**How the remote delivery of immigration advice evolved during Covid**

Webinar transcript, 30 June 2022

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00:00:39.090 --> 00:00:47.580

hello, welcome to our meeting today and by work commissioned by Paul Hamlyn Foundation we're just going to wait a couple more minutes.

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00:00:48.000 --> 00:01:01.020

Before we get started so just hold on a little bit longer and then we'll get ready to talk all things digital and remote working very excited to be here today and joined by some excellent speakers, so we know this is going to be a great session.

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00:01:27.810 --> 00:01:36.090

I’ll just repeat that again for new joiners good morning and we're just going to wait a few minutes for everyone to join the session but.

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00:01:36.630 --> 00:01:47.100

If you're expecting a lively and interesting conversation about remote delivery then you're at the right place and we are looking forward to get into this into these discussions.

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00:02:27.870 --> 00:02:37.500

Good morning to those that just joined we're just going to wait a couple more minutes or something a couple of minutes number of attendees are still joining so we'll be ready shortly.

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00:03:41.310 --> 00:03:54.720

Tracey Gyateng: Right, I think we can get started now welcome everyone, and thank you for joining us to this mid-morning session to discuss the use of remote delivery for Immigration advice during COVID.

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00:03:55.680 --> 00:04:04.920

Tracey Gyateng: And the benefits challenges and lessons for us all to consider and take forward all provided in this excellent report from Ceri Hutton at On The Tin Ltd.

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00:04:05.760 --> 00:04:13.470

Tracey Gyateng: I’m going to start off with the customary housekeeping so first we are recording the session so others who are unable to make it can catch up.

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00:04:13.740 --> 00:04:19.470

Tracey Gyateng: In their convenience and the recording will be made available afterwards on the Paul Hamlyn Foundation website.

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00:04:20.400 --> 00:04:29.820

Tracey Gyateng: we've put you on mute just for now, but please do use the chat function to kind of post any comments use the Q and A function to put your questions in.

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00:04:30.150 --> 00:04:41.940

Tracey Gyateng: we've left enough time for us to have a nice healthy discussion, towards the end about what the findings of this work means to you and we're really interested to hear from your experience of shifting.

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00:05:19.470 --> 00:05:26.490

Tracey Gyateng: We are not expecting any fire alarms today, so if one goes off that is likely to be in your home or office or wherever you are.

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00:05:26.850 --> 00:05:32.100

Tracey Gyateng: So I would advise you to probably jump off this meeting and catch up later with the recording.

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00:05:32.790 --> 00:05:41.670

Tracey Gyateng: So with that my name is Tracy Gyateng I’m the Community data principal at Justice Lab, which is an initiative of the Legal Education Foundation.

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00:05:42.030 --> 00:05:49.140

Tracey Gyateng: And we focus on conducting, commissioning and catalyzing robust data and research and I’ll be chairing today's session.

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00:05:49.950 --> 00:06:03.000

Tracey Gyateng: Ceri Hutton will be providing an overview of an excellent report and towards the end of the session will be answering questions and discussion questions and will be posted in some questions through zooms poll.

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00:06:03.570 --> 00:06:11.430

Tracey Gyateng: facilities, just so that we can hear a little bit more about what support and training, what are the actions that we should be taken following.

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00:06:12.390 --> 00:06:24.840

Tracey Gyateng: This discussion about remote delivery joining Ceri we have Aggie as manager at Migrant Centre Northern Ireland and John (Manville) who's the development and operations lead at Central England Law Centre.

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00:06:25.260 --> 00:06:32.130

Tracey Gyateng: And KIND UK who both participated in the research and will be sharing their experiences of remote delivery.

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00:06:33.630 --> 00:06:44.670

We are also joined by Jonathan Price from Paul Hamlyn Foundation who commissioned this project and he's also wearing a logistics hat an IT hat, so thank you very much, today, Jonathan for this.

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00:06:46.020 --> 00:06:53.910

Tracey Gyateng: As a brief introduction, we all know that Covid has been very transformative for many people for personal high and family and in the workplace.

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00:06:54.480 --> 00:07:06.300

Tracey Gyateng: and too many leaving a deep impact on our lives going forward in our workplace for those who could there was a huge shift delivering work away from the office, which is the subject of this session today.

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00:07:06.900 --> 00:07:16.920

Tracey Gyateng: But if we jump back in time to 2020, Paul Hamlyn and Trust for London commissioned work which examines methods of increasing the capacity of immigration advice.

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Tracey Gyateng: and which this report identifies remote device and advice and remote device and work as one of nine methods for increasing the capacity efficiency or accessibility of immigration and advice.

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00:07:31.200 --> 00:07:34.110

Tracey Gyateng: And, in recognition of the reduction in legal aid funding.

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Tracey Gyateng: However, at the time of the report, remote delivery for a minute the immigration advice and support was being used by few organizations.

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Tracey Gyateng: But jump forward two years to present day, and many organizations have shifted to remote delivery of advice and support or I have a combination of face to face and remote.

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00:07:54.480 --> 00:07:59.520

Tracey Gyateng: So it is important to discuss what this means for the immigration advice sector going forward.

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00:08:00.000 --> 00:08:10.680

Tracey Gyateng: And if we agree that hybrid working is here to stay, or maybe we don't agree that hybrid is here to say how do we ensure that it works well for people who are most in need.

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00:08:10.980 --> 00:08:26.880

Tracey Gyateng: of our services of the staff and the volunteers working in the sector and how do we ensure it's made sustainable so on that note I’m going to pass off to pass over to Ceri to discuss the findings of her research, thank you.

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00:08:30.990 --> 00:08:41.970

Ceri Hutton: Thank you very much Tracy that's a great intro OK welcome everybody so nice to see so many familiar names, some of you helped me with the research.

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00:08:42.810 --> 00:09:01.410

Ceri Hutton: Great you could attend I’m going to give an overview really kind of the highlights of what the piece of research I did says, and then as Tracy said we're going to be joined by two colleagues from the sector who participated in the research John Glanville and Aggie Luczak.

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00:09:02.520 --> 00:09:06.540

Ceri Hutton: So with that could we go to my slides.

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00:09:08.370 --> 00:09:13.320

Ceri Hutton: First, digital test of the day, to see whether or not we can actually make that transition yay we have.

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00:09:14.520 --> 00:09:27.600

Ceri Hutton: Okay, so um so Tracy's already said what this is about, it was about really you know how things changed during COVID and I suppose it's just kind of worth highlighting at this point what I did.

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00:09:28.710 --> 00:09:38.070

Ceri Hutton: just say you know what these findings are based on, so I did a big survey of the sector that was towards the end of 2021.

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Ceri Hutton: And 61 people got back to that with really quite detailed answers which was terrific from 59 different organizations, and so I use those.

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00:09:48.840 --> 00:09:56.100

Ceri Hutton: To kind of pick out a range of interesting responses and then add to them by a few more, and then I did a kind of further.

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00:09:56.670 --> 00:10:01.860

Ceri Hutton: 23 interviews with various people, including the two speakers who are speaking today.

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00:10:02.430 --> 00:10:11.850

Ceri Hutton: And that's so everything in this is due to you ready everything in this is due to the feedback, which I got from the sector as ever it's just a question of organizing.

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00:10:12.420 --> 00:10:22.710

Ceri Hutton: The brilliant thoughts already out there, not having them yourself so it's about how it evolved in the digital and capacity implications of this change next slide please.

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00:10:24.540 --> 00:10:33.390

Ceri Hutton: And as Tracy also said, so the MICIA research was kind of even more even more interviews were done during this MICIA research thousands of the things.

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00:10:33.930 --> 00:10:45.480

Ceri Hutton: And all people of other stuff in order to arrive at nine type apologies nine categories of the ways in which people were trying to increase the capacity of immigration advice.

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00:10:46.380 --> 00:10:55.740

Ceri Hutton: In order to meet the current scarcity of advice in the sector and I don't need to tell any of you why there is a current scarcity of advice in the sector it's down to last boom it's down to.

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00:10:56.040 --> 00:11:07.860

Ceri Hutton: Fewer providers and more need there we go that's in a nutshell, so people around the country doing inventive things and in the nine categories which were developed as which are there.

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00:11:08.310 --> 00:11:23.580

Ceri Hutton: You will see that one there number five was remote advice and casework and as Tracy just outlined, briefly, when we did that there was a you know people were using remote advisor case what does that mean it meant that they were advice lines.

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Ceri Hutton: Some organizations were thinking of ways in which they could kind of rationalize the the the throughput to drop-in centres and so on, by having an initial triage through phones.

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00:11:37.830 --> 00:11:43.380

Ceri Hutton: But in terms of actually conducting case work there was very little indeed.

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00:11:43.740 --> 00:11:58.350

Ceri Hutton: And indeed, the kind of overwhelming message from the sector was we can't do this it's very complicated, this is a very you know challenging client group it's impossible, and there was only actually one place where I identified a kind of active.

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00:11:59.460 --> 00:12:02.430

Ceri Hutton: trial pilot of that which was JustRight Scotland.

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00:12:03.600 --> 00:12:11.550

Ceri Hutton: Who was at the time, which was at the time trying to pilot doing remote casework with complex family reunion cases where those.

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00:12:11.850 --> 00:12:19.950

Ceri Hutton: family reunion cases were like where the people were on Scottish Highlands and where otherwise they'd have to travel many, many hours across the sea as well.

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00:12:20.460 --> 00:12:28.080

Ceri Hutton: To quality providers in Glasgow and Edinburgh, so they were kind of trying to get out, but other than that there wasn't very much.

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00:12:29.460 --> 00:12:43.290

Ceri Hutton: And so it was having an awareness that things must have changed really quite substantially that we decided to go back and have a look at that and that's why the research was done so, this focuses solely on that fifth segment that.

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00:12:44.700 --> 00:12:45.450

Ceri Hutton: Next slide please.

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00:12:47.880 --> 00:12:51.690

Ceri Hutton: Alright, so there was a sector, so the report was published in April.

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Ceri Hutton: 2020.

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Ceri Hutton: just in time to be completely out of date.

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00:12:58.110 --> 00:13:02.940

Ceri Hutton: Actually, by what was kind of happening around everybody.

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00:13:04.080 --> 00:13:10.410

Ceri Hutton: March 2020 of course everybody was running around like headless chickens trying to work out what to do.

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00:13:11.430 --> 00:13:22.470

Ceri Hutton: And there was, I have to say, a remarkable speed with many organizations in quickly kind of shifting new systems and sitting down and thinking, what are we going to do, it was really impressive.

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00:13:23.040 --> 00:13:28.860

Ceri Hutton: What people said about the way in which they responded to the new circumstances, so what enabled that.

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Ceri Hutton: And this is, these are kind of top line things which I was just putting out when preparing for this and some which he said to me so first of all, you know if you did happened.

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00:13:39.330 --> 00:13:54.480

Ceri Hutton: Four or five six years previously the penetration of smartphones amongst clients would have been far far lower, and the fact that they were as prevalent, as they were really helped in terms of the ability to transition to remote working.

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00:13:56.160 --> 00:13:57.060

Ceri Hutton: Second point.

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00:13:58.470 --> 00:14:14.040

Ceri Hutton: Three even three years previously it would have been a completely different landscape around the available and free platforms people had to do video conferencing, and so what so those began to proliferate Microsoft Teams didn't exist.

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00:14:15.150 --> 00:14:32.190

Ceri Hutton: Skype for business Zoom can became free and readily available Whatsapp became much more prevalent being used so whereas three years before they were just expensive platforms like Cisco Webex being used by private firms those kinds of things.

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00:14:33.720 --> 00:14:37.860

Ceri Hutton: All of a sudden, there were all these platforms which were available for you, so that was really important as well.

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00:14:38.970 --> 00:14:50.220

Ceri Hutton: In addition, especially as providers, some of you had begun to adopt cloud based systems for data CAP for storing documents and managing cases.

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00:14:51.780 --> 00:15:00.990

Ceri Hutton: And it was quite noticeable really when I started talking to people that those people who had, I have to say much more by luck then design.

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00:15:01.470 --> 00:15:09.330

Ceri Hutton: adopted those cloud-based management systems said Oh, we really lucked out because you know we made that transition, the year before and boy, where we got we did.

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00:15:09.810 --> 00:15:22.800

Ceri Hutton: So, but that it began to start because those system to become more available and people were beginning to see the value of them, so the fact that some providers had those help those providers.

