



NORWICH INTEGRATION PARTNERSHIP OPERATIONAL RESPONSE TO COVID-19 26/03/2020

New Routes Integration | English+ | The Bridge Plus+

Services to refugees, asylum seekers, and migrant communities in Norwich during Covid-19 outbreak

All three organisations have now closed premises and are working remotely until further notice. This document explains how each organisation will be working in the coming weeks to continue to deliver essential services to our shared client group. We will consult closely during this period to avoid duplication and ensure the safety and wellbeing of our clients, volunteers and staff.

The Bridge Plus+

The Bridge Plus+ will focus on access to welfare benefits (Universal Credit, contacting JobCentre, Norwich City Council, Tax Credits etc). Support will be provided over the phone and through Whatsapp. Interpreters are available.

Availability and contact:

Mondays to Thursdays, 10am-3pm

For support with urgent cases of welfare benefits, clients or referrers are asked to contact The Bridge Plus+ by

- Whatsapp/phone on: 07717 220209
- Email: office@bridgeplus.org.uk

For help with letters, clients are asked to email or Whatsapp photos to 07717 220209. Where the client is already receiving help from New Routes Integration, or English+, these may be passed on, with the client's consent, to ease pressure on The Bridge Plus+'s services.

NB all staff are part time. If you cannot reach one member of staff, please try another.

Béatrice Humarau	beatrice@bridgeplus.org.uk	07717 220209
Elizabeth Morgan (Tues & Thurs)	elizabeth@bridgeplus.org.uk	07516 926949
Jo Tyler (Mon/Tues/Wed)	jo@bridgeplus.org.uk	07933 765862
Manuel Pereira (Mon & Wed)	manuel@bridgeplus.org.uk	07716 954341



New Routes Integration

New Routes delivery will focus on online/phone one-to-one support, online ESOL classes, emergency food/financial support, and dissemination of important information.

Availability and contact:

Mondays – Fridays, 10am – 6pm.

NB most staff are part time. If you cannot reach one member of staff, please try another.

Dee Robinson (Project coordination, funding): Mon , Tues, Wed & Fri	projects@newroutes.org.uk	07799 661009 (Whatsapp only)
Roshan Dykes (Adult support): Tues & Thurs	roshan@newroutes.org.uk	07757 853303
Amélie Sells (Development, Comms, Volunteers, Refugee Week): Mon – Fri	development@newroutes.org.uk	07969 060779
Cristina Casti (Administration and finance): Tues, Wed, Thurs PM	info@newroutes.org.uk	
Jenny Wangui (Youth projects): Tues, Wed PM, Thurs, Fri PM	youth@newroutes.org.uk	07483 417407
Jenny Coppard (ESOL): Mon, Tues, Thurs	esol@newroutes.org.uk	

ESOL:

Participants are asked to join the New Routes ESOL Facebook group:

https://www.facebook.com/groups/639220950251480/?source_id=120483404679784

Classes will be online using Zoom:

- Mondays, 10am -1pm, Women’s English class: <https://zoom.us/j/201733859>
- Tuesdays and Thursdays, 11am – 2pm, Mixed English class: <https://zoom.us/j/2600226080>

One-to-one support:

Roshan Dykes continues to be available to provide one-to-one online or phone support on housing, immigration advice, utility bills.

- roshan@newroutes.org.uk
- 07757 853303



New Routes mentors/befrienders will continue to support their mentees/befriendeds, where possible, via phone or online methods.

For queries or concerns about mentees/befriendeds, please contact Dee Robinson (adults) or Jenny Wangui (youth)

After 20th April, a member of New Routes staff will be available on our Zoom channel for drop-in support every weekday morning, from 10am-1pm. <https://zoom.us/j/2600226080>

Food/ financial support:

The New Routes emergency fund is available to provide financial aid, food aid and mobile phone credit to those with no recourse to public funds, those at risk of destitution due to job loss and delay in universal credit and those who have been dispersed to Norwich without access to their financial asylum support (Aspen card).

If you have a concern about someone in need, please contact Dee Robinson.

- projects@newroutes.org.uk
- 07799 661009 (Whatsapp only)

New Routes will be liaising closely with English+ and The Bridge Plus+ to distribute food parcels to people in need and avoid duplication.

Communications:

For updates, clients, volunteers and other stakeholders are asked to follow the New Routes Facebook page and website

- www.facebook.com/NewRoutesNR
- <https://newroutes.org.uk>

New Routes will provide updated, translated guidance, provided by Doctors of the World on our Facebook page, as frequently as it is updated.

Youth provision:

Youth mentoring will continue via phone/Whatsapp. For any concerns re. youth mentees, please contact Jenny Wangui:

- youth@newroutes.org.uk
- 07483 417407

After 20th April, New Routes will deliver Homework Club online via Zoom. New Routes is continuing to explore how we can support families in need during this period.



English+

English+ will focus on online/phone one-to-one support, online ESOL classes, emergency food/financial support, and dissemination of important information.

NB We are still honouring staff leave booked for this time so please try other staff members if you are not able to reach the person you would like to speak to.

Availability and contact:

We will only be able to respond during normal working hours (9am – 5pm.)

Rosie Sexton (Project co-ordination) Mon-Thurs	rosie@englishplus.org.uk	07951 067435
Lauren Henery (Teaching coordination) Mon, Wes, Thurs	lauren@englishplus.org.uk	07484 855210
Sarah Wormald (Support coordination) Mon, Wed, Thurs	sarah@englishplus.org.uk	07778 433124
Rebeca Sanchez (Teaching) Mon, Wed, Thurs	rebeca@englishplus.org.uk	07593 679507

One-to-one support:

English+ will provide one-to-one support by phone for those most isolated or vulnerable through our network of volunteers and signposting where to get help where necessary.

For queries concerning support contact Sarah Wormald- 07778 433124 or Rosie Sexton - 07951 067435

Online English classes:

These will take place on:

- Monday and Thursday, 10.30am – 12pm
- Conversation class: Wednesday, 2pm - 3.30pm

Contact: Lauren Henery – 07484 855210 or Rebeca Sanchez 07593 679507 for more information on how to join or email info@englishplus.org.uk

Food / financial support:

English+ will assist where possible to provide financial aid, food aid, mobile phone credit to those at risk of destitution due to job loss and delay in receiving universal credit, as well as those in crisis. We will work closely with our partners to avoid duplication.



Communications:

English+ will provide up regular updates on the services we are offering on our website and on Facebook:

- www.englishplus.org.uk
- www.facebook.com/EnglishPlusNorwich

English+ will provide updated, translated guidance, provided by Doctors of the World on our Facebook page, as frequently as it is updated.