

Information for Community & Church Groups Offering Services to Residents at York Hotel		
Topic Area	Situation	Notes and contacts
Health	GP: Residents will be registered with local GPs. A local healthcare provider is attending the hotel regularly to complete these registrations and provide initial GP support. Dentist: No dental care is currently provided as no NHS dentists in York are taking on new adult patients. Where emergency dental treatment is required then this should be done by calling 111	
College (16 – 18 year olds)	Refugee Action York are referring and liaising with York College but there are no guarantees of places at present	
Schools	Schools admission requests will have been completed where required by residents with support from Refugee Action York	info@refugeeactionyork.com
Legal representation	Manage expectations – many asylum seekers will be worried about this and expect immediate help but the truth is that arranging legal representation is becoming increasingly difficult. RAY will liaise regularly with local and national firms to try to find out when firms are taking on new clients and refer residents on the basis of urgency but this will not be a quick process.	info@refugeeactionyork.com
Advice and guidance on asylum claim	It is not legal to offer advice on any immigration area unless accredited by the OISC. There is the option to refer to the Citizens Advice helpline where access can be provided to OISC accredited advisers. Assisting with contacting Migrant Help does not constitute advice but be prepared for very long waits! Where the resident raises an issue over “Section 95” support – accommodation and financial support provided by the Home Office – appeals against refusals are being dealt with by Refugee Action York (RAY) and Citizen’s Advice York (CAY). For more general asylum and immigration queries, there is a CAY helpline available but in order to	Best number for Migrant Help is 0808 801 0328 – Monday to Friday – 10am – 1pm Citizen’s Advice helpline is available on Tuesdays, 10am – 2pm on: 01904 683916 01904 683900 01904 683912 info@refugeeactionyork.com

	manage this service efficiently, queries should first go through Refugee Action York	
Social activities	This is where church and community groups can offer direct assistance by offering either bespoke sessions or access to existing sessions that are running. Having somewhere to talk and socialise begins the process of integration and normalisation of living in the UK	
Clothing	Initial clothing requests will be dealt with via collections of "Welcome Packs" provided by churches and individuals across York via the One Voice collective. Details of items within the packs are shown on their website www.onevoiceyork.org.uk	
Other items	Where a request is made by a resident for a specific item then this can be provided if available. If not available then be aware that requests may have been made via other groups and so there is a possibility of duplicating items	
English learning	A package of English learning will be offered locally in due course. However, one-to-one English conversation is always helpful in terms of both learning and having somebody to talk to	
Food	Residents are provided with a weekly cash allowance to purchase food for themselves and their family. Foodbank referrals are only available on a one-time basis and must be made via Refugee Action York	info@refugeeactionyork.com
Family Information Service	York Family Information Service (FIS) is a free and impartial service for parents and carers of children aged 0 – 19 (or up to 25 years if your child has special educational needs or disabilities). Information about: <ul style="list-style-type: none"> • Childcare • Parent support services • Groups and activities • Young People's Support • Anything to do with family life 	01904 554444 www.yor-ok.org.uk