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00:15:24.330 --> 00:15:30.690

Ceri Hutton: i've put here last by mindset what I mean by that is, I mean the MICIA research itself kind of.

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00:15:31.290 --> 00:15:40.770

Ceri Hutton: tried to analyse the ways in which providers around the sector were thinking about ways in which, if you'd like they could conserve and preserve.

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00:15:41.340 --> 00:15:51.630

Ceri Hutton: The specialist advisor time, which was increasingly rare and precious and make sure that people who are non specialists did task surrounding.

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00:15:52.020 --> 00:16:01.140

Ceri Hutton: The provision of that advice which specialist didn't need to do so that was things like triage it was things like giving information, it was holistic support surrounding clients.

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00:16:02.700 --> 00:16:20.910

Ceri Hutton: And so, when it suits the fact that that mindset was in place when it when a new set of challenges came into play, particularly around the collection and gathering of documents and then transferring those documents on to it, so that they will virtual and digitally transmissible.

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00:16:22.350 --> 00:16:30.300

Ceri Hutton: People had already begun to think about that, so I don't want to belabour the point, but I think people have begun to kind of desegregate tasks in that way once upon a time when.

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00:16:31.110 --> 00:16:43.530

Ceri Hutton: When I was the director of our law centre and immigration, legal aid was free and flowing lawyers did stuff and stood by photocopiers photocopying or not, but those kinds of gone and.

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00:16:44.490 --> 00:17:01.830

Ceri Hutton: And I think that that facility within the sector actually was quite helpful in the circumstance Another thing which enabled that transition with tech savvy individuals dotted around the sector and, in some cases that was just by luck and, in some cases that was by design, so we have.

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00:17:02.940 --> 00:17:13.200

Ceri Hutton: We have two of those people who are going to speak to you, afterwards, and there were others as well, I spoke with Ryan Bestwood from GMIAU Greater Manchester immigration Aid Unit, for instance.

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00:17:13.740 --> 00:17:20.640

Ceri Hutton: Who kind of just knows about tech stuff and therefore was kind of a hugely invaluable resource for that organization.

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00:17:20.940 --> 00:17:29.070

Ceri Hutton: And they will be able to view as well who just enjoy technology more than others, I don't enjoy it and I, like you can take me by the hand and be leading me through it, which.

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00:17:29.910 --> 00:17:41.400

Ceri Hutton: Those who spoke to me were kind enough to do those individuals and organizations really came into their own and the final thing just to note was that the digitization agenda and the fact that many forms, were going online.

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00:17:42.420 --> 00:17:52.350

Ceri Hutton: wasn't a kind of universal blessing, but certainly many people said to me that was really helpful that forms were now able to be submitted online and required to be submitted online.

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00:17:53.790 --> 00:17:57.090

Ceri Hutton: So that was all great and enabled the transition.

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00:17:58.140 --> 00:18:04.140

Ceri Hutton: Now what were the kind of, however, there were multiple challenges and barriers and I’ll get onto those shortly.

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00:18:05.340 --> 00:18:06.300

Ceri Hutton: Next slide please.

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00:18:07.560 --> 00:18:23.520

Ceri Hutton: Now, in terms of the key sectorial shifts so again, this is looking at the big picture, what are the things that really kind of came to the fore that people realized needed to happen, the first one was putting in place ways in which new clients could make contact so.

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00:18:25.920 --> 00:18:31.980

Ceri Hutton: You will know if you're providing immigration and asylum advice that you're not short on clients it's not like on.

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00:18:32.220 --> 00:18:44.160

Ceri Hutton: Any day you wake up twiddle your fingers and think gosh I wonder when the next client is going to come through the door, there are there's much more needs than you can cope with, however, when lockdown happened the ways.

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00:18:45.630 --> 00:18:56.760

Ceri Hutton: organizations like, for instance Hackney Migrants Centre which had an existing portfolio of clients realized that if they just carried on working with those they had been reliant on the drop in to identify.

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00:18:57.660 --> 00:19:03.570

Ceri Hutton: New people coming through and they clearly couldn't do that anymore, so they needed to be ways of reaching out.

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00:19:04.140 --> 00:19:12.630

Ceri Hutton: And that was the first challenge, all of a sudden organizations, having to think about going out into the Community, and I have to say, this is something which is echoed.

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00:19:13.470 --> 00:19:22.290

Ceri Hutton: Generally within the law centre’s network that actually Community engagement and outreach is becoming increasingly important because, for reasons that not fully understood I don't think.

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00:19:23.400 --> 00:19:28.830

Ceri Hutton: People are less and less coming well partly lockdown people are less and less coming forward to.

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00:19:29.820 --> 00:19:41.310

Ceri Hutton: Access specialist advice that these centres provide so that was one thing, and there was as I’ve already mentioned an increased emphasis on triage and assessment, the pre specialist advisor intervention.

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Ceri Hutton: So people because there were a number of new tasks associated with doing with my advice remotely, including the collection documents which I’ll get into in a minute those took time and so those were new tasks which they needed to kind of organize people around.

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00:20:00.780 --> 00:20:07.980

Ceri Hutton: So there was an increase emphasize that technology review clearly it kind of prompted that both in terms of the physical equipment which people had.

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00:20:08.580 --> 00:20:15.660

Ceri Hutton: So did volunteers have laptops did staff members have laptops could they work from home headphones smart phones.

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00:20:16.290 --> 00:20:24.360

Ceri Hutton: Also, new telephone systems which enabled calls then to be pinged through to people who are working remotely so that kind of reviewing happened.

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00:20:24.690 --> 00:20:35.490

Ceri Hutton: And then also new platforms were bought all over the place, which enable people to communicate better with one another and with clients and the whole.

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00:20:36.540 --> 00:20:40.950

Ceri Hutton: So this next point the consideration of client interface, and the light of data security issues, so.

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00:20:41.430 --> 00:20:51.420

Ceri Hutton: Basically, I mean data security has always been an issue now it's not like it suddenly became one when lockdown happen, but it really, really, really became an issue when lockdown down happened and so.

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00:20:52.410 --> 00:21:02.790

Ceri Hutton: I saw conversations being sparked across various kind of community sharing platforms, where people were worried about you know questions like is Zoom safe, what about Whatsapp.

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00:21:03.900 --> 00:21:09.630

Ceri Hutton: And from that kind of sharing sometimes quite ad hoc sometimes more planned.

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00:21:10.980 --> 00:21:21.090

Ceri Hutton: There was a kind of gradual recognition of the platforms which are safer than others, so that got seriously bumped up the agenda those data security issues.

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00:21:22.740 --> 00:21:34.710

Ceri Hutton: And then there was also you know people were only a client from the client side of things, if clients could only access things remotely then actually what needed to happen, was that the clients received support not only with their issue, but with the use of technology.

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00:21:35.190 --> 00:21:45.180

Ceri Hutton: And so that might involve a whole range of things again I’ll come on to those in a minute, but organizations evolved ways not only reaching out to new clients, but then helping those clients.

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00:21:45.810 --> 00:21:55.860

Ceri Hutton: use technology or understand what it means what they needed to do in order to transfer documents and so on, so that's sometimes involved the evolution of little mini projects within.

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00:21:56.160 --> 00:22:04.860

Ceri Hutton: organizations, for instance, Bristol Refugee Rights had their tech project, which was all about you know kind of trying to get clients stitched in digitally.

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00:22:05.610 --> 00:22:14.580

Ceri Hutton: And then, just to kind of broad thing about client numbers and initially they declined across the sector, because just dealing with all of this.

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Ceri Hutton: Perhaps slightly counter-intuitively it just took far longer so caseloads were reduced down.

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Ceri Hutton: But then what happened over time was that people found that their numbers grow back again.

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00:22:27.630 --> 00:22:32.820

Ceri Hutton: And indeed, in some cases, what they did they reported that they were able to do more, when they were delivering remote advice.

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00:22:33.420 --> 00:22:47.310

Ceri Hutton: There was a big caveat to that which was the complex cases really complex cases well we'll get I’ll come to say that I actually think many people said the complex cases really can't be done with particularly vulnerable clients.

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00:22:48.390 --> 00:22:57.630

Ceri Hutton: successfully, you have to have some degree of kind of in person contact, so those ones, really, really could take a long time, if you had to do them online, but.

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00:22:58.680 --> 00:23:03.870

Ceri Hutton: But aside from those it was possible actually to do more, so next slide please.

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00:23:06.240 --> 00:23:09.900

Ceri Hutton: So, what was the kind of huge challenges and I’ve chopped these up into four.

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00:23:12.030 --> 00:23:30.150

Ceri Hutton: The first of which was client related challenges, so that was just not having a lack of technology, although people were surprised at the at the fact that most clients, not necessarily had a smartphone but could have access to a smart thing so.

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00:23:31.650 --> 00:23:45.960

Ceri Hutton: That was another point which is noted, but WIFI and the ability to transfer documents that was a particular problem and then skills and understanding of it, I mean that's not just limited to clients, is it, I lack those on any occasion.

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00:23:47.010 --> 00:23:57.630

Ceri Hutton: What button do I press now and then obviously from the point of view of the type of clients and people seeing innate vulnerabilities so victims of trafficking homeless people so on.

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00:23:58.170 --> 00:24:04.260

Ceri Hutton: Clearly, in builds challenges there to navigate when you are delivering advice remotely.

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00:24:05.100 --> 00:24:13.590

Ceri Hutton: that's the first chunk, the second chunk is that was around the transfer of documents and the challenges which were related to that so those were many.

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00:24:14.550 --> 00:24:25.980

Ceri Hutton: There was how'd you get them how'd you get hold of them, how do you organize them once you've got hold of them, how do you transfer them from the client’s possession to our case based management system.

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00:24:26.340 --> 00:24:31.500

Ceri Hutton: How do our in-house systems read and store those documents if they're sent in weird formats.

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00:24:32.430 --> 00:24:41.550

Ceri Hutton: how'd you get clients to sign things how'd you get them to authorize things and then perched above all of those considerations how'd you do all of that, in a safe way.

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00:24:42.390 --> 00:24:51.330

Ceri Hutton: Which means that clients identity and documents are safe so that's the second area, and then there were the inevitable.

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00:24:51.810 --> 00:25:02.130

Ceri Hutton: equipment and system challenges, so that really boils down to you know people just not having smartphones and laptops, in particular, or just really slow clunky.

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00:25:03.150 --> 00:25:12.420

Ceri Hutton: Broadband connections or firewalls in place which got in the way that sort of thing and then individual challenges as well.

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00:25:13.110 --> 00:25:21.240

Ceri Hutton: Which people talked about so let's go on to the first cluster there, which is client related challenges with the next slide please.

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00:25:22.200 --> 00:25:34.620

Ceri Hutton: So with client related challenges and what were the big ones that people reported, as I said, most had had smartphones many found WIFI so what I mean by that is that they were our clients kind of.

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00:25:35.370 --> 00:25:46.500

Ceri Hutton: got quite savvy about going to coffee shops, or one person reported that they realized comments were kind of loitering around the office, because the WIFI was picking up kind of near the office.

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00:25:48.810 --> 00:25:56.460

Ceri Hutton: So another way of getting around it was equipment access points so CAB Newport, for instance, and Zoom rooms, where people went in.

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00:25:57.150 --> 00:26:11.100

Ceri Hutton: And they could do that in a covert safe way and use that use those zoom cameras in order to connect GMIU had a webcam in an interview room there were lots of other examples of that around the country.

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00:26:12.870 --> 00:26:19.200

Ceri Hutton: And then they were kind of practical things you can do so if a client didn't have much data.

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00:26:20.550 --> 00:26:23.880

Ceri Hutton: Data or access to broadband turn off cameras to preserve data.

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00:26:24.810 --> 00:26:37.140

Ceri Hutton: practical things to do about documents drop off points people all over the place, talked about the fact that sometimes they just gave up on trying to get the client send the documents, so they went and got it themselves and stood at the gate and took photos of it and then gave it back to them.

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00:26:38.940 --> 00:26:47.670

Ceri Hutton: really critical here, and it will be a strand in all of these challenges, was partner engagement, so there was a kind of general trend of partners becoming more important.

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00:26:48.120 --> 00:26:52.050

Ceri Hutton: And, in some cases organizations forming partnerships with.

