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Seen BUT Unseen

Assisting migrant gay men
A Resource Pack

Introduction

Healthcare matters

Immigration issues

Welfare benefits and emergency funding

Work and employment rights

A place to stay: emergency housing

Learning English

Translation and interpretation services

Useful national contacts

Notes

Introduction

This resource pack offers a single source of information to help staff to provide support and advice to gay or bisexual men who have migrated from overseas to England or Wales.

Some of the information relates to HIV and sexual health, but most of it is about living and working successfully and safely in the UK. This is because this has a direct effect on migrant gay or bisexual men's vulnerability to HIV infection and their sexual health.

The pack is divided into different sections. Some sections are complete, as the information is the same no matter where you are in England or Wales.

Other sections have templates for you to fill out, as the information needs to be tailored to your location. This allows each organisation or office to build the pack up into a resource that all of its staff can use, as and when they need it.

You may have some of this information already but not necessarily all stored in one place. This resource pack offers you an opportunity to bring it all together.

A word of caution. All of the information in this pack was, to the best of our knowledge, correct at the time of writing. However, policies, rules and regulations are subject to change, especially those that relate to immigration.

This pack is not intended to replace specialist advice, but has, instead, been compiled to provide initial guidance for staff seeking to assist migrant gay men.

Who are migrant gay men?

The terms 'migrant' or 'immigrant' mean different things to different people and organisations. For the purposes of this resource pack, when we use the term 'migrant gay man', we are talking about:

- men who identify as gay or bisexual, as well as men who have sex with men who don't identify as either
- someone who has come to the UK and intends to live here, or has already been living here, for a year or longer.

In addition, migrants may be:

- legal: with the correct visa, work permits, entry clearance certificates and so on. This means any of the following:
 - They may have been given some form of 'limited leave to remain'. This is a clearly defined period of time of varying length.
 - They may have been given 'indefinite leave to remain'. This means they can stay as long as they wish and eventually apply for British citizenship. This is also sometimes called 'settled status.'
 - They may have exceptional or discretionary leave to remain.
 - They may have refugee status or humanitarian protection.
 - They may be from countries, such as certain European Union (EU) and European Economic Area (EEA) countries, that are not subject to immigration controls.
- seeking asylum: everyone has the right to seek asylum. If someone has had their application for asylum rejected, they are a 'failed' or 'refused' asylum seeker. If all appeals and further representations are at an end, they will be expected to leave or face deportation.
- illegal or irregular: without the correct documentation. They may have entered illegally in the first place (an illegal entrant) or their original visa may have expired (an overstayer).

It is really important to establish a service user's immigration status because this determines the services and benefits they are entitled to.

What does 'immigration status' mean?

Throughout this pack, and when talking to specialist advisers, you'll come across the phrase 'immigration status'. This refers to a person's legal position in relation to them being in the UK. It can refer to the type of visa they have and the length of time they are allowed to stay in this country.

If someone is unclear about their immigration status, it should be possible to determine this from the visa and stamps in their passport or, in the case of asylum seekers and refugees, official documentation from the Home Office.

A word about migrants from EU and EEA countries

EU:

There are 27 countries in the European Union (EU). These are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

EEA:

The European Economic Area (EEA) includes the EU 27 member states, along with Iceland, Liechtenstein and Norway.

The rights of people from countries that joined the EU in 2004 and 2007 differ from older EU members.

A8 countries:

Countries that joined the EU in 2004 are sometimes called the A8 – or accession eight – countries. They are: Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia.

A2 countries:

Bulgaria and Romania, which joined the EU in 2007, are sometimes referred to as A2 countries.

Healthcare matters

The UK's health service is complex enough for Britons to navigate their way around. It's even harder for immigrants, who will have come from countries with completely different systems, who may not know anything about their rights and who may not speak good English.

A person's immigration status dictates what type of healthcare they are entitled to get free and what they have to pay for.

Many of the most vulnerable people – that is, those who are here illegally – aren't entitled to free healthcare except in emergencies, or if they have certain communicable diseases. They are also the least likely to be able to pay for private treatment.

This section explains, broadly, who is entitled to what. It also includes specific information about the possible health needs of gay and bisexual migrants.

Contents:

Migrant gay men and health 1

The NHS 1

Services that are free for all 1

GP treatment 2

NHS hospitals 2

Dentists 3

Paying for medicines 3

Emergency help 3

Further information 3

Sexual health services 4

Finding a GP 5

National health contacts 6

Local HIV and STI testing and support services (template)

Local GP surgeries (template)

Other local health contacts (template)

Migrant gay men and health

Although gay and bisexual men share the same health needs as heterosexual communities, being gay or bisexual makes some of their health needs different. And some migrants have different health needs too.

For example, research suggests that there are particular health issues that may affect gay and bisexual men more than they affect heterosexual men, including higher rates of HIV and other sexually transmitted infections, such as syphilis and gonorrhoea.

In addition, some gay or bisexual men use alcohol and other drugs at higher levels than the heterosexual community. Most men use them for recreational purposes, but some people use them to cope with the stress and anxiety caused by homophobia and lifelong discrimination.

Being gay or bisexual does not make someone mentally or physically ill. However, a lifetime of feeling 'different' or being treated differently can affect someone's mental wellbeing. It may also have an impact on their physical health, as they may have an increased risk of stress-related conditions.

Migrant men may come from countries far more homophobic than Britain, where being gay may be illegal or even punishable by death. For them, all the issues above may be magnified.

In addition, various studies have indicated that migrants often have higher rates of mental illness. This may be particularly true for those escaping persecution or even torture.

Throw language, uncertainties about immigration and cultural issues into the mix and it may be even more difficult for migrant gay men to proactively take care of their health.

If someone's worried about getting a bad reaction from a healthcare professional, or is unsure whether they're going to have to pay for treatment or not, they may be less likely to go to a doctor even if they're unwell.

It is therefore really important to offer migrants advice on using the health system, and support.

The NHS

Services that are free for all

There are a few services that everyone, no matter what their immigration status, can get free:

- Treatment as outpatients in hospital accident and emergency (A&E) departments. But as soon as someone is admitted from A&E to a hospital or referred to another outpatients' clinic, they may be charged a fee, depending on their immigration status.
- Treatment in walk-in clinics that offer emergency treatment.
- Emergency treatment, or treatment needed immediately, at a GP's practice. It is up to the GP to decide whether or not something is an emergency.
- Testing and treatment for certain communicable diseases, including sexually transmitted infections (STIs). HIV tests and test-related counselling are free for everyone, but those who are in the UK illegally are not entitled to free treatment.
- Compulsory psychiatric treatment.

