



Bristol: A City of Sanctuary

Welcoming Asylum Seekers and Refugees Strategy

Action Plan 2017 - 2020



Final draft

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This document should be read in conjunction with the Bristol Refugee and Asylum Seeker Needs Assessment 2017

1 Purpose

In 2016 the Mayor of Bristol pledged to promote Bristol as a City of Sanctuary and for Bristol to be a welcoming city with a clear strategy for supporting refugees. This strategy is being developed in partnership with Strategic Partnerships and refugee service organisations, and when implemented, will realise our commitment to welcome, respect, and build a culture of welcome in our own services, and to supporting inclusivity across every sphere of society in our City.

Bristol is a City of Sanctuary; this Strategy brings together what the many partners in Bristol can do to make Bristol a welcoming city for asylum seekers and refugees. The Strategy defines the city's principles and priorities, which will bring an additional focus and direction to the work in the city. The strategy will underpin and support the many different organisations and activities in the city which work to welcome refugees and asylum seekers. A governance structure will be developed to review progress against the action plan and enable the strategy to evolve organically.

The strategy is based on the Refugee and Asylum Seeker Needs Assessment 2017, which has collated information on what is needed in the city and what is in place to meet these needs. The Strategy and action plan will determine how resources should be configured to better meet the needs of refugees and asylum seekers.

The Action Plan sets out what the council will do to promote Bristol as a welcoming city. Appendix 1 details the activities undertaken by a number of statutory and community organisations. Appendix 2 detail the pathways for UASC and adult asylum seekers.

This final draft will be endorsed by the Cabinet.

2 Background

City of Sanctuary is a mainstream, grassroots movement. It works by creating opportunities for relationship between local people and those seeking sanctuary, and by offering a positive vision of a culture of hospitality for those in need of safety.

Bristol City of Sanctuary, as part of this network, is an organisation made up of people and organisations who work in different ways to make the city a place of welcome and safety for people seeking sanctuary from violence, war and persecution. In support of this work, and building on a long history of providing welcome and safety to refugees, Bristol City Council formally adopted a motion in November 2010 stating that we would

“celebrate and welcome the diversity that makes up our city, and celebrate the contribution to the life of the city made by people who come here as asylum seekers and refugees.”

‘City of Sanctuary’ status was awarded to Bristol by the national City of Sanctuary Network in 2011, in recognition of both the Council's commitment, and the depth and breadth of support for the movement locally.

In 2012, four Bristol schools and colleges were awarded status as a School or College of Sanctuary, recognising their commitment to education about and inclusion of refugee and asylum seeking children.

In 2013, Bristol Council, as a City of Sanctuary, passed a further motion aiming to end the destitution of asylum seekers in our city, through understanding the causes of asylum destitution, by joining the anti-destitution coalition 'Still Human, Still Here', and by lobbying for a more co-ordinated, humanitarian and just approach.

In 2015, Bristol hosted the UK's largest conference on asylum destitution, resulting in the passing of a 'Joint Commitment to Action on Destitution' supported and signed by the elected Mayor at the time. This resolution deplored the enforced destitution of people seeking sanctuary, recognising the impact on individuals and communities, and was later adopted by other City Councils across the UK.

3 Principles

Our aims and priorities are underpinned by a *Human Rights* approach with an emphasis on self- help. Bristol City Council will seek to act in accordance with City of Sanctuary principles to demonstrate good practice in working with asylum seekers and refugees to encourage others within the city to offer the same good practice.

In Bristol there is a firm commitment to creating a *Co-ordinated Community Response* to providing support for refugees and asylum seekers. We will work in partnership with the voluntary sector and with asylum seeking and refugee communities, and with all organisations who support City of Sanctuary principles and who are committed to welcome, inclusion and equality.

We recognise the *influence* which the Council can have on public perceptions and understanding of asylum seekers and refugees, and their reasons for seeking sanctuary in Bristol, if we use positive and accurate language about asylum seekers and refugees in all media, policy statements and publicity materials.

4 Aims & Priorities

Priorities

- Making Bristol a safe place for people seeking sanctuary, and to create an environment in which they can feel welcomed and are able to integrate
- Ensure a wide range of city partners (businesses, voluntary sector groups, universities, health and other agencies) work together to make Bristol a City of Sanctuary.
- Promote mutual understanding between Bristolians and a support an inclusive culture in which longer-standing communities feel able to understand and welcome refugees
- Strengthen the capacity of refugees and asylum seekers to develop the skills and access opportunities to support themselves and their families to lead fulfilling lives which contribute to the social and economic wealth of the city.

Aims

- Deliver culturally sensitive statutory and non-statutory provision
- Ensure co-ordinated provision of English Speakers of Other Languages
- Reduce unemployment and under employment of refugees
- Promote safety and integration through appropriate welcoming support
- Decrease destitution and homelessness amongst asylum seekers and refugees
- Increase affordable housing options
- Improve data and linkages with the Joint Strategic Needs Assessment and Department of Work and Pensions
- Monitor outcomes for refugees and asylum seekers
- Improve understanding and skills for staff through workforce development and training
- Improve specific support for families and young people, including for unaccompanied minors

Cross cutting aims

- Uphold human rights
- Empower women and children
- Challenge harmful stereotypes
- Involve service users and co-produce services

5 Consultation

Refugee and asylum seeker support organisations (as listed in Appendix 1) have been consulted as part of the development of the Bristol Refugee and Asylum Seeker Needs Assessment (2017) and the Welcoming Asylum Seekers and Refugees Strategy 2017-20.