149

00:26:52.710 --> 00:27:02.070

Ceri Hutton: Individuals who previously they haven't particularly work with very closely so there were some services where they were still allowed to kind of meet with people so social services.

150

00:27:02.490 --> 00:27:19.470

Ceri Hutton: And it became very important to be working closely with them and they're also distributed tech so gave out smartphones and so on to people in terms of the client’s lack of skills language confidence literacy, there were the tech support projects so.

151

00:27:21.180 --> 00:27:30.840

Ceri Hutton: That was about distributing equipment, but it was also about kind of training, training, was provided I put Bristol Refugee Rights tech project, but there were numerous examples.

152

00:27:32.280 --> 00:27:36.810

Ceri Hutton: Refugee Rights Hub did tech training lots of you did tech training.

153

00:27:37.830 --> 00:27:45.990

Ceri Hutton: And in terms of the data security issue I think they've kind of it was characterized by pragmatic multi-platform approach so.

154

00:27:46.890 --> 00:27:56.520

Ceri Hutton: Essentially you know what was known was that there was the perfect in terms of what would be the best thing in terms of data encryption, but then there was what clients would use

155

00:27:57.180 --> 00:28:07.200

Ceri Hutton: And so, generally speaking, what clients what organizations reported was that they went with the pragmatic approach, but over time, tried to steer clients away from some of the.

156

00:28:07.860 --> 00:28:14.130

Ceri Hutton: much more dodgy platforms, such as Facebook Messenger so WhatsApp was by far and away the most popular way in which clients.

157

00:28:14.790 --> 00:28:22.470

Ceri Hutton: could take photos often transmit documents partner organizations again and distributing leaflets with images was an interesting one, because.

158

00:28:23.400 --> 00:28:32.100

Ceri Hutton: You know just getting clients aware of where things were I mentioned outreach before there was some study done.

159

00:28:33.030 --> 00:28:37.590

Ceri Hutton: It was Staffordshire North and Stoke-On-Trent CAB, in fact, who did a great study.

160

00:28:38.490 --> 00:28:45.690

Ceri Hutton: Looking at these kind of digital issues and how people were shut out or not, and one of the things that they want story they came up with was.

161

00:28:46.350 --> 00:28:54.480

Ceri Hutton: that a woman had who was illiterate could not read anything but did recognize the logo and.

162

00:28:55.110 --> 00:29:00.240

Ceri Hutton: Was desperately trying to work out how to get hold of them in order to get advice and then saw this logo.

163

00:29:00.750 --> 00:29:09.300

Ceri Hutton: On the leaflet which her sister had, and because of that then go the national number and then managed to get through to the organization and the importance of.

164

00:29:09.960 --> 00:29:27.210

Ceri Hutton: Distributing images was noted, but also the importance of distributing that information out to places where people were in those circles so food banks people put leaflets out in, for instance, and making it as easy as possible for new people to.

165

00:29:28.500 --> 00:29:31.590

Ceri Hutton: leave a message will make contact with the service was another thing that was done.

166

00:29:32.100 --> 00:29:47.250

Ceri Hutton: So Nottingham in Nottinghamshire Refugee Forum, for instance, had a kind of easy access first step, where people could phone up and leave a voice message in any language, and then they had volunteer interpreters who interpreted that and then pass it on to relevant team members.

167

00:29:49.140 --> 00:29:53.520

Ceri Hutton: And then, maintaining an element of physical outreach was essential for some next slide please.

168

00:29:56.250 --> 00:30:02.880

Ceri Hutton: There were other difficulties as well, so mental physical and safeguarding barriers, generally speaking.

169

00:30:03.810 --> 00:30:10.020

Ceri Hutton: What people were raising there was if you have clients with particular vulnerabilities who you're concerned about their safety.

170

00:30:10.560 --> 00:30:24.570

Ceri Hutton: That is a kind of whole new ballgame and you need to get savvy about spotting the 10th year and asking questions are you on your own and savvy about spotting potential signs for instance somebody's eyes flicking because there's somebody else in the room.

171

00:30:25.680 --> 00:30:35.850

Ceri Hutton: Generally speaking, with victims of trafficking, it was agreed that actually you needed to be working very closely with partner organizations and at some point you needed to see the person.

172

00:30:36.990 --> 00:30:46.920

Ceri Hutton: In order to ensure safety so that's a real challenge there but also obviously homeless people, ironically, the everyone in scheme, of course, made it easier for people to.

173

00:30:47.610 --> 00:30:52.350

Ceri Hutton: Work with homeless people and be delivering immigration advice that's now ended, however, so.

174

00:30:53.040 --> 00:30:57.960

Ceri Hutton: we're back to where we were in terms of trying to contact and gain traction with homeless clients.

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00:30:58.440 --> 00:31:07.740

Ceri Hutton: And web access points I’ve already mentioned, but there was this other areas well engendering trust so especially supervisors, you will know, you know a lot of.

176

00:31:08.220 --> 00:31:16.110

Ceri Hutton: The quality of the work you can do with the client is dependent on the level of disclosure that they trust they have with you and disclosure they're prepared to make.

177

00:31:17.160 --> 00:31:22.020

Ceri Hutton: So people really tried to come up with ways of doing that online.

178

00:31:24.060 --> 00:31:37.620

Ceri Hutton: Whole ways in which they kind of position their camera they allowed for silences, which is actually a really important point I thought, because one of the things which online communication forces us in a way to do is constantly talk.

179

00:31:38.340 --> 00:31:48.660

Ceri Hutton: And that's not actually what we do person to person, so allowing silences online consciously was one thing that we said the title was a really interesting point.

180

00:31:49.440 --> 00:32:00.240

Ceri Hutton: screen sharing on documents, even if the client didn't GMIU did this, even if the client didn't kind of fully understand what they were seeing the fact that they could see the same thing and roughly following.

181

00:32:00.810 --> 00:32:05.130

Ceri Hutton: engendered a sense of ownership and under and following what was happening to them.

182

00:32:06.150 --> 00:32:11.700

Ceri Hutton: And then I put it at the bottom un-remoting the client so sometimes it was just necessary to bring them in.

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00:32:12.750 --> 00:32:19.740

Ceri Hutton: So the next challenge is next slide please we're document related challenges and y'all know the documents to assess the case so.

184

00:32:20.460 --> 00:32:32.700

Ceri Hutton: carrier bags in the MICIA research with something loads of people talked about clients just arriving at drop ins with carrier bags electronic carrier bags became the thing that people were dealing with so just masses of photos and.

185

00:32:33.270 --> 00:32:44.310

Ceri Hutton: You know, half taken photos and bank statements and so on, that was one thing so assessing the case then collecting the evidence, then getting documents signed all of those were challenges.

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00:32:45.000 --> 00:32:56.790

Ceri Hutton: In terms of the provider response, there were policies created about data security Whatsapp photographs are commonly used by clients and this whole shift in how.

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00:32:57.390 --> 00:33:11.640

Ceri Hutton: staffing both by volunteers and by staff happened came into its own there, so they were literally new post created which still obtain a still part of the structure in some places, which would, to do with the collection and sorting of documents before they got through to.

188

00:33:13.470 --> 00:33:24.720

Ceri Hutton: To specialist advisors Cardinal Hume Centre, for instance in London created one such post and there were lots of volunteer roles created which we had a focus on that again partners.

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00:33:25.950 --> 00:33:30.840

Ceri Hutton: In terms of the internal case management system, one thing which was.

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00:33:31.860 --> 00:33:44.610

Ceri Hutton: Important but not many people had, I have to say we're internal case management systems which could incorporate an interface with what was coming through from clients So what do I mean by that I mean if you're being sent Whatsapp stuff.

191

00:33:45.480 --> 00:33:57.270

Ceri Hutton: By and photos can you organize it and then just basically incorporated into your system, and so it becomes case notes, or do you have to go through an extra stage of taking a photo and making it kind of.

192

00:33:57.690 --> 00:34:11.040

Ceri Hutton: incorporated into the case management system, so you wanted your case management system to be able to suck in, as it were, all these different all the information from these different platforms, if you were to save time.

193

00:34:12.450 --> 00:34:20.220

Ceri Hutton: So that was another thing that was highlighted and other things, setting up email accounts from clients DocuSign was used by Refugee Rights Hub.

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00:34:20.970 --> 00:34:28.470

Ceri Hutton: and client facing support and platforms and here's an example of one next slide please so Voices In Exile created so.

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00:34:29.070 --> 00:34:37.020

Ceri Hutton: It really put the focus on, you know, the fact that clients needed to collect documents I mean we knew this already, but it kind of really, really put the focus on it.

196

00:34:37.770 --> 00:34:48.930

Ceri Hutton: Voices In Exile develop this immigration toolkit so they did it for these applications which you can see, on the right hand side and essentially it was about helping guide.

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00:34:49.770 --> 00:34:54.180

Ceri Hutton: clients through the information that they were going to have to collect so that.

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00:34:54.720 --> 00:35:02.310

Ceri Hutton: This is, if you like, a one step further on from having the volunteer or staff team it's a online platform which guides clients through that.

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00:35:02.790 --> 00:35:13.530

Ceri Hutton: And means that by the time the advisor picks it up that should all be ready, and if it isn't they send the client off to kind of get it ready, so this is something it was trialed with clients.

200

00:35:14.910 --> 00:35:17.760

Ceri Hutton: Funded separately it's very interesting platform.

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00:35:19.620 --> 00:35:23.130

Ceri Hutton: I can send you as well, you can have a look at it yourself online next slide please.

202

00:35:25.200 --> 00:35:35.640

Ceri Hutton: equipment challenges are all the ones that I have really already mentioned so not having the smartphones and laptops etc, and not having those cloud-based systems next slide please.

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00:35:37.440 --> 00:35:43.560

Ceri Hutton: And it's this one, I wanted to just kind of mention as well, which was the fourth cluster of challenges which volunteers.

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00:35:43.890 --> 00:35:53.520

Ceri Hutton: With volunteers, one of the things people fed back was you know the motivation of volunteers often was to meet people and to have connection with people and so not being able to do that.

205

00:35:53.970 --> 00:36:11.490

Ceri Hutton: meant that some organizations, said that very early on, they lost quite a few volunteers who just didn't have the appetite for remote working, however, there were you know people regrouped and new roles volunteers were developed and volunteer training was developed.

206

00:36:13.830 --> 00:36:21.900

Ceri Hutton: And that in and of itself took time so that was a challenge, making sure that everybody was equipped and could work from home in that way.

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00:36:23.010 --> 00:36:24.660

Ceri Hutton: In terms of advisors.

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00:36:26.070 --> 00:36:36.090

Ceri Hutton: The frustration around the challenges of remote working was voiced by many, so you know as specialist advisors working in this area.

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00:36:36.900 --> 00:36:50.160

Ceri Hutton: People are used to client centred approaches to working you get skilled at picking up on signs that the client isn't fully disclosing something you can pick up on body clues.

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00:36:50.670 --> 00:36:57.930

Ceri Hutton: and go with those much more difficult to do when you're doing it online so that was a source of frustration for many people.

211

00:36:58.350 --> 00:37:07.710

Ceri Hutton: There was also the fact that just working at home, could be emotionally very draining because you were dealing with clients on a day to, day by day basis, and there was no place to go and have a cup of coffee with colleagues.

212

00:37:08.880 --> 00:37:17.400

Ceri Hutton: And so what organizations do they create a debrief and support sessions for staff members to try and combat some of that.

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00:37:18.690 --> 00:37:28.860

Ceri Hutton: other kind of challenges associated with resistance to change it was said to me, you know, have to say with certainty by a lawyer that lawyers are not always the most change embracing of people.

214

00:37:30.570 --> 00:37:35.250

Ceri Hutton: I know this to be true from personal experience in a law centre but.

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00:37:36.480 --> 00:37:45.660

Ceri Hutton: That said, there were lots of changes that were brought in, and people did clearly rise to the challenge, but there was you know some resistance to.

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00:37:46.800 --> 00:37:51.720

Ceri Hutton: Having somebody in the organization to drive that forward was very helpful in that regard.

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00:37:52.890 --> 00:38:03.000

Ceri Hutton: Generally, there was an anxiety about data security which will come back to you and then just a note on the on the context, I mean you all know, but referring clients on to private.

218

00:38:03.930 --> 00:38:14.370

Ceri Hutton: to legal aid funds it's just increasingly impossible, and then the Home Office delays itself practically what those meant was that organizations, not only.

