



# Transforming Local Infrastructure Professional Services Cluster

## Case Study

### Refugee and Migrant Centre and Roots HR CIC



Wolverhampton Refugee and Migrant Centre provides a dedicated service to asylum seekers, refugees and vulnerable migrants living in the Black Country. Set up in 1999 by volunteers who were themselves refugees, the organisation is a registered charity and a company limited by guarantee.

Early 2013 Wolverhampton Refugee and Migrant Centre contacted the TLI project for help finding suppliers they could invite to review their HR policies. Volunteer Coordinator Melanie Heywood explains.

“We had tried unsuccessfully to commission our HR review in 2012 but couldn’t seem to find the right people for the job.

“I knew the Professional Services Cluster was gathering information on local HR providers so I approached them to see if they could help.

“Having been part of the cluster for a while I knew who else was involved and liked the approach they were taking – the cluster was a credible source of information.



“The Cluster Lead gave us the details of two HR suppliers who had previous experience of working with voluntary organisations. It turned out both were interested in tendering for the work. As we had already written a specification for the work we

were able to send this out straightaway and both suppliers quickly submitted high quality proposals.

“We interviewed about two weeks after inviting them to tender and had no problem commissioning Roots HR CIC who understood our needs straight away.

“They also came with glowing references which gave us the reassurance we needed to progress with confidence. After an initial meeting to scope the work, Roots HR got on with the job. We built in regular progress reports and the work was completed in no time.

“So what began with a slow start became a painless process and we’re now implementing the recommendations Roots HR have made. We’re satisfied that the quality of Roots HR’s work has represented good value for money for the Refugee and Migrant Centre, especially as we’ve now got an HR supplier we trust.”

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