GP treatment

It's up to individual GP practices to decide whether or not to accept someone as an NHS patient. But they're not allowed to discriminate and turn people down for reasons of sexual orientation, race, age, medical condition, disability, appearance and so on.

They can turn people down who they determine are not eligible for free treatment.

Who is eligible for free treatment?

- Migrants who are 'ordinarily resident' in the UK. This means someone who intends to live in the UK for the time being as part of their life. If they're intending to leave in the next two or three years, this suggests that they're not 'ordinarily resident'.
- People from European Economic Area (EEA) countries. These countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden. It also includes people from Switzerland.
- Refugees with leave to remain (limited or unlimited).
- Asylum seekers (until the appeals process comes to an end).
- Students studying for longer than six months.

Anyone else will have to pay to see a GP. Individual practices set their own rates.

NHS hospitals

This section refers to non-emergency hospital treatment.

Hospitals may ask patients to provide documentation to demonstrate their right to free treatment.

Who gets free treatment?

- Those who are 'ordinarily resident' in the UK. This means someone who intends to live in the UK, for the time being, as part of their life. If they're intending to leave in the next two or three years, this suggests that they're not 'ordinarily resident'. They need to have been living legally in the UK for at least 12 months prior to treatment.
- People from EEA countries and Switzerland.
- Someone given leave to remain as a civil partner.
- Students, if their course is full-time and longer than six months, or being paid for by the UK government.
- Asylum seekers, refugees and those with humanitarian protection - this includes failed asylum seekers.
- People employed by companies registered in the UK.
- People from any of the following countries: Anguilla, Armenia, Azerbaijan, Australia, Barbados, British Virgin Islands, Iceland, Belarus, Bosnia-Herzegovina, Croatia, Gibraltar, Georgia, Kazakhstan, Kyrgyzstan, Macedonia, Montenegro, Montserrat, New Zealand, Russia, St Helena, Serbia, Tajikistan, Turkmenistan, Turks and Caicos Islands, Ukraine and Uzbekistan.

Dentists

Unlike other types of NHS healthcare, dentistry isn't free for all British citizens.

Who gets free treatment?

People who can't afford to pay, such as those on income support, can get free treatment.

Others pay, although the charges are far less than for private treatment.

The same applies to migrants. Those who are considered 'ordinarily resident' in the UK can get help with the cost of dentistry if they meet the same criteria as British citizens.

Details of this can be found at under 'NHS Costs and Exemptions' at **website: dh.gov.uk**

Like GPs, it's up to each dentist's surgery to decide whether or not they can take someone on.

Again, this decision should not be made on the grounds of race or sexual orientation and so forth.

Paying for medicines

Some medication is free for everyone who is eligible for free NHS treatment. This includes medication for STIs. Medication for HIV is free for everyone except illegal migrants.

The majority of prescriptions for people living in England have to be paid for. People living in Wales don't have to pay for their prescriptions.

Migrants who are 'ordinarily resident' in England can get help with prescription costs if they're on a low income.

Details can be found under 'NHS Costs and Exemptions' at **website: dh.gov.uk**

Emergency help

If a service user can't access the healthcare they need, the London-based charity Médecins du Monde can provide advice, support and treatment. Its service is for all vulnerable people, no matter what their immigration status is or where they live in the UK.

Telephone: 020 7515 7534

Website: medecinsdumonde.org.uk

Clinic address: Praxis, Pott Street, London, E2 0EF

Further information

The NHS and the immigration system are complex, so none of the lists above are exhaustive.

For further information and advice see these websites:

dh.gov.uk/overseasvisitors

adviceguide.org.uk

nhs.uk (this website is available in multiple languages)

If a service user encounters problems, such as discrimination or being asked to pay charges when they are eligible for free treatment, they should contact their local Primary Care Trust (PCT).

Sexual health services

Free checkups and testing for all

At the time of writing (May 2008) all sexual health tests and checkups, including those for HIV, were free for anyone in the UK, regardless of their immigration status. This is because they are communicable diseases.

Treatment for all STIs, except HIV, is also free for anyone, regardless of their immigration status.

Many countries around the world do not have free sexual health services. This means that migrant men may not realise they can get free checkups in the UK. It's important to emphasise that services are free.

HIV treatment

Illegal immigrants are not entitled to free HIV treatment. They are, however, entitled to an HIV test and counselling.

Failed asylum seekers are entitled to free HIV treatment. This follows a recent High Court ruling which overturned a decision by the Department of Health to charge failed asylum seekers for HIV treatment. This may change as the DoH are challenging the ruling.

All other migrants are entitled to free HIV treatment.

A word about confidentiality

Migrant men may have real fears around the confidentiality of sexual health services, because of their experiences in their home country.

Also, if a service user is in the UK illegally or their immigration status is uncertain, they may worry that clinic staff will report them to the Home Office.

It is really important to explain confidentiality and to tell service users that they won't be asked about their immigration status when they go for checkups and tests. It's also important to tell them that they can go to a clinic anonymously and give a false name and address, if they wish.

Finding a GP

Service users may want advice on finding a local doctor who is known to have a large number of patients who are migrants and/or a doctor's surgery with a good reputation in relation to gay men's health issues.

If someone's going to get the best possible service from their GP, and talk about matters relating to sexuality, it's important that they find a practice they are comfortable with.

They may find it easier to identify a suitable GP if they, or you on their behalf, ask surgery staff some questions before registering. These questions could include:

- Is an interpretation service available, if necessary?
- Do any staff at the practice speak languages other than English?
- Are leaflets and other forms of information available in languages other than English?
- What is the practice's policy on confidentiality?
- Does the practice have an equality statement that mentions sexual orientation, as well as race, disability and so on?
- Does the practice appear very heterosexual, or are educational materials available that are relevant to gay men?
- Does the registration form assume heterosexuality, or does it include gay men? For example, does it include same-sex relationships?

This website has more information on GPs and gay men:
gpsandgaymen.chapsonline.org.uk

National health contacts

Médecins du Monde: Project: London

Project: London is an advocacy project that provides information, advice and practical assistance for vulnerable people, and migrants in particular, to help them access NHS and other services.

