

15 November 2019

Dear Friends and Colleagues,

Previously, I made a commitment to continue to provide updates while we address the difficulties in the delivery of the AIRE services.

The demand on services remains very high. We have recruited additional staff for both our First Response Centre (FRC), that handles all calls in the first instance and our Eligibility, Advice and Guidance Line (EAGL) which handles queries and applications. With continued support from the Home Office, staff clearances are coming through and more staff are continually going on-line in the service. We have seen improvements this week with the average answer time reducing by more than half.

We have changed some processes around how payment queries are routed, which will shorten the processing time. These changes take effect from Monday, 18 November.

We thank those colleagues who have changed the ways they contact us by using a single Migrant Help email address. This helps us process the emails more quickly as we don't need to take time to remove the duplications. We are grateful for this support and encourage all partners to take this approach.

We are working closely with the accommodation providers, as their proactive approach to regular visits and logging of issues helps reduce the demand on the service. We welcome their cooperation in managing how issues can be reported.

We have seen a significant increase in the use of webchat and have increased staffing to cope with this demand. This week, the wait time on webchat was as low as less than a minute.

Technical developments are continuing which will result in faster processing time of IT tasks, resulting in shorter calls.

We are also pleased to advise that partners who have joined the commissioning framework will soon have completed the readiness activities and will be delivering services in the near future. In addition, we have reopened our commissioning framework. Any organisations wishing to enquire about joining the framework are welcome to contact our Head of Outreach Nicola Davies, on nicola.davies@migranthelpuk.org or follow the link on <https://www.delta-esourcing.com/respond/75P34E8VMK>.

We want to reassure you that we are continuing in our commitment to make improvements across the AIRE services. We expect to see further improvement in November and achievement of SLA in December.

As always, I thank colleagues who have been supportive of our work to bring about these improvements. We welcome your continued support.

Regards

Caroline O'Connor

Interim Chief Executive Migrant Help