# Supporting Clients with an Immigration Support Need: Promoting Participation Plan

# Note for staff

# This document is to help you work with your client and their immigration adviser. It is designed to help you think about some of the challenges that might arise and how you can work together to address these. This plan should include actions for your client, the homelessness worker and immigration adviser.

Promoting questions before completing the plan (below):

* What can we do to make it as easy as possible for you to work with your immigration adviser?
* Do you have any concerns or questions about the process?
* What has worked well when you’ve worked with other support services ? E.g., health services
* Who else is involved in your support at the comment?
* Are there any other specialist support or community groups that we can help you to access whilst you’re going through this process? E.g., Day centres, drug and alcohol support, faith-based groups.

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| **Area** | **Actions for client** | **Actions for support worker** | **Actions for immigration adviser** |
| **How can you best stay in contact with your immigration adviser?**  Thinking about:   * s*peaking on the phone* * *Meetings in person* * *What time of day is easiest?* * *What location is easiest?* * *Travelling* * *How can we help you prepare?* * *Would you like a support worker to attend?* | *For example; charge phone at day centre to ensure you are contactable.* | *For example: Make a list of questions with client they would like to ask in advance.* | *For example; if you cannot get through to the client on the number provided, please text the client and call the support worker.* |
| **How can you effectively communicate when you meet your adviser?** e.g. understanding each other  Thinking about:   * *Do you require an interpreter?* * *Do you need a pen and paper to make notes?* * *Visual aids* * *Accessibility support* * *Factoring in short breaks during meeting?* | *For example; letting the immigration adviser know if you are not feeling your best and need more time to answer e.g. because of lack of sleep* | *For example: Helping the immigration know if it would be helpful to use simpler language .* | *For example: Using translation, even if the person speaks some English .* |
| **How will you complete actions that your immigration adviser suggests?** e.g. collecting evidence, getting ID  Thinking about:   * *Do you have access to an email address?* * *Do you have access to a computer?* * *Do you need IT support?* | *For example; being open about where you might need more support* | *For example; keeping a list of SMART actions that need to be completed* | *For example; clarifying what could count as evidence in simple terms* |
| **How will we share difficult information?** How can we support you to do this safely?  Thinking about:   * *Letting us know how you would prefer to communicate (verbal or in writing)* * *Working with a female adviser* * *Location/ environment* | *For example; letting us know what would help you feel more comfortable* | *For example; providing support after the appointment* | *For example; clarifying why the information is needed and providing breaks during appointment* |
| **What happens if things don’t go to plan?** E.g. What would you like us to do if you miss an appointment?  Thinking about:   * *How is best for us to contact you?* * *Friends/ family* * *Changes to initial participation plan* | *For example; keeping contact details up to date* | *For example; contracting you via the agreed routes* | *For example; making a plan about how to get back on track* |