

### Exercise 3

## Improving your service to disabled refugees and asylum seekers

You have 35 minutes for this exercise.

Remind yourself of Mr Hu's circumstances.

“Mr Hu is an asylum seeker who is currently supported by the National Asylum Seekers Support Service. He speaks some English and lives in a 2<sup>nd</sup> floor shared flat with 3 unrelated asylum seekers. He would like to improve his English and update his computer skills. He currently receives subsistence vouchers worth £36.54 and £10 cash a week. Mr Hu suffered a head injury last year. As a result, he now finds walking difficult, he has problems with his memory and frequently has seizures. Immediately after a seizure Mr Hu is generally disorientated and unable to communicate in English. The nearest shop which accepts vouchers is 1.3 miles from the flat. The nearest launderette is 1.5 miles away. Mr Hu is registered with a local GP whose surgery is 1 mile from his flat.”

In small groups, with your neighbours, discuss:

- How could your organisation improve the service it offers Mr Hu.

*Hint:* Think about the services you offer, as well as about physical access needs, communication needs, and how you work with other statutory or voluntary organisations etc.