

# Asylum Link Merseyside

## A short guide to our Services 2017

1. Why we are here - We offer a safe place for asylum seekers to meet and learn about their new home.

2. How to use our services - Most services are run as a 'drop in' ie you arrive and wait for a space, whether that is for a caseworker, the clothes store, the bikes etc Some services require an appointment. Most services are free - if not, someone will tell you.

3. Casework - Caseworkers are problem solvers. Whether it is housing, homelessness, missing payments or other issues, you would identify yourself at the front desk and get a number - you will be seen as soon as possible but it can take a long time.



4. Destitution - if you are homeless, you can talk to a caseworker and see if the Destitution Team can help you. We have a Food Store and a very small amount of housing. We have a Social Worker who works specifically with homeless people - he makes appointments to see people through the main casework office – you must see someone downstairs first.



5. Immigration advice – GMIAU Greater Manchester Immigration Aid Unit. solicitor on site, who will take on new claims if they have space. 0161 740 7722



6. Advice for people who have status/leave to remain is available from MRSN Merseyside Refugee Support Network. They are open Tuesday, Wednesday and Thursday and you will have to make an appointment.



7. English classes - Monday to Friday - we have 85 places for English classes (ESOL across 5 classes.) Each class has 4 sessions per week, morning or afternoon. People are assessed and enrolled before starting a class. This happens in September and January but also as space becomes available each week. Once in a class you will be given an ID card. You must have this to go to the class.



8. Conversation Club - STAR students - this class normally runs on a Wednesday afternoon from 1:00



9. Breakfast - there is usually porridge or toast for breakfast, 9:15 to 10:15  
Tea/Coffee – Tea & coffee are served from 9:15 until 3:15 except during lunch  
Lunch - this is served from 12:15 to 1:15 - it is Halal, and we always try to have a vegetarian option.



Please bring your, cups plates and cutlery back to the kitchen when you have finished with them

10. Games - we have Table Tennis and Bar Football in the Big 'Chas' Room - Table Tennis balls cost 20p, you have to leave a deposit of £1 for the bats and the 'hard' ball.



Football Training - this takes place on:

Monday 1:45-4:00, Tuesday 2:15-3:30, Thursday 2:15-3:30, Friday 2:45-4:00

All football takes place at Jubilee Drive Football Pitches

There is a table Tennis Team run by Dave Bradley. 07876 732 922

Women's Fitness Training Tuesday 1:00



11. Clothing and small items - Clothing sales take place on Monday and Wednesday from 12:30 - Get a ticket from the front desk.

Clothing is free if you are homeless – see a caseworker. There is a small charge if you have Home Office support. Due to space, numbers for the clothes store are restricted.



~~12. Furniture - We have a second hand furniture store - Margaret Dransfield opens this on a Wednesday. The furniture is free but you need to pay for the delivery unless you can take it yourself. (see Terry the van driver)~~



13. Women's Group - Women Together - This operates on a Thursday from 10am and Emma Atherton runs the group



14. Short Cookery lessons run on a Tuesday from 11am with Kat and Lilli



15. Bike Repairs - Tuesdays from 10am - you take a number and wait. 20 repairs are done each day

16. Cycling and Walking - We run regular walks and occasional cycle trips at 2 week intervals - see posters for details



17. Allotments and Gardens

Jenny goes to the allotment on a Monday - meet at 12

Ron goes to the allotment on a Tuesday - meet at 12



18. Other Agencies - Wednesdays mostly – Social Inclusion Team, Mental Health Advice, Stop Smoking, Red Cross Tracing

19. Volunteering - if you would like to help at the centre, you need to register with Illa, the office manager, on the 1st floor. She will explain what is available and how to register.

For more information, ask at the front desk. Most of the people helping at Asylum Link are volunteers; they give their time for free. We are not part of the Home Office or Government.

We expect people to behave politely and patiently. This is a place where we try to promote fairness and equality and where we can respect one another without worrying about where we come from, what we believe or how we look.

Please do not spit, put your chewing gum in the bins provided, and if you can help us to keep the building clean and tidy we will be very grateful.