Project: London's volunteer teams can provide basic healthcare in the interim period.

The project will provide advice and support to anybody in the UK who needs it, whatever their immigration status.

Telephone: 020 7515 7534

Website: medecinsdumonde.org.uk

Clinic address: Praxis, Pott Street, London, E2 0EF

Mind (National Association for Mental Health)

Mind campaigns on all mental health issues. Local Mind groups can offer information, advice and advocacy services.

Telephone: 020 8519 2122

Helpline: 0845 766 0163

Website: mind.org.uk

NHS Direct

NHS Direct operates a 24-hour health advice and information service, providing confidential information on health conditions, local healthcare services and what to do if you're feeling ill.

Helpline: 0845 4647 (24 hours)

Website: nhsdirect.nhs.uk

An interpretation service is available from the NHS Business Service Authority on 0845 850 1166.

SANE

SANE runs a telephone helpline (Saneline) that provides advice and counselling for people affected by mental health problems.

Telephone: 020 7375 1002

Helpline: 0845 767 8000

Website: sane.org.uk

Local GP surgeries

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Other local health contacts

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Local HIV and STI testing and support services

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Immigration issues

This section provides a brief overview of a complex issue.

Service users may seek advice on a range of issues that relate to their immigration status and their right to live and work in the UK.

For example, they might want to know whether they are entitled to social services and benefits, such as health, housing or unemployment benefits.

Or they might want to travel outside the UK but not know if they'll be allowed back in.

Or they may be being threatened by deportation. Or they may wish to extend their existing visas.

Because of the complexity of the UK's immigration rules and laws, it is really important that service users are given details of suitable immigration advice services so that they receive good, specialist advice.

Contents:

Who can give immigration advice? 1

Paying for legal advice and representation 1

Finding an immigration adviser 2

Specialist advice on immigration and sexuality related issues 2

Specialist advice for those living with HIV 3

Specialist advice on asylum and refugee issues 3

Local immigration advice services (template)



Who can give immigration advice?

Other than solicitors, only organisations and individuals that have accreditation from the Office of the Immigration Services Commissioner (OISC) are allowed to give formal advice on immigration.

Staff who are not accredited are only allowed to give basic information and to direct a service user to an accredited adviser or solicitor.

Paying for legal advice and representation

Service users will have to pay for advice and representation if they can afford to do so.

Legal Aid

Anyone, regardless of their nationality and status, may be able to get Legal Aid to pay for legal advice and representation as long as they meet strict financial eligibility criteria based on income and capital.

The organisation Community Legal Advice has a calculator on its website that can be used to see if someone might qualify for Legal Aid. There's also information on its website about how to apply for Legal Aid.

Website: clsdirect.org.uk

People with asylum and human rights-related issues may qualify for a controlled amount of Legal Aid. Their solicitor would apply for this on their behalf.

Even those wanting to extend their visas, or those who have overstayed, may be eligible for free legal help. Again, this depends on their ability to pay and so it is means-tested.

Generally, those with issues relating to work permits and civil partnerships will have to pay solicitor's fees.

Note: Initial advice from a solicitor is generally free. After this, if a client is not eligible for Legal Aid, they will have to pay.

Finding an immigration adviser

There are a number of organisations that can help you find an accredited, regulated immigration specialist.

The Office of the Immigration Services Commissioner (OISC)

This is the body that regulates immigration advisers in the UK. On its website there is an Adviser Finder that has details of immigration specialists in England and Wales.

Helpline: 0845 000 0046

Website: oisc.gov.uk

Community Legal Advice

On its website is a comprehensive directory, the CLS Legal Adviser Directory, that you can search by postcode for an immigration adviser.

Helpline: 0845 345 4 345

Website: clsdirect.org.uk

Law Centres

These can be found in towns across England and Wales. They provide independent legal advice and representation for those most in need. Although they specialise in social welfare cases, they generally have a worker specialising in immigration. Law Centres are members of the Law Centres Federation.

You can find your local Law Centre using the Law Centre website.

Website: lawcentres.org.uk

Immigration Advisory Service (IAS)

The IAS has offices in England and Wales. It offers free and fee-paying services, depending on someone's financial circumstances.

You can find your local IAS on the IAS website.

Website: iasuk.org

Specialist advice on immigration and sexuality issues

Refugee Action Lesbian and Gay Asylum Team

This is a team run by the national charity Refugee Action that provides advice and support to asylum seekers and refugees.

Telephone: 020 7654 0686

Email: lesbianandgayasylumteam@gmail.com

UK Lesbian & Gay Immigration Group (formerly the Stonewall Immigration Group)

This charity provides information and advice on immigration rights for same sex couples. It also provides support for gay asylum seekers.

UKLGIG does not provide legal advice itself but on its website you can find a list of solicitors around the UK who pay a fee to be listed and are 'gay-friendly'.

Website: uklgig.org.uk

Specialist advice for people living with, or affected by, HIV

Terrence Higgins Trust

THT runs an advice line, THT Direct, that can provide advice on a range of issues, including immigration.

THT Direct: 0845 1221 200

Weekdays: 10am to 10pm

Weekends: 12 noon to 6pm

Specialist advice on asylum and refugee issues

Refugee Council

The Refugee Council offers advice and support to all refugees and asylum seekers on issues such as social security benefits, housing and immigration. Its website is multilingual and it also runs advice lines that can provide advice through interpreters.

The RC has offices across England and Wales. To find the nearest RC office, go to the 'Contact us' section of its website. This section also provides the numbers of its advice lines around the country.

Websites: refugeecouncil.org.uk

welshrefugeecouncil.org

Refugee Legal Centre

The Refugee Legal Centre has offices across England and offers legal advice and representation to asylum seekers and refugees. Its services are free to those who are eligible for Legal Aid. The 'Contact us' section of its website lists its different offices.

Website: refugee-legal-centre.org.uk

Note: A number of charities, community-based organisations and solicitors offer advice to refugees and asylum seekers throughout England and Wales. The quality varies considerably.

Always check their accreditation and, where possible, get a referral from a large, established organisation.

Local immigration advice services

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Welfare benefits and emergency funding

The social security and benefits system in England and Wales is very complicated for UK nationals and even more so for foreign nationals.

You will need to give service users details of specialist advice services if they need comprehensive advice. Claiming benefits that you're not entitled to, even if done in good faith, can have very serious consequences for people wishing to remain in the UK.

