

MIGRANT HELP

MONTHLY UPDATE – DECEMBER 2020

FRC PROGRESS

- The average wait time for the FRC has unfortunately remained high through November but progress has been made for recruitment and rotas to help us to manage the challenging arrival patterns more effectively.
- We have seen increases in calls around support for those granted S95 and S4 (2) in IA, dispersals and continue to see trends around ARCs, HC2s and phone confiscations which unfortunately we have limited information on. Details of the processes and who to contact for the queries that fall outside of AIRE can be found in our latest newsletter
- Volumes throughout the week remain high but Mondays continue to be our most challenging day for call volumes and arrival patterns.

EAGL PROGRESS

- The volumes through November have remained high and as a result the average wait time has increased as well. We have reviewed and continue to review our forecasts, the patterns and trends to ensure that we can respond to these quickly and effectively.
- A number of changes have been made within the team to enable us to manage these as effectively as possible including changes to rotas and shift patterns to ensure we have resource available for our busier periods.
- We continue to recruit to increase our head count and are hoping to have most new starters in by the end of 2020.
- The nature of the calls over recent weeks/months have been a challenge with increased safeguarding cases and calls from disgruntled clients. The average call length has remained high as the team ensure that these calls are handled appropriately and that all bases are covered to ensure the client is safe and supported. Refresher training is taking place over the coming weeks and months to further enable the team to confidently handle such calls. The Managers within the team are working hard to equally ensure that the team are supported as these calls impact the advisers as well and with home working we want to ensure time is taken to offer guidance and time out to talk cases through.

OUTREACH UPDATE

- Our outreach service continues to support our vulnerable service users during the pandemic.
- Our team has gone from actioning a previous weekly average of new referrals of around 50 referrals a week to an average of 90 referrals a week during November.
- We offer outreach for asylum support or move on services to the most vulnerable service users. We also provide welfare calls to service users who are feeling isolated, suffer with mental health problems or are a victims of domestic violence. We tailor the frequency of our welfare calls to suit the need of the service user.
- Our outreach@migranthelpuk.org inbox continues to be monitored and is up to date.
- We welcome referrals to outreach@migranthelpuk.org for vulnerable service users who need extra support.

MOVE ON – NATIONAL UPDATE

- Our Positive Move on Service is now back to offering full move on support when requested by the Home Office.
- We can ask for reinstatement for any issues with BRP or discontinuation not received. To request reinstatement for BRP or discontinuation issues please email positivemoveon@migranthelpuk.org
- Our move on providers have been working hard to ensure the information for housing signposting / referral pathways are up to date, if you would like to discuss this and check the information in your area please contact Nicola.Davies@migranthelpuk.org
- We are waiting for further guidance from the Home Office on Negative Move on. We are not currently assisting with Negative Move on cases.

UPDATE ON WORKING WITH OUR SUBCONTRACTORS

- Our move on providers are ensuring they are up to date with the most recent changes. Our providers along with ourselves will be engaging in meetings with SMPs, local authorities and LAASLOs to keep everyone up to date on our service.

SERVICE COMMISSIONING FRAMEWORK UPDATE

We have 5 organisations who have signed our framework agreement and are ready to undertake work on our framework.

- Harbour Project – who cover Swindon,
- Cambridge Ethnic Community Forum – who cover Cambridgeshire, Bedfordshire, Essex and Norfolk,
- New Routes – who cover Norwich
- CHAWREC – who cover Cheshire, Halton Runcorn and Warrington.
- Wirral Change – who cover Wirral.

We have been in contact with other organisations who applied to join our framework to offer guidance and support for the next steps.

If anyone has any queries on the commissioning framework please contact Nicola Davies who will be able to assist further.

FEEDBACK/SU EXPERIENCE UPDATE

- The new surveys can be found on our website <https://www.migranthelpuk.org/as-feedback>
- A new page within our SU Portal is currently being put in place which will be dedicated to the translated forms for ease of location. All surveys have been translated into the top 10 languages as well as Spanish. Posters have been circulated and will be displayed in our offices. The clients can work their way through the survey providing feedback on services they have used under AIRE including in IA, Move On (Positive and Negative) and Issue Reporting.
- We have received a number of responses so far and are working through these to ensure the feedback is being fed into our Continuous Improvement meetings.
- Our teams continue to signpost clients to these links and will encourage them to provide feedback so that we can further improve the service.

- Despite performance for the teams taking a step backwards we are still receiving calls to express gratitude for all we have done which is great to see and really helps the team.