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00:38:15.600 --> 00:38:22.680

Ceri Hutton: took on these clients, but that they will but that you're holding them for longer and if you're holding them for longer it's eating up your case capacity for longer.

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00:38:23.880 --> 00:38:31.830

Ceri Hutton: And also, you have all the difficulties, people reported all the difficulties of keeping client motivation remotely going.

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00:38:33.840 --> 00:38:36.570

Ceri Hutton: And that being very difficult okay next slide please.

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00:38:38.160 --> 00:38:44.040

Ceri Hutton: As a brief question in the research about digitization attended did it help, and the answer was yes and no.

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00:38:44.580 --> 00:38:56.580

Ceri Hutton: So yes, in that there was a move away from acquiring original documents and signatures and that greatly simplified collection for applications.

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00:38:57.540 --> 00:39:07.290

Ceri Hutton: If there was one thing somebody mentioned was if there was no capacity to do the case one kind of advantage about the online forums, was that you could send it to clients.

225

00:39:07.710 --> 00:39:24.330

Ceri Hutton: get them to fill it in, and then say send it to me and I’ll check it so that kind of was a advice light thing you could do, which was enabled by the digitization agenda and then people did raise at tribunals and appeal court hearings how stressful online was for clients.

226

00:39:26.010 --> 00:39:29.790

Ceri Hutton: On the no side of things, however, there were a few.

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00:39:30.900 --> 00:39:39.660

Ceri Hutton: one of which was it was just a bit, well not just a bit, it was a lot opaque Okay, so people just didn't know what there was no manual saying how the system worked what questions we're going to be.

228

00:39:39.960 --> 00:39:48.270

Ceri Hutton: are so it's difficult to predict what would come up and then also there were random and unpredictable changes in the form, so what had been the form on Monday might not be the form on Tuesday.

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00:39:48.660 --> 00:39:54.030

Ceri Hutton: That wasn't very frequent, but it did happen, and so you kind of people felt they couldn't fully trust it.

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00:39:54.720 --> 00:40:03.810

Ceri Hutton: And the forms requiring specific input was another issue raised so whereas before with a handwritten form, you could write not applicable.

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00:40:04.170 --> 00:40:14.730

Ceri Hutton: The digitize form didn't allow you to do that, and that was particularly raised in relation to dates, where you know when did you arrive in the UK, or when did you leave your country of origin, whatever it was.

232

00:40:15.120 --> 00:40:22.140

Ceri Hutton: A precise date was needed, whereas before another said month of May you know 1999.

233

00:40:23.190 --> 00:40:26.670

Ceri Hutton: Now that became impossible, and so you have to say, the 28th of May.

234

00:40:28.080 --> 00:40:31.020

Ceri Hutton: Because that's what the form required so that that was another worry.

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00:40:33.090 --> 00:40:49.800

Ceri Hutton: Government stakeholders using and all contracting platforms, with a poor interface with another problem raised with the whole digitization agenda and that was particularly highlighted in relation to my HMT TTS which reported difficulties for clients connecting to representatives.

236

00:40:51.300 --> 00:41:01.950

Ceri Hutton: And there was another issue which was that if client opened an application or, rather, if clients went to a provider of immigration advice, he was not very good and they opened.

237

00:41:03.090 --> 00:41:16.740

Ceri Hutton: An application for them and then the client or they abandoned it that private portal had already been opened and it might be very difficult, then to transfer it to the new provider who's trying to sort things out.

238

00:41:17.460 --> 00:41:26.130

Ceri Hutton: Because it's already been opened by the original provider, so that was a kind of glitchy irritating thing that people were having to deal with.

239

00:41:27.300 --> 00:41:28.230

Ceri Hutton: Okay next slide.

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00:41:30.690 --> 00:41:41.400

Ceri Hutton: Before charging on to the lessons I just wanted to kind of those are all challenges, people have and where their benefits, yes, their were, so in terms of.

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00:41:42.630 --> 00:42:01.380

Ceri Hutton: In terms of clients, the Democratization of access to advice is welcome for many clients so not all and some may still need to be seen, but the reduction in travel time and stress was reported by many, particularly of course people with.

242

00:42:03.150 --> 00:42:09.450

Ceri Hutton: anxiety is about travel or women, single women with children and so on, and so forth, so that could be greatly.

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00:42:09.900 --> 00:42:21.810

Ceri Hutton: decreased, and there was something there as well about democratic in that you know did mean that you could assess people on the basis of need, rather than the people who could walk up to the drop in on the particular day.

244

00:42:23.790 --> 00:42:32.520

Ceri Hutton: clients also got support to use technology, so there was a kind of increasing and confidence about using technology and some lovely stories about that actually.

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00:42:33.480 --> 00:42:38.400

Ceri Hutton: With clients just feeling generally Oh, I see that's how it works about apps, for instance.

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00:42:39.270 --> 00:42:51.690

Ceri Hutton: And it drove client facing developments to try and make things more accessible and open for clients, such as Cleo for clients which Refugee Rights Hub has adopted official some other.

247

00:42:52.260 --> 00:43:05.610

Ceri Hutton: Some others of you might have and those webcam access points as well that I talked about they got devices and it drove a kind of review of some traditional ways in which people I mean it kind of really did put a bit of a.

248

00:43:07.680 --> 00:43:15.780

Ceri Hutton: charge under looking at the ways in which worked was being done generally with clients so things like going in for food or donations.

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00:43:16.380 --> 00:43:22.410

Ceri Hutton: which traditionally happened in some places got converted into well how are we going to do that, they saw and so they converted into vouchers.

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00:43:23.310 --> 00:43:31.440

Ceri Hutton: And when they did convert it into vouchers actually what the client said was actually prefer vouchers, because it means we can decide what we're going to have ourselves so it kind of helped there.

251

00:43:32.640 --> 00:43:33.390

Ceri Hutton: Next slide.

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00:43:34.740 --> 00:43:44.670

Ceri Hutton: organizationally there were benefits, so all the ones you know save time on training and meeting attendance, including OISC exams I don't know if that's still ongoing I’d be interested to know.

253

00:43:46.470 --> 00:43:54.870

Ceri Hutton: There was some reduction in time waste from missed appointments, but there was also quite a lot of time spent often in document transfer and so on.

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00:43:56.430 --> 00:44:01.920

Ceri Hutton: But it's significant benefit was able to reach and support clients through a wider catchment area.

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00:44:03.000 --> 00:44:10.740

Ceri Hutton: Another significant benefit was that it began to drive these innovations to help save time, such as the Voices In Exile toolkit.

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00:44:11.460 --> 00:44:23.400

Ceri Hutton: Such as law centre’s networking query desk I mean that was kind of already ongoing and obviously it's for law centres not for all of you, but it's kind of turbo charged that a bit.

257

00:44:24.090 --> 00:44:36.000

Ceri Hutton: A bit client facing Apps new staffing and volunteer systems it kind of really made organizations look at all that, whereas they might have just kind of carried on doing things the old way if it hadn't been there and then a.

258

00:44:36.480 --> 00:44:49.230

Ceri Hutton: Massive one I think recruitment of staff, especially advisors was possible from a wider catchment area and why is that important because, as you all know, there is a bit of a recruitment crisis around immigration advisors.

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00:44:50.730 --> 00:44:57.990

Ceri Hutton: People I’ve heard many stories of people, you know going out to advert multiple times to try and fill post, all of a sudden that got opened up.

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00:44:58.500 --> 00:45:13.320

Ceri Hutton: And I know, in the course of doing the research, there was you know one person who was advising he was based in Portugal, there was the Law Centre’s Network digital team, who I talked with two of them at the point when I talked to them were working from Australia.

261

00:45:14.610 --> 00:45:22.440

Ceri Hutton: So you know all of a sudden, the world opens up for new people to come in next slide please, and they were also benefits for the sector.

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00:45:23.910 --> 00:45:30.150

Ceri Hutton: So they were topic, so there are some topics specialist areas which you will know about, for instance Project 17.

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00:45:30.660 --> 00:45:39.570

Ceri Hutton: Section 17 applications, was able to kind of cover a far bigger area than when they had they limited their provision to just doing that in person.

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00:45:40.470 --> 00:45:49.590

Ceri Hutton: And, of course, as soon as you have topic specialist able to do that and, that being accepted partnerships with those topics specialist become possible as well.

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00:45:51.300 --> 00:46:04.170

Ceri Hutton: And that was the case with Kind UK, for example, which kind of extended its reach way beyond the hubs which had previously existed in London Birmingham and.

266

00:46:05.370 --> 00:46:22.080

Ceri Hutton: Glasgow and Manchester, but now kind of was covering much more of the country, because people were working remotely so they could recruit pro bono for firms from across the country that’s around the registration of families and children for citizenship and then.

267

00:46:24.120 --> 00:46:40.800

Ceri Hutton: The value of second tier support an intervention was reinforced so always supervision, for instance, and democratize networking, so I had some people kind of say to me, you know gosh when I am I never used to be able to go to open meetings before all of a sudden, I can.

268

00:46:42.240 --> 00:46:43.230

Ceri Hutton: Next slide please.

269

00:46:44.400 --> 00:47:00.330

Ceri Hutton: So where does this leave us in terms of lessons lots of lessons, there is a really substantial permanent sector shift in thinking method and approach hybrid model and surprising to all of you I’m sure, but is almost universal post lockdown.

270

00:47:01.380 --> 00:47:08.700

Ceri Hutton: And we realized, there were limitations we've realized that client facing support, as well as flexibility as needed.

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00:47:10.590 --> 00:47:21.840

Ceri Hutton: original stereotypes about who will use tech with challenge, particularly regarding age actually that work both ways all the people were some organizations was surprised that older people will find using smartphones.

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00:47:22.320 --> 00:47:32.970

Ceri Hutton: And some organizations were surprised that younger people really didn't want to use zoom or face to face and that way, so they only wanted to use smartphones so.

273

00:47:33.900 --> 00:47:47.220

Ceri Hutton: challenge their outreach essential extending access to clients through digital outreach really interesting project and Citizens Advice Sheffield which is doing this at the moment where people can go into libraries and speak to an advisor.

274

00:47:47.940 --> 00:47:53.610

Ceri Hutton: remotely so they go into the library sit in the room, and then can access the organization there through a D10.

275

00:47:56.580 --> 00:48:06.540

Ceri Hutton: platform and revision of triage emphasize the importance of holistic support and emphasize the importance of partnerships, and it also next slide please.

276

00:48:09.360 --> 00:48:21.030

Ceri Hutton: And really highlighted what we mean by digital resilience so cloud-based data management systems, the two, I have to say that kind of rose to the top but they're expensive Cleo very good for integrating.

277

00:48:22.200 --> 00:48:22.740

Ceri Hutton: with other.

278

00:48:23.820 --> 00:48:31.230

Ceri Hutton: platforms and Advice Pro least lines which is connection reserved for one user only really important if you're going to be uploading and particular.

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00:48:31.770 --> 00:48:44.760

Ceri Hutton: sound quality vital I think others will talk about that if you're going to be doing if you're going to be resilient digitally fire drills could be important take a week a year just to remote work to see whether or not things work well.

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00:48:46.050 --> 00:48:47.220

Ceri Hutton: It support.

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00:48:48.780 --> 00:48:55.980

Ceri Hutton: was absolutely essential for some organizations, not only to review and support systems, but also to help with decision making.

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00:48:57.120 --> 00:49:00.060

Ceri Hutton: data security is still a challenge.

283

00:49:01.590 --> 00:49:09.960

Ceri Hutton: And ways in which people are getting around that are researching and using more secure platforms and outsourcing and bringing in house IT specialists or firms.

284

00:49:11.760 --> 00:49:20.850

Ceri Hutton: And then it's really important with data security to realize it is not a one off you don't kind of get a data security system in place and then go yes we've done that.

285

00:49:21.330 --> 00:49:37.680

Ceri Hutton: It has to be monitored, because that laptop on train scenario which was mentioned several times is what you're constantly trying to guard against so you're constantly kind of thinking, how laptops being used, whereas data being kept, is it secure and the final slide.

286

00:49:40.920 --> 00:49:47.520

Ceri Hutton: there's not just lessons for the sector in this, there are l also lessons funders I did wonder whether or not put this in because none of you, other than.

287

00:49:48.150 --> 00:49:59.550

Ceri Hutton: a couple of you are funders, but there are some big things tech core costs if we're going to be doing remote advice, it has to be regarded as core vital to invest in innovation, yes.