Before seeking specialist advice, a service user will need to know their immigration status and the precise conditions under which they are allowed to stay in the UK.

Free advice is available from Citizens Advice Bureaux.

THT Direct can also provide benefits advice for people living with HIV.

Contents:

Different types of benefits and tax credits 1

Who can claim what 2

Emergency funding 4

Local sources of emergency funding (template)



Different types of benefits and tax credits

Some benefits are paid for by the state and others are dependent on the claimant having paid National Insurance (NI) contributions.

State social security benefits – or public funds – are those given to people on low income. These are linked to immigration status and nationality.

They include:

- income-based Jobseeker's Allowance
- Income Support
- Working Tax Credit
- Housing Benefit
- Council Tax Benefit
- Disability Living Allowance
- an allocation of local authority housing
- local authority homelessness assistance.

Benefits that come as a result of having paid NI contributions include:

- contribution-based Jobseeker's Allowance
- Incapacity Benefit
- Retirement Pension.

Working Tax Credits are for people who are either:

- employed or self-employed, aged between 16 and 24 and disabled and/or responsible for a child, and usually doing paid work for at least 16 hours a week or more
- employed or self-employed, aged 25 or over and usually working at least 30 hours a week.

Note: The amount of tax credits available also depends on a person's annual income. You must have a National Insurance (NI) number to qualify.

Who can claim what?

Migrants with limited leave to remain

Social security benefits

If someone has been allowed into the UK for a specified length of time, for instance on a work permit, a student visa or a civil partner visa, it is highly likely that they will have 'no recourse to public funds'. This means they won't be entitled to any of the state social security benefits outlined above.

However, if a person's funds from abroad are temporarily disrupted, they may be entitled to means-tested benefits, but only for 42 days.

Working Tax Credits

Single people are not entitled to Working Tax Credits.

If someone has a partner who is a British citizen, an EEA national, a refugee or has exceptional or discretionary leave to remain, their partner can claim for them.

NI-based benefits

A person will be entitled to the benefits listed that are based on NI contributions if they have been paying NI for long enough.

Asylum seekers

Most asylum seekers are excluded from entitlement to benefits and must claim support from the National Asylum Support Service (NASS).

Some asylum seekers with transitional protection – those who applied for asylum before April 2000, or those previously entitled to benefits before 1996 – may still be entitled to benefits.

If an asylum seeker is excluded from all forms of benefits and from support from NASS, their local authority is obliged to assist them under the National Assistance Act 1948.

Refused asylum seekers who have failed to leave the country and have exhausted all appeal rights are not likely to be entitled to social services support, unless this breaches EC Human Rights law.

Refugees

Those granted refugee status are entitled to all benefits and support from the date they were formally given refugee status.

Unlimited leave to remain

Social security benefits

Someone with unlimited leave to remain may be entitled to some social security benefits that are not means tested. These include Disability Living Allowance, Carer's Allowance, Attendance Allowance and Incapacity Benefit.

If they have been in the UK for five or more years and are the subject of a 'formal undertaking' that was given five or more years ago, they may also be entitled to means-tested benefits, including: Income Support, income-based Jobseeker's Allowance, Housing Benefit, Council Tax Benefit, Social Fund payments and Pension Credit.

Working Tax Credits

If someone has been habitually resident in the UK for five years and the subject of a 'formal undertaking' that was given five or more years ago, they may be entitled to Working Tax Credits.

NI-based contributions

They will also be entitled to benefits based on NI contributions, as long as they've contributed enough NI.

EEA and Swiss nationals

Social security benefits

EEA and Swiss nationals will probably be entitled to some social security benefits, including Disability Living Allowance, Carer's Allowance, Attendance Allowance and Incapacity Benefit.

They will also probably be entitled to means-tested benefits (Income Support, income-based Jobseeker's Allowance, Housing Benefit, Council Tax Benefit, Social Fund payments and Pension Credit) as long as they have the right to reside.

Working Tax Credits

EEA and Swiss nationals will probably be entitled to Working Tax Credits.

Right to reside: If someone is from one of the original EEA states (or Malta or Cyprus) and is working in the UK, or is an A8 or A2 national who has completed 12 months authorised work, they have a right to reside in the UK.

Someone also has the right to reside if they are looking for work and have registered as such with a Jobcentre Plus. This does not apply to A8 and A2 nationals, however.

NI-based contributions

EEA and Swiss nationals are probably entitled to benefits based on NI contributions, as long as they have contributed enough NI.

Nationals from Croatia, Macedonia, Turkey, Nigeria, Morocco and Tunisia

These nationals may be entitled to both means-tested and non-means tested benefits because their countries have ratified various EU charters and conventions.

A final few words

All those claiming benefits, except for EEA workers, refugees and those with exceptional leave to remain or humanitarian protection, have to pass the habitual residence test and have to have the right to reside in the UK if they have been in the UK for less than two years.

When we use the word 'entitled' we mean a person has the right to claim benefits but will still have to meet other criteria not related to immigration that are specific to each benefit.

Emergency funding

A number of charities and benevolent societies offer small grants for those in dire need in times of emergency. A few of these include:

Crusaid Hardship Fund

Crusaid directs money, knowledge and support to poor and marginalised people and communities affected by HIV and AIDS in the way that best meets their needs and helps them achieve a decent quality of life.

Applications to the Hardship Fund need to be made via a referring agent. They are rigorously means tested to make sure that grants are made to those most in need, so every application for an award needs to be supported by relevant documentation.

The vast majority of applications are to cover critical purchases such as food, bedding or a fridge to store medication at the correct temperature.

Telephone: 020 7539 3881 for further information.

Website: crusaid.org.uk

Fund for Human Need

Grants of up to £100 available to refugees, asylum seekers, people who are homeless and anybody trying to get over a short-term hurdle. Only a limited number of grants are available each month.

Telephone: 01757 706 040

Grants for Individuals

This website has details of over 3,500 trusts that provide grants for individuals in need. The website is produced by the Directory for Social Change.

Website: grantsforindividuals.org.uk

turn2us

This charity can help source grants for people in financial need. It also provides advice on access to benefits. The website has an extensive database of potential funding sources.

