



Apologies for the time between the last newsletter and this one, but as I am sure you can appreciate it has been a most challenging time during the pandemic for everyone.

We have kept our services running throughout, whilst also ensuring that we have adhered to Public Health guidance. Yes, there have been some slight changes and where we could do services over the telephone, we did. But we have maintained a staff presence in all the accommodation sites that we are normally based in and continued to support our clients.

Our performance against our targets continues to improve, calls are answered quickly, and applications processed in a timely manner. You can find more details on the performance of our asylum helpline in the past few months on [our website](#).

It has been an incredibly busy time and we have worked very closely with our partners, adapting processes where required and doing our best to keep our clients up to date on how to keep safe and access support. I have been on many calls with other charities and it has been heart-warming how well we are all working together through this time supporting the clients, who are at the heart of what we all do.

I must take this opportunity as well to thank my team. I know personally that it has affected my mental wellbeing at times, worrying for elderly parents, children and anyone really. So, I can appreciate how it will have affected us all and yet my team carried on, putting the clients at the centre of what we do, and continuing to work throughout. And not just my asylum team, our support services are still working hard, making sure that the staff are safe in delivering our services.

As always, please don't hesitate to contact me if you have a case you need to escalate. And please keep safe.

Helen Bransfield,
Director of Asylum Services

Client Feedback

Reed in Partnership, who deliver our Positive Move On Advice across England, have collated the following feedback from clients they supported in February 2020.



AIRE EoS

Here are what service users thought of our service

99%

Said the language used by the Adviser/ Interpreter was easy to understand

100%

Said the length of time this support would be available for was made clear

90% OF SERVICE USERS SAID THE SUPPORT THEY RECEIVED MADE SETTLEMENT IN THE UK EASIER

97%

Agreed that their Adviser reviewed their progress at each appointment

96%

Said they would recommend Reed in Partnership to a friend

SOURCES: AIRE Evaluation of Service February 2020 based on 133 responses



Refugee Week

Regardless of our background or life story, we all have dreams and aspirations for our and our families' future. This Refugee Week we invite you to explore and share your dreams.

My Dreams: your creations

Using an artwork brief, we invite people to celebrate and mark the importance of dreams and create a poem, piece of art, musing, quote or something else entirely.

Our Dreams: the art class

A Migrant Help & ARTconnects collaboration. Our online tutorial is here to inspire you to create your dream picture. The award-winning artist Salma Zulfiqar will guide you in drafting your idea and arm you with some simple drawing skills and colouring methods.

At the end of the week, we will create an online collective exhibition of 'dreaminess' to display all the works submitted by our clients, staff and the public.

Their Dreams: the exhibition

We are offering you the opportunity to walk in the shoes of survivors of modern slavery. Discover and share their stories, their dreams when they came to this country, and the new dreams they are building now as they leave their pasts behind. Available from 18 June.

All details and link to the digital exhibition can be found on [our website](#).

#JoinTheMovement

At Migrant Help, we have a dream. We want refugees, asylum seekers and survivors of slavery to feel supported in achieving

their dreams. That's why we are looking to develop a platform that matches our clients and other migrants with the relevant training, work experience, jobs roles and other opportunities to help them on their journey!



For this to work, we need as many organisations as possible to get involved. We invite you to join the movement by, at this stage, letting us know if you would like to be part of making our clients' dreams a reality.

Email communications@migranthelpuk.org to register your interest and let us know who the main contact will be with your organisation.

We are excited about taking this collaborative project forward with your help and involvement.

Asylum Advice Guide

Our updated asylum advice guide has been translated into 11 languages and can be found on [our website](#). Feel free to share this invaluable resource with your networks.

Change to Our Service User Portal

We are renaming the Ask a Question option on our [Service User Portal](#) to Raise an Issue. The form and functionality will remain the same.

You can find this newsletter and the previous editions on our [website](#).

