

**Asylum Seeker Specialist
Community Link Worker
Workshop**



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The Workshop will discuss:

- Background to ASCLW role in Glasgow HSCP
- Overview of ASCLW role
- Quiz – Did You Know.....?
- Case Study: Walk in the shoes of an Asylum Seeker
- Q&A



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Background to ASCLW role in Glasgow HSCP



Glasgow has a higher number of asylum seekers, and the CLW model is a good way to link people to supports as they settle in to a new city and community, to help access health services, social and practical supports.

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Background to ASCLW role in Glasgow HSCP



People in this population are recognised as being more likely to be vulnerable and isolated.

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Overview of ASCLW role in Glasgow Community Links Service

- Citywide
- Reduce barriers
- Access to health services
- Vulnerable groups
- Person-centred service
- Responsive to complex multiple issues
- Asylum Seekers/Refugees Families
- Identify barriers to health and wellbeing



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Overview of ASCLW role in Glasgow Community Links Service

- Local support services
- Community based initiatives & appropriate activities
- Dedicated support with practical issues
- Share Learning
- GP practice teams, CLWs/CLPs
- To help inform their work and support offered



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Quiz – Did you know.....

68% of all people seeking asylum wait longer than six Months for decision

An Asylum Seeker receives £10 a day from Home Office

Asylum Seekers living in Home Office accommodation do not pay utility bills

TRUE

FALSE

TRUE



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Quiz – Did you know.....

A Pregnant Asylum Seeker can claim an extra of £3 a week

TRUE



Asylum Seekers can choose the area in which they stay in

FALSE

Asylum Seekers are entitled to get access to free bus passes

FALSE

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Quiz – Did you know.....

Refugees and Asylum Seekers are allowed to take paid work in UK

FALSE



Asylum Seekers are very resilient and have good mental health and wellbeing

FALSE

Asylum Seekers are allowed to access University courses if their English is good

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Quiz – Did you know.....

Asylum Seekers are not allowed to do voluntary work

FALSE



Dietary requirements of Asylum Seekers staying in Hotels are always met

FALSE

Asylum seekers can access NHS Primary and Secondary care free of charge

TRUE

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Quiz – Did you know.....

Asylum Seekers can be moved anywhere in UK

TRUE



An Asylum Seeker is allowed to open a bank account

FALSE

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Case Study – Walk in the shoes of an Asylum Seeker

'Nobody cares'

'I miss my family'

'Where do I go?'

'I live in fear'

'No-one Listens'

'I'm hungry'

'I'm so alone'

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As ASCLW this is how we helped:

Client G's first appointment was face to face in one of our partnership offices.

G did not attend.

Follow up telephone call identified G needed help with:



- English
- Bus Pass
- MIFI
- Gym Pass
- Suicide Ideations
- Aspen Card Locked
- Access to Food

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As ASCLW this is how we helped.

- Telephone consultation (Arabic)
- MiFi delivered to G's home
- Provided 6 week free gym pass
- Discussed triggers and protective factors
- Provided with crisis numbers
- Potential counselling referral



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As ASCLW this is how we helped.

- Aspen Card unblocked
- E-voucher was issued and sent
- 3 main telephone calls support with interpreter
- Text messages with translation
- Home visit



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As ASCLW this is how our Partners helped.

- MEARS (Office & Welfare Team)
Migrant Help
- Glasgow Life
- Glasgow North West Voluntary
Sector Network
- Food Bank
- Colleague (Home visit)



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Case Study: Walked in the shoes of an Asylum Seeker

'I feel included'

'I'm now digitally connected,
I can speak with family back
home'

'I now know people do care'

'I feel positive about the
future'

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'I have hope'

'My mental health and
wellbeing is getting better'

'It is the first time I feel I
have been helped with
genuine empathy'

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Q&A



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