Website: turn2us.org.uk

Vicar's Relief Fund

The VRF makes grants to 'those who are in need or suffering hardship'. Its aim is to help provide the recipient with ordinary necessities that many people take for granted, such as beds and bedding, clothing and domestic appliances, and payment of arrears that have occurred through no fault of the client. Many of those the fund helps have experienced homelessness or are threatened with homelessness.

The amount of each grant varies according to need but is, on average, around £160, with an upper limit of £250 (which is made only in exceptional circumstances).

Applications are accepted on behalf of people from staff in voluntary organisations, social workers, CAB advisers and so on.

To request an application form, contact the VRF administrator.

Telephone: 020 7766 1127

Local sources of emergency funding

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Work and employment rights

This section will help you to advise clients with work-related problems, including finding work, employment rights and exploitation.

It's really important to establish whether a service user has permission to work in the UK or not. If they don't, their rights are seriously affected. It will also be difficult to provide advice on finding legal employment.

Contents:

Who is allowed to work in the UK 1

Finding a job 2

Employment rights 3

Minimum wage 3

National Insurance 3

Other important rights 4

Where to get advice on discrimination and exploitation 4

Employment agencies 4

Gangmasters 4

Working illegally 4

Local recruitment agencies (template)

Local employment advice services (template)

Who is allowed to work in the UK?

The rules governing who can and cannot work in the UK are complicated. They are also subject to change.

If your client is unsure whether they are or are not working legally, good sources of information are:

UK Border Agency (part of the Home Office)

Website: bia.homeoffice.gov.uk/workingintheuk

Citizens Advice Bureaux

Website: adviceguide.org.uk

Here's a brief, and not exhaustive, list of which migrants are allowed to work in the UK:

- Those with indefinite leave to remain
- People from the European Economic Area (EEA). These countries are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden. Switzerland is treated as an EEA country.
Important notes:
A2 nationals: People from Bulgaria and Romania need permission from the UK Border Agency before they are allowed to work.
A8 nationals: People from Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia have to register under the Worker Registration Scheme within one month of starting a job.
The Worker Registration Scheme form can be downloaded from the Home Office at:
website: ukba.homeoffice.gov.uk/workingintheuk/wrs/workers/
- Those with work permits. Only employers can apply for a work permit for their employees. Workers cannot apply for one themselves. Work permits are normally only issued when an employer can't find a suitable worker from inside the European Economic Area.
- Those in the UK under the Highly Skilled Migrants Programme. This is for people with exceptional skills or expertise and is measured using a points-based system.
- Those in the UK to study for six months and over and who have a student visa. There are a number of restrictions; for example, the course must be full or mostly full-time. Students must also have paid their course fees in full.
- Commonwealth citizens with a parent or grandparent born in the UK.
- People doing jobs that do not need a work permit. These include people who work for foreign governments and international organisations, people setting up in business, overseas domestic workers, au pairs, writers, composers, artists and seasonal agricultural workers.
- The civil partner of a settled UK resident, EEA national, work permit holder or highly skilled migrant.
- Those granted refugee status, humanitarian protection, or exceptional or discretionary leave to remain.

All non-EEA nationals, including those who don't need a work permit, still require official permission to work from the Home Office.

Finding a job

There are many different types of work, including:

- casual work (workers are only employed when work is available)
- temporary work (workers are employed for a short time, or for a particular job)
- part-time work
- full-time work (the standard week in the UK is 40 hours, including a one-hour break for lunch).

All employees, whatever type of work they are doing, should have a legal contract with their employer that sets out the terms and conditions of their employment, such as salary and hours. If they don't have a contract, their rights could be seriously affected.

Where to look for a job

Jobcentre Plus

Jobcentre Plus offices are a good initial source of advice for migrants who are unemployed but legally allowed to work in the UK. There are Jobcentre Plus offices throughout the UK.

Interpretation services are available at Jobcentre Plus offices, but these need to be requested in advance.

Recruitment agencies

There are numerous agencies, with different specialities and level of service and expertise, throughout the country.

Agency Central is a directory of recruitment agencies and job sites.

Website: agencycentral.co.uk

Reed

Reed is a large recruitment agency.

Website: reed.co.uk

Employment rights

Minimum wage

If someone is working legally in the UK and is not self-employed, they are entitled to the National Minimum Wage.

It makes no difference whether they're on a short-term contract, working part-time or full-time, working from home or employed by an agency.

People aged 22 or older should be paid a minimum of £5.52 per hour.

People aged 18 to 21 should be paid £4.60 per hour.

People aged 16 or 17 should be paid £3.40 per hour.

What to do if someone is not being paid the minimum wage

It is the role of HM Revenue and Customs (HMRC) to enforce payment of the National Minimum Wage. If your service user isn't being paid the National Minimum Wage, they can complain. The employer will then be investigated.

There is a confidential National Minimum Wage helpline that offers advice and help in 30 different languages. The HMRC website has further details.

Telephone: 0845 6000 678

Website: [hmrc.gov.uk/nmw/](https://www.hmrc.gov.uk/nmw/)

Agricultural workers

The rules on minimum wages are different for agricultural workers. If your service user is doing agricultural work, contact the Department of Environment, Food and Rural Affairs.

Website: [defra.gov.uk/farm/working/agwages/index.htm](https://www.defra.gov.uk/farm/working/agwages/index.htm)

National Insurance

Everyone working legally in the UK has to have a National Insurance number. Every month employees and their employers pay National Insurance contributions. This entitles them to receive certain social security benefits.

Even if someone has permission to work in the UK, they're working illegally if they don't have a NI number.

If someone's being paid cash in hand and therefore not paying either National Insurance or Income Tax, both the employee and the employer are breaking the law.

How to get a NI number

To apply for a NI number contact the local Jobcentre Plus office. The applicant will need to have an interview.

Alternatively, they can arrange an interview through the National Employment NINO application telephone number.

Telephone: 0845 600 0643

Website: [dwp.gov.uk/lifeevent/benefits/ni_number.asp](https://www.dwp.gov.uk/lifeevent/benefits/ni_number.asp)

Other important rights

In the UK workers have certain rights including:

- The right to be protected from discrimination: all workers have the right to be protected from discrimination by their employer because of sexual orientation, sex, race, disability, age, religion or belief.
- The right to work a maximum number of hours a week: this is 48 hours per week, unless an employee has chosen to work longer.
- The right to paid holiday: this is a minimum of four weeks per year.
- The right to health and safety protection.
- The right to leave their job. No-one can be stopped from leaving a job. By law employers are not allowed to hold employees' passports or other official documents for longer than one day.