Consultation has been undertaken with organisations, asylum seekers and unaccompanied asylum seeking young people to identify what should be the priorities for action in Bristol. To date service users identified the following as priorities for the action plan:

Priority order	Priorities as identified by organisations	Priorities as identified by asylum seeking young people	Priorities as identified by adult asylum seekers
1	Local structure where issues are discussed	Specialist help with immigration status	Joint first priority - Housing and Specialist help with immigration status
2	Integration support & Employment	Health	
3	More provision for children and young people	Housing	Joint third priority - Health and well being
4	Housing	Wellbeing	
5	English for Speakers of Other Languages	School/college place	Money

Priority order	Priorities as identified by organisations	Priorities as identified by asylum seeking young people	Priorities as identified by adult asylum seekers
6	Health	Money	Advice
7	Support Welcome Centre Hub – 5 days a week	Advice	School/College/Employment
8	Support for families		

The strategy aims to improve consultation with refugees and asylum seekers on city issues. In the design of services or policies specifically relating to asylum seekers or refugees, the council will ensure consultation with asylum seekers and refugees, via refugee community groups and/or the organisations who support and work with them. Specific use will be made of the consultation ‘member forums’ which currently exist at Bristol Refugee Rights, Refugee Women of Bristol, Borderlands and Bristol Hospitality Network.

Both the Action Plan and Needs Assessment will be reviewed annually through the Governance Framework.

6 A Co-ordinated Community Response

The Welcoming Asylum Seekers and Refugees Strategy sets the city’s priorities and will focus energy and resources to achieve the aims and priorities. Work to develop the strategy will strengthen operations and ensure partners work towards a common goal.

The added value of a co-ordinated community response is to bring people together to identify who does what and when to know when to pass a service user or issue onto someone else. Some refugee and asylum seekers need generic services to help them to rebuild their lives and flourish and others have specialist care or health needs and need to use specialist services. Generic services need to be supported to ensure they have sufficient understanding to include refugees and asylum seekers in everything they do, but also understand when to refer to specialist support services. It is noted that some specialised knowledge is needed to work with asylum seekers and refugees, especially when offering advice, legal advice and advocacy.

As the strategy and action plan are implemented, a co-ordinated Community Response will develop to ensure better outcomes for the refugee or asylum seeker. Outcomes of a co-ordinated community response will be:

- Generic services and the universal offer in Bristol will be more accessible and responsive to the needs of refugees and asylum seekers and enable people to get help to help themselves.
- Asylum seeker and Refugee support services have specialist knowledge to help people when they need help
- Better pathways will assist support organisations to know when to make referrals to specialist services, such as acute mental health services, specialist assessments and

therapeutic treatments when people need longer term or specialist services to help them to lead their life.

The strategy has a common aim to make Bristol a place of sanctuary and the strategic aims and priorities are wide ranging to ensure that everyone, who wants to do more to support refugees and asylum seekers, is able to contribute. Resettlement programmes in particular, where refugee families are brought to the UK and are given full citizenship rights from arrival, provide opportunities for active citizens and volunteers to volunteer and contribute to improving the lives of resettled families. Any volunteering must comply with safeguarding best practice and there should be supervision of volunteers working with resettled families.

The governance framework will ensure the strategy and action plan help to co-ordinate, shape and share resources more effectively, to create improved pathways and outcomes by building on the strengths of the sector. Progress will be measured against agreed outcomes and regular reviews will assess and adjust the direction of the strategy and action plan in response to the changing environment.

Refugees and asylum seekers from outside Bristol may come into Bristol to use support services or specialist therapeutic interventions. The strategy will work with regional partners to ensure fair funding for local services.

7 Asylum Seeker and Refugee Welcome Action Plan 2017-20

This action plan details how the council seeks to deliver on the priorities identified by organisations and refugees and asylum seekers (Section 5). Following publication of this draft strategy, the city council would like to invite other organisations to tell us about their activities and plans related to these priorities so we can publish a comprehensive plan to make a step change in Bristol to create a welcoming city for asylum seekers and refugees

7.1 Housing

- 7.1.1 To incorporate the needs of refugees and asylum seekers into the Local Housing Strategy Implementation Plans and into the Homelessness Prevention Strategy.
- 7.1.2 To research innovative models of housing provision for refugees and asylum seekers including supporting social enterprises, maximising private rented shared accommodation for under 35 year olds on benefits, better pathways from NASS accommodation for families, Real Lettings (joint investment in new private rented short term let properties), making best use of empty residential and other properties, use of permitted development to convert disused properties into residential accommodation and active engagement with local people who want to buy properties to accommodate refugees and/or asylum seekers.
- 7.1.3 To share and promote translated information on housing rights and maintaining tenancies information.
- 7.1.4 To use all of our powers to monitor the quality of private rented and NASS accommodation and take action against Rogue Landlords

- 7.1.5 To work with providers of night shelter accommodation in the City too monitor numbers of refugee individuals and families in emergency and homelessness provision and work to provide additional spaces, especially in the winter.
- 7.1.6 To develop a Communications Strategy to create greater awareness for landlords on refugee and asylum seeker issues, what documentation is needed under Right to Rent and promoting more lettings for refugees.
- 7.1.7 To improve information to those seeking social housing in the city to understand the application and allocations process.

