

- Offering practical support and friendship to refugees and asylum seekers -

Asylum Link Merseyside

A guide to our Services 2020 during the Covid Period

Most things are now done by phone - **0151 709 1713** - This is available Monday to Friday from 9:30 to 16:30. Four to five staff and volunteers take calls each day.

During the Covid19 Pandemic we have been running a restricted service. Most indoor group activity has ceased until conditions improve.

Casework – caseworkers provide assistance with **Asylum Support** or other aspects of the **Asylum Process**.

The telephone is currently the best way to access Asylum Link. (0151) 709 1713. The person you are talking to may not actually be in the centre.

Or you can use the info@asylumlink.org.uk address. When you contact us we may ask for information including:



- a. Name (all the names you use) - please be patient while we take your name correctly
- b. Date of Birth (DOB)
- c. Home Office Reference Number/Port Reference Number
- d. Telephone number (so we can ring you back)

At this particular time we can provide access to clothes, shoes, and emergency food. Or if you are self-isolating and stuck at home, we may also be able to deliver to medication or mail to you. We have a small budget for topping up people's telephones.



Destitution - if you are homeless, you can talk to a caseworker and see if the Destitution Team can help you. We will help with applications for support. We have a Food Store and a very small amount of housing. We can provide food parcels which are normally picked up every week, but this varies with local restrictions.

We have specialist Social Workers who work specifically with homeless people or people with complicated problems such as mental health issues, children, or other illness.

English Classes – The new term starts on 14th September 2020 and **registration is underway**. Contact the main number to provide your details. All teaching is currently online. You will need a smartphone or computer to take part. We are trying to access equipment to give out , however we only have a limited supply. To register please have the following details ready:



Current Address, email and telephone contacts. Estimate of language ability: Beginner, Intermediate, Advanced, days available to study. You will then be matched to a teaching group.

At the moment there are have several outdoor activities including allotments, bike rides, beach cleans and other projects which take account of Covid restrictions.



Use the 0151 709 1713 number or email actionasylum@asylumlink.org.uk for more details. Emma Leaper coordinates the projects.

You can ask for most things at ALM and we will try our best to help even although it may not always be possible.

Refugees - Advice for people who have **status/leave to remain** is available from **MRSN Merseyside Refugee Support Network**.

They are available Mondays and Wednesdays from 10:00am by calling 0151 709 7557 MRSN can also help with deliveries and different requests when they have capacity.

Asylum Link Merseyside

Monday to Friday 9:30 to 4:30

St Anne's Centre, 7 Overbury Street, Liverpool L7 3HJ

Telephone (0151) 709 1713 fax 1734

www.asylumlink.org.uk info@asylumlink.org.uk

www.facebook.com/asylumlinkmerseyside

Migrant Help Free Telephone (open 24/7/365): 0808 8010 503

Health Advice NHS : 111