



Vulnerable outreach referral form

Referring agency -

Name of referrer:

Tel No:

Date of referral:

Service User details:

Name:

Address:

Tel No:

Home Office/Port Reference:

Language/Nationality:

DOB:

Family Status (please tick): Single

Family

Gender:

Additional information (please list any vulnerabilities):

What support, if any, is your organisation providing to the person/s?

Reasons for referral - please provide brief description of nature of assistance required

Home office/Port Reference (if known):

Please return by email: outreach@migranthelpuk.org

For internal use only

Date received:

Date actioned:

Case worker:

Who can you refer?

An asylum seeker at any stage of the asylum process who is vulnerable or is experiencing difficulty accessing or engaging with our free Helpline.

Definition of vulnerability

The bulk of the AIRE service will be provided by phone. However, there will be some cases where a service user is identified by Migrant Help or Home Office as having a need for a face to face service. Migrant Help are contracted to ensure that a face to face service is provided for those Service Users whose needs cannot be met via other methods and allow the service to reach those Service Users.

An adult at risk or with special needs is a person aged 18+ who is:

- In need of community care services by reason of mental or other disability, age or illness; and
- Unable to take care of themselves or unable to protect themselves against significant harm or exploitation; or
- At risk of self-harm or suicide; or
- A victim of modern slavery

This list is not exclusive and provided to indicate types of characteristics.

Adults at risk or with specific needs may be identified by a number of indicators, for example:

- Threats of suicide/self-harm
- Domestic violence/gender-based violence
- Victims of Modern Slavery
- Female Genital Mutilation
- Lesbian, Gay, Bi-sexual, Trans and Intersex
- Mental Health conditions
- Physical Disability
- Victims of torture or degrading and inhumane treatment

However, the presence of these characteristics does not necessarily indicate a need for face to face support and cases will be assessed on individual basis.

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

Free asylum helpline: 0808 8010 503

Registered Charity (England and Wales): 1088631. Registered Charity (Scotland): SC041022. Company No (England and Wales): 4172880.
OISC Authorisation No. N200100480