7.2 Economic Integration

- 7.2.1 Work Zone Migrant Project will employ a navigator with experience of overcoming the barriers to employment faced by migrants within the community. The Navigator will coordinate a multi-agency approach through the established Work Zone programme and facilitate the engagement of 70 migrants onto the programme through developing community based peer support networks and groups.
- 7.2.2 Workforce development for the employment and skills sector will be offered to improve understanding of the specific barriers experienced by refugees and to support employment agencies in recognizing skills of refugees.
- 7.2.3 To work with employers to develop volunteering and work experience opportunities for refugees.
- 7.2.4 To develop better information in the refugee sector about what are the labour market needs and gaps.
- 7.2.5 To improve signposting to NARIC guidance (specialist advice on transferable qualifications), advice on loans, grants and scholarships and access to specialist funded schemes
- 7.2.6 To work closely with employers who are recruiting in significant numbers, to develop positive action to upskill refugees to compete successfully for vacancies.
- 7.2.7 To work with employers to develop more in-work ESOL provision and in-work ESOL mentors to support people who want accelerated English learning, Developing an in-work mentoring package to assist with retention and workplace training to prepare the employer for diversifying its workforce and reviewing its fair recruitment and selection processes.
- 7.2.8 For Bristol City Council to model good practice in the employment, development and retention of refugees in its workforce and to influence its contractors and to monitor progress.
- 7.2.9 To review Apprenticeship Provision (SFA) which is currently planned and delivered through a local partnership to ensure it is accessible to refugees.

- 7.2.10 To research national or industry specific models for on-the-job accreditation of existing skills and practical tests for refugees whose qualifications aren't recognised, who do not have evidence of qualifications and those without references.
- 7.2.11 To review support for entrepreneurs and small business development to ensure it is accessible for refugees
- 7.2.12 To develop better case management and quality assurance to monitor employment outcomes for refugees using local employment support services.

7.3 English for Speakers of Other Languages (ESOL)

- 7.3.1 To develop a local ESOL Strategy covering both Bristol and the West of England area to inform adult education resource allocations to provide sufficient ESOL in both college and community sectors with effective progression pathways
- 7.3.2 To deliver ESOL Training the Trainers to support the training of volunteer ESOL trainers and facilitators that work across a range of partner organisations, ensuring that all volunteer trainers can deliver quality ESOL that embeds employability; digital/ financial skills; intercultural issues/British values. This would include promoting opportunities to become ESOL teachers and access to shared resources.
- 7.3.3 To set up an ESOL Development Fund to procure high quality ESOL schemes of work, and resources for community based courses
- 7.3.4 To share and disseminate the ESOL materials and best practice and support the local ESOL Providers network
- 7.3.5 To strengthen and maintain 15 local conversation clubs that are run by trained volunteers from established communities and hosted by partner agencies (children's centres; health centres; housing agencies; community organisations).
- 7.3.6 To develop the Learning English in Bristol website where information on ESOL across the city will be in one place, updated by the ESOL Providers Network. This will enable people who support asylum seekers and refugees to be able to sign post people to their nearest classes, advice on how to get to classes and where are the classes with crèche.
- 7.3.7 To work with partners to increase capacity in the city for accredited ESOL at all levels and to maximise ESOL funding from Government.
- 7.3.8 To develop courses which integrate ESOL with improving understanding of how services and systems work in the UK for example ESOL for Health, ESOL for Parenting, ESOL for Employment.
- 7.3.9 To develop linkages with supplementary schools and ensure supplementary schools can be promoted to unaccompanied Asylum seeking young people.

7.4 Young People

- 7.4.1 To ensure culturally sensitive service provision and health provision through workforce development for our staff, foster carers and the wider workforce: Training programme for newly approved foster carers and more complex modular offer for staff, partners and more experienced foster carers and supported lodgings providers to include cultural competence,

handling disclosure, legal framework, age assessments, wider political and economic reasons for migration and information on trauma and the culture shock cycle

- 7.4.2 To improve provision for young people awaiting college placements and set up a task and finish group to develop an action plan for newly arrived children and young people without English who arrive mid year in years 6,11, 12 and 13.
- 7.4.3 To support unaccompanied asylum seeking young people (UASC) to integrate in Bristol, within their own ethnic and language groups and the wider community.
- 7.4.4 To develop a resource pack on social inclusion activities which may be of interest to UASC and at the first LAC review agree a social inclusion plan.
- 7.4.5 To co-produce a young people's PHSE curriculum in collaboration with young people to encourage cross cultural understanding including gender roles, healthy relationships, tackling discrimination, staying safe.
- 7.4.6 To map out current processes and work with advice and legal provider to clarify and improve the legal pathway for unaccompanied asylum seeking children and to prepare young people for what will happen in terms of rights and entitlements after they turn 18..
- 7.4.7 To develop a multi- agency model to support young people's mental and emotional distress, including access to primary and secondary health care as appropriate.
- 7.4.8 To support Dublin III children and their relations, to provide sustainable homes and prevent family breakdown where possible.

