



ASYLUM DISPERSAL TOOLKIT

This Toolkit has been developed by the [Wales Strategic Migration Partnership](#) to provide guidance for local authorities (LAs) considering and preparing for participation in asylum dispersal. The role of WSMP is to provide a strategic lead on migration across Wales and to ensure that asylum dispersal, refugee resettlement and wider migration issues are appropriately managed and coordinated.


This toolkit outlines key actions for LAs to take in developing a multi-agency structure and engaging the right partners to assess feasibility of and readiness for participation and consideration of the accessibility and availability of accommodation and key support services. It is designed for LA areas where no structure already exists, and *for guidance only-please adapt to your local circumstances/structures.*

Note agreed key principles for asylum dispersal (appendix)

Actions for LAs	Lead	Contact details	Comments/updates
Leadership			
Identify Lead Elected Member and Chief Exec/Corporate Director – to provide strategic direction and support.			
Appoint Lead Officer/Single Point of Contact – lead role in engaging with key partners and convening multi-agency group to oversee feasibility, development and delivery of local dispersal programme/hotel/contingency site.			
Initial Actions / preparatory work			
Engagement with Home Office and Provider			




<p>Meet with Clearsprings Ready Homes (CRH), Home Office, Migrant Help, third sector and WSMP to discuss initial approach to property procurement.</p>			<p>CRH Landlord Brochure.</p>  <p>READY HOMES BROCHURE.PDF</p> <p>This website gives information to prospective landlords</p> <p>www.readylandlords.co.uk</p>
<p>Discuss property procurement process and agree LA contacts</p>			 <p>CRH Procurement form</p>
<p>Check suitability of appropriate accommodation identified by CRH, including accommodation suitable for those with mobility issues.</p> <p>Keep records of landlords offering properties (if relevant).</p>			
<p>Identify potential tensions / risk factors in particular locations.</p>	<p>LA, CSP, Police</p>		

and advise CRH of preferred procurement options. (areas to avoid). Identify potential community safety issues			
Identify need for community engagement and take appropriate actions	LA		
SERVICES			
Core Services-assess availability of the following services to support service users			
Confirm what services CRH provide, including service user (induction, signposting to GP, welfare checks, etc.)	LA/CRH		CRH to share written summary of services provided and key contacts. AASC - Schedule 2 - Statement of Requirements.pdf (parliament.uk)
Check who access to Migrant Help Helpline and Outreach Support will be facilitated	Juliet Halstead	Juliet.Halstead@migranthehelpuk.org or Samantha.Tidy2@migranthehelpuk.org	AIRE Contract-Schedule 2- SoR - HOC Published.pdf (parliament.uk) Migrant Help (migranthehelpuk.org)
Check access to Welsh Refugee Council Wales Sanctuary Service.	Beth Kidd	beth@wrc.wales	Home - Welsh Refugee Council (wrc.wales)

Legal Advice – refer to Welsh Refugee Council for up to date Legal Aid solicitors in Wales.	Welsh Refugee Council	beth@wrc.wales	<u>Wales Sanctuary Service</u> <u>Welsh Refugee Council</u> <u>(wrc.wales)</u>  Solicitors List - Feb 2022.pdf
SCOPING OF WIDER SERVICE PROVISION			
Education/Language Acquisition			
Check availability of English as an Additional Language (EAL) and SEN support available in local schools.			
Check availability of school places.			
English for Speakers of Other Languages (ESOL): Check local availability/capacity. Consider eligibility and accessibility for asylum seekers – online or in person. Research provision of third sector ESOL provision including online classes e.g., CVS, WRC.			Contact WSMP ESOL coordinator, for support: Erica.williams@wlga.gov.uk
Health and safeguarding			

Make sure LHB and local GPs are aware of arrival of asylum seekers. Make sure there are accessible processes for registration (Note CRH's role to signpost service users to GPs).			
Mental health (CAMHS). Check availability of services – adult and children.			
Research non-statutory mental health services i.e., Boloh Helpline from Barnardo's.			Boloh - the Black and Asian family Helpline Helplines (barnardos.org.uk)
Schools-based counselling. Check availability/ accessibility of service and advise of new arrivals.			
Trafficking and Modern Day Slavery referrals to BAWSO PREVENT (Radicalisation and Extremism) referrals to local Police.			New Services - BAWSO Making a referral to Prevent - GOV.UK (www.gov.uk)
VAWDASW – ensure statutory and third sector partners are prepped for new arrivals and that referral pathways are clear.			BAWSO New Services - BAWSO
Share details of CRH safeguarding policies and			Asylum support contracts safeguarding framework - GOV.UK (www.gov.uk)

procedures that need to be followed.			CRH-AASC-Safeguarding-Framework-v-4-002.pdf
Local Services/Community Support			
Faith communities/Mosques			
Refugee Support Organisations			
Befriending/Orientation Service			
Friends and Neighbours Group			
Parent and Toddler/play groups			
Drop in centre(s)			
Volunteer Bureau			Permission to work and volunteering for asylum seekers (accessible) - GOV.UK (www.gov.uk)
Specialist support			
Review and note availability (locally, regionally, nationally, UK) of specialist support services (see below).			
Multi-Agency Working			
Establish Multi Agency Group To include: Local authority housing, environmental health and education, social services (adults and children)/	LA		Share key contact details all partners Share Wales Dispersal Plan and familiarise with Key Principles (see Appendix 1+2)

