

Refugee and Migrant Centre (RMC) Service Standards

Updated on: May 2024

The Refugee and Migrant Centre (RMC) is committed to providing high-quality support services to refugees, asylum seekers, and migrants in the Black Country and Birmingham area. This document outlines the step-by-step process for accessing our services and the standards you can expect from us.

Step 1: Initial Contact

- Walk-in services are available at our centres in Wolverhampton, Birmingham, Walsall and Dudley during designated drop-in hours: Monday, Tuesday, Thursday, and Friday mornings between 9:00 AM and 1:00 PM.
- You can reach us by phone at our free regional number: 0800 0663 444. This line is not for immigration or other advice but can be used for general inquiries and updates on existing enquiries.
- Alternatively, you can visit our website <https://rmcentre.org.uk/> for further information and resources.

Step 2: Service Assessment

- During your initial contact at our drop-in, a member of our team will conduct a brief assessment to understand your needs and background.
- Based on the assessment, we will determine the most appropriate course of action, which may include:
 - Booking a further appointment for a more in-depth consultation and support.
 - Refer/ signpost you to another organisation that can better assist you with your specific needs.
 - Providing you with informational resources and self-help materials.

Step 3: Appointments and Consultations

- Appointments are available on a first-come, first-served basis, but emergencies will be prioritised.

- Appointments can be booked in person during drop-in hours (excluding Wednesdays when all centres are closed).
- During your consultation, a qualified staff member or volunteer will discuss your situation in detail and provide you with tailored advice and support. This may include:
 - Immigration advice
 - Housing assistance
 - Welfare and health information
 - Employment and education support
 - Emotional support and referrals for mental health services

Step 4: Ongoing Support

- Depending on your needs, we may offer you ongoing support through casework or by connecting you with relevant community resources.
- We will work collaboratively with you to develop a plan to achieve your goals, such as regularising your immigration status, finding employment, securing housing, or accessing education etc.
- We will keep you informed of any updates or changes to your situation and advocate for your rights as needed.

Standards of Service

- **Client-Centered Approach:** We prioritise your needs and ensure all services are delivered with respect, confidentiality, and cultural sensitivity.
- **Accessibility:** We strive to make our services accessible to all through bilingual staff/volunteers that cover over 40 languages, translated materials, and services designed to meet the needs of people with disabilities.
- **Transparency:** We will provide you with clear information about our services, processes, and limitations.
- **Timeliness:** We will respond to your inquiries and requests in a timely manner.
- **Professionalism:** All our staff and volunteers are trained and committed to upholding the highest professional standards.

Commitment to Improvement

We are continually striving to improve our services and ensure they meet the evolving needs of our community. **Your feedback is important to us.** Here are some ways you can share your experience:

- **Feedback Forms:** We provide feedback forms at all our centres and request comments online through our website.
- **Email:** You can send us an email at info@rmcentre.org.uk
- **Meetings:** We occasionally hold meetings with service users to gather feedback and suggestions. We will post information about these meetings on our website and social media platforms.

We value your input and will use it to improve our services and better meet the needs of our community.

Additional Resources

The RMC website offers a wealth of information and resources, including specific clients stories and information on current projects, and upcoming events. We encourage you to explore the website for further information.

Targeted Projects

In addition to our core services, RMC also runs several targeted projects aimed at supporting specific groups within the refugee and migrant community. These projects may have separate referral pathways and frameworks tailored to their specific focus.

For information on these projects, please visit our website, inquire during your initial contact or contact us on 0800 0663 444. We will be happy to direct you to the appropriate project and provide you with any promotional materials specific to that program.

Please Note:

- The services offered by RMC may be subject to change. We recommend contacting us directly for the latest information.

- Our services are primarily available to residents of Birmingham and the Black Country. However, we can help connect you with resources in your area if you live outside of our delivery area.