288

00:50:00.240 --> 00:50:10.890

Ceri Hutton: but also in sustainability maintenance and hard work to ensure any remote working is feasible digital audit for the sector would also be helpful tech people.

289

00:50:12.300 --> 00:50:26.640

Ceri Hutton: To come in and be embedded in the sector troubleshoot embed systems, etc, also vital and facilitate the sharing of tech innovations and learning activities so don't just say what was happening before.

290

00:50:27.570 --> 00:50:38.010

Ceri Hutton: that’s community practice sharing that's great but there's something here about a rapid evolution in understanding and practice and that needs to be supported by some active.

291

00:50:38.670 --> 00:50:47.460

Ceri Hutton: Learning sessions which may be will be one of the things which the workshops, which, following after this one might help with a bit okay that's it.

292

00:50:50.640 --> 00:51:06.780

Tracey Gyateng: brilliant thank you so much, Ceri we've got a couple of questions already in the Q & A channel, please do add some more questions but we'll come to that, after we hear from Aggie and John so just for the sake of time I’m going to pass on to Aggie.

294

00:51:10.650 --> 00:51:12.330

Aggie Luczak: I’m just gonna try and share.

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00:51:13.380 --> 00:51:16.050

Aggie Luczak: my presentation, which I hope everyone can see.

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00:51:17.970 --> 00:51:27.750

Aggie Luczak: and thank you so much Ceri for the introduction and the Paul Hamlyn Foundation and Justice Together for having me here today to share some of the.

297

00:51:28.140 --> 00:51:36.060

Aggie Luczak: experiences and learning outcomes from our work at the migrant centre over the last two years, actually.

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00:51:36.540 --> 00:51:43.080

Aggie Luczak: and thanks Ceri for introduced me I’m a manager of projects at the migrant centre and I were based in Northern Ireland.

299

00:51:43.530 --> 00:51:54.030

Aggie Luczak: And have the time of the research, actually, and I was managing and EUSS support project with at one point, having 11 immigration advisors.

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00:51:54.480 --> 00:52:01.200

Aggie Luczak: And also, I was moving into a wider management role within the organization and, as we were entering the first lockdown.

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00:52:01.920 --> 00:52:10.380

Aggie Luczak: I was also going into the last two semesters of my part time master's degree in professional software development at Aalto university.

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00:52:10.860 --> 00:52:22.260

Aggie Luczak: And although I was pursuing that purely out of my personal interest actually it became even more useful and the context of my role at the migrant centre and obviously.

303

00:52:22.590 --> 00:52:29.910

Aggie Luczak: The pandemic that happened and I’ll talk you through very quickly about our pre democrat conditions and the decisions that we.

304

00:52:30.300 --> 00:52:39.660

Aggie Luczak: were faced with making and also the kind of key learnings and benefits and the way forward for us as an organization and possibly.

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00:52:40.230 --> 00:52:53.130

Aggie Luczak: In the wider sector as well and pre COVID times the migrant centre and I were all about direct face to face service provision and to our service users and.

306

00:52:53.820 --> 00:53:00.720

Aggie Luczak: Although that was the main way of working, we did actually have elements of remote work and delivery in place.

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00:53:01.350 --> 00:53:11.910

Aggie Luczak: but not to the extent of what we're working with currently I would say all of those arrangements might have been actually more by luck and then by specific design.

308

00:53:12.240 --> 00:53:17.670

Aggie Luczak: And yet they have proven to be immensely beneficial once we were told to work from home.

309

00:53:18.150 --> 00:53:28.590

Aggie Luczak: And rewind back to March 2020 and we've already been using a Google digital calendar shared by our advisors and our staff members.

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00:53:28.950 --> 00:53:34.290

Aggie Luczak: And a cloud-based management system that Ceri has already mentioned Advice Pro and.

311

00:53:34.980 --> 00:53:45.000

Aggie Luczak: And both of those we've used, with a focus on reduction of paperwork actually back then, which was driven by both environmental factors and also.

312

00:53:45.360 --> 00:53:54.690

Aggie Luczak: Storage solutions that we've had, and all of that was underpinned by GDPR as well, and both of those solutions have been used for a decade actually.

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00:53:55.050 --> 00:54:01.650

Aggie Luczak: And therefore, no additional training or resources were required, and once we entered that the lockdown.

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00:54:02.190 --> 00:54:14.160

Aggie Luczak: And as an organization, working from at the time for locations across Northern Ireland and our advisors not only working regionally across Northern Ireland but also.

315

00:54:14.790 --> 00:54:22.350

Aggie Luczak: Visiting different locations for home visits and drop-in clinics and each member of the advice team actually already had.

316

00:54:22.920 --> 00:54:32.490

Aggie Luczak: A work laptop and mobile phone and so those that did not have the device within the organization where needed to be provided with one.

317

00:54:33.120 --> 00:54:38.220

Aggie Luczak: And the quickest solution top-off pay as you go sim card to go along the mobile.

318

00:54:38.700 --> 00:54:50.310

Aggie Luczak: And we've also already had Whatsapp groups established for staff and projects that were pre pandemic obviously were a way of kind of quick communication setting up meetings and things like that.

319

00:54:51.000 --> 00:55:01.650

Aggie Luczak: But over the pandemic became obviously our communication platforms as well we've also pre-pandemic had a WhatsApp business account.

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00:55:02.280 --> 00:55:14.070

Aggie Luczak: Our Facebook page our website and all of those also had chat functions enabled, so people were able to talk to us but pre pandemic, we were not providing any advice.

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00:55:14.760 --> 00:55:30.330

Aggie Luczak: Via those channels and that was obviously about to change and in March 2020 and, as we have been working very closely with our partner on this project Advice and I, and I can see the Advice and I reps are in this meeting as well and.

322

00:55:31.830 --> 00:55:45.750

Aggie Luczak: The you know, since April 2019 the project also had a central free phone number that was the central point of contact and for those seeking advice under the EU settlement scheme and Advice and I was also.

323

00:55:46.620 --> 00:56:01.680

Aggie Luczak: developing plans that then materialized in November 2020 for an advised fund that was basically about get it out and COVID safe COVID ready to be able to go out to the communities and deliver the advice face to face.

324

00:56:02.370 --> 00:56:12.240

Aggie Luczak: were absolutely necessary, and unfortunately what we were about to lose in March 2020 was access to our offices access to community groups.

325

00:56:12.600 --> 00:56:23.700

Aggie Luczak: Access to our volunteer organizations and access to people, we had to rethink how we distribute the information, how we let people know that we're still operating, although the ways we operate and obviously.

326

00:56:24.210 --> 00:56:31.950

Aggie Luczak: Changing massively and we've lost the ability to go and do home visits for those most vulnerable within the communities that we've worked with.

327

00:56:32.340 --> 00:56:44.160

Aggie Luczak: And, to be honest with you when I’m looking back to the 13th of March 2020 when I was sending out the link to our work from home and survey to the colleagues and staff at the migrant centre.

328

00:56:44.490 --> 00:56:53.190

Aggie Luczak: And I was sitting and drafting a plan for four weeks of remote work thinking I’m ahead of the game, the plan is two weeks we're planning for four.

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00:56:53.700 --> 00:57:02.700

Aggie Luczak: we're absolutely ready obviously little did I know that it's that it will take actually two years and for us to go back fully into the offices.

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00:57:03.600 --> 00:57:14.070

Aggie Luczak: And then, once we knew lockdown was not about to end at the end of April, and obviously we needed to make decisions of kind of what works best for communication.

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00:57:14.580 --> 00:57:30.060

Aggie Luczak: Not only within the organization, but actually with clients without a partner organization and stakeholders and thankfully for us at the time the providers of the interpretation services that we've used quite heavily were able to deliver conference calls, which was obviously.

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00:57:31.800 --> 00:57:38.640

Aggie Luczak: A relief, because we were able to continue to use them and, as you might already know and read in the research.

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00:57:39.000 --> 00:57:47.040

Aggie Luczak: The Resolution Centre the Home Office Resolution Centre does not provide interpretation, so if we needed to phone them with the client to ask about the case or ask.

334

00:57:47.730 --> 00:57:55.890

Aggie Luczak: Any of the paperwork we actually needed to do a conference call where it would be the advisor the client the Home Office and interpreter very often on the line.

335

00:57:56.880 --> 00:58:09.450

Aggie Luczak: And we knew our information sessions seminars drop-in clinics, they all needed to move online obviously and so we've decided to actually at the start of the pandemic try a few different solutions.

336

00:58:10.050 --> 00:58:16.080

Aggie Luczak: we've tried Teams we've tried Webex Join Me Google Meets and you name it whatever we were able to get our hands on.

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00:58:16.500 --> 00:58:23.070

Aggie Luczak: And we've listened to the feedback, not only from our own advisors, but actually from the service users.

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00:58:23.670 --> 00:58:33.990

Aggie Luczak: And although Zoom as we are in Zoom today, it was becoming the most popular platform our decision actually to move to Zoom wasn't a straightforward one.

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00:58:34.710 --> 00:58:46.770

Aggie Luczak: And that was due to the initial issue of the encryption actually in data security and, at the time when zoom was basically becoming one of the biggest things, and it was a research that came out.

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00:58:47.370 --> 00:58:59.160

Aggie Luczak: pointing out the flaws and the weaknesses in the encryption and the algorithm that was responsible for encrypting audio and video and the calls.

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00:58:59.760 --> 00:59:10.680

Aggie Luczak: Basically, used keys that were issued in China by Chinese servers which also had a knock-on effect that under Chinese law if Zoom was required to provide those keys.

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00:59:11.040 --> 00:59:17.250

Aggie Luczak: They would have needed to do that, which in turn would mean that the authorities could decrypt audio and video.

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00:59:17.730 --> 00:59:26.760

Aggie Luczak: and, obviously, when you read and hear any media that Google NASA spacex or bonding employees from using Zoom.

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00:59:27.660 --> 00:59:34.620

Aggie Luczak: We were carefully watching the developments in that space to make sure we're making the best possible decision taking into account.

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00:59:35.040 --> 00:59:42.270

Aggie Luczak: The security of the data and because it was personal details we were dealing with a lot of personal details bank statements documents.

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00:59:42.690 --> 00:59:47.610

Aggie Luczak: And so we needed to make sure that it is an informed decision actually.

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00:59:48.510 --> 00:59:58.710

Aggie Luczak: But out of those concerns were addressed, obviously it became a platform of choice and proved actually relatively easy to use by service users and by colleagues alike.

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00:59:59.250 --> 01:00:09.240

Aggie Luczak: And, as initially, no one really knew how long the work from home order will be in place, we also had to make decision what to do with our landlines.

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01:00:09.690 --> 01:00:27.720

Aggie Luczak: Unfortunately, we lacked the voice, the voice over Internet Protocol solution so basically what we needed to do is transfer calls to mobiles and ask people to kindly pick up the calls on their work mobiles and really apart from.

350

01:00:28.740 --> 01:00:40.140

Aggie Luczak: The Zoom meetings in terms of communication with the clients directly, we have allowed WhatsApp messaging but discourage people from providing advice via Facebook Messenger.

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01:00:41.280 --> 01:00:47.820

Aggie Luczak: Not only because sharing documents via Facebook Messenger meant that obviously the quality of the photos wasn't great which.

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01:00:48.240 --> 01:00:58.140

Aggie Luczak: In turn, sometimes met those documents were rejected by the Home Office if uploaded to the system and but we've also made a caveat that if it was the only.

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01:00:58.680 --> 01:01:14.310

Aggie Luczak: Accessible solution for the clients, obviously we were going with that, because at the end of the day we needed to make sure that we can use the platform that the client is basically happy with and able to have the capacity to use as well.

354

01:01:15.330 --> 01:01:24.360

Aggie Luczak: And to help clients actually make sure that they can they know how to access them they know how to join in for a meeting with the advisor.

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01:01:24.630 --> 01:01:34.710

Aggie Luczak: We have developed guides we have developed, step by step screenshot help sheets for people at those were translated into a number of languages, to make sure that people.

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01:01:35.130 --> 01:01:44.850

Aggie Luczak: were coming to the meeting prepared so that, if they didn't know what to do, we were able to say, have a look on page three of what we've sent you and you have a screenshot.

