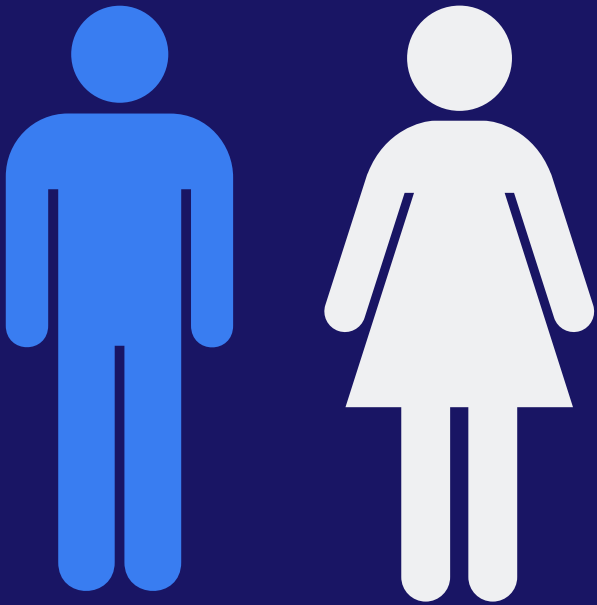




Portsmouth  
City of Sanctuary

# Refugee Hub Casework Statistics and Impact: Oct 2021 – Dec 2023

# Refugee Hub

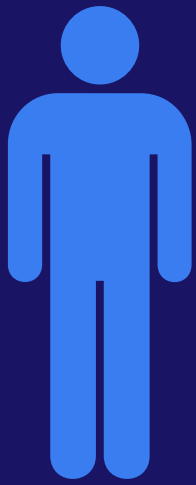


The Refugee Hub launched at St Luke's Church Greetham Street on the 19th October 2021. The number of clients requiring casework in the Hub averaged 35 clients in 2021, increasing to 45 in 2022 and 50 in 2023.



An average of 3 casework actions per client in 2022 increased to 5 in 2023.

# Client Journey



- Needs Assessments are conducted for all clients, helping us to identify leading countries of origin and languages, incl. bespoke trafficking, safe-guarding, mental health and other issues.
- Once registered with us, clients are able to join any of our community projects.

A warm welcome,  
client Needs  
Assessment and  
access to  
Portsmouth City of  
Sanctuary's ...



