



## MIGRANT HELP UPDATE – January 2023

### FRC / EAGL

#### FRC

Onboarding of new staff continues to be a key focus for us. We have seen the number of advisers increase by 30% in the last quarter with this set to almost double in comparison to September during the next 3 months.

Call volumes presenting remain high and we continue to review our ways of working to maximise capacity and our ability to support clients effectively. The number of calls being answered and therefore clients being supported continues to increase month on month.

We have seen the use of our alternative contact channels continue to increase and want to thank partners for your support in promoting these. If you would like us to attend any meetings to run through how these work, please do let us know and we can arrange this for you.

Our new FAQ page is being finalised and provides key information at a glance relating to trends that we signpost for including ARC cards, accessing legal advice, general information around the ASPEN card and accessing healthcare. We will continue to build on these to provide useful information.

#### Trends:

ARC cards  
HC2 queries  
Dispersal chases and requests  
ASPEN/payment issues

#### Alternative Contact Channels:

[Self-Service User Portal](#)

[Webchat](#)

[Webchat portal guide](#)

[Raise an Issue](#)

[Raise an issue guide](#)

#### EAGL

Our eligibility team has also increased significantly in size over the last quarter with many new advisers starting each month to support the service. With this in place, our new staff are helping more people each day as they build in confidence and understanding.

The number of calls being answered continues to increase and we are working hard to reduce wait time. Wait time has remained consistent over recent months and with new staff set to join and the calls they answer increasing we anticipate that this will reduce.

OISC Authorisation No. N200100480

Registered Address: Migrant Helpline Limited (trading as Migrant Help), 128 City Road, London, EC1V 2NX

Registered Charity (England and Wales): 1088631; Registered Charity (Scotland): SC041022

Company No. (England and Wales): 4172880





### Trends:

The number of S98 applications continues to reach record highs with over 1000 applications submitted in November alone.

### OUTREACH

- Our Outreach service has assisted an average of 155 vulnerable service users a week in January.
- We provide support by phone and offer face to face for the most vulnerable when required.
- Our Outreach Advisers ensure service users are signposted to specialist support where required.
- Our [outreach@migranthelpuk.org](mailto:outreach@migranthelpuk.org) inbox is up to date and is monitored by our Outreach Manager and Senior Adviser.
- Our Outreach team welcome your referrals and are happy to help with any questions you have in relation to our Outreach Service, we are there to help the most vulnerable with any matters relating to AIRE and are keen to help as many service users as we can.

### Trends

- We assisted victims of Domestic Violence, Victims of Torture and Service Users with mental health concerns with Asylum Support and Move on related issues in January. Our Outreach team will follow the case through to ensure the matter raised is resolved for the service user and keep them updated throughout.

### MOVE ON

- Negative Move On continues at low volumes with appointments being scheduled early in the Move On period to ensure support is offered at the earliest opportunity.
- Our Positive Move On service is delivered by Reed In Partnership in England and Scotland, Welsh Refugee Council in Wales and Bryson Intercultural in Northern Ireland.
- We commence our Move On support once the 28 day discontinuation process has started, the Home Office send us a list of the discontinuations and we will make contact to offer our Move On service.
- 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.
- Our Move on Providers then make contact to ensure service users are prepared for the steps they need to take to successfully move on from asylum support. This includes providing guidance on how to apply for Universal Credit, guidance on how to contact the local council for housing if required and offering signposting for further reintegration support.
- Our providers keep in contact with the service users during the discontinuation period to see how their applications for Universal Credit and local housing have progressed.
- Our providers highlight any issues to Migrant Help who will notify the Home Office.
- If service users have not heard from us and have received a decision and discontinuation letter please ask them to call our FRC helpline.
- We do also have a designated positive move on escalation inbox [positivemoveon@migranthelpuk.org](mailto:positivemoveon@migranthelpuk.org) which is up to date and ready to assist with any issues queries relating to positive move on.

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- This inbox is able to help with issues such as BRP not received or issued but includes errors, to support with any concerns relating to positive move on within the 28 days.
- Please do escalate any issues to us via this inbox as soon as possible so we can ensure the matters are resolved before the end of the grace period or ask for reinstatement of support if appropriate.
- 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@migranthelpuk.org](mailto:Nicola.Davies@migranthelpuk.org)

#### Trends

- Successful contact to offer our Move On support remains high.
- The number of service users who decline our offer of Move On support remains low.
- The number of completed cases by all of our provider remains high.

