

MARCH 2023

Christmas Party in full swing

SPRING
NEWSLETTER

DEVON AND CORNWALL REFUGEE SUPPORT



NEW BEGINNINGS

Welcome to our first newsletter of 2023! Many exciting changes have happened since our last edition and there is much more to look forward to in the coming year.

Over the last few weeks, our Caseworker Manager Jackie has been training a new cohort of auxiliaries to assist the caseworkers in the office and will be starting this month. Having been at DCRS since 2019, Jackie will be retiring at the end of this month. Also, Gemma, our first salaried Volunteer Coordinator, moved on to another role in November 2022. With that, we welcomed Maia Walton to the role in February and Waleed Abdullah will be taking up the role of Casework Manager later this month.

Over the last three months we have:

- Seen 744 service users Face-to-face at our drop in
- Answered 390 calls on casework triage line
- Responded to 303 WhatsApp enquiries

PROJECTS

ARE Home and Fresh Claims Project

Since our successful Crowdfunder, we have housed two service users so far who are also engaging with our Fresh Claims Project as they are Appeal Rights Exhausted. PATH (Plymouth Access To Housing) have been providing the accommodation while we support the service user with food vouchers. With their basic needs met, they can work with our team towards submitting a Fresh Claim.

Hotels in Devon & Cornwall

There are now at least six hotels in Devon and Cornwall housing 943 asylum seekers in Newquay, Ilfracombe, Paignton, Torquay, and Exeter. Our caseworkers have been assisting by providing training and advice to frontline volunteers, Devon County Council, Devon & Cornwall Police, NHS, amongst other statutory bodies. By upskilling those in the area, they can identify safeguarding, wellbeing or immigration concerns and raise them with the relevant authorities to step in to help. With more hotels looking to open in the region, upskilling local volunteers is essential to ensure that asylum seekers are getting the help and support they need.

*Thank you for all
your support!*



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Sharing a meal on Dartmoor

HEALTHPOINT OUTREACH

As well as our casework support, HealthPoint has been conducting face-to-face outreach in the hotels. We have a core group of volunteer GP's, as well as a rotation of health professionals who give their own time and are interested in learning about the challenges that occur when working with asylum seekers.

Our volunteer GP's have completed 194 health assessments so far and have been liaising with the local GP practices to ensure asylum seekers' healthcare needs are met. Conducting outreach means that asylum seekers in the hotels can access healthcare quicker. This also allows us and to support local GP surgeries who may already be at, or close to, capacity prior to a the opening of a new asylum seeker hotel

As a result of the Health Point project that runs at our centre and at the hotels, the NHS Integrated Care Boards are now funding Healthpoint. In January, we received £12,000 for the year to help towards the wages to manage the service and fund the insurance, travel & interpreter costs.



Sailing on Plymouth Sound

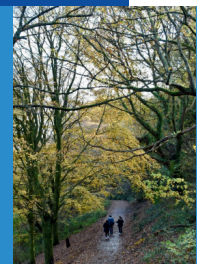
ACTIVITIES

The activities programme for 2023 includes an extra English class on Friday starting from 3rd of March, the continuation of Creative Club on Friday afternoon, Music Group on Tuesday, and the use of a Sports hall every Wednesday where service users can play any sport from Basketball to Volleyball. With the warmer months approaching, we are looking forward to going out on cycling and walking trips which were a great success last year.

VOLUNTEER SPOTLIGHT

Aimee and Sara are second year social work students from Plymouth University that have been on placement at DCRS since October 2022. Aimee has reflected on her time with us so far and had this to say:

"I have been part of well-being activities such as photography, cycling, basketball and assisting with caseworkers at Drop-in and general office work. The photos on the right was taken during the photo club at DCRS. Photo Club highlighted to me the importance of community, trauma-informed care, support for holistic well-being and advocacy. I have learnt a lot since being at DCRS, everyone is supportive, and I will miss it when I leave."



Making Bogits on Poole Farm

Take a look at our website

dcrs-plymouth.org

You can find us on

Facebook

Devon and Cornwall

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