

Client referral guidelines

These guidelines give an overview of the services delivered by SWAP. If you want to know more about what each service does, or you are unsure whether your client is eligible, please contact the SWAP office for more information.

SWAP accepts referrals of clients of any race, nationality, religion, gender, ability or sexual orientation.

Move-On Support Service (MOSS)

The Move-On Support Service is available to **families and adult individuals** who have been recognised as refugees or have been given Humanitarian Protection or Discretionary Leave. This includes those who have been given leave to remain through the Case Resolution ('Legacy') exercise.

Support provided by staff and volunteers through this service includes:

- Advocacy / support for families who need to make benefits applications
- Support in filling in forms (BIA loans, crisis loans, registration forms etc.)
- Sourcing furniture packs and other essentials
- Help with registering at GP surgeries
- Signposting / assistance with new school registration, if required
- Liaising with accommodation providers / homeless housing, schools, Job Centre Plus as necessary.
- Help with opening bank accounts
- Advice on budgeting and paying bills
- Signposting to careers advice and recruitment agencies where appropriate.

Some of this support is provided by WALH / CAB for legacy clients. NB This service is not currently available to migrant workers.

Maternity Support Service

Being pregnant and a long way from home can be a very stressful experience. The Maternity Support Service, which is open to asylum seekers, refugees and migrant workers, can offer vital support to women in this situation by offering the following kinds of practical help:

- Assist women to access maternity services
- Liaise with healthcare professionals
- Liaise with BIA / NASS housing providers
- Assist with applications for a maternity grant, milk payments and additional NASS / benefit payments
- Work with CYPS to ensure that other children in the family receive care and support at the time of delivery
- Help parents to register the birth
- Regular coffee mornings where pregnant women can make friends, find mutual support and get further information.

Health Promotion Service

The Health Promotion Service aims to ensure that asylum seekers, refugees and migrant workers can enjoy the benefits of a healthy lifestyle. Clients accessing the Health Promotion Service will be assisted to:

We can help clients with the following kind of issues:

- Signposting to advice and screening facilities for family planning and sexual health.
- Supporting clients to get involved in physical activities
- Giving information about eating healthily and public health advice on drugs, drinking and smoking
- Supporting families to access appropriate health care through the NHS
- Holding monthly awareness-raising / information-giving events where clients can meet health professionals to get advice and information.

Friendly Faces Service

SWAP's 'Friendly Faces' service works with families and single asylum seekers and migrant workers aged 18 and above. The service is delivered by outreach volunteers and offers practical and social support to clients.

We can help clients to:

- register at the library;
- find ethnic/halal foodstuffs;
- get an appointment with an immigration solicitor;
- meet with other people from their ethnic or language group;
- find social and leisure opportunities;
- use public transport and other local facilities;
- locate cheap clothing and furniture, etc.

Our staff and volunteers

SWAP recruits volunteers from both migrant and host communities and provides in-depth training on the issues facing those from our newest communities. A number of the volunteers speak target languages: all speak English to a good conversational level. If you or someone you know would like to volunteer, please contact the SWAP office.

Our boundaries

We are currently unable to:

- give legal advice relating to immigration status or welfare benefits;
- undertake childcare duties;
- provide certified translation or interpretation.

How to refer a client

If you have clients who could benefit from this service, please complete the Client Referral Form and return to us by fax / post, or download an electronic version from our website (www.swapwigan.org) and send via email. Please ensure that clients give their consent before submitting the referral to us.

Declining referrals

Where, on occasions, we are unable to take on a new referral, this is likely to be due to lack of capacity or target language skills, and the referring agency will be informed of all such cases within 10 days of receiving the referral.

We expect clients to treat staff and volunteers alike with respect. We reserve the right to terminate our work with any client who is abusive towards any member of the SWAP team, or who is involved in illegal activities.