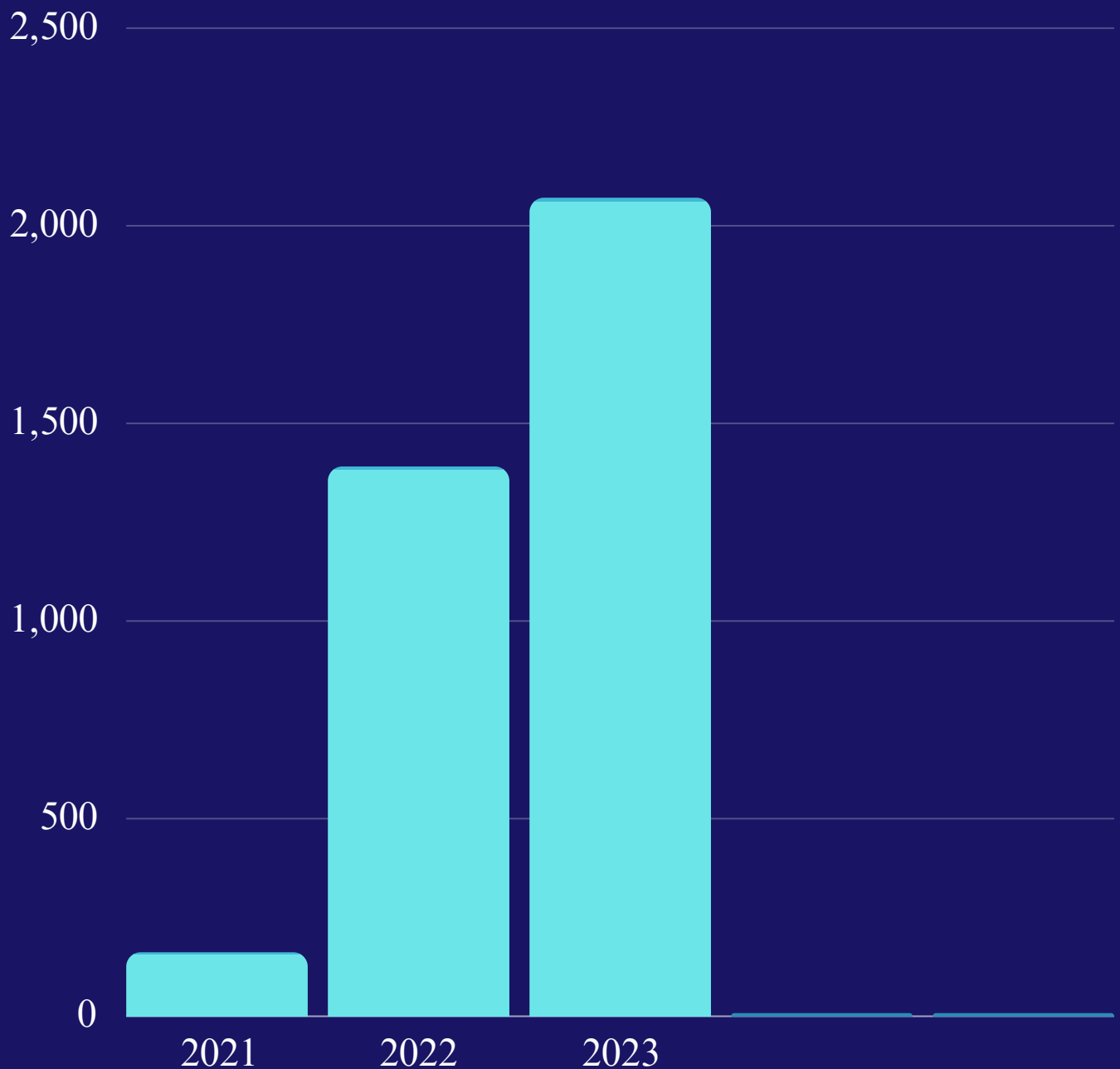
English  
classes

Sports &  
dance  
activities

Referral-only  
Women's  
Group

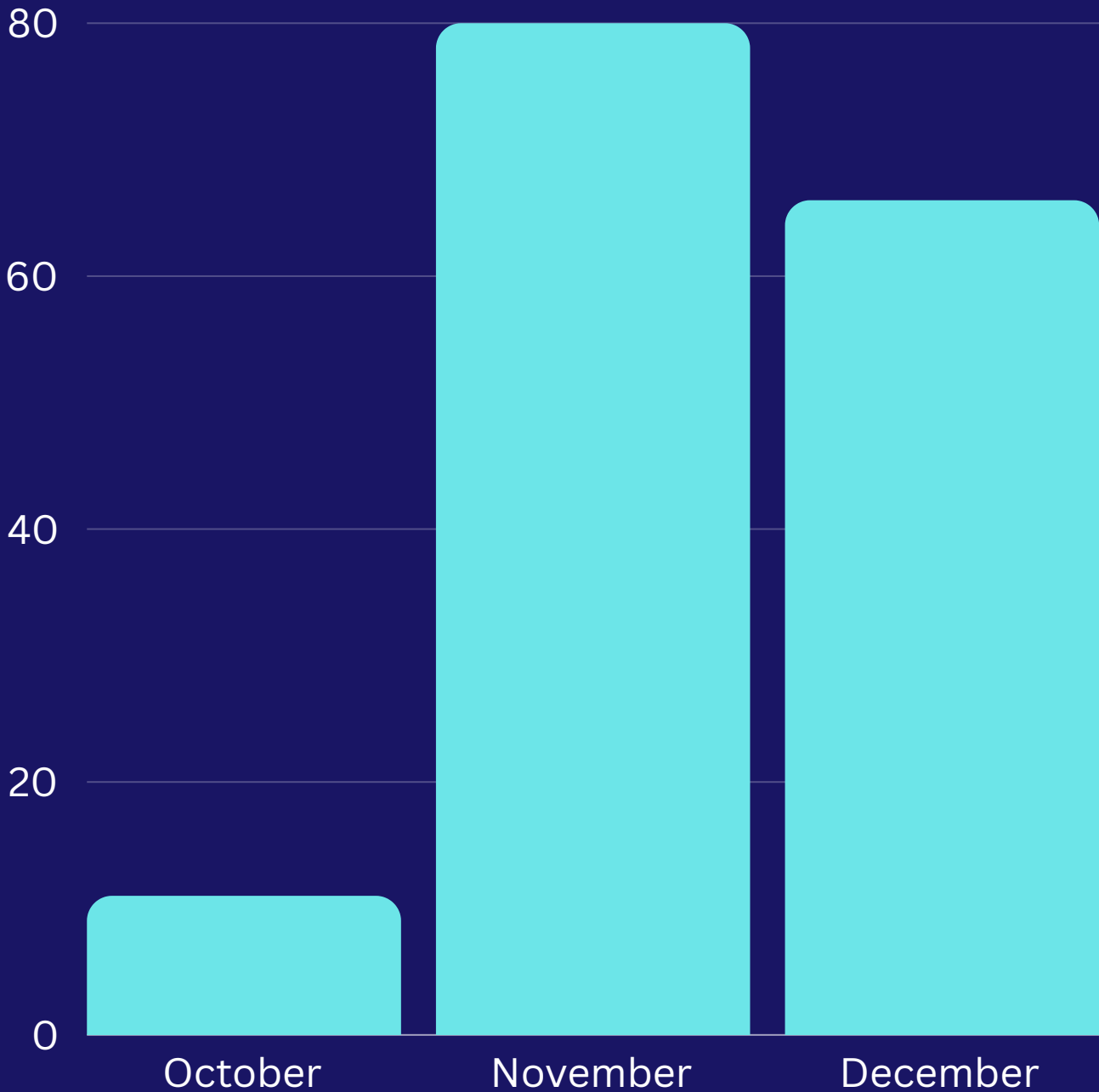
Community  
projects -  
Kitchen of  
Hope/Action  
Asylum