Where to get advice about discrimination and exploitation

Citizens Advice Bureaux

CABs give free, confidential and impartial advice. There are CAB branches throughout the UK: details can be found on the CAB website.

Website: adviceguide.org.uk

The Trades Union Congress (TUC)

The TUC fights for equal rights for migrant workers. Its main website has information for migrant workers in different languages in its 'migration section' on the International page.

Website: tuc.org.uk/international

The TUC also has a website called workSMART to help workers get the most out of work. This includes a page for migrant workers where you can download a booklet (in multiple languages) called Know Your Rights.

Website: worksmart.org.uk/rights/migrant_workers

The TUC supports lesbian and gay workers facing discrimination because of their real, or perceived, sexual orientation.

Stonewall

Stonewall works to achieve equality and justice for lesbians, gay men and bisexual people.

Information line: 08000 50 20 20

Website: stonewall.org.uk

Employment agencies

If your service user is working through an employment agency and facing problems over pay and conditions they can complain to the Employment Agency Standards Inspectorate.

Telephone: 0845 955 5105

Website: berr.gov.uk/employment/employment-agencies/index.html

Gangmasters

A gangmaster is someone who organises work for people in hotels and restaurants, for example, or on farms and building sites. If your service user is working for a gangmaster and is having problems, they can contact the Gangmasters Licensing Authority.

Telephone: 0845 602 5020

Email: intelligence@gla.gsi.gov.uk

Website: gla.gov.uk

Working illegally

Foreigners who are found working illegally are usually fined and deported. They may also be refused entry into the UK in future. Employers face large fines for employing illegal workers.

Migrant workers may not always realise that they are working illegally. For example, if they are from an EEA country but their employer isn't taking NI contributions or income tax from their salaries, then they're working illegally.

Local Jobcentre Plus offices and recruitment agencies

Name: _____ Address: _____

Contact details: _____

Other information: _____

Name: _____ Address: _____

Contact details: _____

Other information: _____

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Local employment advice services

Name: _____ Address: _____

Contact details: _____

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A place to stay: emergency housing

The aim of this section is to help you assist service users who need to find somewhere to stay in an emergency: for example, they may be unable to pay the rent and have nowhere to stay. It does not cover long-term social housing.

As with the rest of the benefits system, housing is very complex and requires specialist advice. So this section provides an overview of what's available, rather than detailed information and advice.

The first step in assisting a migrant service user is to find out what their immigration status is. This affects whether or not they can get local authority help.

Contents:

Local authority emergency housing 1

Who may be eligible for local authority emergency housing 1

Who cannot apply for local authority emergency housing 1

Other emergency housing 2

Local emergency housing contacts (template)

Local authority emergency housing

Local council housing departments are responsible for making sure that those who are eligible get emergency housing if they become homeless.

The laws on homelessness are contained in the Housing Act 1996 and the Homelessness Act 2002. There are also codes of guidance for England and Wales.

Who may be eligible for local authority emergency housing?

- Migrants with indefinite leave to remain or permanent residence in the UK can apply for council assistance if they become homeless.
- Those with refugee status or humanitarian protection.
- EEA nationals (except those from A8 or A2 countries) who are classed as 'workers'.

To be classed as a worker, you need to be currently employed or self-employed and paying tax and NI, or have been working for at least a year and now registered as a jobseeker, or were in work but now in vocational training, or unable to work temporarily because of sickness.

- A8 or A2 country nationals who are classed as 'workers'. In this case, it means being currently employed.
- Students from EEA, including A8 or A2 countries, who are 'habitually resident' may be entitled to help if they become homeless.

Even if a person is potentially eligible for emergency housing, there are four other 'tests' they have to pass. The housing department of the local council will determine this.

Who cannot apply for local authority emergency housing?

- People who are subject to immigration controls – that is, restrictions on how long they're allowed to be in the country and whether or not they can work – are not eligible for local authority housing under homelessness laws. This includes those with limited leave to remain.
- Asylum seekers, as accommodation for asylum seekers is provided for through other arrangements via the National Asylum Support Service (NASS). If an asylum seeker is not eligible for NASS support, the local authority may be obliged to assist under the National Assistance Act.
- Illegal immigrants.

Other emergency housing

For those who aren't eligible for local authority emergency housing, the only option may be accommodation provided by voluntary agencies. The following national organisations are good to places to start.

Shelter

The housing charity Shelter has housing aid centres across Britain and an advice services directory.

Free helpline: 0808 800 444

Websites: <http://england.shelter.org.uk>

sheltercymru.org.uk

Nightstop UK

Nightstop UK supports a network of Nightstop Schemes throughout the United Kingdom that provide safe emergency accommodation for homeless young people aged 16-25 in the homes of approved volunteers.

Nightstop's website has the contact details of schemes across the country.

Telephone: 01274 533004

Website: nightstop-uk.org

Homeless UK

This database lists over 8,000 services for people who are homeless. It includes information about hostels around the UK.

Website: homelessuk.org

Citizens Advice Bureaux

Local CABs can provide extensive advice on accommodation-related issues. There is also lots of information on the CAB website.

Website: adviceguide.org.uk

Local emergency housing contacts

Name: _____ Address: _____

Contact details: _____

Other information: _____

Name: _____ Address: _____

Contact details: _____

Other information: _____

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Contact details: _____

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Contact details: _____

Other information: _____

Learning English

There are a vast number of English language courses available throughout England and Wales. These vary considerably in cost and quality.

Migrants who might eventually want to apply for 'indefinite leave to remain' or to become British citizens will need to have attained a certain level of proficiency in English. It's essential that they attend an English course that offers the required government-recognised qualifications. Otherwise they'll have to take another course when they come to apply for indefinite leave to remain or British nationality.

Contents:

Basic course types 1

Who pays? 1

Useful national contacts 1

Local ESOL classes (template)



Basic course types

ESOL (English for Speakers of Other Languages) is a government-backed English learning system for adults in the UK who don't speak English. ESOL classes are offered through state-funded Further Education colleges and private institutions. They range from complete beginner to advanced courses.

ESP (English for Specific Purposes) refers to English classes tailored specifically to areas of employment, such as catering, law and medicine.

Who pays?

