



## **BRISTOL REFUGEE RIGHTS PLANS – June 2020**

### **What help can I get at the moment?**

Advice Phone Line for members and new members to call - 4 days a week, 10am-2pm

Welfare calls to members – someone to talk to, help to get food, etc.

Phone credit/data and buying smart phones/tablets for people who don't have one

*These things will continue as now although we will encourage members who are currently getting calls to join online groups if possible and to contact us if they need something.*

### **What is going to happen next?**

We know that Lockdown has been hard for everyone and that for many of our members it has been really hard to not be able to visit the Welcome Centre

We know that people want to talk to other people

We know that it is really hard for people to understand what is happening, what the rules are because they keep changing and we want to find ways of giving more people the information they need

We know that lots of people don't feel safe going out yet but still need to be able to contact us

From July for the next few months:

- We are going to start Video call groups for members to get information, take part in an activity, learn something new, keep in touch with friends. Some groups are already running:
  - What's app group for families; Pride without Borders & Member Consultation Group on Zoom
- New ideas include English classes, arts and crafts group and information sessions on health

When it is safe to do so these groups can happen face to face or continue to be online

### **When is it going to change?**

New video call groups will be introduced gradually from 1<sup>st</sup> July

It will take time to train volunteers and staff to work in a new way and for us all to get used to doing things differently

### **Why aren't things just going back to normal?**

The government says that we can all start to do more outside of our homes and with other people

BUT

We should only do more, where it is safe to do so

We are worried about our members, our staff and our volunteers. We have to do what we can to keep everyone safe.

Some people have health problems which mean they must stay indoors all the time

Many of our members would have to use public transport to visit us; we want to support people in a way that does not force them to do this

Normal for us means the Welcome Centre drop in being open. This is not allowed at the moment because there would be too many people indoors at the same time. Even if it was allowed by the government, we have to decide whether we think it is safe. Right now, we don't think it would be safe.

### **When can Advice appointments happen face to face?**

At the moment, we are still waiting to move into our new home at Wellspring Settlement (which used to be called Barton Hill Settlement)

We hope to move in July sometime

We cannot see any members in an office until after we have moved – so not until at least the end of July

Once we have moved, we will start work to make the offices and other rooms as safe as possible so that we can have face to face advice appointments. This will take some time and we cannot promise yet when we will be able to offer this. We hope to make it safe that people who really need a face to face appointment can have one, but that won't happen before 1 August. Most Advice meetings will need to keep happening by phone for now.

### **What about Early Years Project/crèche?**

Just like Advice Appointments, we can't do anything new until we have moved.

Once we have moved, we will be exploring whether we can offer a space for some families to visit us in a safe way.

### **When will things change again?**

We are keeping these plans under constant review but aiming for this plan to last for 3 months – until the end of September. This plan is flexible so that we can make changes if things are not working.

Each time we try something new, we need to give it time to see how it is working and get feedback from members. In September, we will decide what to do next. This will be based on what our members need as well as what is safe

### **What we want from you?**

We want to hear from members about what they think about our plans.

Are you happy with the idea of having group video calls?

Do you have any ideas for groups or activities that could happen on these calls?

Do you have other ideas of what we could do to support members?

Whats app / text your ideas to Beth (BRR Director) on 07704 291 171

Or join, the next Member Consultation Group meeting on Tuesday 30 June 2-3pm (text Beth for details of how to join)