

Outreach referral guidance

Migrant Helps outreach team assist with everything under AIRE where the service user is at risk or has specific needs. We tailor the main AIRE service to ensure we cater to the needs of our most vulnerable service users. Our outreach team can assist with anything that our EAGL teams complete.

When will outreach be offered?

Outreach can be offered to service users in any circumstance for the below:

- Victims of domestic Violence,
- Victims of torture,
- Victims of modern-day slavery,

Outreach can also be offered for service users who meet one of the below only when it becomes clear they need extra support and are unable to engage with the helpline.

- Victims of Female Genital Mutilation,
- Lesbian, Gay, Bi-sexual, Trans and Intersex service users,
- Pregnant service users, single parents or families,
- Service users in need of community care services by reason of mental or other disability, age or illness
- Service users at risk of self-harm or suicide

An example of the above:

A service user is pregnant, quite distressed and struggling to apply for support. The service user may have tried to contact us already but has been unable to resolve the issue. We would assist this service user.

However other pregnant service users can use our main telephone services, this is why we assess on a case by case basis when it is clear the service user needs additional support.

How is outreach delivered:

- Outreach support can be delivered over the phone by an experienced outreach adviser who will take ownership of the case or face to face for the most vulnerable service users when appropriate.
- Outreach aim to make first contact within 1 working day, however, in busy periods this can be longer.
- The decision on how outreach is delivered is made by the head of the department and the outreach manager.

How to refer to outreach?

Registered address: Migrant Helpline Limited (trading as Migrant Help), Charlton House, Dour Street, Dover, Kent, CT16 1AT

www.migranthehelpuk.org Tel: 01304 203977 Email: info@migranthehelpuk.org

Registered Charity (England and Wales):

1088631. Registered Charity (Scotland) SC041022. Company No (England and Wales): 4172880.





If you believe a service user meets the outreach criteria you would need to open a new incident in ELLIS and use the standard template to refer:

Is the SU in AS provided accommodation: Yes/No

- If Yes – Provider name

Vulnerability:

Domestic Violence

Potential victim of modern slavery

Victim of Torture

Other (If other state the vulnerability and why you think outreach is required)

If the SU doesn't meet the criteria outlined in this document, review whether you believe outreach is appropriate or whether the SU is able to access our services via the helpline or other digital methods.

Overview of situation and how SU would like outreach to help:

We need to know how the SU would like us to help, provide a brief summary in this section.

SU has agreed to be referred to outreach and telephone number has been confirmed. I have advised the SU that Outreach aim to make contact within 1 working day, but that during busy periods it may take longer.

Important things to remember

- Do not reopen solved outreach cases and if a new referral is necessary, open a new incident.
- Leave as detailed notes as possible. Clearly outlining how the SU meets the outreach criteria and how they would like outreach to help inline with our AIRE services.
- Ensure you offer the outreach service to the client if you feel it is appropriate and they meet the criteria, only with their consent should you refer over to us.
- Always respond to immediate safeguarding concerns yourselves and transfer urgent/immediate calls and queries through to EAGL who can also involve outreach if required.
- In busy times outreach may not be able to make contact within 1 working day, therefore, signposting does need to be done at the time of the call and we will follow-up.
- When referring to outreach please do not open a new incident and paste an incident ref. We require a full referral following the template above.

Registered address: Migrant Helpline Limited (trading as Migrant Help), Charlton House, Dour Street, Dover, Kent, CT16 1AT

www.migranthehelpuk.org Tel: 01304 203977 Email: info@migranthehelpuk.org

Registered Charity (England and Wales):

1088631. Registered Charity (Scotland) SC041022. Company No (England and Wales): 4172880.