<p>Safeguarding Lead, health, Police, third sector, Home Office, CRH, WSMP, Community Cohesion Regional Lead.</p> <p>Set clear Terms of Reference.</p> <p>Ensure processes for maintain security/confidentiality of service uses/properties</p>			<p>Wales Regional Plan</p>  <p>Full Dispersal Agreed Regional Plans Briefin</p> <p>Dispersal Principles</p>  <p>Original Strategic Principles</p> <p>WSMP FAQ (Appendix 3)</p>  <p>WSMP FAQ 2023</p>
<p>Initial meeting(s) Share key documents with partners, including AASC and Aire Statement of Requirements) which set out the services to be provided by Home Office contractors, CRH and Migrant Help.</p>	LA		<p>Statement of Requirements for AASC and AIRE Services</p>
<p>Assess training needs</p>			

Undertake training needs analysis. Consider following training options.			
Asylum process – what happens when people are granted/refused.	Bridgid Corr	bridgid.corr@wlga.gov.uk	WSMP
Awareness raising – refugees and asylum seekers.	Sarah Allen Faruk Ogut	sarah@dpia.org.uk faruk@dpia.org.uk	<u>DPIA - Supporting Refugees and Asylum Seekers in Wales since 2001</u>
PHW: Trauma-informed approaches.	Joanne Hopkins	Joanne.Hopkins2@wales.nhs.uk	https://aceawarewales.com/
Trauma informed approaches (third sector).	Phil Arnold	PArnold@redcross.org.uk	<u>About us the British Red Cross and its support worldwide</u>
Capacity building and resource development – mental health support for people exposed to traumatic events.	Thomas Hoare Clare Crole-Rees	thomas.hoare@wales.nhs.uk Clare.crole-rees3@wales.nhs.uk	https://traumaticstress.nhs.wales/
Local Authority Dispersal Areas. Best practice/approaches		sian.sanders@cardiff.gov.uk ; emmy.chater@newport.gov.uk helen.clancy@swansea.gov.uk rachael.morris@wrexham.gov.uk	WSMP Asylum Lead can facilitate introductions/meetings
Communications			
Develop communications strategy, to include: Lines of communication between all stakeholders, and particularly between the local authority and CRH. Key contacts (for all partners) including escalation routes for			

safeguarding and other urgent issues. Agreed lines from Home Office. FAQs			
Share Playbook of all key contacts, including: CRH Migrant Help Home Office Service Delivery Manager WSMP Asylum Lead LA lead officer Safeguarding Lead Police Home Office Press Office			
APPENDIX			
Specialist Services			
Traumatic Stress Wales / TSW		Thomas Hoare, Clinical Psychologist Thomas.hoare@wales.nhs.uk	TSW is a quality improvement initiative working across Wales and across sectors and aiming to improve access to high quality mental health interventions for people affected by traumatic events. There is a specific TSW Workstream for refugees and asylum seekers.