357

01:01:45.480 --> 01:01:54.510

Aggie Luczak: Obviously it didn't help that, for example, they use elements came application has been changed about five or six times over the last two years.

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01:01:54.780 --> 01:02:01.050

Aggie Luczak: So, quite often we've done the screenshots and then the following week we were logging in, and we were seeing different questions.

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01:02:01.620 --> 01:02:17.490

Aggie Luczak: And so, if we were just sharing screens that was easy, but if the client was being just guided on the phone it was making it more difficult because they were telling us or, this is not what I see, and so we needed to make sure that we were obviously on top of that as well.

360

01:02:18.720 --> 01:02:19.530

Aggie Luczak: And I suppose.

362

01:02:22.080 --> 01:02:28.110

Aggie Luczak: we've been faced with many challenges over the last few years, and along the way.

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01:02:28.770 --> 01:02:37.470

Aggie Luczak: And Ceri has already talked about them, and I would strongly encourage you to actually read the full report and to get the insight.

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01:02:37.800 --> 01:02:44.970

Aggie Luczak: On those and I’m sure looking at the names of who's joined us today you face those challenges, yourselves as well.

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01:02:45.360 --> 01:02:55.260

Aggie Luczak: And there has been benefits and there has been learning that we, as an organization and, I believe, as a sector should be taking further and.

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01:02:55.800 --> 01:03:07.560

Aggie Luczak: we're digital delivery was pretty much optional before or non-existent and much of the sector, it has now become a norm, more or less and during the pandemic the.

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01:03:08.040 --> 01:03:21.510

Aggie Luczak: unlikely, I suppose benefits for organizations like ours, based in Northern Ireland, but also in the Scottish Highlands, for example, was the ease of networking and possibility to actually attend meetings that we didn't have the chance to attend before.

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01:03:22.950 --> 01:03:31.080

Aggie Luczak: The training sessions online examinations or the ISC the office of the Integration Services Commissioner has moved their examinations online.

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01:03:31.380 --> 01:03:39.600

Aggie Luczak: which meant people were able to access them without the need to travel and the travel element was pretty much limited.

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01:03:40.230 --> 01:03:52.650

Aggie Luczak: Most of the meetings were happening usually in England or in London and due to restrictions or limited funding, very often, we were unable to actually attend those.

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01:03:53.220 --> 01:04:05.820

Aggie Luczak: And in terms of the day-to-day delivery and meetings, the time spent traveling basically was brought to nothing, and we have been able to jump from meeting from one meeting to another without thinking, how much time.

372

01:04:06.480 --> 01:04:15.060

Aggie Luczak: It will take us to go from A to B, probably the biggest concern was whether we'll be able to make ourselves a cup of coffee in between the meetings and.

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01:04:16.050 --> 01:04:27.060

Aggie Luczak: And although colleagues have been offered furlough options within the Migrant Centre and I, and no one has actually decided to stop working over the pandemic within the migrant centre.

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01:04:27.540 --> 01:04:38.430

Aggie Luczak: And they all continued to remote work and then hybrid delivery and, to be honest with you have the advice that was very much needed for the communities that we were working with.

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01:04:38.910 --> 01:04:46.350

Aggie Luczak: And we are very proud and grateful for their service really and, as you may know.

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01:04:46.830 --> 01:04:52.380

Aggie Luczak: Over the pandemic we've actually had a couple of different deadlines in terms of the EU settlement scheme applications.

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01:04:52.710 --> 01:05:04.770

Aggie Luczak: across different eligibility criteria, so it was very important to make sure that people do have that support and that they have somewhere to turn to for help and the digitalization.

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01:05:05.790 --> 01:05:17.250

Aggie Luczak: also meant ease of access for many to the services that we were providing and an example that was mentioned by Ceri in the report, were our EUSS information sessions.

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01:05:17.670 --> 01:05:26.280

Aggie Luczak: That would have been delivered face to face prior to the pandemic and but obviously moved online, and especially the ones on the.

380

01:05:26.790 --> 01:05:35.880

Aggie Luczak: Relevant persons of Northern Ireland and the eligibility of their family members to play under the scheme which came about in August 2020.

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01:05:36.510 --> 01:05:45.720

Aggie Luczak: During some of those sessions we barely had anyone from the UK joining the meetings, yet we've hosted people from like all continents, but one.

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01:05:46.170 --> 01:05:54.930

Aggie Luczak: And not only that we've hosted people from open waters with clients joining us from cruise ships, where they worked at the time and.

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01:05:55.560 --> 01:06:04.680

Aggie Luczak: This wouldn't have been possible, obviously, if it wasn't for really COVID because, probably, we would have continued with face to face and information sessions.

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01:06:05.010 --> 01:06:13.980

Aggie Luczak: And even now that we're able to do face to face, we will stick with some form of online sessions anyway, and the proved popular and.

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01:06:14.490 --> 01:06:22.230

Aggie Luczak: To be honest with you, if you think about it, even now, people do still get valuable information they can go to face to face meeting.

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01:06:22.560 --> 01:06:31.620

Aggie Luczak: But if they do have an option of joining online, they can still nurse their children, they can cook dinner fold laundry whatever they need to get on with.

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01:06:32.250 --> 01:06:42.240

Aggie Luczak: But at the same time, they able to virtually join us and join the session of their choice and get the details that they need, and we also hope that.

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01:06:43.410 --> 01:06:58.860

Aggie Luczak: I suppose, some of the skills that we have taught our clients and we hope that we have delivered to them will remain with them as a legacy of the digital delivery where sometimes they were simply guided by an advisor over the phone.

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01:07:00.000 --> 01:07:08.760

Aggie Luczak: But they have actually access to services themselves which they might have not had the confidence to do prior to it being a necessity.

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01:07:09.390 --> 01:07:16.650

Aggie Luczak: And, bearing in mind that the government is pushing all of the services digital universal credit and the benefits that.

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01:07:17.190 --> 01:07:28.950

Aggie Luczak: Immigration applications, they are all moving online so clients being able to have the confidence to do that or being able to just have the confidence to have somebody, on the other end of the phone to just help them with some of the aspects.

392

01:07:29.520 --> 01:07:40.470

Aggie Luczak: I think that's a big big big benefit and a key learning for everyone involved another benefit, I suppose, of the digital journey itself and was that as an organization.

393

01:07:41.100 --> 01:07:48.900

Aggie Luczak: We are committed to this digital journey and we are currently working on a new telephone solution for the migrant centre and.

394

01:07:49.770 --> 01:07:58.140

Aggie Luczak: Overall, a better centralization of the communication that we have we are developing our Microsoft Office and Teams skills within the organization.

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01:07:58.500 --> 01:08:05.130

Aggie Luczak: And to fully utilize the software that we have, but we may be not make the best use of it, as always, and.

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01:08:05.640 --> 01:08:16.890

Aggie Luczak: We are moving to two factor authentication for all of our apps across the organization to ensure that the safety of the data is there and is protected by what we do.

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01:08:17.820 --> 01:08:26.670

Aggie Luczak: And really to be honest with you this is just a snapshot of everything that happened over two years, but I was told not to talk longer than 10 minutes.

398

01:08:27.060 --> 01:08:31.230

Aggie Luczak: And I could talk about the issues, the challenges, the need for face to face.

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01:08:31.740 --> 01:08:43.560

Aggie Luczak: which will always be there and the lack of funding for digital development very often in the sector, the capacity for training that is very limited, and then the needs of the sector, actually, that are there.

400

01:08:44.400 --> 01:08:53.520

Aggie Luczak: But I’ll stop here and I will be happy to take any questions during the Q and A and thank you again for having me here.

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01:08:55.260 --> 01:08:55.740

Aggie Luczak: Great.

402

01:08:55.890 --> 01:08:57.300

Tracey Gyateng: Thank you Aggie and.

403

01:08:57.540 --> 01:09:10.440

Tracey Gyateng: positive comments, for your presentation already in the chat and we'll simply move on to John and we do want to have enough time for Q and A afterwards John say not to rush you I’m going to give you.

404

01:09:11.070 --> 01:09:12.390

Tracey Gyateng: enough time but also to rush you as well.

405

01:09:14.310 --> 01:09:14.550

John Glanville: Okay.

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01:09:14.610 --> 01:09:15.210

I will.

407

01:09:17.460 --> 01:09:18.270

start sharing.

408

01:09:20.970 --> 01:09:27.570

John Glanville: So hi everyone, my name is John Glanville I work for Central England Law Centre and KINDUK, which is a project within.

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01:09:28.680 --> 01:09:41.220

John Glanville: Within Central England Law Centre and, obviously, thank you to Aggie and to Tracy and to Ceri and Paul Hamlyn Foundation it's really nice to be doing a presentation that is focused on trying to deliver the benefits of.

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01:09:42.390 --> 01:09:49.770

John Glanville: Moving remotely into some That was really a contingency exercise and turning into doing something, but we've actually got a chance to improve.

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01:09:51.300 --> 01:10:04.620

John Glanville: So yeah first thing who am I wear two hats, everyone knows what a law centre is here, hopefully, I do a lot of data analysis work in support of our operations at Central England Law Centre so sort of grant application monitoring process that kind of thing.

412

01:10:05.700 --> 01:10:17.100

John Glanville: But I also do a lot of tools and integration to try and merge that data between systems and one of the things that I’m going to talk about later is the importance of having systems that can interface between each other.

413

01:10:17.820 --> 01:10:23.970

John Glanville: KIND UK’s project within the law centre so the manager itself top to bottom it's got its own parallel management and.

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01:10:24.390 --> 01:10:36.750

John Glanville: staffing structure and a completely separate client channel, although some clients do crossover between the two and I’m also the SIS admin for KIND UK’s case management system which is separate system and again build tools to integrate that.

415

01:10:38.190 --> 01:10:41.670

John Glanville: One of the big things coming from remote methods development is around product integration.

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01:10:41.970 --> 01:10:54.990

John Glanville: So where you've got multiple case management systems where you've got say an anchor IT system and a data management system and a case management system or, indeed, an outside vendor or an outside partner and their case management system to deal with.

417

01:10:56.550 --> 01:11:01.230

John Glanville: Building tools to span between those and to integrate those together is a substantial challenge.

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01:11:01.980 --> 01:11:09.510

John Glanville: Often, you can find yourself spending quite a lot of money in the private sector, this can be you know 100 grand a year as a contractor an outside vendor within the private sector.

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01:11:09.900 --> 01:11:12.630

John Glanville: And it's a very technical skill set, but it also is a.

420

01:11:13.230 --> 01:11:24.030

John Glanville: skill set that requires you to be sat within an organization really to understand it part of why they're very expensive outside is because they bring in a consultant to understand all of your operations and then to build a tool.

421

01:11:24.840 --> 01:11:37.320

John Glanville: In terms of building tools to fill gaps, sometimes it can be a really, really tiny tool, but the important thing is knowing that it's doable coming in, so having the having the skill set and the experience to come in from the outside.

422

01:11:38.520 --> 01:11:48.450

John Glanville: I know this is this is something that can be trivial connected together, so you find yourself, making a 10-line script which glues two things together really effectively and that might be better than going off and doing 1,000 hours.

423

01:11:48.810 --> 01:11:53.970

John Glanville: On a project to replace one of them with all this doesn't quite do the things we need, we need to replace it entirely.

424

01:11:54.750 --> 01:12:04.800

John Glanville: And then obviously outside of those sort of main jobs, I do a lot of work, supporting our senior staff when they're evaluating products, one of the things that's been talked about is the decision points that are involved in.

425

01:12:05.580 --> 01:12:15.870

John Glanville: Choosing and selecting technology and being somebody from a technology background, rather than a legal background or an accounting background to turn around and point to something and say actually.

426

01:12:16.380 --> 01:12:22.200

John Glanville: The integration around this is something that we need to consider how does this fit with both the product with that we are.

427

01:12:22.440 --> 01:12:27.210

John Glanville: Either replacing or augmenting with it and how is it going to integrate with products and things that we want to do with it in the future.

428

01:12:28.170 --> 01:12:30.930

John Glanville: Also, of relevance in a minute is that I used to work in sound engineering.

429

01:12:31.650 --> 01:12:42.330

John Glanville: This will come up later and I had a very long discussion with Ceri which has fed into research and I’m going to fully agree treading too much around the importance of really good quality sound, in particular, for doing remote delivery.

