



Eligibility Criteria – last approved November 2020

BRR members are people who want protection in the UK because they feel that they are at risk. This risk is usually a risk of persecution under the Refugee Convention or as a victim of trafficking.

Individuals with precarious immigration status (e.g. overstayers, those whose leave to remain has been revoked or illegal entrants) may also seek the support of BRR. This has become more prevalent in recent years due to restrictions on legal aid and cuts in other services. These individuals would not normally be eligible to be a member of BRR unless they satisfy one of the criteria set out below, however in the long term, BRR is exploring whether services may be expanded to meet the needs of these individuals. Therefore, in the short term, individuals with precarious immigration status may use BRR services on a one off basis (without being given membership) in recognition of this need.

We will treat all reasons for claiming protection/seeking assistance from BRR in a non-judgemental way.

The following people are eligible to become members of the Welcome Centre:

1. Everyone who is still waiting for a decision on an asylum claim,
2. Anyone who has made a claim but has been refused;
3. People who are/may have been victims of trafficking;
4. People who want to explore the possibility of making an asylum claim or wish to make a claim for asylum but have not yet done so;

Everyone who has had refugee status or leave to remain within the past year (when they first come to the Centre);

If new to Bristol (here less than six months), those who have had refugee status for up to two years;

Those whose leave to remain has expired/been revoked but still have protection needs and want to make a fresh claim;

Unaccompanied minors aged 16 or above provided their carer has given permission (see Young People procedure below). If they are younger than 16 they may visit once if their foster carer agrees to stay on site but cannot become a member until they are 16;

Wives or husbands of refugees, who were married before they fled to the UK (pre-flight) and have arrived under refugee family reunion within the last year (or two years if new Bristol, i.e. here less than 6 months).



Notes: Unfortunately BRR does not have the capacity to support those coming in other categories. Therefore we cannot support people coming *in order* to marry a person already settled here – i.e. spouse visa; these are not eligible. We also cannot offer membership to those joining a person who got their refugee status in another EEA country as their status will be as a family member of an EEA national and not family reunion.

Length of Membership:

BRR membership does not expire. This means that there are many members who come who have had their leave to remain for longer than 1 or 2 years, but they were eligible when they first came. BRR intends to introduce a 2 year membership from April 2019 with the aim of being GDPR compliant; ensuring we are able to provide support to those most in need; and ensuring fairness.

Discretion: Co-ordinators can agree with another member of the team to make exceptions on the basis of severity of need but the priority should be to signpost to where someone can receive support from specialist agencies.



Geographical restriction: BRR's services operate on a drop in basis and therefore it has always been the case that anyone who can get to BRR's services can receive them. BRR receives funding from Bristol City Council which is restricted to Bristol city residents but other funding has no geographical restriction and therefore services are not restricted to Bristol city residents only.

There will be some circumstances in which a member may ask for/expect a service to continue even after leaving Bristol and being unable to "drop in". This is particularly relevant to advocacy and advice services e.g. ASP. In these circumstances, an assessment of the needs of the individual and the support we are able to provide "at a distance" should be made by the worker supporting that member. BRR will not fund travel costs for members to travel to BRR except where they may make use of a City of Sanctuary First Bus ticket. Therefore, where continuing to provide a service is not possible, this should be explained to the member and appropriate referrals should be made.



Children/Young People – 25 July 2018

Pre-school children (aged 0-5) – may attend with parent/carer but 4 months + should be in crèche (EYP) when it is open and otherwise remain with parent/carer at all times. On Thursday lunchtimes, parents are encouraged to use Harriet Tubman room.

Accompanied school age children (4 to 18th birthday) – children who are part of a family, i.e. whose parents are members of BRR, should not attend Welcome Centre/BRR events unless:

- specifically invited to attend an event/trip which is open to families.
- It is the first time a family attends the Welcome Centre where children are brought with them
- The children do not have a place in school and the family has a need for support. In these circumstances the safeguarding lead must be informed and a risk assessment completed in order to make a decision on allowing the family to attend.

Where such children do attend, they must remain with parent/carer at all times.

Dublin 3 children (4 to 18th birthday) – children who have come to the UK in accordance with the Dublin 3 Regulations have come to the UK to live with a family member but their situation is different to that of accompanied children referred to above as they often present to BRR in one of two ways:

1. The family member is not a member of BRR and/or is not eligible to be a member of BRR
2. The relationship between the child and the family member has broken down or is in the process of breaking down.

If either (1) or (2) above applies, the young person will be treated as an unaccompanied child (see below). If (1) or (2) do not apply, they should be treated as an accompanied child (see above).

Unaccompanied school age children (4 to 18th birthday) – children who are not part of a family i.e. they do not have a parent/carer who is a member of BRR, may attend the Welcome Centre/BRR only in the following circumstances:

- a. Unaccompanied minors **aged 15 or under (i.e. up until 16th birthday)** will not be allowed to attend. The only exception to this is where
 - a. they attend for the first time with their foster carer and/or
 - b. they have an urgent need for support

In which case an exception may be made allowing them to stay on that occasion but their foster carer must remain with them at all times. They must be informed that they cannot become a member and attend again due to their age.