ESOL courses at state-funded colleges are no longer automatically free. Only those from 'priority groups' can get free tuition. Priority groups include people who are unemployed or receiving income-based benefits. This rules out many migrants.

Similarly, asylum seekers and refugees are not automatically eligible for free ESOL classes.

Only asylum seekers who have been waiting for a decision for more than six months, or those who have been refused but officially can't return to their country of origin and are receiving state support, can attend classes for free.

Refugees can only attend classes for free if they're unemployed or getting income-based benefits.

Useful national contacts

Directgov

The government website Directgov has information about finding ESOL courses in a range of languages. It can be found under the 'Improving your skills' section of the website, which is under Education and learning.

Website: direct.gov.uk

Directgov also offers free advice in a number of languages on its Get On Helpline.

Get On Helpline: 0800 100 900

British Council Learning

The British Council is an excellent source for finding a range of different types of English courses around the country, although the majority will be for fee-paying learners only.

Website: britishcouncil.org/learning

Multikulti

Multikulti is a web portal that provides accessible, accurately translated advice and information in community languages in the following areas: debt, employment, health, education, immigration and racism and discrimination.

Website: multikulti.org.uk

Local ESOL classes

ESOL classes may be held at Further Education colleges or organised by adult education providers or through community groups.

Name: _____ Address: _____

Contact details: _____
Other information: _____

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Contact details: _____
Other information: _____

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Contact details: _____
Other information: _____

Name: _____ Address: _____

Contact details: _____
Other information: _____

Translation and interpretation services

Migrants' ability to access services and get the advice and information they need is heavily influenced by their English-language skills.

Some specialist agencies, such as the Refugee Council and NHS Direct, offer interpretation services, but not all agencies do.

Similarly, local councils, particularly those in areas with large migrant populations, have interpretation services available.

Interpretation and translation services generally have to be paid for, except for those provided by specialist agencies, health services or local councils.

Contents:

Interpretation versus translation 1

Useful national contacts 1

Local interpretation and translation services (template)

‘Hola’

Interpretation versus translation

An interpreter works orally, translating between two or more people during their conversation. Interpreting can also be done over the telephone.

A translator works with written material, translating documents and so on.

Useful national contacts

K-International Translation Services

This company can provide a range of translation and interpretation services, including telephone interpretation.

Telephone: 01908 572600

Website: k-international.com

Language Line Services

This organisation can provide interpretation and translation services face to face or over the telephone in over 170 languages.

Telephone: 0800 169 2879

Website: languageline.co.uk

Language Link

This organisation specialises in medical, pharmaceutical, legal and financial translation and interpretation. It does not offer a telephone interpretation service. Language Link has offices in Surrey, London and Nottingham.

Telephone: 01883 724 230

Website: languagelinkuk.com

THT Direct

The Terrence Higgins Trust helpline, THT Direct, can arrange for an interpreter to be on the line, as long as the call is HIV-related in some way; for example, if the caller is living with HIV, or trying to find out information relating to HIV.

THT Direct: 0845 1221 200

Local interpretation and translation services

Name: _____ Address: _____

Contact details: _____

Other information: _____

Name: _____ Address: _____

Contact details: _____

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Contact details: _____

Other information: _____

Benefits

Department for Work and Pensions (DWP)

DWP can provide information and advice on eligibility to work and income-related benefits. The 'Contact us' section on the website provides details of where to go for advice depending on benefit type.

Website: dwp.gov.uk

Citizens Advice Bureaux

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice from over 3,000 locations, and by influencing policymakers. Telephone: every office has a different number – these can be found on its website

Website: adviceguide.org.uk

Jobcentre Plus

This government agency supports people of working age moving from welfare into work, and helps employers to fill their vacancies.

Website: jobcentreplus.gov.uk

Discrimination and exploitation

Equality and Human Rights Commission

The Equality and Human Rights Commission champions equality and human rights for all. It works to eliminate discrimination, reduce inequality, protect human rights and build good relations, making sure that everyone has a fair chance to participate in society.

The Commission can offer advice and take legal action on behalf of individuals. It has offices in London, Manchester and Cardiff. Its helpline has an interpretation service available on request.

Helpline: 0845 604 6610 (England)

0845 604 8810 (Wales)

Website: equalityhumanrights.com

Multikulti

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Website: multikulti.org.uk

Stonewall and Stonewall Cymru

Stonewall campaigns for equality and justice for gay men, bisexual people and lesbians.

Telephone: 020 7593 1850 (England)

029 2023 7744 (Wales)

Information line: 08000 50 20 20

Website: stonewall.org.uk

The Trades Union Congress

The TUC campaigns for a fair deal at work and social justice, including for lesbian, gay, bisexual and transgender (LGBT) people and migrant workers. It has information available in a variety of languages.

Telephone: 020 7636 4030

Website: tuc.org.uk

Emergency housing

Homeless UK

This database lists over 8,000 services for people who are homeless. It includes information about hostels around the UK.

Website: homelessuk.org

Nightstop UK

Nightstop UK supports a network of Nightstop Schemes throughout the United Kingdom that provide safe emergency accommodation for homeless young people aged 16-25 in the homes of approved volunteers.

Telephone: 01274 533004

Website: nightstop-uk.org

Shelter

The housing charity Shelter has housing aid centres across Britain and an advice services directory.

Helpline: 0808 800 444

Websites: <http://england.shelter.org.uk>
www.sheltercymru.org.uk

General migrant-related information

Migrant Helpline

Migrant Helpline is a charity that provides advice and support for asylum seekers and refugees entering and living in the UK.

Helpline: 01304 203 977

Website: migranthelpline.org.uk

Multikulti

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Website: multikulti.org.uk

Health

Department of Health

This is the government department responsible for health and social care policy and offering guidance to healthcare professionals. The healthcare section of its website explains who is entitled to what type of healthcare treatment.

Website: dh.gov.uk/en/healthcare/index.htm

Health for asylum seekers and refugees portal (HARP)

The HARP website provides health information for people working with minority communities. It has information on different health issues in a variety of languages.

Website: harpweb.org

Médecins du Monde: Project: London

Project: London is an advocacy project that provides information, advice and practical assistance to help vulnerable people - migrants in particular - access NHS and other services. Project: London's volunteer teams provide basic healthcare in the interim period.

The project will provide advice and support to anybody who needs it, from around the UK, whatever their immigration status.