7.5 Family Support

- 7.5.1 To improve understanding of local generic services for refugee families who don't meet the threshold for early intervention.
- 7.5.2 To use additional Specialist Leader in Education time to ensure best practice is adopted in different Early years settings in terms of induction, language acquisition, integration and inclusion of refugee families.
- 7.5.3 To deploy Early Years staff to support the Bristol Refugee Rights specialist induction and support centre for up to 150 newly arrived pre-school children each year.
- 7.5.4 To devise and deliver a package of specialist training on the needs of refugee and asylum seeker parents to mainstream Early Years settings receiving children.

7.6 Workforce development

- 7.6.1 To ensure that Council staff have opportunities for increasing their understanding of asylum and refugee issues, by engaging with the voluntary sector to provide training through one-off, service specific and core training programmes.
- 7.6.2 We will be open to suggestions from the voluntary sector about where key services are not inclusive or informed, and to taking up offers of free training.
- 7.6.3 To ensure that equalities impact assessments take into account the impact on asylum seekers and refugees in the design or change of services or policies.
- 7.6.4 To collaborate and bring together training materials on refugee and asylum seeker issues, and skill building for working in the sector including Looking After Yourself support for volunteers working in the field

7.7 Information, Advice and Guidance

- 7.7.1 To develop a better understanding of the volume and levels of immigration advice needed in the city. This will anticipate the impact of Brexit and the additional workload from migrants (which could adversely impact on the refugee and asylum sector) and also recognise the debt advice needs for debts accumulated by people purchasing immigration advice.
- 7.7.2 The council to assist with attracting external funding for immigration advice to communities; to ensure accredited OISC advisors at level 1, 2 and 3 (Office of the Immigration Services Commissioner) and to ensure support for the ongoing need to regularise status and travel documents. There is a particular need for OISC level 2 advisors in Bristol.
- 7.7.3 Create a transparent landscape of services to mitigate against the damaging impact of unregulated or poor advice.
- 7.7.3 To work with the advice sector and recommissioning of advice services to find a sustainable model to offer legal advice for asylum seekers and refugees
- 7.7.4 The Advice Services Needs Assessment highlights the need to further refine services to ensure that the most vulnerable in Bristol are able to access high quality legal advice in social welfare law and to meet the advice needs of refugees and asylum seekers

7.8 Health, social isolation and mental health provision

- 7.8.1 To consolidate the learning, pathways, good practice and expertise which has been developed in thirteen years of running the Haven service to ensure everyone working in the field understands the role of the Haven and consults with the Haven for referrals for refugees to specialist Health provision.
- 7.8.2 To work with refugees and asylum seekers to promote knowledge of health systems in the UK to manage expectations and improve access to appropriate provision, for example promoting ESOL for Health
- 7.8.3 To work with refugees to develop preventative health messages for example diet, smoking.
- 7.8.4 Create and promote opportunities for settled citizens from similar refugee backgrounds to have a more active role in supporting new arrivals.
- 7.8.5 To support refugee welcome centres through the Bristol Impact Fund, to reduce social isolation
- 7.8.6 To work Bristol Hate Crime Services to ensure refugees and asylum seekers know what is a hate crime and how to report
- 7.8.7 To support the initiative where First Bus subsidise bus fares for vulnerable asylum seekers by 50%.

8 The Governance Framework

The Refugee and Asylum Seeker Partnership Board (RASP) will oversee the implementation of the strategy. Membership will consist of champions for key refugee and asylum seekers needs: Housing, Information, Advice and Guidance, Health, Employment, Young People, Destitution. There will also be a representative from the ESOL Network, two representatives from the Bristol Refugee Forum, a representative from City of Sanctuary (the organisation), the Syrian and MENA Projects Partnership Board and two representatives from refugee

backgrounds. The VCS have requested this be chaired by Bristol City Council who is happy to chair and support the success of the partnership.

Bristol City Council has senior leadership and operational points of lead contacts on refugee and asylum seeker issues; the Service Director – Children and the Commissioning Manager-Refugees respectively. Their roles will be to oversee the welfare, inclusion and integration of asylum seekers and refugees, and lead on asylum seeker and refugee strategy and action plan for the Council.

In addition, the Commissioning Manager role will oversee effective delivery of the council's resettlement schemes and provide support to the RASP governance structures. The Commissioning Manager will enable and support strategic partnerships including the South West Regional Strategic Migration Partnership (quarterly) and the Bristol Refugee Forum (bi-monthly) and lead on collaboration with the voluntary and private sectors on initiatives which include asylum seekers and refugees, increase opportunity, or which bring asylum seekers, refugees and other Bristolians together as equals

9 Performance Management Outcomes

The council is committed to including refugee and asylum seeker status on equalities monitoring forms to assist with identifying outcomes for refugees and asylum seekers using generic services.

There are examples of confidential case management systems used by the council and the voluntary sector to case manage service users who use more than one service, for example substance misuse, domestic abuse and homeless accommodation. More work will be done to identify what current recording systems are used and the viability of introducing a cross sector case management system to measure progress through pathways.

In the meantime we will work with partners to monitor the following outputs:

- Numbers of refugees into work experience
- Numbers of refugees into apprenticeships
- Numbers of refugees who are supported by refugee agencies to find employment
- Number of asylum seekers in meaningful occupation*
- % refugees enrolled in ESOL
- % asylum seekers enrolled in ESOL, community and college, under/over 18 years old, within 1 month, 3 months, 6 months
- Monitor progression through ESOL stages

*Asylum seekers are not allowed to work so 'meaningful occupatio'n covers the need for asylum seeker to find something meaningful to occupy some of their time which will benefit their wellbeing and contribute to the city.

