# Promoting Participation: Supporting client to work with their immigration adviser to resolve their immigration situation

# This checklist is to help you support your client to work with their immigration adviser. You must not give immigration advice yourself.

# *For Mungo’s staff the completion of this checklist must be completed in line with St Mungo’s policy B35 ‘Working with Non UK nationals’.*

**Date completed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Staff member completing checklist \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- | --- |
|  | Steps | Yes/no | Notes |
|  | Is the client on the caseload of an immigration adviser? If yes, go to Q 5 |  |  |
|  | Does the client agree for a referral to be made to an immigration adviser? If yes go to Q 4. If no, go to Q3 |  |  |
|  | If the client is concerned about receiving immigration advice, have you tried the following:   * Offered the client an information session with the immigration advisor to explain the immigration process without taking personal information * Provided information about the process in their own language * Ask the immigration adviser to attend an outreach shift to meet in person to explain how they can help   It’s important to hear the clients concern and provide information so they can make an informed decision. |  |  |
|  | Speak with the client and ask how we can support them to attend their first appointment   * What time of day is easiest? * What location is easiest? * How will they travel? * How can we help them prepare e.g. breakfast, clothes, pen and paper to make notes? * Make a list of questions they would like to ask in advance? * Would they like a support worker to attend with them? |  |  |
|  | Make a referral to the immigration adviser and support the client to attend the first appointment.  If the wait for an appointment is more than 2 weeks, alert [StreetLegal@mungos.org](mailto:StreetLegal@mungos.org) This is so we can track demand and resources. |  |  |
|  | Give the client the opportunity to complete a participation plan with the client and adviser (see template A). This should always be completed with T1000 clients. |  |  |
|  | Confirm the client has received an advice letter and if they are taken onto the caseload of an immigration adviser. If they have any questions about the advice letter then support them to contact the adviser to ask these. |  |  |
|  | Confirm the next steps with the immigration adviser and support the client to make a SMART action plan to complete actions. Add this to CHAIN so if the client moves location then other support workers can follow up.  (Specific, Measurable, Achievable, Relevant, Time limited)  If you or the client are unclear on any action given by the immigration adviser, confirm this with them before proceeding. |  |  |
|  | Confirm if the case is delayed due to a pending SAR to the Home Office. If this is the case, then confirm that the immigration adviser has escalated the SAR as a priority case with the Home Office.  *If the SAR is delayed by more than 1 month the alert Street Legal (Street Legal to add to issues record).* |  |  |
|  | Update SMART action plans based on the further actions provided by immigration advisers.  *Immigration advisers are very busy and so might not respond immediately. If you are waiting more than 1 week for a response, please email Street Legal.* |  |  |
|  | If the client struggles to participate with the actions, review the participation plan. |  |  |
|  | If there are external challenges which prevent the case progressing, alert Street Legal who may be able to assist. This could include   * Difficulty acquiring ID * Difficulty acquiring medical reports * Difficulty acquiring supporting letters from other professionals   *(Street Legal to add to issues record).* |  |  |
|  | Confirm the application has been submitted to the Home Office. |  |  |
|  | Confirm the Immigration Adviser has escalated the application for decision making by the Home Office. Note: this is regulated work; homelessness professionals must not do this. In some circumstances, the Immigration Adviser may chose not to escalate the application |  |  |
|  | Support the client to reflect on the process and use the Exploring all Options checklist to look at accommodation options. |  |  |