# Yearly Summary



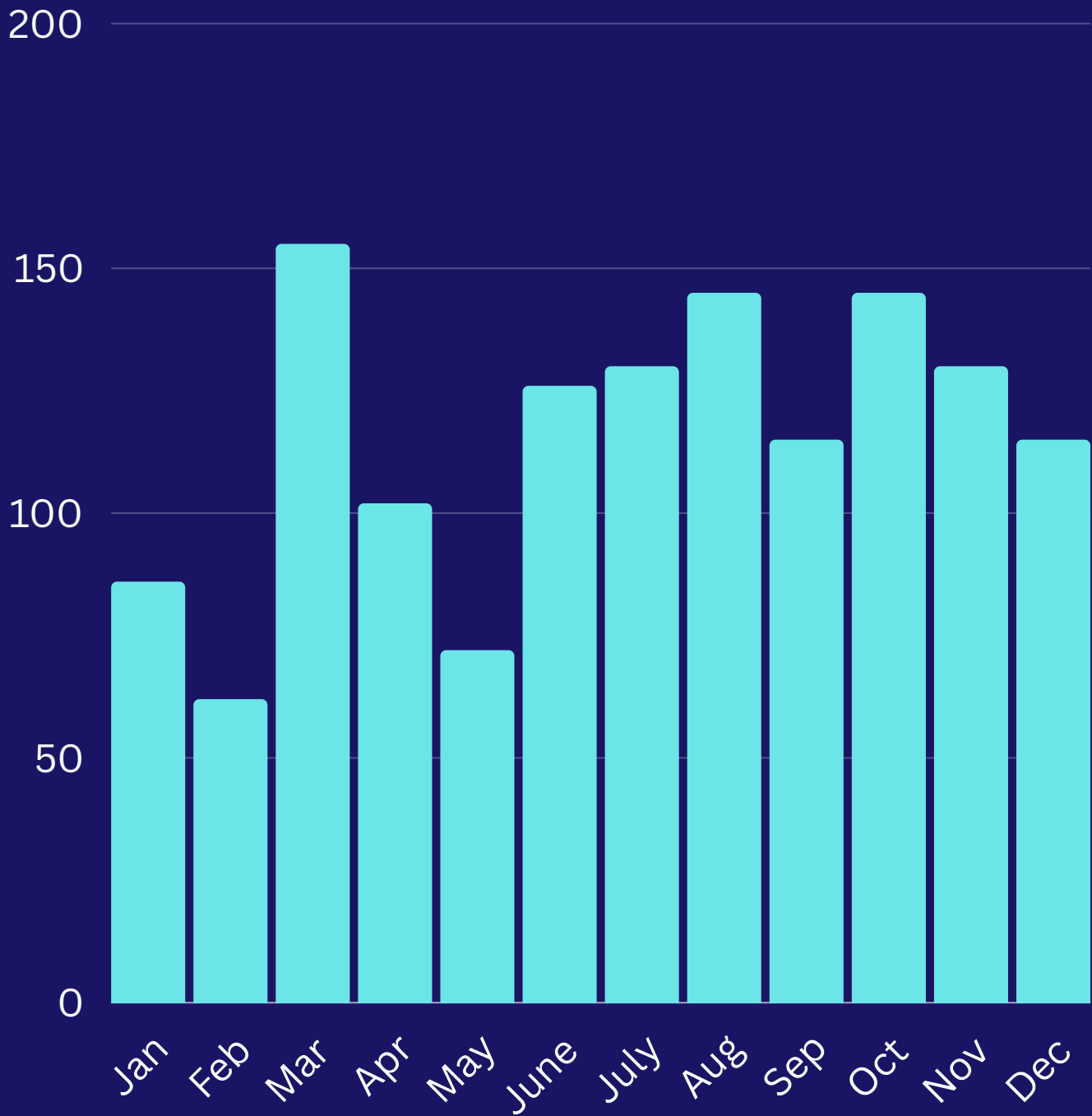
These Hub casework numbers exclude casework provided at the Royal Beach Hotel, office appointments, Belham Apartments, and ALL dependents. In 2022 we supported over 1500 clients with casework, experiencing an increase in complexity over time.