To work with the Home Office to identify the

- Number asylum seekers refused asylum within 40 days, under/over 18 years old
- Number asylum seekers appealing refusal under/over 18 years old
- Number of destitute asylum seekers and length of destitution for asylum under/over 18 years old

- Number of homeless refugees by age and family status

10 Conclusion

Bristol is an international city that looks towards people and cultures beyond its boundaries. It is a diverse, creative, innovative and open city, made up of communities from around 120 countries around the world who speak over 90 languages and practice at least 45 religions.

The Welcoming Asylum Seekers and Refugees strategy and action plan will make a step-change in the co-ordination and development of the city's approach towards refugees and asylum seekers living in Bristol: in the inclusive practices of the council itself, across departments, and in the language and narrative used. The changes will be sufficient for Bristol to be seen as in the vanguard of good practice, motivating other authorities to embark on the same path; and, across the city, for refugees and asylum seekers to experience a greater sense of inclusion and belonging.

Appendix 1 – Bristol Refugee and Asylum Service providers

1625 Independent People house homeless young people aged 16 to 25 offering safety and support and enabling young people to achieve their aspirations. 1625 currently support nine UASC offering 7.5 hours support a week per child. All young people are 16 and over. The young people need an initial health assessment with the Haven health centre for refugees and asylum seekers for vaccinations and registering with GP, and also a Looked After Children health assessment. Out of Hours support is provided through 1625ip other homeless projects, which is important as trauma symptoms may manifest in the quiet hours of the night rather than during the day when there are more distractions.

AidBoxCommunity – have set up a free shop in Bristol for refugees and asylum seekers which is also a community hub for refugees and asylum seekers in the city

Ashley Community Housing is a registered housing association offering a holistic wrap around service for people who have recently received status including housing, training, budgeting, advice guidance and employment support. ACH is the Careers National Service for employment for BME people in the city.

Barnardo's – Barnardo's provide a Friday evening Youth Provision focussing on participation, voice and influence for children in care which is attended by unaccompanied asylum seeking young people.

Borderlands Bristol offer a drop in for two days a week offering a safe space with a focus on welfare and listening. Borderlands work with people seeking asylum in the UK and people who have recently become a refugee, including people who have been trafficked. Borderlands offer hot food, English lessons, advice, access to mentors and courses to assist people to manage their money.

Bridges for Communities and B.Friend – Offer a befriending service to provide social support and meet individual needs for vulnerable refugee and asylum seeking adults who can't access the drop ins. Bridges also provide cross cultural understanding courses, trips and multi cultural meals.

BCC Asylum Team are a casework team. Main duties are statutory assessments and payments. The key works well with the UK Border Agency. The Asylum Team are a specialised team and can offer training on legislation and issues for UASC, and vulnerable asylum seekers and their families.

BCC Community Learning Team: Provide conversation clubs & introduction to ESOL, Read Easy scheme, Adult basic skills English classes, intensive tenancy courses to sustain tenancy, introduction into world of work. Provide ESOL:

- Pre entry (for people with additional needs or a learning difficulty)
- Entry 1
- Entry 2 (functional English to make self-understood)
- Entry 3 (ability to form structural sentences)
- Level 1 (language of persuasion and opinion) and
- Level 2(reading, writing, speaking, listening)

Brigstowe Project support many refugees and asylum seekers as part of its work which aims to improve the quality of life for people living with HIV to ensure people living with HIV live long, healthy lives; building resilience and reducing their inequalities and disadvantages in poverty, stigma, prejudice and discrimination.

Bristol Hospitality Network predominantly support people who are refused asylum. BHN co-ordinates a hosting network to offer accommodation for free on a full board basis and a Solidarity Fund of £10 a week for the most vulnerable members. They also offer volunteering opportunities and involvement in a catering business and run a drop in centre on a Monday at Easton Christian Family Centre and which is open to all, offering a hot lunch and support from an advocacy team for destitute asylum seekers, they offer English classes at 3 levels, games, art therapy, barbers shop, and choir. Advocacy is most the important service because destitution is a temporary state between claims. BHN can't support families as infrastructure does not allow supported lodgings to host children.

Bristol Refugee Rights – Provides a welcome hub for three days a week, offering a safe supportive place where refugees and asylum seekers can receive hot food, ESOL with a creche, advice, advocacy, clothing. The Asylum Support Project provides advocacy and advice on asylum support applications and appeals, finding long term solutions to homelessness and destitution. BRR is registered with OISC at level 1 to provide immigration advice. The Early Years Project supports young children and their families and works closely in partnership with St Pauls Children's Centre. Their VOICE project trains interpreters and encourages members to speak out about their experiences. Peer support enables dignity and solidarity and mobilising around Action for Change. Other agencies also support the Welcome Centre e.g. education, welfare, MIND, the Haven, SARI. The Asylum Support Service is now based at the centre

Calais Refugee Solidarity Bristol is a grassroots organisation which provided humanitarian assistance to the Calais camp known as the Jungle. The organisation aims to raise funds for medicine and to meet essential needs for shelter and safety for children. The project also campaigns for the rights of refugees and their safe passage through Europe.

Citizens UK – Co-ordinates the will, skills and experience of Bristol Citizens to benefit refugees in the city and to lobby local and national Government to improve provision for resettlement.

