

## 10. Visitors to the Centre

Many people visit St Anne's to find out more about the Asylum Seekers and Refugees coming in to Liverpool and the Staff and Volunteers are used to showing people around the building. We actively encourage people to meet with and get to know Refugees as this helps develop better understanding of why people come to this country and the circumstances leading to this. Generally, risks to visitors will be low and involve those associated with people coming into an unfamiliar environment. A form is available on the website.

Asylum Link is an adult centre by which we mean people 18 and over, although families and minors also use our services. The centre sees as many as 200 people every day, most of whom are only in Liverpool for a very short time: 2 to 3 weeks as they move through the initial accommodation process. This means they will have had little time to adjust to their new environment and may not understand the behaviour expected of them, their rights and their responsibilities. Additionally, they have not had the time to get to know us, nor we them.

When visiting the centre there are a few things to bear in mind.

### 1. Planning

- The visit should be booked in, preferably, a month in advance of the appointment.
- There should be a named person at the centre who the outside body liaise with, who will normally be the person supervising the visit.
- Tea and coffee and water are available, but we do not usually provide food unless the visit takes place at lunchtime.
- Toilets are unisex and designed for adults.

### Contact Details

Centre Manager  
Deputy Manager  
Office Manager

Ewan Roberts  
Sarah Jope  
Illa Kamal

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### 2. Visiting

On arrival, visitors should ask at the front office for their contact person. Everyone should sign in at the front desk. This is in case of Fire or emergency, when a head count is taken and matched against the register. All visits are accompanied by a member of ALM.

Asylum Link is a very informal place and most services are provided on a drop-in basis. Staff, volunteers and service users can be under extreme pressure because of the circumstances in which they are working and this should be borne in mind when meeting people. If travelling by car or minibus, please park in the carpark to the rear of the centre. Generally ALM uses the lower part of the car park as the other 'reserved' side is for Parish use. This ensures there is space outside the church in the event of a funeral.

The following things should be taken into consideration when visiting.

- People should stay together with their leader and the person from ALM undertaking the visit. If separated they should return to the front office.

- If items to be donated have been brought, please ensure that ALM have been informed of this.
- If anyone has difficulty at any time, please let the ALM person know
- Do not leave bags, phones or coats lying around. Most of the clothes or equipment donated to St Anne's is given away to Asylum Seekers and if people see things lying around they generally assume it is for this purpose. Anything not required to be taken on a visit around the centre can be locked in one of the offices.
- In an emergency, people should follow their guide to the assembly point at the front of the building by way of the main front door exit, or if blocked, by the rear of the building, through the kitchen and meeting room beyond. There are no exits from the upper floors.

### 3. After the visit

On leaving the building, the leader of the party should ensure that everyone has signed out and that all bags etc are accounted for. Should there be any requirement for follow up, please use the contact details provided to get back in touch with the Centre.