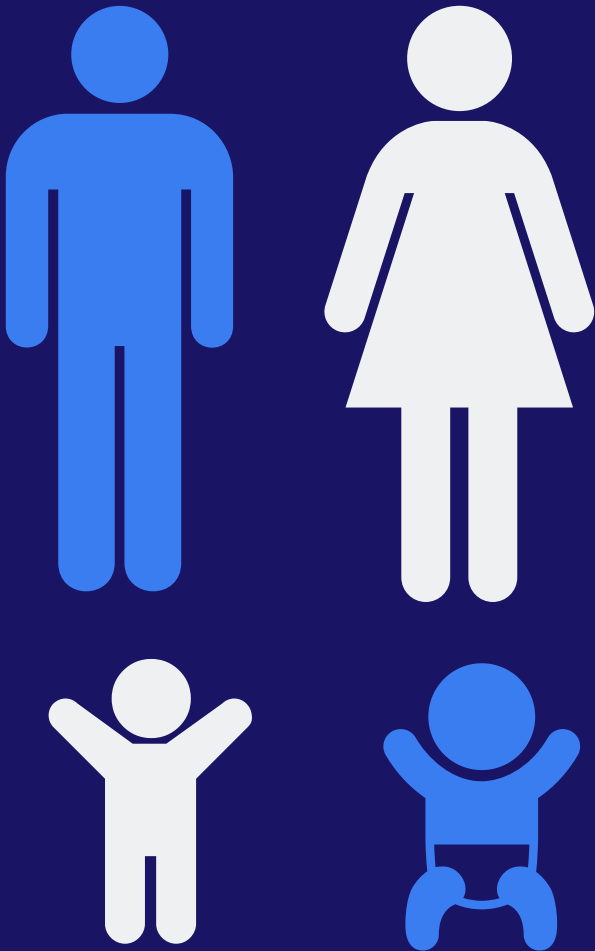




Portsmouth
City of Sanctuary

Refugee Hub Casework Statistics 2024

Refugee Hub



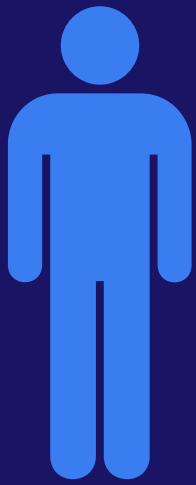
The Refugee Hub has seen a slight increase of clients year on year. The number of clients requiring casework in the Hub averaged 35 clients in 2021, increasing to 45 in 2022 ; 50 in 2023 and 55 in 2024.

An average of 5 casework actions per client in 2023 increased to 7 in 2024.

Some casework has become more complex with an increase in supporting more families and children.



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 ...