City of Bristol College ESOL - 932 places are available on part-time ESOL courses for adult learners at the College. Classes are held in the mornings, afternoons and evenings enabling learners to fit their courses around their work and family commitments. Courses are divided into two 18 week semesters, Sept to Feb and Feb to July. Extra Skills classes are also available in addition to the part-time courses to support development of specific skills (i.e. Maths, Writing and Speaking & Listening)

170 places are available on full-time courses for students aged 16-18, ranging from Entry 1 to GCSE. The GCSE/ESOL course is run over 2 years. Year 1 includes functional skills English, maths GCSE and core science GCSE. Year 2 includes GCSEs in English, sociology and additional science.

City of Sanctuary focuses on supporting asylum seekers and refugees who have been recently awarded status to create a welcoming environment for asylum seekers in the city. City of Sanctuary launched with full council support in 2011, activity was co-ordinated

through the council's Community Cohesion Strategy 2010. Most recently, Full Council council agreed a Destitution motion in January 2014 (to work to relive destitution in the city for refused asylum seekers) and, at a national City of Sanctuary conference held in Bristol in March 2015, re-pledged to relive destitution.

Home for Good is a charity which aims to make adoption and fostering a significant part of the life and ministry of the Church in the UK and promote fostering and adoption in places of worship, referring interested carers to register with the local authority.

Knightstone Housing are providing support for the Syrian VPR scheme in South Glos.

Migrant Help – Asylum Help, part of the Migrant Help organisation, provides free independent advice and guidance to asylum seekers across the UK. Migrant Help is a UK charity that has been delivering support services to migrants in the UK since 1963. Asylum Help operates across the UK and is dedicated to providing confidential and impartial advice funded by UKVI (UK Visas and Immigration). The Asylum Advice (UK) Teams can provide advice and support on; How to claim asylum, The Asylum Process, Accommodation Support, Financial Support; finding legal representation, accessing health care amongst other asylum issues. Services are provided face to face in initial accommodation on arrival (this is based in Cardiff). Once allocated accommodation in Bristol, services can be accessed via a freephone helpline with language support. Monthly outreach sessions are available with partner agencies' venues including a reactive outreach service available on request to assist very vulnerable people. They provide people with information and resources specific to the client's circumstances to help them to understand their situation and make informed decisions. They do not provide any advocacy, but can refer to local support organisations if appropriate. Throughout the UK Migrant Help offer additional services for EU nationals. Foreign national prisoners and victims of modern day slavery (human trafficking). Freephone advice 0808 8000630 (Monday – Friday) 8.30-17.30

Nightstop is funded by the Big Lottery Fund from 1 January 2016 for three years, to provide supported lodgings for young people aged 18-25. 15% of people using Night Step are asylum seekers, refugees or refused asylum seekers. In 1st 8 months provided 408 bed nights. 30 families offer their spare rooms for one or two nights or longer.

Pride Without Borders – a new service supporting LGBTI refugees and asylum seekers with practical and emotional support as well as representation and advocacy

RedCross offer 'Move On' advice and advocacy for people newly granted Leave to Remain. Destitution support to destitute asylum seekers and new refugees: £10 per week per person in family, for up to 8 weeks, + 4 weeks in exceptional circumstances, sleeping bags for street homeless clients, food vouchers for food banks, toiletries, and clothes vouchers to be used in Red Cross charity shops. International Family Tracing for people to try and re-establish contact with family after separation due to war, conflict, disaster or migration. Training and talks for other organisations on refugees' experiences and needs

Refugee Women of Bristol is a safe space for women to share their experiences. RWOB help women to learn English, communicate with people around them, to begin a new life and learn how systems work in the UK. They also support more settled communities who have less immediate needs and can focus on preventative awareness such as health and safeguarding issues. They provide a drop in with ESOL with crèche and computer club, which works for women whose busy lives make it hard to get ongoing commitment to ESOL.

Refugee Welcome Homes provide accommodation for single male refugees who are under 35 who are applicable for HB but not for home choice. Currently have 8 bedspaces. The organisation is run by volunteers. RWH is in discussion with JRF to persuade JRF to invest in Bristol to try to attract social entrepreneur funding to buy 50 houses for RWH.

SARI – Provide support for refugees who are victims of racist and religious hate crimes, and can act as a referrer into specialist support for victims of disablist, homophobic and transphobic hate crime.

The Haven – a special clinic run by GPs and nurses who offer a service adjusted to better meet the needs of asylum seekers and refugees, joining families and unaccompanied asylum seeking children and victims of human trafficking. They operate in a holistic way dealing with all health needs – physical, psychological and social. The Haven facilitate registration with local GPs and offer a comprehensive health assessment including appropriate public health screenings and updating immunisations. The lead nurse liaises on people's behalf with relevant services, developing pathways and systems for improved provision. There is close liaison with other people working in the sector and GP practices. The Haven manages people within their service for as long as the refugee or asylum seeker needs to be supported within a specialist service.

The HOPE is the name of Bristol's virtual school for children in care and is a structure to improve the education of Children in Care. Unaccompanied Asylum Seeking Children aged 16 and under are registered with the Hope.