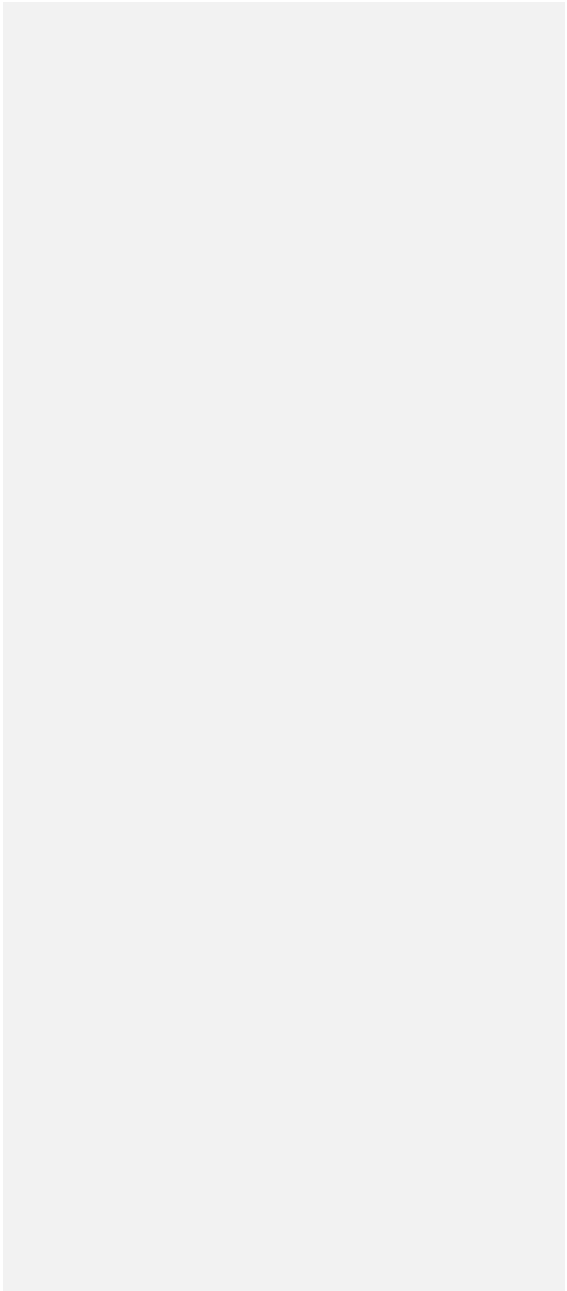
Commented [AH1]: insert

Adverse Childhood Experiences (ACEs)/ ACE Support Hub		Joanne.Hopkins2@wales.nhs.uk	Ace Aware Wales. The ACE Support Hub is a voluntary collaboration of organisations called Cymru Well Wales, to provide support in making changes that make Wales a leader in tackling and preventing ACEs.
British Red Cross			http://www.redcross.org.uk/Where-we-work/In-the-UK/Wales/Wales
Displaced People in Action (DPIA)			DPIA provides specialist services to refugees and people seeking asylum across Wales to assist in successful integration into the community https://www.dpia.org.uk/About.html
Welsh Refugee Council		Wales Sanctuary Service	http://welshrefugeecouncil.org.uk/
BAWSO			http://www.bawso.org.uk/ Trafficking, domestic abuse, sexual violence.
Barnardos			http://www.barnardos.org.uk
Helen Bamber Foundation			WE ARE THE HELEN BAMBER FOUNDATION, A HUMAN RIGHTS CHARITY. Helen Bamber Specialist in torture/trauma/trafficking support. *London only

Freedom from Torture (FFT)			Specialist in torture/trauma. *London, Scotland, West Midlands, North East, North West only www.freedomfromtorture.org
Migrant Help			www.migranthehelpuk.org/
Oasis			http://oasiscardiff.org
Housing Justice Cymru			Hosting – Housing Justice
Multi-lingual Helpline Wales (EYST)			https://multilingualhelpline.wales/
Tros Gynnal Plant (TGP Cymru)			https://www.tgpcymru.org.uk/wat-we-do/refugee-and-asylum-programme-rap/
Asylum Justice			Asylum Justice https://www.asylumjustice.org.uk
Glitter Cymru		LGBTQ+	glittercymru.org.uk
City of Sanctuary		Local Groups across Wales	City of Sanctuary - City of Sanctuary UK
KEY CONTACTS			
WSMP	Anne Hubbard	Anne.hubbard@wlga.gov.uk (Manager) Bridgid.Corr@wlga.gov.uk (Asylum) Erica.williams@wlga.gov.uk (ESOL) Sabina.hussain@wlga.gov.uk (Unaccompanied Asylum-Seeking Children) Emma.Maher@wlga.gov.uk (Resettlement, Asylum)	

		Adrian.Marszalek@wlga.gov.uk (Ukraine) Zephyr.Li@wlga.gov.uk (Hong Kong)	
Clearsprings Ready Homes (CRH)	Steve Lakey	stevenlakey@ready-homes.com (Managing Director) susanlane@ready-homes.com (Regional Operations Manager) Steph Miller (Safeguarding lead) Stephenmiller@ready-homes.com	
Home Office	Chris Hennigan	Chris.Hennigan2@homeoffice.gov.uk AASC Service Delivery Lead	
	Chris Frank Stott	ChristopherFrank.Stott1@homeoffice.gov.uk Service Delivery Lead	
	Graham Loughlin	Graham.Loughlin2@homeoffice.gov.uk Contract Support Manager	
Migrant Help	Juliet Halstead	Juliet.Halstead@migranhelpuk.org Deputy Director of Asylum Services	
	Mickell Lindsay Finnikin	Mickell.Lindsay-Finnikin@migranhelpuk.org Community Liaison Co-Ordinator	
Welsh Refugee Council	Andrea Cleaver	andrea@wrc.wales	

		Chief Executive	
--	--	-----------------	--



APPENDIX

1. Wales Regional Plan



Full Dispersal Agreed
Regional Plans Briefin

2. Original Strategic Principles



Original Strategic
Principles

3. WSMP FAQ's



WSMP FAQ 2023