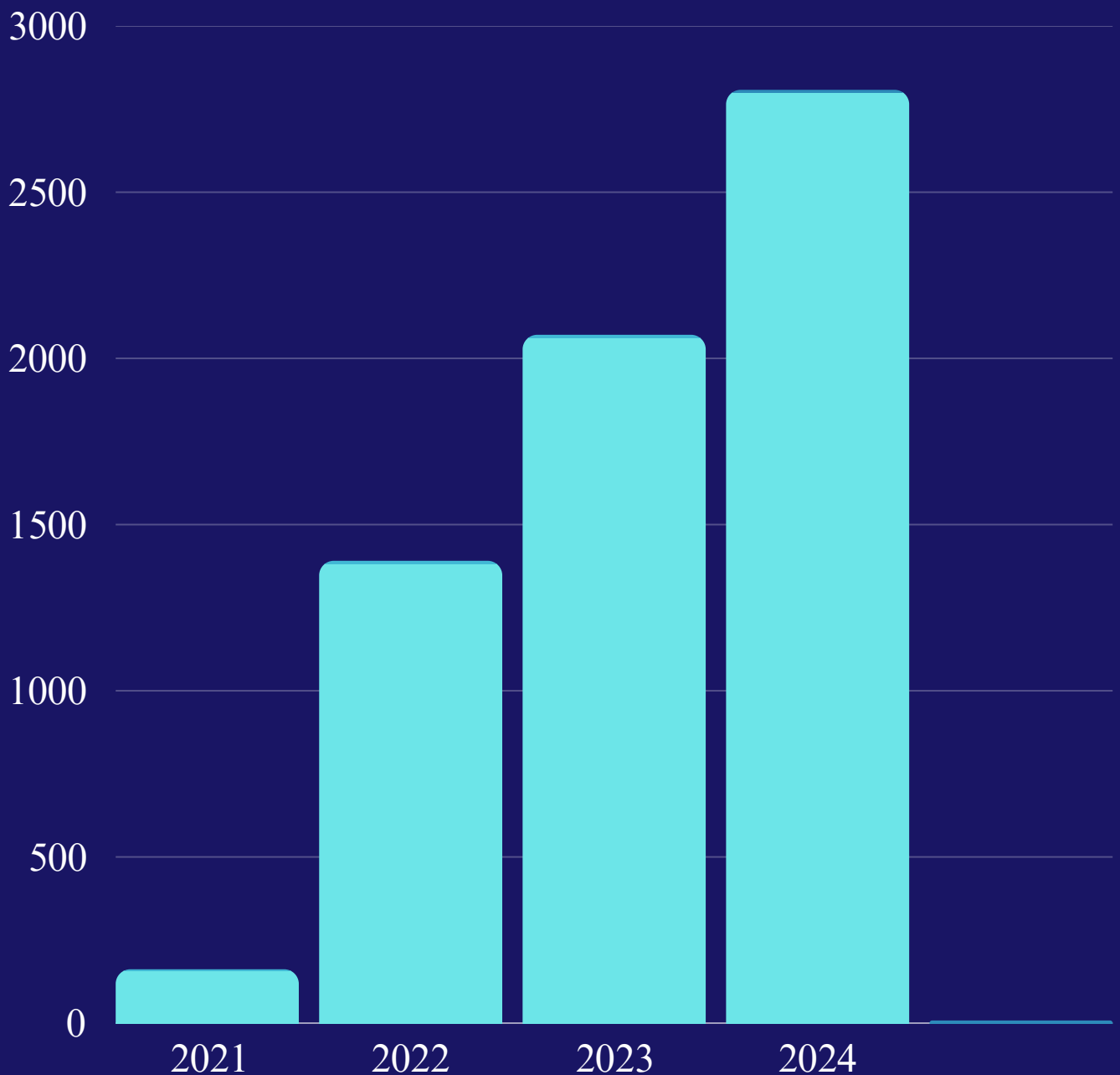
English
classes

Other
community
voluntary
opportunities

Referral-only
Women's
Group

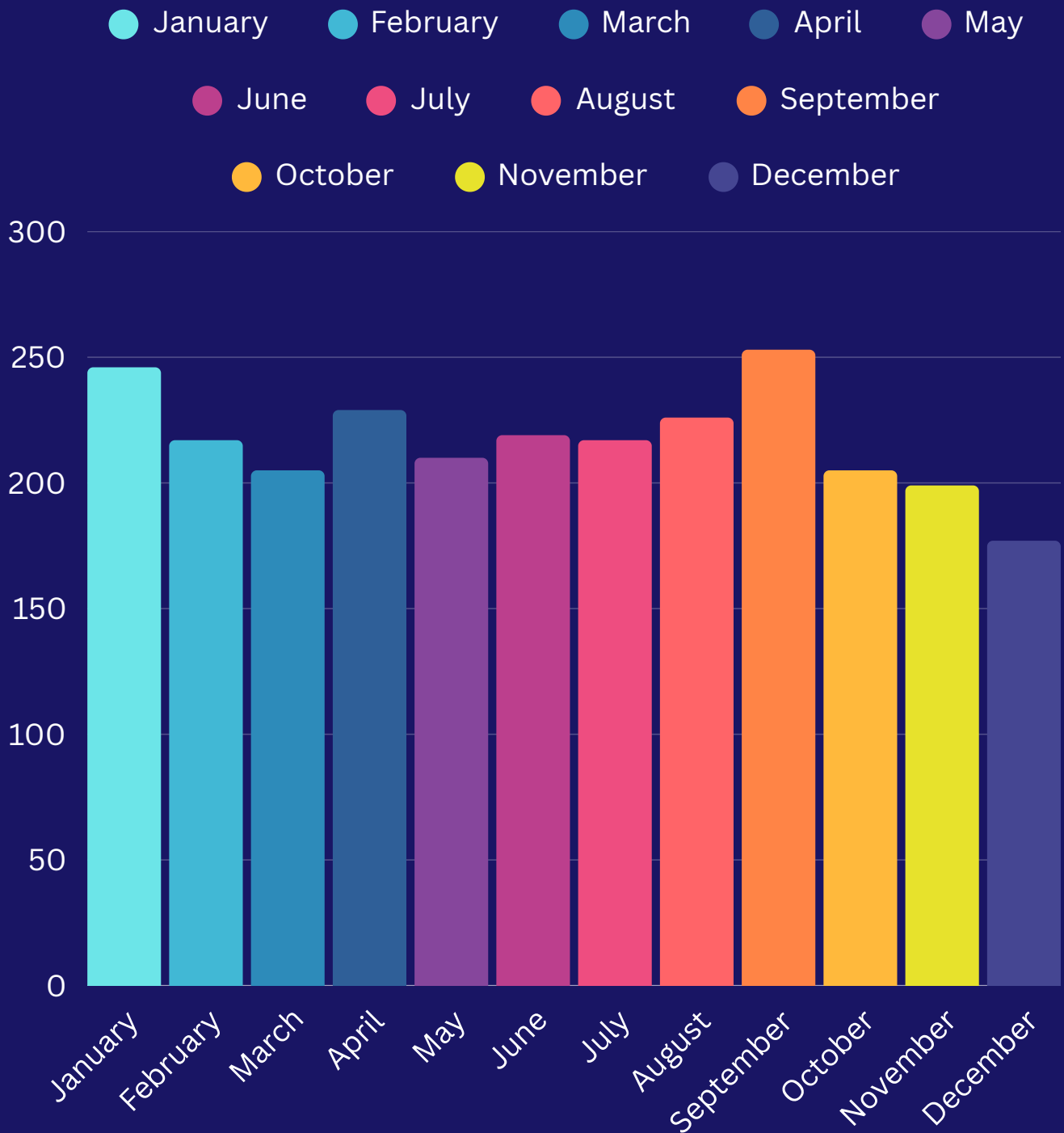
Community
projects -
Kitchen of
Hope/Action
Asylum

Yearly Summary



These Hub casework numbers include casework provided at the Royal Beach Hotel, office appointments. We have had an increase of destitute clients who are on care worker visas and unable to work, impacting families with children.

2024



Casework numbers include office appointments and Royal Beach clients for 2024.

2024 Summary

As well as the overall demand for casework support increasing in 2024, we saw a high number of migrants on care worker visas facing destitution or a dependant fleeing domestic violence.

80% of our casework supported asylum seekers in the asylum process.

We supported more pregnant women in 2024, with is receiving referrals from midwives and health visitors to do needs assessments.

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

Top 5 casework issues in 2024:

1. Access to legal advice or a solicitor.
2. Requests to be moved out of the Royal Beach to community accommodation.
3. Destitution related requests, increase in food and baby bank provision.
4. Asylum Support issues, pertaining to delays in receiving support and cessation of support.
5. Access to GP and mental health services.

2024 Summary

Continuous trends included:

- Limited legal aid access.
- Referral requests to local MP's regarding asylum delays or Home Office administrative errors.
- Expiry of Biometric permits and the transition to E-visa's
- 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 just under 3000 clients in 2024, including community casework delivered at the Royal Beach Hotel, office appointments. The number of Hub casework actions completed in total was 14 000 (7 per client).

Case Study



Tamu is an asylum seeker from the Congo. He lived in a UNHCR Camp in Uganda before making his way to Portsmouth to study at the University of Portsmouth. Unfortunately his family were kidnapped and killed in the Congo and Tamu had to claim asylum =, unable to pay his fees and meet his daily needs. With the help of our caseworker team we were able to signpost Tamu to legal advice. Once satisfied with the advice we supported Tamu to claim asylum in Croydon and apply for asylum support with the Home Office. Tamu also received mental health support and is now living in a another city supported by the home office as he awaits his asylum claim to be processed.

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.

Thanks to our many Refugee Hub partners



aspex
portsmouth



Portsmouth
CITY COUNCIL



The
Parenting
NETWORK