University of Bristol – Providing 5 scholarship places for refugee students

University of the West of England – Providing in depth advice on transferable qualifications

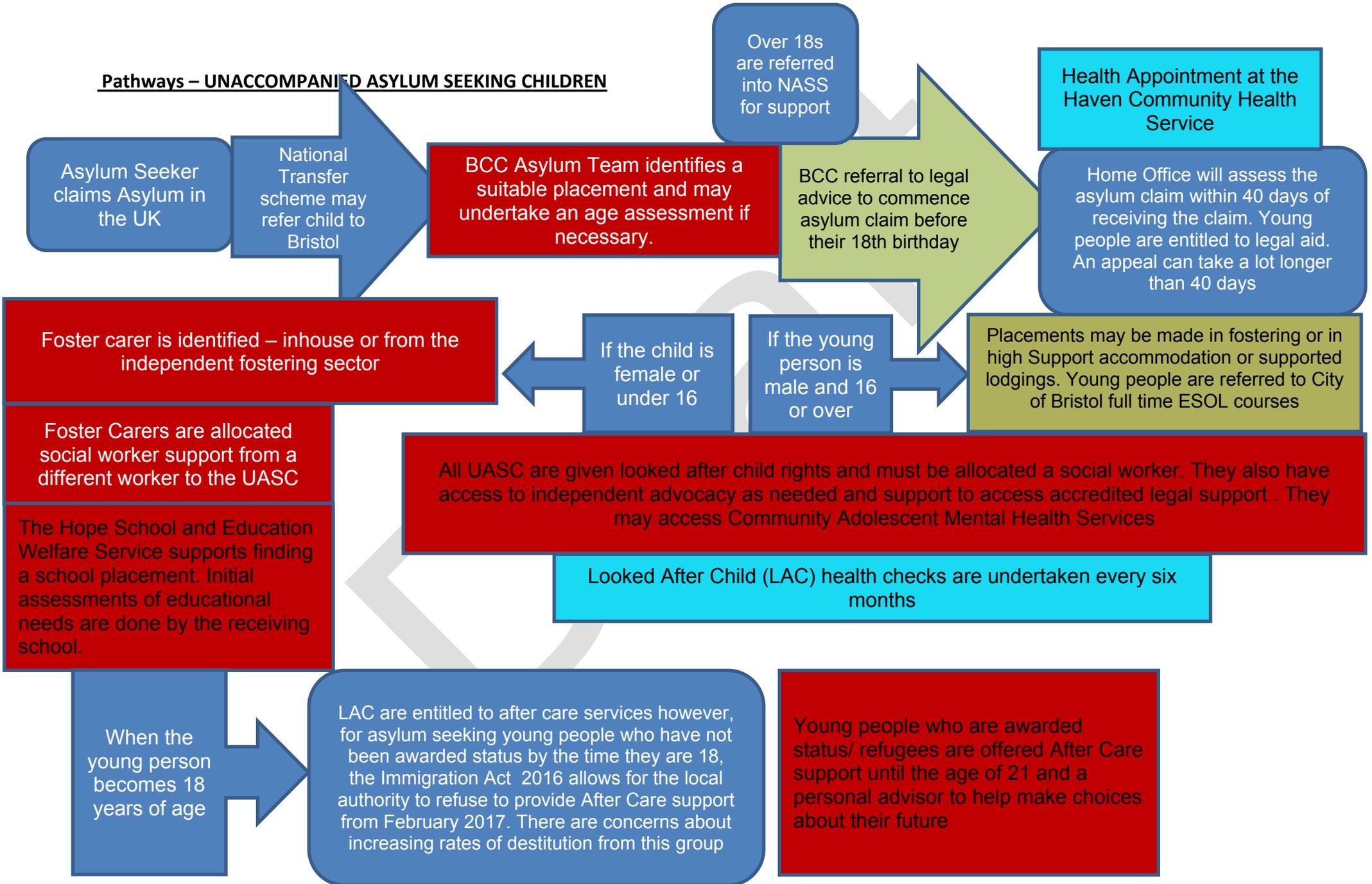
Unseen provide specialist accommodation and outreach support for victims of human trafficking and modern slavery across the South West of England, many of whom are asylum seekers, refugees or have been refused asylum.

We Care Too – Fund raising charity with strong links into Muslim community, providing aid abroad and household goods and practical support locally

