



Asylum Help

Stockton Scrutiny Review

10/07/2017





asylum help *part of the migrant help organisation.*

Outline

- Asylum Help Overview
- Asylum Help service delivery model
- Telephone contact centre & regional services
- Partnership working
- Stockton: Access, key issues, coordination



Asylum Help (AH) Overview

- A Contract to provide asylum support applications for adult asylum seekers, adult failed asylum seekers and any dependants (UK-wide)
- A Grant to provide Advice & Guidance services for adult asylum seekers, Failed Adult asylum seekers, any dependants and Adult Refugees (UK-wide)



AH Service delivery model

- UK-wide Free Helpline available in 15 languages (processed by a dedicated Telephone Contact centre based in Dover).
- Regional Services (support application & advice and guidance) for clients in Initial Accommodation (IA) across the country (7 regional locations)
- Outreach services: in some dispersal areas



Telephone Contact centre

- Free Helpline accessible in 15 languages
- Advice on support eligibility and application process (S4, S95), IA (S98 support) requests, Change of circumstances
- Other: ARC issues, ASPEN issues, maternity grant applications, Housing complaints
- A compliance service to check quality of applications before submission to UKVI (ensuring a 99% acceptance rate)



Regional services

- Services in IA – Support Applications (S95, S4), change of circumstances, Vulnerability assessments.
- Services in IA: Advice & Guidance: Briefings on the Asylum System and asylum support, referrals to legal advisors and specialists services (Social Services, NRM, Freedom from Torture), ASPEN briefings and allocation.



Service Delivery Partnerships

- Working with other services: UKVI, COMPASS accommodation Provider (G4S & Subcontractor Urban Housing in IA, JOMAST in N&E),
- Health Team (IA), Social Services,
- SMPs,
- Charitable sector service providers: Red Cross, City of Sanctuary, Refugee Council, Salvation Army etc.



Stockton – Access to services

- Free Helpline (for most clients)
- 2 FTE advisors in NE (Middlesbrough & Newcastle)
- 1 Weekly outreach in Stockton (in partnership with Justice First)
- 5-6 appointments booked



Stockton – Key issues

- Priority to complex cases
- Advice on S95 and S4 support (accommodation and financial support)
- ASF1 completions
- Asylum Support Tribunal Appeals & Directions
- Further Information Requests
- Other: Change of Circumstances applications, Maternity grants, access to legal advice, health



Stockton- coordination with other agencies

- Home Office
- G4S/JOMAST
- Justice 1st (host of our weekly outreach)
- Arrival Medical Practice
- Social Services
- Church-run destitution services
- Red Cross
- NEMP (Strategic engagement)



CONTACTS/FURTHER INFO

For any further information on Asylum Help Services in NEHY, please contact:

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Or Visit our national websites

- www.migranthelpuk.org
- <http://asylumhelpuk.org>