# 2021



We saw very quickly at the new Hub that the need for orientation casework and accurate signposting was increasingly needed within Portsmouth's migrant community.

# 2022



The total client numbers per month peaked at well over 100, partly because of a rise in asylum seeker dispersals to Portsmouth.

# 2022 Summary

As well as overall disersals increasing, Client numbers accessing the Hub rose steadily because:

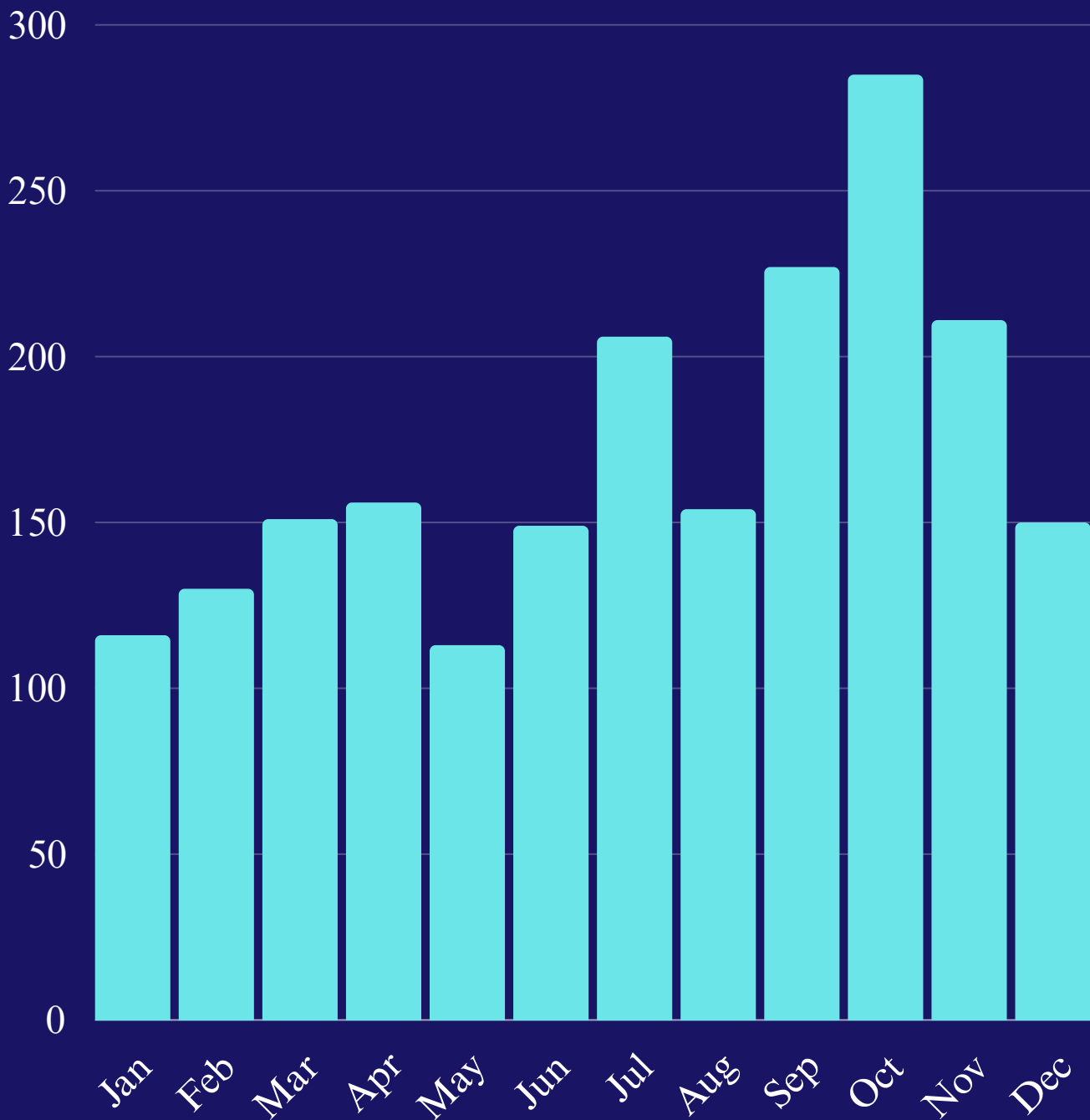
- Engagement with housing managers saw Hub leaflets placed in 150+ Portsmouth properties.
- We received better informed referrals from local housing, social care, GP, food bank and other service providers.

