconds. Have seen an increase in demand on Fridays which were our quietest day in the past and we are amending resources allocated to help improve performance.
- We continue to monitor call arrival patterns which have changed considerably and are reviewing allocations throughout the day to ensure we are monitoring and catering for the needs of the service effectively.
- We have had additional staff join us and have almost filled all vacancies with the hope to have remaining staff with us from early to mid March.

- Refresher suicide awareness training continues and there is also LGBTQ+ training taking place through March.

OUTREACH UPDATE

- Average number of referrals for Feb was 85 a week.
- We continue to assist with a large amount of Welfare calls.
- The team have worked hard to ensure everyone who needed help from Outreach has been assisted and we have received some lovely feedback from service users who have been happy with the support received by phone during the pandemic.
- Telephone support from our Outreach team will include an initial call with follow up calls when required until the matter is resolved.
- Our Outreach team welcome your referrals, you can request directly by emailing outreach@migranthelpuk.org

MOVE ON – NATIONAL UPDATE

- Our Positive Move on Service continues to offer full move on support when requested by the Home Office.
- We have been busy in February and have assisted lots of service users nationally with positive move on support.
- Our FRC will try to call service users 3 times. If there is no answer or we have no telephone number available, a letter will be sent.
- Service users may decline our offer of support but for those who accept, the details will be forwarded to Reed in Partnership in England and Scotland, Welsh Refugee Council in Wales and Bryson in Northern Ireland.
- If service users haven't heard from us but have received their decision and a discontinuation of support please ask them to call our FRC main number and we will certainly be able to look into this further.
- We can ask for reinstatement for any issues with BRP not received or discontinuation letter not received.
- To request reinstatement for BRP or discontinuation issues please email positivemoveon@migranthelpuk.org [which is our designated pathway for escalating move on issues.](#)
- Our move on providers have been working hard to ensure the information for housing signposting / referral pathways are up to date. If anyone would like to talk to us more about this please contact Nicola.davies@migranthelpuk.org

SERVICE COMMISSIONING FRAMEWORK UPDATE

GYROS – Great Yarmouth Refugee and Outreach service joined our Commissioning Framework in February.

GYROS cover - Ipswich, Norfolk and Suffolk for us.

This is in addition to our 5 other organisations who have already signed up below.

- Harbour Project – who cover Swindon,
- Cambridge Ethnic Community Forum – who cover Cambridgeshire, Bedfordshire, Essex and Norfolk,
- New Routes – who cover Norwich
- CHAWREC – who cover Cheshire, Halton Runcorn and Warrington.

- Wirral Change – who cover Wirral.

If anyone has any queries on the commissioning framework please contact Nicola Davies who will be able to assist further

Our Commissioned organisations are able to assist by face or face or telephone, we offered telephone cases during the pandemic but expect to offer mostly face to face cases when the restrictions are lifted.

FEEDBACK/SU EXPERIENCE UPDATE

- We continue to see a positive response rate to our SU Experience Surveys. We continue to send links to clients following contact with them to the surveys which are translated into the top 11 languages so that they can provide feedback at a time that suits them.
- We will be moving the survey to a more central place on our SU Portal and would ask that you encourage any mutual clients to provide their feedback so that we can review and make changes where appropriate.
- Trends identified are in line with the trends that we see through the helplines which at times are outside of MH control. We continue to feedback our findings to the Home Office and also to the MH continuous improvement leads.
- We continue to receive more generic feedback from clients which we feed back to the team to demonstrate the impact the work they do has.

AOB

API

- We now have a API/automated data link with the accommodation providers, there are a number of phases to this work but Phase 1 is live and we are seeing the positives that this has brought.
- The API has enabled us to collectively enrich the data we store within our system providing a number of benefits.
- We now receive updates in the system following certain touchpoints with the SU e.g. when an SU moves into a new property, when a vulnerability is highlighted or when they move out of a property among others.
- The information sent across to us includes contact details and reference numbers which has enabled us to make contact with more SUs when providing our move on service, enabling us to provide additional support and to ensure SUs have as much time as possible to access ongoing support.