- b. Unaccompanied minors **aged 16 or above** may attend (as members) – see “Safeguarding Arrangements for 16 and 17 years old” below

Age Disputed Children – BRR’s policy is to treat children as the youngest age pending determination of their age if disputed.

Safeguarding arrangements for 16 and 17 year olds

First Visit to Welcome Centre:

On their first visit to the Welcome Centre, they should immediately be referred to the Welcome Centre Coordinator (Shift Coordinator) for that shift for their New Member Interview. It is a requirement for all BRR staff to be DBS Checked and Child Protection Trained.

The Shift Coordinator should complete the “Young Person New Member Information” form and “Young Person Consent and Information Sheet”, handing one copy to the social worker/ foster carer.

Where the young person has attended on their own (without Social Worker/Foster Carer who can complete the Consent Form) the following steps will be taken:

1. The Shift Coordinator will establish whether there is anyone from whom “Consent” can be obtained. If there is no-one, this should be clearly recorded on the New Member Interview Form.
2. If there is someone, the Young Person will be told that they should not visit again until the Consent Form has been completed and returned. They should be handed a copy of the Consent Form and where possible an email address for the Foster Carer/ Social Worker should be taken so that the shift coordinator can email it to them directly.

The shift coordinator must inform the person completing the Consent Form of their responsibilities whilst on the premises and that they should come to that person if they have any concerns. The young person must also be informed of who they may contact if they have concerns.

The young person must be issued with a blue Young Person membership card which must state their date of birth. The Young Person New Member Form will be filed in a separate folder from the Adult New Member Forms. The folder will be kept locked in the filing cabinet only accessible to staff.



The coordinator should ensure that the young person is referred to AID.

BRR's copy of the "Young Person Consent and Information Sheet" should be passed to Anna/left on her desk as soon as they are complete. She maintains a list of all young people known to the Welcome Centre including contact details of their guardian/carer.

When the young person's new member information is entered on lamplight, the "Young Person" red flag must be selected and the lamplight record should record whether the young person has a consent form completed or not.

On the first visit to AID, AID should photocopy the ARC card so that a photo/DOB is on file. They must also make a referral to Chloe (with consent) if the young person has not already seen her.

As soon as possible after the first visit, the shift coordinator should email project staff to let them know that there is a new young person joined BRR.

Subsequent visits to the Welcome Centre:

On subsequent visits to the Welcome Centre, the young person will be identified as being a young person by their membership card and/or red flag. The receptionist should immediately inform the Shift Coordinator of their presence and the young person should be informed of who is the "Responsible adult for the shift". Alice to add to lamplight a pop up to tell reception to refer to coordinator if a young person signs in that doesn't have a consent form (as long as they are someone who can get one).

Photos of coordinators will be displayed in the main hall to help young people identify them.

English classes:

1. English classes are generally intended for adults only.
2. All English teachers will be DBS checked for working with children so young people can attend a class if they are waiting for a college place.
3. All English teachers should receive Child Protection training and training on their specific responsibilities whilst a young person is in their care.
4. Young people are supported by the BRILL Manager into college places as soon as possible.

The following procedures are put in place where a young person does want/need to attend classes:



1. Coordinator completing NMI should refer directly to BRILL Manager for BRILL assessment informing them it is for a young person. The BRILL Manager should complete the BRILL assessment herself if possible and if not it is completed by a DBS Checked volunteer
2. After the BRILL assessment, if volunteer has completed it, she will hand over to BRILL Manager.
3. BRILL Manager will be responsible for allocation of the young person to a class, introducing the young person to their teacher and letting teacher know the individual is a young person.
4. The BRILL Manager will keep cover sheets updated so it is clear in which class there could be a young person and which teachers are DBS checked. She also maintains a list on lamplight of BRILL students who are under 18.

AID:

1. Unaccompanied minors may receive support from AID.
2. In respect of a person under the age of 16, this must always be from Tony/Rosa/Richard Henderson. For 16-17 year olds, this may be a volunteer once DBS checks/proper training has been completed
3. All AID volunteers should be DBS checked for working with children.
4. All AID volunteers should receive Child Protection training and training on their specific responsibilities whilst a young person is in their care.
5. All AID volunteers should also receive specific training on advocating for young people.
6. Until such time as this is in place, only Tony/Rosa/Richard Henderson should see young people.

Interpreters:

- Interpreters are not DBS checked but can be used for consultations with a young person by a member of staff provided they are supervised by the member of staff (i.e. not left alone with the child/young person) at all times.

DBS Checks:

1. all staff and Trustees are DBS checked - enhanced check for working with adults and children + barred lists;
2. Crèche volunteers are DBS checked - enhanced check for working with children + children's barred list
3. AID volunteers are DBS checked – enhanced check for working with adults and children (AID/ASP caseworkers and advocates will receive Adult Barred List checks but triage/admin volunteers will not)
4. All BRILL teachers will be DBS checked – enhanced check for working with adults and children (child Barred list check); the BRILL assessments volunteer should also receive an enhanced check for working with adults and children.

