



Swansea Asylum Seekers Support & Unity in Diversity



Signpost Training

Swansea is a city of welcome and there are a great number of existing services available to asylum seekers and refugees. It is our aim to connect the people we support with much needed help in their new communities.

With the aim of improving the capacity of individuals/organisations in supporting Asylum Seekers and Refugees in the Swansea area, Unity in Diversity (Swansea 2015) and Swansea Asylum Seekers Support invite you to complete the following activity. Participants that demonstrate a clear understanding of appropriate referral routes will receive a certificate of acknowledgement in using effective signposting.

Using our Directory of Services, appropriate referral routes will be identified using example case scenarios. As this is designed to improve our collective capacity participants and organisations that contribute extra information on new/existing services will have specific feedback and acknowledgement for improving the directory as contributors.

This training is provided **free of charge and is open to any individual/organisation** with an interest in supporting asylum seekers and refugees. Organisations that have a number of staff participating will receive acknowledgement in the form of an 'Organisation Certificate'. It is very important to note that many of the services in our directory support the general population, not just asylum seekers and refugees.

Digital/Printable certificates will be sent to individuals and organisations who have demonstrated effective signposting for asylum seekers and refugees in the Swansea area.

If you don't already have a copy of our directory you can view/bookmark our [online version](#). Here: www.goo.gl/zCEHOY

Let's Start

Please read the example cases and identify effective referral opportunities. Your contribution in providing updated/new services would be of great help. ****Please note that this is not an essay and only short/concise answers are required.***

Example Case 1:

Mrs S has three children and now has refugee status. She has moved to a council flat and is very confused about paying bills etc. She feels lonely and trapped at home with her very active children. There has been the occasional day when she hasn't been able to eat due to having no money.

Where can we send Mrs S for support?

Example Case 2:

Mr V is a refused asylum seeker and has been 'invisible' to the authorities for at least 8 years in and around various cities in the UK. He has no income and nowhere to live. He relies on hand-outs from strangers for food and money. His situation is more difficult because of alcoholism and his mental and physical health is getting worse. He is at real risk when sleeping on the streets in the winter.

Where could Mr. V get support?

Example Case 3:

Mr. R has been allocated to a house 4 miles from Swansea city centre. He feels very isolated and spends much of his time in his room alone. He is a former lecturer in his home country and is very keen to attend English classes and volunteer in the field of public health. His minimal income is barely enough to cover meals and toiletries so access to opportunities in the city is very limited due to the cost of bus fares. He sits at home, inactive and anxious.

Where could we signpost Mr. R to?

Example Case 4:

Mr. S has just obtained refugee status. He wants to find work and needs help to make a CV. He needs to improve his English to find a job but the local college ESOL courses are full. He needs help understanding an email about a job and also needs to complete an online form but he finds it too difficult to complete.

Where could he find help?

Example Case 5: Family Reunion

A refugee wants to bring his or her family to the UK now that he or she has leave to remain.

- Who might help them with the application?
- Where might they go if they do not have any money to pay for an application?
- Which other organisation might help with air fares, and also help trace missing family members?

Where could they find help?

Example Case 6: Solicitor says they can't help

A. Legal aid

Someone seeking asylum has just been to their solicitor to ask them to deal with their next stage of their case. For example, they want to appeal against a refusal after their Home Office interview, or they have been to court and their case has been rejected by the judge. They don't have any money. Their solicitor says that they can't get legal aid for the case and they have no one to help them with money for solicitor's fees. Where else might they try?

B. Solicitor "No time to go to court with their client"

7 - 10 days before someone is booked to appear for an appeal at the tribunal in Newport, their solicitor says that they won't be able to go to court with them. Who might help?

Where could they find help?

Example Case 7: Destitution

Someone shows you a letter saying that in three weeks' time their support will be cut off and they will be evicted from their NASS Accommodation.

Which organisation might be able to offer a temporary room in someone's house?

Example Case 8: Trauma

Mrs L finds it very difficult to leave her home and is very isolated. She has acute anxiety having experienced very stressful events in her own country.

How can Mrs L be helped?

Thank you very much indeed for your participation. Your input will be reviewed and a certificate will be sent accordingly.

Your details

Name: _____

Email contact: _____

Telephone contact: _____

Signature: _____

Date: _____

If you have any suggested updates on existing services or are aware of services that could be added to our directory please provide details here.

Thank you very much for your participation.

Digital/Printable certificates will be sent to individuals and organisations who have demonstrated effective signposting for asylum seekers and refugees in the Swansea area.

This training is available online → www.sbassg.wordpress.com/signpost-training