



MIGRANT HELP

MONTHLY UPDATE – February 2021

FRC PROGRESS

- It has been a tough start to 2021 with volumes remaining high. January saw us reach our busiest day with 1 day seeing over 4100 calls being offered to the FRC. Despite the increasing volumes, significant progress has been made and the FRC have worked hard to reduce the average wait time and to improve the service.
- The average wait to get through to the helpline across the 24/7 for the month was 10 minutes but in the last week of January this had reduced to an average of under 4 minutes across the 24/7 for the week.
- We have the remainder of our new recruits currently in the first weeks of their training. We hope they will be on the lines by mid to end of February and are confident that, together with the existing team, they will enable us to bring the average wait time back within the expected levels.
- We continue to monitor trends which are predominantly regarding dispersals, £40 payments for those in IA, ECPs, ASPENs, ARCs and other more general queries. We continue to work with the Home Office to ensure we are providing the right information and directing SUs appropriately while working as effectively as possible.

EAGL PROGRESS

- Volumes remain high and the team continue to work hard to improve the average wait time and increase the number of calls being answered and therefore clients being supported. The average wait for January was under 10 minutes and progress is being made to reduce this further.
- More advisers joined us through January and we have further staff joining us in February who will again help us to improve our performance. We are in the final stages of our recruitment and hope to have all new staff with us by the end of February.
- We continue to monitor our call arrival patterns, rotas and as with the FRC the trends to ensure we are working efficiently and providing a high-quality service. We have seen a spike in calls coming through to EAGL on Fridays (which used to be our quietest day) and we are therefore working hard to ensure we have sufficient resource to cover this day.
- We have seen an increase in the number of S98 requests along with queries around payments and accommodation/dispersals.
- The team are receiving refresher Suicide Awareness training over the coming weeks and in January the remaining advisers completed a course on Vicarious Trauma.

OUTREACH UPDATE

- The number of referrals for Outreach has remained high in January, we continue to receive an average of 90 referrals a week.
- The team have worked hard to ensure everyone who needed help from Outreach has been assisted and we have received some lovely feedback from service users who have been happy with the support received by phone during the pandemic.
- Telephone support from our Outreach team will include an initial call with follow up calls when required until the matter is resolved.

- Our Outreach team welcome your referrals, you can request directly by emailing outreach@migranthehelpuk.org

MOVE ON – NATIONAL UPDATE

Positive Move On

- Our Positive Move on Service continues to offer full move on support when requested by the Home Office.
- We have been busy in January and have assisted lots of service users nationally with positive move on support.
- If service users haven't heard from us but have received their decision and a discontinuation of support please ask them to call our FRC main number and we will certainly be able to look into this further.
- Our FRC will try to call service users 3 times. If there is no answer or we have no telephone number available, a letter will be sent.
- Service users may decline our offer of support but for those who accept, the details will be forwarded to Reed in Partnership in England and Scotland, Welsh Refugee Council in Wales and Bryson in Northern Ireland.
- We can ask for reinstatement for any issues with BRP not received or discontinuation letter not received.
- To request reinstatement for BRP or discontinuation issues please email positivemoveon@migranthehelpuk.org which is our designated pathway for escalating move on issues.
- Our move on providers have been working hard to ensure the information for housing signposting / referral pathways are up to date. If anyone would like to talk to us more about this please contact Nicola.davies@migranthehelpuk.org

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

- Following go live of the surveys in October we received a total of 581 responses in November and December combined and overall the feedback for MH has been positive. In January we completed our first quarterly review and it was pleasing that some of the feedback received in the earlier responses has already been addressed by the teams.
- Some of the responses remain closely linked with the trends we see coming through to the Helpline and at times are outside of MH control.

- Responses received were from both IA and non IA residents and from individuals of varying ages which was positive to see and we continue to promote the surveys during contact with all SUs to further increase our response rate and to provide further insight into potential areas for improvement within the service.