Telephone: 020 7515 7534

Website: medecinsdumonde.org.uk

Clinic address: Praxis, Pott Street, London, E2 0EF

Mind (National Association for Mental Health)

Mind campaigns on all mental health issues. Local Mind groups can offer information, advice and advocacy services.

Telephone: 020 8519 2122

Helpline: 0845 766 0163

Website: mind.org.uk

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Website: multikulti.org.uk

NHS Choices

This website lets you search for local GPs, hospitals and other NHS services.

Website: nhs.uk

NHS Direct

NHS Direct operates a 24-hour health advice and information service, providing confidential information on particular health conditions, local healthcare services and what to do if you're feeling ill.

Helpline: 0845 4647 (24 hours)

Website: nhsdirect.nhs.uk

An interpretation service is available through the NHS Business Service Authority on **0845 850 1166**.

SANE

SANE runs a telephone helpline (Saneline) providing advice and counselling for people affected by mental health problems.

Telephone: 020 7375 1002

Helpline: 0845 767 8000

Website: sane.org.uk

THT Direct

The Terrence Higgins Trust helpline, THT Direct, can provide advice and information through a telephone interpretation service. The query must be either about HIV and sexual health, or on a general issue (such as immigration or benefits) from someone living with, or affected by, HIV.

THT Direct: 0845 1221 200

Immigration (general)

Community Legal Advice

This free and confidential advice service is paid for by Legal Aid. The comprehensive CLS Legal Adviser Directory can be found on its website.

Helpline: 0845 345 4 345

Website: clsdirect.org.uk

Law Centres

Law Centres can be found in towns across England and Wales. They provide independent legal advice and representation for those most in need.

Website: lawcentres.org.uk

Multikulti

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Website: multikulti.org.uk

The Office of the Immigration Services Commissioner (OISC)

OISC regulates immigration advisers in the UK. You can use the Adviser Finder on the OISC website to find details of immigration specialists across England and Wales.

Helpline: 0845 000 0046

Website: oisc.gov.uk

UK Border Agency

This is the Home Office agency responsible for managing border control, immigration and customs regulations. Its website contains detailed information for those wishing to live, work or study in the UK, as well as information for asylum seekers.

Asylum support customer contact: 0845 602 1739

Immigration enquiry bureau: 0870 606 7766

Nationality contact centre (advice on British citizenship and right of abode): 0845 010 5200

Work permits customer contact centre: 0114 207 4074

Website: bia.homeoffice.gov.uk

Immigration (refugees and asylum seekers)

Asylum Aid

This charity provides legal advice to asylum seekers and organisations working with them.

Advice Line: 0207 354 9264

Website: asylumaid.org.uk

Immigration Advisory Service (IAS)

The IAS is the UK's largest charity providing representation and advice in immigration and asylum law. It has offices across England and Wales.

IAS offers free and fee-paying services, depending on someone's financial circumstances.

Telephone: see the 'Contact us' section on the website for numbers throughout UK.

Website: iasuk.org

Migrant Helpline

Migrant Helpline is a charity that provides advice and support for asylum seekers and refugees entering and living in the UK.

Helpline: 01304 203 977

Website: migranthelpline.org.uk

Refugee Action

This independent national charity works with refugees to build new lives in the UK. The organisation provides advice and support to asylum seekers and refugees from offices in 10 cities and towns across England.

Telephone: see the 'Contact us' section on the website for numbers throughout UK.

Website: refugee-action.org.uk

Refugee Action Lesbian and Gay Asylum Team

Telephone: 020 7654 0686

Email: lesbianandgayasylumteam@gmail.com

Refugee Council and Welsh Refugee Council

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees. It gives direct help and support and works with asylum seekers and refugees to ensure their needs and concerns are addressed. It has a multilingual website.

Telephone: 020 7346 6700 (England)

029 2048 9800 (Wales)

Advice lines: see the 'Contact us' section on the website as the advice lines throughout the UK have different numbers.

Websites: refugeecouncil.org.uk

www.welshrefugeecouncil.org

Language, interpretation and translation

Directgov

The government website Directgov has information on ESOL courses in a range of languages. This can be found in the 'Improving your skills' section of the website.

'Get On' Helpline (multi-lingual): 0800 100 900

Website: direct.gov.uk

Language Line

This organisation can provide interpretation and translation services either face to face or over the telephone in over 170 languages.

Telephone: 0800 169 2879

Website: languageline.co.uk

LGBT

Beaumont Society

This is a UK-wide support network for transgendered people.

Information line: 01582 412220

Helpline: 07000 287 878 (Tuesday and Thursday evenings)

Stonewall and Stonewall Cymru

Stonewall campaigns for equality and justice for gay men, bisexual people and lesbians.

Telephone: 020 7593 1850 (England)

029 2023 7744 (Wales)

Information line: 08000 50 20 20

Website: stonewall.org.uk

Terrence Higgins Trust

The HIV and sexual health charity runs support groups throughout England and Wales. For details go to the THT website. THT also runs the helpline THT Direct.

THT Direct: 0845 1221 200

Website: tht.org.uk

UK Lesbian and Gay Immigration Group (formerly the Stonewall Immigration Group)

This charity provides information and advice on immigration rights for same sex couples. It also provides support for gay asylum seekers.

Helpline: 020 7922 7811

Website: uklgig.org.uk

Work and employment rights

Department of Environment, Food and Rural Affairs

This government department oversees the pay and conditions of agricultural workers.

Website: defra.gov.uk

Citizens Advice Bureaux

The Citizens Advice service helps people resolve their legal, financial and other problems by providing free information and advice from over 3,000 locations, and by influencing policymakers.

Telephone: see the website as every office has a different number.

Website: adviceguide.org.uk

Gangmasters Licensing Authority (GLA)

The GLA is a government agency that was set up to protect workers from exploitation in agriculture, horticulture, shellfish gathering and food processing and packaging.

Telephone: 0845 602 5020

Website: gla.gov.uk

HM Revenue and Customs

This government department is responsible for collecting taxes and paying benefits and credits. Find information on tax and benefits on its website.

Website: hmrc.gov.uk

Jobcentre Plus

This government agency supports people of working age moving from welfare into work, and helps employers to fill their vacancies.

Website: jobcentreplus.gov.uk

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Telephone: 020 7636 4030

Website: tuc.org.uk

Contacts

Name: _____ Address: _____

Contact details: _____

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