



Partner Agency Information on Safety and Support for Refugees, Asylum Seekers and Migrants

This information has been collated by the Wales Strategic Migration Partnership for Local Authorities, partners and other agencies who are supporting communities impacted by safety and security concerns. This document is subject to change as more information is made available to us.

HOPE not hate

[HOPE not hate](#) offers information and resources to partners and organisations on how to support your community to stay resilient and safe amidst far-right violence.

Places of Worship

Local Authorities and Police Force only: in light of recent protest activity, the Home Office has set up the following email address (psvc@homeoffice.gov.uk) for any Local Authority or Police Force that would like to nominate a mosque for protective security. This rapid response offer is UK wide.

The Home Office continues to offer protective security measures to places of worship and Mosques. Refer to this guidance on how to apply for this funding: [Protective security schemes for places of worship - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/protective-security-schemes-for-places-of-worship)

Community Security Trust (CST) provides advice and support for Jewish schools, synagogues and other communal organisations relating to security of buildings and event protection: [Security – CST – Protecting Our Jewish Community](#)

Signposting and support

Below there is some information for agencies and partner organisation on how to support individual service users.

Migrant Help

Migrant Help are advising asylum seekers to contact Clearsprings in the first instance, as they are responsible for the accommodation. If you are in correspondence with Clearsprings Readyhomes about specific accommodation site you can include mickell.lindsay-finnikin@migranthehelpuk.org. However, for any concerns or safeguarding needs for clients, you can advise them to contact the First Response Centre on 08088 010 503 or via their website: [Contact | Migrant Help \(migranthehelpuk.org\)](#).

As a final escalation point, if a call has been logged with the First Response Centre without a response, issues can be escalated to juliet.halstead@migranthehelpuk.org.

Clearsprings

For Clearsprings Readyhomes please email the Service Centre Shift Managers Amanda North amandanorth@ready-homes.com and Owen Jackson owenjackson@ready-homes.com and or call them centrally on **01268 218254**. They will then make contact with the Operations Manager On-Call.

For Local Authorities: Concerns or intelligence regarding current situation should be fed into **CRH service centre**, and copy Joshua Bethell joshuabethell@ready-homes.com

Home Office

If you require support from Home Office, you can contact them on AsylumSupportOCC@homeoffice.gov.uk. **Please note this e-mail address is for Local Authorities and partner organisations only.** Service Users should be signposted to contact Migrant Help.

Hate crime and victim support signposting.

Supporting service users and encouraging them to report hate crime is key to tackling it. In some cases, the victim or service user might feel reluctant to report directly to the police. Embedded below is the WSMP information sheet for individuals on how to report hate crime and further sources of support.



Info on Safety and Support for Refugees Asylum Seekers and Migrants V1.pdf