The highest recorded casework monthly total was 155 in March, following a real push to extend our reach in the community.

Complex (multi-layered) casework accounted for at least 40% of enquiries. Ongoing trends included:

- Access to legal aid solicitor/s.
- ARC Cards not being received.
- Growing evidence of destitution, homelessness and hardship amongst Portsmouth's migrant communities.

# 2023



Total casework client numbers continued to increase significantly, averaging significantly more at 171 monthly.



# 2023 Summary

As well as the overall demand for casework support increasing in 2023, we saw many more undocumented migrants with “No Recourse to Public Funds” (NRPF) accessing our service. Increased complexity also resulted in additional actions per client. October recorded the highest number with 285 caseworked clients within the Hub alone, largely because of accelerated Home Office decisions and policy changes exacerbating homelessness.

We recruited and trained more casework and other Hub volunteers to help address the rising demand sustainably, with compassion.

The recent Illegal Migration Act directly impacted casework because of the added demand, indignity and stress embedded in the asylum process.

# 2023 Summary

Continuous trends included:

- Limited legal aid access.
- Referral requests to local MP's regarding asylum delays or Home Office administrative errors.
- Numerous right to work requests under the amended Home Office Shortage Occupation List.
- Many NRPF related safeguarding, vulnerability, accommodation and destitution challenges, including migrants with student visas.
- More destitution, homelessness, food poverty, domestic violence, and deteriorating mental health being caseworked.

We caseworked over 2000 clients in 2023, excluding community casework delivered at the Royal Beach Hotel, office appointments, and our 'pop up hub' at King's Church. The number of Hub casework actions completed was 10,000 (5 per client).

# Things we did very well!



- Safeguarding was paramount throughout, with robust multi-agency responses to incidents.
- Working with other agencies in the city across a broad range of activities (we have 250 supporters sharing our humanitarian values).
- GDPR compliance with no reported breaches or incidents.
- Remaining up to date with asylum trends/ challenges, policy and numerous changes introduced by the Home Office.
- A rise in referrals from a growing number of local statutory and non-statutory agencies has indicated that our service is well known and increasingly respected by professionals. But we have not been complacent.
- Immediate engagement with new clients into the Royal Beach Hotel and elsewhere.

# Areas where we can improve!



- Client Needs Assessments to be regularly reviewed to encourage client independence as quickly as possible.
- Holistic provision of emergency accommodation for especially at-risk groups, i.e NRPF women.
- To recruit and train more volunteer and paid caseworkers (incl. Hub triage).
- To mature pathways for clients to better informed GPs, and improved mental health, integration, and work opportunities
- Upgrade our client database to also include the capture of ALL dependents and non Hub clients.
- Expanding our outreach capability.
- Providing ongoing training for caseworkers and partner agencies, scalable and available online.

# Thanks to our many Refugee Hub partners



aspex  
portsmouth



Portsmouth  
CITY COUNCIL



The  
Parenting  
NETWORK