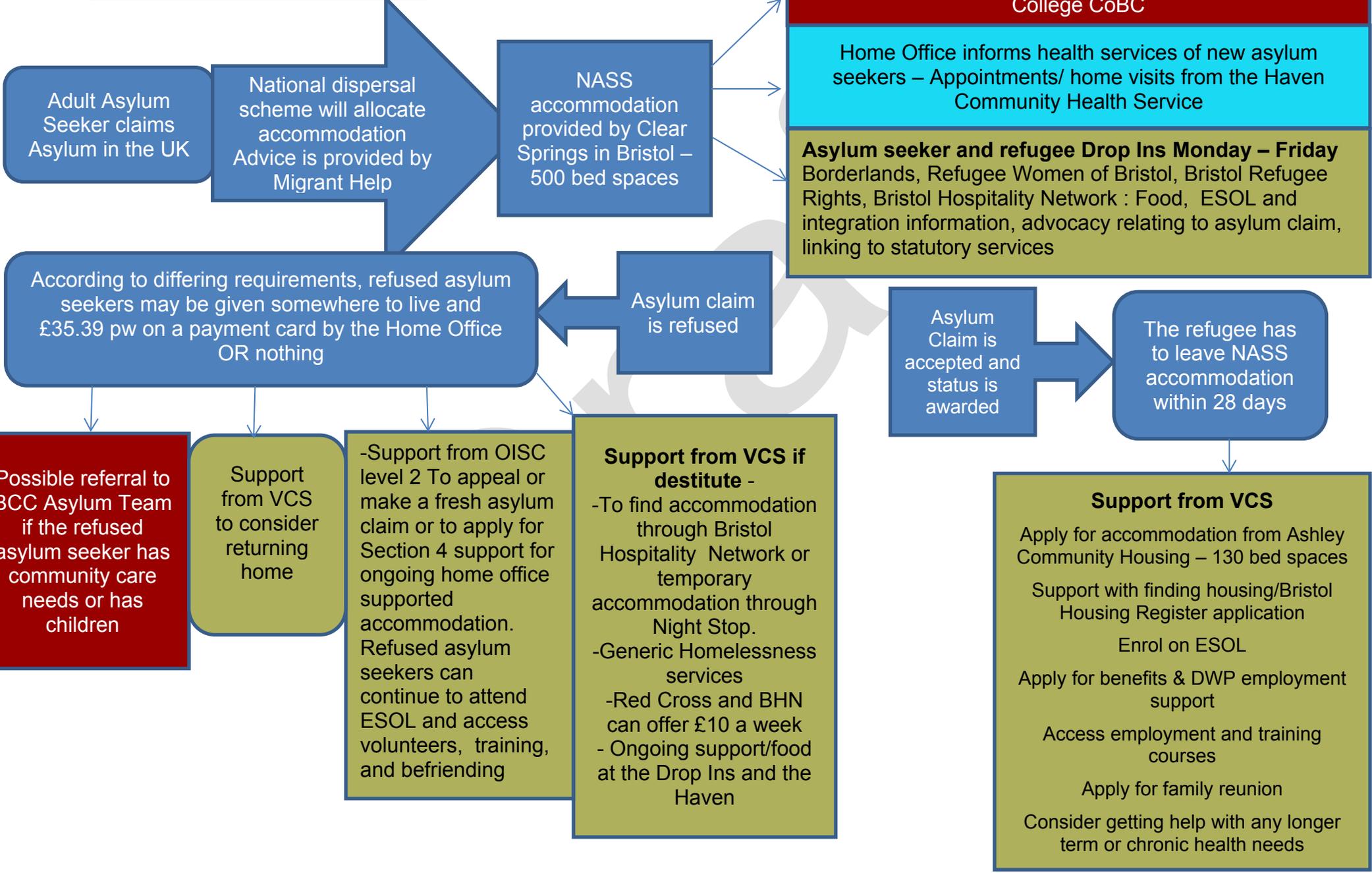
Welcome Committee – Membership includes the Red Cross, B-Friend and Bridges for Communities, local Syrian activists, We Care Too, Severn Vineyard and Brighter Bristol Storehouse, and Westbury On Trym Baptist Church, but has a much wider e-membership who can be called upon for donations. Established to provide wrap around support for Syrian Refugees with strong links into Christian and Muslim communities providing household goods and practical support locally. An additional group has formed to provide wrap around support for UASC

Welcome Wednesdays – Creative Youth Network provide a youth club for unaccompanied asylum seeking children who meet at the Station on Wednesdays at 6pm

Pathways – UNACCOMPANIED ASYLUM SEEKING CHILDREN



Pathways – ADULT ASYLUM SEEKERS



Adult Asylum Seeker claims Asylum in the UK

National dispersal scheme will allocate accommodation Advice is provided by Migrant Help

NASS accommodation provided by Clear Springs in Bristol – 500 bed spaces

Home Office informs LEA of asylum seeking children & Education Welfare support. After six months Asylum Seekers may be able to attend ESOL at City of Bristol College CoBC

Home Office informs health services of new asylum seekers – Appointments/ home visits from the Haven Community Health Service

Asylum seeker and refugee Drop Ins Monday – Friday
 Borderlands, Refugee Women of Bristol, Bristol Refugee Rights, Bristol Hospitality Network : Food, ESOL and integration information, advocacy relating to asylum claim, linking to statutory services

Asylum claim is refused

According to differing requirements, refused asylum seekers may be given somewhere to live and £35.39 pw on a payment card by the Home Office OR nothing

Asylum Claim is accepted and status is awarded

The refugee has to leave NASS accommodation within 28 days

Possible referral to BCC Asylum Team if the refused asylum seeker has community care needs or has children

Support from VCS to consider returning home

-Support from OISC level 2 To appeal or make a fresh asylum claim or to apply for Section 4 support for ongoing home office supported accommodation. Refused asylum seekers can continue to attend ESOL and access volunteers, training, and befriending

Support from VCS if destitute -
 -To find accommodation through Bristol Hospitality Network or temporary accommodation through Night Stop.
 -Generic Homelessness services
 -Red Cross and BHN can offer £10 a week
 - Ongoing support/food at the Drop Ins and the Haven

Support from VCS

Apply for accommodation from Ashley Community Housing – 130 bed spaces
 Support with finding housing/Bristol Housing Register application
 Enrol on ESOL
 Apply for benefits & DWP employment support
 Access employment and training courses
 Apply for family reunion
 Consider getting help with any longer term or chronic health needs