

Refugee and Asylum Support Services, Covid-19 Updates:

| Organisation | Update | Notes | Contact |
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| Newcastle City Council: LAASLO service | No home visits or face to face appointments | Will continue to support service users over the telephone. | asylum@newcastle.gov.uk |
| YHN Move on Team | No home visits or face to face appointments | <p>Current arrangement for our customers (for those people who have received a positive decision from the Home Office and have been served an NTQ) are:</p> <ul style="list-style-type: none"> • Any new referral we get where we don't have a contact telephone number, we will make a visit to that address and post a calling card asking them to call us. We will include our mobile number on those cards as well as our office phone and email address • No face to face appointments will take place, all our appointments will be telephone based. If we need documents | refugeemoveonteam@newcastle.gov.uk |

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| | | <p>from customers, we will ask them to send it to us as a photo via email.</p> <ul style="list-style-type: none"> • No home visits are being made • As a team, we are prioritising cases to help customers having some money, having food, having a roof over their head, having the gas and electric on and safeguarding. | |
| Action Foundation | Staff working remotely, drop-ins and classes suspended | <ul style="list-style-type: none"> • Language classes and drop-ins cancelled until further notice • Action Foundation staff working remotely and will be available via phone and email • Currently exploring new ways to support beneficiaries will be back in touch as soon as our plan comes together. | <p>Action Language phone: 07518 460 198 text: 07520 619 511 info@actionlanguage.org.uk</p> <p>InterAction Drop-in phone: 07518460198 text: 07520 619 511 interaction@actionfoundation.org.uk</p> <p>The Housing Team phone: 07444 079 678 text/Whatsapp: 07444 079 678 housingstaff@actionfoundation.org.uk</p> <p>Action Foundation Newcastle 0191 231 3113 (messages only) info@actionfoundation.org.uk</p> |

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| <p>WERS</p> | <p>Services have been altered</p> | <ul style="list-style-type: none"> • WERS are continuing to give hardship payments to clients in 4 week cycles (rather than weekly and fortnightly). This will be distributed at the front door of the building between 10am and 12noon Monday, Tuesday, Thursday and Friday and between 11am and 12noon on Wednesday. • The Clothing Store is closed. Clients who are in receipt of hardship payments, and others in urgent need can let a member of staff know what essential items are needed. • Clients are advised to access advice and support over the telephone. This will be available during usual office opening hours. • All SkillsMatch sessions are suspended until further notice. • The surgeries held at WERS offices will be suspended until further notice. If you require access to these services please speak to a member of WERS staff who will support you to access them in another way. | <p>Clients can contact WERS on our office number 0191 273 7482 or using Whatsapp on 0782 622 1719 and 0782 611 7308.</p> <p>Clients can also text the mobile numbers above if they need someone to call them back. We will get back to enquiries as soon as possible within the office hours.</p> |
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| <p>British Red Cross</p> | <p>Offices closed to the public. Referrals to be made via mobiles/text/email</p> <p>Skeleton staff in offices. Some staff working remotely.</p> <p>Family reunion travel assistance has been suspended until further notice.</p> | <p>Newcastle office 07713 385268</p> <p>People will still receive emergency cash support, but Red Cross will start using a payment card system to reduce contact with SU's. Cards will be topped up remotely</p> <p>Casework: Priority will be given to those who are destitute and /or those where there is a safeguarding concern</p> | <p>Operations Manager Hilary 07739 862882 Service manager Paul 07713 385268</p> <p>General Email RSRFLRSNorthEast@redcross.org.uk</p> |
| <p>NERS</p> | <p>Support delivered remotely</p> | <ul style="list-style-type: none"> • Face-to-face advice has been suspended – this will be reviewed weekly. Clients can contact us by telephone. | <p>Newcastle Office: 0191 245 7301</p> |
| <p>Brar & Co Solicitors</p> | <p>Limited to urgent meetings only</p> | <ul style="list-style-type: none"> • Looking to set up telephone, WhatsApp, facetime conferencing • Visitors to offices are being asked to sanitize upon arrival, try not to attend the office without an appointment, and to send any documentation or letters via email | <p>Kirstie Lagan: 0191 2766880</p> |

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| North East Law Centre | Suspended until further notice | Staff are now working remotely but remain contactable. | Clare Hurst: 0191 2304777 |
| | Suspended until further notice | | |
| Northumbria Police | Working remotely | Have stopped attending community drop-ins, working from home and contacting victims of hate crime on the phone. | Vadim Murasko 6847 Community Engagement Officer, Central Ext: 75525 T: 0191 4375525 M: 07736464198 |
| NEST | All sessions cancelled. Offering live streaming sessions on YouTube | <ul style="list-style-type: none"> -Monday 5.30pm reading -Tuesday 5.30pm create -Wednesday 5.30pm conversation -Thursday 1.30pm outreach -Friday 1.30pm outreach -Saturday 11am English basics -Saturday 12pm English comprehension -Saturday 1pm kids stories -Sunday 11am English basics -Sunday 12pm English comprehension -Sunday 1pm kids stories <p>Live feed links will be scheduled and posted via the NEST Facebook page, updates will be provided there</p> | Emails will still be responded to and referrals will be made online, contact nest.union@ncl.ac.uk |

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| Rainbow Home | Groups and social activities suspended until further notice, support will be delivered remotely | <ul style="list-style-type: none"> • Groups and social activities: suspended until further notice • Face to face appointments: support will be delivered via phone calls, texts and emails. referrals and self-referrals can still be made and we will arrange a telephone appointment • Staff are now working remotely but remain contactable • | Alessandra Mondin: 07775 861 450 alex.rainbowhome@gmail.com |
| Regional Refugee Forum North East | Staff working from home, continuing to provide telephone and online support to members and participants to develop their community projects | | <p>Tyne, Wear & Northumberland: Nasrin Ahmadi 07407804539 Nasrin.ahmadi@refugeevoices.org.uk</p> <p>Tees Valley: Herbert Dirahu 07918765658 Herbert.dirahu@refugeevoices.org.uk</p> |
| Samosa Sisters | Providing emergency cooked meals for people who are homeless; weekly sessions in Newcastle suspended | Our 8 volunteers have decided to come together and provide cooked/ready meals for homeless people free of charge in Newcastle and Gateshead. | Contact samosasisters@gmail.com 07471099100 |

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| Diocese of Hexham and Newcastle Refugee Project at Summerhill Grove | Drop in suspended until further notice | Currently exploring ways of trying to continue to support destitute clients | |
| Newcastle Libraries | Libraries closed and visa service suspended | Newcastle Libraries are currently closed to the public until further notice. Visa Service suspended. | |
| Newcastle United | Suspended until further notice | Street Football sessions suspended until further notice | |

Please see below details of a Facebook page created by people seeking asylum in Newcastle to share information about what help and support is available in the city. Organisations and individuals can join to send out and receive updates and information via this: <https://m.facebook.com/Covid19-Help-and-Support-Group-For-Asylum-Seekers-in-North-EastUK-101157038197458/>