#### SERVICE COMMISSIONING FRAMEWORK

- In January we held our first quarterly webinar of the 2023. Our webinars provide an overview of what our commissioning framework covers, how it could help organisations, the training and support we provide, a demonstration of how the framework operations and time for Q&A at the end.
- If anyone is interested in attending our next quarterly webinar please contact [partnerships@migranthelpuk.org](mailto:partnerships@migranthelpuk.org) and [Nicola.Davies@migranthelpuk.org](mailto:Nicola.Davies@migranthelpuk.org) who will be able to provide more information.
- We have eight organisations currently signed up to our Framework with a good level of designated Migrant Help provision in the Yorkshire and Midlands regions.
- We are keen to hear from organisations in all dispersal areas who have OISC accreditation and would be interested in assisting with telephone or face to face ASF1s.
- If you would like to find out more about our Commissioning Framework and/or have any questions please contact [Nicola.Davies@migranthelpuk.org](mailto:Nicola.Davies@migranthelpuk.org)

#### Our current Commissioned partners are;

- Cambridge Ethnic Community Forum – who cover Cambridgeshire, Bedfordshire, Essex and Norfolk,
- CHAWREC – who cover Cheshire, Halton Runcorn and Warrington.
- Global Link – who cover the North West.
- GYROS – who cover Ipswich, Norfolk and Suffolk for us.
- Harbour Project – who cover Swindon.
- New Routes – who cover Norwich
- North of England Refugee Service (NERS) – who cover the North East.
- Wirral Change – who cover the Wirral

#### SU EXPERIENCE FEEDBACK

Feedback through our surveys continues to come through and we are using these responses to inform continuous improvement for the service.

The links are shared at the end of all contact with our clients to ensure everyone has the opportunity to respond and provide their feedback.

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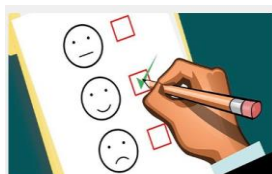
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The survey can be found on our portal when visiting <https://ellis.custhelp.com/> and selecting “Feedback – Asylum Services” from the menu.



#### Feedback – Asylum Services

If you used our Asylum Services, we would welcome your feedback below on the specific aspects of the service.

- Overall Service
- Initial Accommodation
- Dispersal Accommodation/Other
- Issue Reporting

[View all](#)

## REGIONAL UPDATE

In January we have seen a further increase in the number of arrivals that our teams are supporting, and we have completed c.3,600 ASFs and induction briefings in this month alone.

Our other main priority remains issuing the first ASPEN card to those in IA, most of which are for SUs in contingency accommodation providing them with the £9.10 weekly payment.

We also support with flagging issues and concerns around support amount queries upon dispersal.

The majority of clients continue to be housed in contingency accommodation sites; therefore, we continue to work closely with the AASC providers who are arranging and facilitating communication channels and where necessary transporting clients to core-IA for appointments.

Our Community Liaison Coordinators (CLCs) continue to engage and fully support partners with the aim of bridging gaps and increasing meaningful activity access for clients.

## GLOSSARY

- AASC** Accommodation Provider
- ARC** Application Registration Card
- ASF1** Asylum Support Application Form
- COC** Change of Circumstances
- EAGL** Eligibility, Advice and Guidance Line
- ECP** Emergency Cash Payment

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**FRC** First Response Centre

## CONTACTS

<b>Commissioning Framework Q&amp;A</b>	<a href="mailto:Nicola.Davies@migranthelpuk.org">Nicola.Davies@migranthelpuk.org</a>
<b>Discontinuation letter queries</b>	<a href="mailto:positivemoveon@migranthelpuk.org">positivemoveon@migranthelpuk.org</a>
<b>EAGL/FRC/SU Experience</b>	<a href="mailto:Daisy.Noble@migranthelpuk.org">Daisy.Noble@migranthelpuk.org</a>
<b>Move On Services</b>	<a href="mailto:Nicola.Davies@migranthelpuk.org">Nicola.Davies@migranthelpuk.org</a>

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