

Working together to support people seeking asylum



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North

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AIRE overview

- Advice and Guidance
- Issue Reporting
- Eligibility



FRC(First Response Centre) (Single point of contact)

- **Available 24 / 7 for all clients** whether in hotels/contingency accommodation, core IAs, DA or private accommodation
- Work closely with the Home Office and accommodation providers around any trends in calls coming through, ensuring we are **consistent** with our advice and have detailed processes and guidance in place.
- Handle all queries relating to **Issue Reporting**. Close links with the accommodation providers and Home Office Safeguarding team to ensure we are putting the needs of clients first.
- Able to provide a **basic level** of advice and guidance and signposting but will triage more complex and specialised queries to EAGL during their working hours or arrange for a call back.



Issue Reporting

- **Issue Reporting** queries are passed on to the appropriate provider within 30 minutes of being raised.
- Advisers also able to call through **emergency cases** to ensure they are picked up straight away and addressed.
- **Maintenance**
- **Payments**
- **Requests For Assistance** – able to report on and alert the relevant accommodation provider of any concerns within a property or concerns for clients wellbeing
- **Complaints** – ensure clients understand the process, that lodging a complaint would not impact them or their claim and pass on to the relevant party for investigation.



FIRST RESPONSE CENTRE

Issue Reporting - Feedback

- **Feedback** - encourage clients to provide feedback for all providers, MH and Home Office to part of continuous improvement.
- **Service User Experience** - we have worked with the Home Office to put in place surveys which focus particularly on services provided in IA, Issue Reporting, Move On and dispersal.
- Anonymous
- Available in 11 languages
- Links sent at the end of calls, FRC, EAGL and regional teams to ensure that clients are aware of how to provide feedback and what we will do with the information.
- QR code in hotels
- Results are fed into our Continuous Improvement Group internally and reported to the Home Office quarterly.



EAGL

ELIGIBILITY, ADVICE AND GUIDANCE LINE

- 8am-8pm Monday to Friday and calls triaged to EAGL by FRC
- **Advice and guidance** - for more complex and specialised queries.
- **Eligibility** - assist with S98 applications, ASF1s for non-IA clients and any changes to circumstances as stipulated in their Support T&Cs.
- **Signpost** - where MH unable to provide advice or there are other organisations more appropriate, we will signpost to other agencies to ensure the client gets the help and support that they need.
- EAGL can also assist with all queries that are handled by FRC as well should they be transferred through.



Contacting us

Most common ways of contacting Migrant help are below and call back can be requested using the online enquiry form

Asylum Services

[Free asylum helpline](#) (open 24/7/365): 0808 8010 503

You can also contact us via our [webchat](#) or via an [online enquiry form](#).

Email addresses for various queries can be found [here](#).



Regional Operations


- Co-located with AASCs in 9 'Core' Initial Accommodation settings nationally
- IA Service – Induction, ASF1, Q & A, CoC, ASPEN
- Contingency Accommodation / Hotels
- Communication methods and challenges

CLCs

Community Liaison Coordinators

- Our Community Liaison Coordinators participate in all local meetings and work closely with all NGOs to ensure we have up to date information of the services provided by them and agree referral processes.
- Referrals include requests for clothes, counselling/therapeutic services, online ESOL, etc.





(COC)changes to circumstances

This includes:

- changes to names or addresses
- adding or removing dependents
- change of relationship status
- hospitalisation or imprisonment
- requests to move accommodation.
- pregnancies, childbirth, or death



Move on - Negative

- Migrant Helps EAGL team deliver Negative Move On support nationally by telephone.
- Face to face if required it is available through Migrant Helps National Outreach team during the grace period.
- Our Negative Move on Service includes;
- Grace period explanation
- Voluntary return service – information

Outreach



- Specific service for additionally vulnerable clients
- Need identified – referrals from internal teams and external partners
- Third party referral (email outreach@migranthelpuk.org) – referral form to include explanation of the need
- Case assessed and potentially a face-to-face appointment arranged
- Mix of direct Migrant Help provision and partners via the Commissioning Framework



Safeguarding Team

- Dedicated Safeguarding team recruited in 2022 – Manager, specialist Age Dispute Advisor, specialist Disability Advisor and an Administrator.
- Complete review of Migrant Help Policies and procedures.
- Complete review of Migrant Help internal training and guidance notes to staff.
- Continual program of case reviews and lessons learnt.



Commissioning framework


- An opportunity for other organisations to partner with Migrant Help and work alongside our AIRE services (completion of Change of Circumstances, ASF1s and Move-On)

** Guide in your conference pack*



Move On

We deliver positive move on support over the 28 days grace period and deliver nine key touch points, primarily by telephone, face to face can be provided for the most vulnerable by Migrant Help's Outreach team



Our impact 2023

In 2023 We have answered:

- **124,000 calls by EAGL**
- **9,200 webchats by EAGL (went live 24 August 2023)**
- **690,000 calls answered by FRC**
- **65,500 webchats by the FRC**

In 2023, we have submitted:

- **34,000 in- IA/ Hotel ASF1's**
- **7,130 non-IA ASF1's**
- **2,700 S4 ASF1's**
- **11,000 S98 applications**
- **19,300 Change of Circumstances requests**
- **25,300 Proof of Support requests**

In 2022/23 , 13 Millions of Minutes of telephone interpreting provided by Clear Voice

In 2023 We have completed:

- **32,900 Inductions**
- **6,000 Outreach appointments**
- **30,000 Move On appointments**
- **325,500 Advice and Guidance queries, resolved on first contact**
- **244,000 Issue Reporting (maintenance, complaints, feedback, payment issues and requests for assistance) tickets passed on for resolution.**

We have issued:

- **29,750 ASPEN cards**

Any questions?



info@migranhelpuk.org
www.migranhelpuk.org
Free asylum helpline: 0808 8010 503
Head office: 01304 203 977

