

# MIGRANT HELP

## NW REGIONAL UPDATE

March 2021

- We continue to maintain a presence and have continued to deliver services. Staff are now working as part of 50% home/office rota and rotate weekly.
- The IA office is Covid-19 compliant.
- We continue to work closely with Serco to ensure that all SU in core IA and in hotels, are able to communicate with us to complete ASF1's and briefings as they arrive.
- MH Mobile phones are used for SUs in hotels without a phone. The phones are borrowed by SU's for the completion of the ASF1 and induction briefing as well as to get in touch with us regarding general Q&As issues.
- Question and Answer sessions has continued for all IA SU's both in core IA and contingency accommodation/hotels via our Free Regional Phone line. SUs can also email us on our regional inbox. Queries are varied and include: anxiety and frustration due to the delays in resolution of their asylum cases and dispersals, additional payments queries, requests for clothing, PIQ, requests for solicitors, ESOL, asylum support appeals, linking/joining family members placed in other regions on asylum support, etc.
- We continue to allocate ASPEN cards as per agreed processes with Serco & HO once SUs arrive in core IA. We have now allocated all Aspen cards as part of the 'national roll out' and will be continuing to allocating/activate Aspen cards as part of the additional payments for SUs that will be granted S95 & S4 support. We will receive this list regularly from HO.
- We continue to refer cases to the Health team when health issues and vulnerabilities are identified as well as safeguarding issues, working closely with Serco to share information as appropriate. We also offer 'welfare check' calls to SUs as necessary. PC24 can also use our mobiles to contact SUs.
- Our Community Liaison Coordinator attends all the local meetings including CCG/NHS, LAs & local multi agency meetings, & is working closely with the Voluntary Sector and Serco around the hotels to support clients accessing extra support such as requests for clothes, mental health support groups, online ESOL, accessing women's groups, etc.
- Attending the Health team, LA, HO and Serco to facilitate the Covid-19 testing/vaccinations programme.
- Responding to external partners queries , resolve or signpost to the right MH team such as outreach and positive move on, sharing information on processes.
- Mentoring 2 students to create a North West handbook of services for asylum seekers and a Welcome Pack for Liverpool City.

Regional managers details are:

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Community Liaison Co-ordinators details are:

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