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01:12:44.280 --> 01:12:54.480

John Glanville: So my section here is only 10 minutes long and we're already running sort of a little bit long on it and I’m going to frame it as questions to think about for remote methods and a stretch for thinking about them, rather than a set of solutions.

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01:12:55.890 --> 01:13:06.000

John Glanville: There are really two groups of equipment infrastructure that got thought about with remote methods, one is the sort of essential remote work tools, unless you believe you're going remote so he's talked about.

432

01:13:06.780 --> 01:13:15.990

John Glanville: The benefits of a remote case management system Ceri talked about cloud hosted case management systems and Central England Law Centre was really lucky that we did go for a cloud hosted.

433

01:13:16.440 --> 01:13:25.560

John Glanville: desktop solution in the first month price pandemic and KIND UK uses a completely cloud based system for reasons that are associated with having to work with outside partner organizations.

434

01:13:27.150 --> 01:13:38.100

John Glanville: These were really, really important they meant the first six months we didn't have to do any horrible firewall configuration we didn't have to deploy a VPN for me a small amount of firewall configuration was needed by our outside software vendor.

435

01:13:39.690 --> 01:13:52.650

John Glanville: But we didn't have to do that ourselves, and we certainly weren't in a position of trying to set up remote desktop access or remote access to a fairly old-world case management system from nothing so that was incredibly vital.

436

01:13:53.520 --> 01:14:01.590

John Glanville: It was also possible to do the first six months of sort of emergency contingency remote work by asking users to use their own hardware so we've already heard that.

437

01:14:01.920 --> 01:14:11.310

John Glanville: clients were in a very good position in terms of having laptops having phones having access to technology Similarly, the fact that some of Central England Law Centre staff had.

438

01:14:11.730 --> 01:14:17.190

John Glanville: The kit at home, so that they didn't necessarily have a work laptop out of work desktop we could send them home.

439

01:14:17.490 --> 01:14:26.190

John Glanville: With here’s a bit of paper or an email to your personal email address with some self-service instructions let's get you set up in a remote desktop environment preserve some security there.

440

01:14:26.790 --> 01:14:32.460

John Glanville: And then we can roll out the sort of the further infrastructure spend with giving people laptops that kind of thing later.

441

01:14:33.840 --> 01:14:39.810

John Glanville: Similarly cloud based case management systems are fantastic in this regard, Cleo, particularly I know has been brought up.

442

01:14:40.440 --> 01:14:46.230

John Glanville: Cleo is really nice and I would definitely consider it if you're looking at a new case management system yeah they're expensive.

443

01:14:46.560 --> 01:14:51.360

John Glanville: But their platform agnostic so fundamentally you can work from an iPad you can work from a cheap laptop.

444

01:14:51.720 --> 01:14:58.650

John Glanville: If your work laptop explodes and you are 200 miles from the nearest place where you could get another one, you can just nip into a.

445

01:14:58.860 --> 01:15:05.460

John Glanville: second-hand shop and buy a laptop and then start running Cleo start running your case management system there they have their own challenges.

446

01:15:06.000 --> 01:15:13.380

John Glanville: But where you've got fully cloud driven stuff that's great similarly phone systems, I know that's been brought up and it features in Ceri’s research and more detail.

447

01:15:14.460 --> 01:15:22.710

John Glanville: yeah phone systems that allow you to essentially have no hardware deployed it's all software and if it's all software it's all deployed allow outwards.

448

01:15:23.730 --> 01:15:31.440

John Glanville: The second big group of things to think about our tools that are essential to remote methods only so things like audio and video conference platforms and hardware.

449

01:15:32.190 --> 01:15:45.750

John Glanville: Yet the sound engineer anything comes up and doing good sound is really important, even in person, events have good quality audio is the most important requirement for doing remote conferences at any scale whether that's one on one or 250 people or 10,000 people.

450

01:15:47.400 --> 01:15:55.170

John Glanville: people are amazingly tolerant of bad quality video and there's a lot of research to support this, there are some fantastic YouTube demos, which I haven't got time to include here.

451

01:15:55.560 --> 01:16:06.750

John Glanville: of how bad your video can be if your audio is great, and how great video will not make up for even slightly grainy audio so faint or noisy background noisy audio.

452

01:16:06.990 --> 01:16:15.210

John Glanville: intermittent audio is a real big problem and, you know as well when you've got echo or where you've got the latency between two participants being too high.

453

01:16:15.660 --> 01:16:20.430

John Glanville: It rapidly becomes impossible to hold a conversation even between two completely fluent completely engaged because.

454

01:16:21.420 --> 01:16:28.980

John Glanville: Obviously we're dealing with a set of immigration organizations here if you've only got functional English or you need interpreter or it's a sort of multi participant call.

455

01:16:30.120 --> 01:16:33.990

John Glanville: That immediately unravels and I think everybody realized that very fast.

456

01:16:35.160 --> 01:16:40.230

John Glanville: One of the things that we did it experience there was that there was a massive demand crisis around.

457

01:16:41.580 --> 01:16:48.870

John Glanville: The first three or four months of the pandemic you couldn't buy a webcam you couldn't buy a headset for less than 200 quid and they were bad quality ones for 200 quid.

458

01:16:50.250 --> 01:16:54.150

John Glanville: However, the private sector KIND works with a number of private sector partners.

459

01:16:54.660 --> 01:17:01.260

John Glanville: They gave their staff, you know, several hundred quid to go out and just get any headset you can that was how important they prioritize it to be.

460

01:17:01.920 --> 01:17:06.420

John Glanville: and, frankly, I agree with them, it was it was such a huge change.

461

01:17:07.230 --> 01:17:14.910

John Glanville: And I’m sure everyone here has dealt with bad audience and cause the fact that we are now in a position where = KIND can deploy to everyone, but we're not quite at the point where.

462

01:17:15.210 --> 01:17:21.810

John Glanville: Every desk that comes with a headset every desk that comes with all the tools, you need to have great quality oh yeah that's something that's really lacking.

463

01:17:25.230 --> 01:17:33.150

John Glanville: So this slide is about tools software and configuration, but it also could be called changing to software and configuration, the first things bear in mind is that change is really hard.

464

01:17:33.690 --> 01:17:40.800

John Glanville: Part of remote methods is organizational change so technology should support necessary changes, but very rarely should it be necessary to impose organizational change.

465

01:17:41.040 --> 01:17:46.410

John Glanville: Because the technology can't do that and that's one of the things that I think having a technology focused person.

466

01:17:46.860 --> 01:17:58.050

John Glanville: enables it's very easy to be a user of technology, having the mindset that one must change the technology and make it work for you and that almost everything is changeable if you work hard enough if you choose the right tools and products.

467

01:17:58.770 --> 01:18:04.320

John Glanville: that's something that really doesn't come naturally to some people, it does if you've been working in the sector, for a long time.

468

01:18:05.760 --> 01:18:10.980

John Glanville: But it's not a free or instant process designing the changes different to doing other organizational change processes.

469

01:18:11.340 --> 01:18:20.880

John Glanville: there's no sort of human judgment involved unless you're actually planning code for it initially and being able to turn around and say yeah actually we need to plan this early is vital.

470

01:18:21.810 --> 01:18:29.820

John Glanville: pandemic mode was every IT support in house developer, anyone who could read Wordpress anyone who could drive see panel anyone with any kind of technical skills.

471

01:18:30.150 --> 01:18:36.900

John Glanville: up and down the spectrum, from incredibly experienced people through people with my background into people would say Aggie’s background.

472

01:18:37.770 --> 01:18:46.530

John Glanville: Suddenly, having large chunks of their work be shifted towards actually deploying something changing something making something better or making something work remotely.

473

01:18:47.610 --> 01:18:54.480

John Glanville: In this regard, having in source teams, really, really useful because they do the work but be because they manage your outsourcers.

474

01:18:55.080 --> 01:18:59.790

John Glanville: One of the things that people get upset about is outsourcing is terrible outsourcing is good actually.

475

01:19:00.390 --> 01:19:07.680

John Glanville: You, but you do have to invest in managing and selecting it really well it's not reasonable or sensible to try and have a completely bespoke complete technology stack.

476

01:19:08.550 --> 01:19:17.460

John Glanville: Everyone uses Office everyone uses Windows everyone host their website with Hosting Vendor almost everyone uses a product size case management system rather than you know, a massive Excel spreadsheet.

477

01:19:18.840 --> 01:19:22.500

John Glanville: And please if you're if you're using a massive Excel spreadsheet move away from that immediately.

478

01:19:23.880 --> 01:19:32.250

John Glanville: But one of the things that is really important is the ability to manage those and the ability to manage those with really detailed knowledge of what your needs are.

479

01:19:33.510 --> 01:19:39.870

John Glanville: For context on the gains there before the pandemic, one of the things that I found myself doing for KIND and partly for Central England.

480

01:19:40.230 --> 01:19:46.590

John Glanville: Is sorting out our website hosting right sizing better hosting again that's the sort of thing we're having a technology person is really beneficial, because we know.

481

01:19:47.040 --> 01:19:54.780

John Glanville: What the landscape around the non-charitable sector, the non-legal sector might involve we slashed budget for that by 95%.

482

01:19:55.560 --> 01:20:05.310

John Glanville: vendors up, particularly in things that span between commercial and charity sector they’re absolutely out to make loads of money off you, they will absolutely send you something that's 100 times bigger than you need.

483

01:20:06.690 --> 01:20:16.830

John Glanville: Similarly, when buying products, all the vendors tended to want to sell you on a fully integrated system with a few notable exceptions, particularly the very, very large organization so Microsoft is great about this.

484

01:20:18.690 --> 01:20:28.620

John Glanville: They really want to interoperate only with their own products or they'll charge dozens to hundreds of hours of third party integration or custom Dev if you want them to do something special and weird.

485

01:20:29.580 --> 01:20:37.410

John Glanville: There are two problems one that's kind of expensive two the problem is also that there is implicitly thousands of pounds of you, specifying and supervising and testing their work.

486

01:20:37.680 --> 01:20:43.740

John Glanville: And I haven't yet found any midsize vendor who really do that customer support properly through the speaking of a system.

487

01:20:44.070 --> 01:20:55.560

John Glanville: And then through the acceptance testing that goes on at the end of it, those are really important those are arguably the most important things you can do the bit in the middle, you know anyone could do software dev to getting the spec right and getting the testing right a really important.

488

01:20:56.580 --> 01:21:00.810

John Glanville: Similarly, selecting products should include figuring out how easy it is to integrate the next thing you buy.

489

01:21:01.800 --> 01:21:13.020

John Glanville: So we've been talking about integration and one of the crucial things is this idea of documented API so clear again comes up here close API documentation is phenomenal I would say is you know almost best in class.

490

01:21:14.160 --> 01:21:19.650

John Glanville: And really that's the sort of thing that I turned around and I go, yes, we should select this product purely on the basis of.

491

01:21:20.010 --> 01:21:31.530

John Glanville: Exposing all of its internals to an authenticated user in a sensible way so being able to connect to it talk to pull data out to do, data driven stuff but also being able to pull data in from something else.

492

01:21:32.820 --> 01:21:36.600

John Glanville: With an in-source team so with sort of in-house software development tech people.

493

01:21:37.080 --> 01:21:50.370

John Glanville: You can do small integration projects as needed, rather than having to wait and just focusing spending say 20 grand capital on something to build out an interface or to deal with a dodgy interface on something that you've already selected.

494

01:21:51.780 --> 01:22:01.590

John Glanville: One of the other big benefits to the sudden sort of shifter and methods was being able to justify sort of build it throw it away design pattern, so there was a sudden urgent need.

495

01:22:02.610 --> 01:22:09.150

John Glanville: And sometimes it's great to be able to get a bad minimal functional solution going really, really fast and then learn from your mistakes immediately.

496

01:22:09.960 --> 01:22:14.040

John Glanville: But it's sometimes difficult to do this and the charity sector, particularly budgets are really, really tight.

497

01:22:14.820 --> 01:22:18.990

John Glanville: and part of that process is that you have to throw it away you can't just stick with.

498

01:22:19.320 --> 01:22:26.130

John Glanville: The bad solution and I think that's one of the one of the challenges that I’ve encountered is very easy to come up with a sort of interim solution that kind of works.

499

01:22:26.430 --> 01:22:34.170

John Glanville: And then refused to replace it, because it involves more money that's definitely something that that really you can get big benefits from, but you have to be really disciplined about it.

500

01:22:35.940 --> 01:22:48.690

John Glanville: In terms of data sharing, one of the big benefits from remote methods and sort of digitalization agenda that we've had and it's a force digitization of a lot of client work is that suddenly we do have a big silo of

501

01:22:50.760 --> 01:22:59.730

John Glanville: Big solid data that we can use to do interesting things with before I go any further, though this slide and everything else but the red bar definitely not legal advice definitely not professional advice.

502

01:23:00.660 --> 01:23:14.430

John Glanville: Particularly with information security controls my advice is to go away and hire someone qualified and not take any off the peg solutions away this again this is sort of starting points to think.

503

01:23:15.960 --> 01:23:23.790

John Glanville: So on the data sharing within from clients thing Ceri has already discussed upgrading clients to better and more secure platforms, as they engage.

504

01:23:24.840 --> 01:23:30.780

John Glanville: it's very understandable to want to start from cast-iron and guarantees and it's nice to have the idea of having cast-iron guarantees in the back of your mind.

505

01:23:31.080 --> 01:23:43.770

John Glanville: About yes we're going to give the client a really secure platform a really, really effective way of communicating with us, but actually they don’t necessarily want to do that, they want to get on with our life formalizing this sort of thing as a threat matrix.

506

01:23:45.000 --> 01:23:55.230

John Glanville: and suggesting ways that we can classify what a client wants to do the information that they want to send to us and what are sort of minimum standards and minimum requirements around how they send data around.

507

01:23:55.890 --> 01:24:03.840

John Glanville: is something that gets done a lot in the technology world anyway, regardless of whether it's legal information or merely private data that somebody might want to protect.

508

01:24:04.740 --> 01:24:09.210

John Glanville: And again, starting to think in that way and starting to think about sort of moving someone through.

509

01:24:09.720 --> 01:24:20.940

John Glanville: A threat matrix journey, where we say okay they're providing us with relatively minor information early on and getting progressively more substantial security I’m going to go on that's really important.

512

01:24:26.370 --> 01:24:36.270

John Glanville: Yes, okay so I’m going to skip over some of this so data sharing also means things about data ontology which obviously people are going to now ask what's the data ontology.

513

01:24:37.410 --> 01:24:52.860

John Glanville: Part of having good data security and data handling is around where you have interoperability between platforms often they embed a set of assumptions about what things mean and how data will be handled in terms of its actual real world, meaning.

514

01:24:54.240 --> 01:25:00.330

John Glanville: Dealing with that is something that tech people often encounter and surface and is not necessarily something that's encountered a lot in the legal world.

515

01:25:01.140 --> 01:25:09.840

John Glanville: I’m going to skip through the next couple of slides just because they discuss some stuff around encryption information security, but the big takeaway here is that.

516

01:25:10.260 --> 01:25:17.610

John Glanville: Doing remote methods has lots of information security concerns actually most people have tackled them really well, and there are good quality products out there.

517

01:25:18.510 --> 01:25:28.650

John Glanville: A lot of them are products that people are already using and the information security implications come from doing it well, rather than buy a new product, there are lots of people trying to sell new products.

518

01:25:30.360 --> 01:25:36.480

John Glanville: and very often they didn't actually do anything more substantial value formalized process that you could do just yourself.

519

01:25:37.740 --> 01:25:45.750

John Glanville: The other thing, there is the inter-operation has its own concerns around open data open data is great, and we should be trying to promote it as much as possible, but it raises a whole bunch more concerns.

520

01:25:45.990 --> 01:25:53.250

John Glanville: Around the aggregation of data, which is not by itself, particularly sensitive or important but it's aggregation with either your own data.

521

01:25:53.730 --> 01:26:05.130

John Glanville: In someone else's system or the aggregation of multiple organizations dates together could present challenges could present you know information security risks but don't hamstring potential benefits, there are great benefits.

522

01:26:06.360 --> 01:26:07.140

John Glanville: Similarly.

523

01:26:08.430 --> 01:26:12.270

John Glanville: vendors and data sharing and access agreements that's been touched on around Zoom encryption keys.

524

01:26:13.440 --> 01:26:18.690

John Glanville: But also just in terms of using an outside vendor where are they located what the access rights associated with that that kind of thing again.

525

01:26:19.110 --> 01:26:25.500

John Glanville: have somebody who's a specialist review these things I’m not a lawyer, but there are excellent lawyers out there who review these things all day all night.

526

01:26:27.510 --> 01:26:36.210

John Glanville: yeah things to take away are iterating and design throwaways a really good idea, even if it seems really scary to do and costly to do it's not necessarily as costly, as you would think.

527

01:26:36.990 --> 01:26:39.150

John Glanville: Integration is really important, there are massive gains on.

528

01:26:40.020 --> 01:26:48.240

John Glanville: On show that if you go out and take them and good API integration good API documentation should be a headline feature demand for advice organizations.

529

01:26:48.630 --> 01:26:57.060

John Glanville: and technology people tend to be natural problem solvers and tend to look at situations see problems and then want to start solving them.

530

01:26:58.080 --> 01:27:00.780

John Glanville: A lot of value comes from seeing a problem that someone else has written off.

531

01:27:00.840 --> 01:27:03.150

John Glanville: As something to put up with say thank you for letting me ramble on.

532

01:27:03.330 --> 01:27:04.500

John Glanville: Sorry for running a little bit.

533

01:27:05.760 --> 01:27:08.730

John Glanville: Thank you everyone I think there's a Q and A next.

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01:27:09.360 --> 01:27:11.640

Tracey Gyateng: And we've got four minutes left so.

535

01:27:13.230 --> 01:27:22.650

Tracey Gyateng: Q and A and it just goes to show there's a lot to talk about there's a lot of areas covered in this research and findings and how do we cope with remote working.

536

01:27:23.310 --> 01:27:34.530

Tracey Gyateng: The slides are going to be made available on PHF’s website I’m we're going to do a poll now and it's going to pass on to Ceri and Jonathan to put the poll up Ceri to.

537

01:27:35.010 --> 01:27:36.660

Tracey Gyateng: promptly introduce it.

538

01:27:37.410 --> 01:27:49.140

Ceri Hutton: So what, as you can tell that there's an awful lot to say around this area, and so what suggested is that we do follow up workshops which kind of focus on some of the aspects which came up in this.

539

01:27:49.560 --> 01:27:53.340

Ceri Hutton: One of those might indeed be for those areas which John had to race through.

540

01:27:53.670 --> 01:28:00.030

Ceri Hutton: On data security and encryption people might want to kind of specific session on that so there's a poll, which should be coming up now.

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01:28:00.360 --> 01:28:10.530

Ceri Hutton: It gives you I think it's five options of things that you might be interested in, or there is another box, which is basically something else that you'd be interested in having a follow up workshop on.

542

01:28:11.100 --> 01:28:21.090

Ceri Hutton: And if you think Oh yes, there is other than the options I’ve got here's the poll come up now remote methods for the workshop suggestion, so please just.

543

01:28:21.990 --> 01:28:30.300

Ceri Hutton: As client facing support and digital developments to improve remote access, the second is implications of remote working for staff and volunteers so that's all about.

544

01:28:31.020 --> 01:28:41.610

Ceri Hutton: Organizing people and how people have done that differently outreach appointment and triage systems which are complementing support remote working so that things like web cams and reaching out to people.

545

01:28:42.300 --> 01:28:55.110

Ceri Hutton: where they are and then data security, which is kind of what John was talking about now, and there may be other things, if there are other things put your suggestions in the chat The other thing just to say is that if you.

546

01:28:56.370 --> 01:28:58.650

Ceri Hutton: If you have anything that you think is particularly.

547

01:28:58.830 --> 01:29:09.390

Ceri Hutton: Interesting that you'd like to share with people, let me know because we'd like to make follow up workshops, not just talking out but also kind of contributions from other bits of the field as well.

548

01:29:11.820 --> 01:29:15.180

Ceri Hutton: So vote away, and please put your suggestions in the chat now.

549

01:29:23.400 --> 01:29:30.600

Tracey Gyateng: As well everyone's fighting so one minute, if any of the panellists wanted to respond to some of the questions that we had in the Q and A.

550

01:29:32.640 --> 01:29:45.330

Tracey Gyateng: I think this is important one for today about the reports has very little about languages of vulnerability factor in our local research, we found that this was a very significant barrier, especially lack of reading and writing capacity.

551

01:29:46.230 --> 01:29:54.540

Tracey Gyateng: Do you not think that although remote methods may overcome the access issues caused by traveling into services, it may create different inequalities.

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01:29:56.130 --> 01:29:57.990

Tracey Gyateng: Anyone have some very quick thoughts.

554

01:29:59.670 --> 01:30:06.660

Aggie Luczak: yeah I’ll probably take this one absolutely it was one of the major challenges and issues that we have faced in our work.

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01:30:07.020 --> 01:30:17.040

Aggie Luczak: and, obviously, most of our clients and to them English is second or third language, not only that especially working with the Roma community and.

556

01:30:17.490 --> 01:30:26.370

Aggie Luczak: Very often they are not literate in their own languages that they speak, which makes it even more difficult when you're obviously want to make sure that.

557

01:30:27.240 --> 01:30:35.490

Aggie Luczak: What you're asking them to share and the documents that you're obviously filling in on their behalf that they understand and what those mean and.

558

01:30:36.540 --> 01:30:40.890

Aggie Luczak: You know, we were focusing kind of on the benefits and the aspect and all of that, but I think.

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01:30:41.610 --> 01:30:48.810

Aggie Luczak: You know, we could have a session that is probably double the time of this one, to talk about the challenges and issues and.

560

01:30:49.590 --> 01:31:05.460

Aggie Luczak: The issue of kind of language and accessibility is the biggest one, at least for us in the migrant centre and there's no straightforward solutions, unfortunately it's what fits a given person, very often, and very often we needed to be kind of very.

561

01:31:06.090 --> 01:31:17.490

Aggie Luczak: Flexible and the approach, some people were okay on the phone some people just wanted to you know if you have a language issue, and then the mental health issue on top of that, at some people just use text messages.

562

01:31:17.940 --> 01:31:22.620

Aggie Luczak: Some people were okay to Zoom some people just weren't okay to have a video and.

563

01:31:23.040 --> 01:31:31.140

Aggie Luczak: Some just use Facebook Messenger you know and for some people, we needed to go face to face whenever we were you know some of the restrictions were lifted.

564

01:31:31.500 --> 01:31:40.290

Aggie Luczak: And for those who are most vulnerable, we were able to kind of once the weather was nicer we were able to go to the gardens, we were able to collect documents.

565

01:31:40.620 --> 01:31:52.320

Aggie Luczak: And it was the only way to do that, we were very lucky to have advisors speaking, I think, at one point, we had like 19 languages and house, which was immensely beneficial for the work that we were doing.

566

01:31:52.680 --> 01:32:02.340

Aggie Luczak: And, but there's no straightforward answer to that, but yes, it is a massive issue and it'll continue to be an issue, regardless of whether we do hybrid remote or face to face delivery.

567

01:32:03.630 --> 01:32:14.010

Tracey Gyateng: Thank you very much Jackie and perhaps that's one thing that we can pick up and workshops going forward as well, time is 12:31 I’m sorry one minute over so.

568

01:32:14.670 --> 01:32:25.770

Tracey Gyateng: I would want to thank you very much, I know some people might have to drop off straightaway I’ll leave the last word to Ceri or Jonathan if you have anything further to add, but thank you very much for joining us today.

569

01:32:26.700 --> 01:32:37.590

Ceri Hutton: That just to say on the pole there is um interestingly, the client facing apps and so on, get marginally more than everything else but everybody is interested in all four of those areas, nobody has written anything in the.

570

01:32:38.430 --> 01:32:50.640

Ceri Hutton: chat for something else you might be interested in, but we please email me my email has just been put into the chat there, please take my email and email me if you would like.

571

01:32:51.150 --> 01:33:00.030

Ceri Hutton: Anything particular looked at, I do think, maybe having a session on the encryption and data security issues which we had to rush through might be a very good idea.

572

01:33:01.980 --> 01:33:07.020

Ceri Hutton: and other than that I look forward to seeing some of you at a follow on workshop.

573

01:33:10.170 --> 01:33:19.800

Tracey Gyateng: Right, thank you very much, thank you to all our speakers today, thank you Ceri, John, Aggie I’m sure everyone agrees and there's been lots of positive comments about how informative this has been.