

Welcome Pack: Support for Overseas Workers

We have conducted extensive research to identify the support available to overseas workers at national and regional levels. Providers can use the resources listed here to effectively guide and direct their overseas workers to appropriate support.

For information on locally based support services, we encourage you to visit your Care Association website:



Surrey Care Association are currently updating their website – due to become live Spring 2024. You can contact their dedicated team on sca@surreycare.org.uk if you need to get in touch!

[Welcome – A Guide for New Refugees](#)

Although primarily for new refugees, this Home Office publication provides invaluable guidance on how to access public services and make the most of opportunities in the UK. There are sections on benefits, housing, education, legal rights, and healthcare, together with useful contacts and links to further information.



Employment Support

National Care Forum – help on international recruitment

The National Care Forum has some resources on overseas recruitment that you will find helpful.

[Click here to find more.](#)

Quality Compliance Systems – free toolkit download

Take a look at the [QCS Overseas Recruitment and Sponsorship Toolkit](#). The toolkit comprises of three key documents to support you, which includes a: Sponsorship: key facts to consider article, Sponsorship and Visa Compliance Checklist and Overseas Recruitment the Right Way Webinar.

Download and share these resources with your team today and evidence how your service is ensuring fit and proper persons are employed.

Refugee Action

Refugee Action is a registered charity dedicated to supporting refugees and Asylum Seekers. It helps refugees understand their rights, offers legal advice to those sleeping rough, provides Wellbeing Projects as well as dedicated services to Women who have sought asylum.

Address: Victoria Charity Centre, 11 Belgrave Road, London, SW1V 1RB
Telephone: 07771 748 159
E-mail: info@refugee-action.org.uk Website: www.refugee-action.org.uk

Refugee Action, Kingston 0208 547 0115 <https://www.refugeeactionkingston.org.uk/>

Elmbridge CAN: <https://www.elmbridgecan.org.uk/about.html>

The Trades Union Congress

The Trades Union Congress, which represents all major UK trades unions, has an easy-access guide to Working in the UK. It also runs the [Worksmart website](#) which includes questions and answers on issues about working conditions.

Www.Gov.Uk

The UK government website has a section offering advice on working, jobs and pensions, which includes guidance on the National Minimum Wage.

Her Majesty's Revenue and Customs (HMRC)

The government department which collects and administers taxes and pays tax credits and child benefits. The HMRC website has pages for migrant workers explaining taxes, national insurance, self-employment, tax credits and the National Minimum Wage which they enforce.

The Health and Safety Executive

The Health and Safety Executive, which enforces health and safety at work legislation has pages for migrant workers.

The Gangmasters and Labour Abuse Authority

The Gangmasters and Labour Abuse Authority regulates gangmasters (agents employing workers) in certain industries and has an advice page for workers.

Focus on Labour Exploitation

FLEX has been dedicated to ending labour exploitation since it was founded in 2013. Over the past 10 years, we have been at the forefront of working to prevent labour abuses, protect the rights of exploited and at-risk workers, and promote best practice responses to labour exploitation in the context of a challenging political environment.

The Care Workers' Charity

The Care Workers Charity supports care workers, including those from overseas, who are facing financial hardship or other challenges. They provide financial assistance, emotional support, and practical advice to care workers in need, helping them navigate difficult situations and improve their well-being.

The Care Workers' Charity, Care of Nexus Media Group, 63 Webber Street, London, SE1 0QW Tel: +447494095389

Benefits and Tax Advice

Department for Work and Pensions

The Department for Work and Pensions administers welfare benefits (for the unemployed and those unable to work) in the UK. The UK government website includes comprehensive information about benefits: <https://www.gov.uk/government/organisations/department-for-work-pensions>

0800 731 7898

[Low Incomes Tax Reform Group](#)

The Low Incomes Tax Reform Group has a section of its website which covers benefits and tax issues for migrants.

Legal Advice

[Find A Legal Aid Adviser](#)

You can search for solicitor near you who can give advice under the legal aid scheme using the search tool for England and Wales. The tool allows you search by location (postcode, town or city) and by subject matter (e.g. immigration, housing and welfare benefits).

[Office of the Immigration Services Commissioner \(OISC\)](#)

The OISC gives information on finding a suitably qualified immigration advisor in your area. They investigate complaints about immigration advisers and can prosecute those who operate illegally.

[Right to Remain Toolkit](#)

The Right to Remain Toolkit is a guide to the UK immigration and asylum system. It gives an overview of the legal system and procedures, with detailed information on rights and options at key stages, and actions you can take in support of your claim, or to help someone else.

Healthcare

[NHS entitlements: migrant health guide](#)

This guide on the www.gov.uk website provides comprehensive information on healthcare entitlements for migrants in England. It covers topics such as accessing NHS primary and secondary care, dental treatment and immunization, together with specific information relating vulnerable migrant groups.

Medical

Local Hospitals

Royal Surrey County hospital, Guildford – 01483 571122 - <https://www.royalsurrey.nhs.uk/>

Dorking Community Hospital – 01306 735 459 - <https://dhclinical.co.uk/>

Epsom General Hospital – 01372 735735 – <https://www.epsom-sthelier.nhs.uk>

Kingston Hospital – 0208 546 7711 - [Home Page - Kingston Hospital](#)

East Surrey hospital, Redhill – 01737 768511 - [Home : Surrey and Sussex Healthcare NHS Trust](#)

Frimley Park Hospital – 0300 614 5000 - [Home | NHS Frimley Health Foundation Trust \(fhft.nhs.uk\)](#)

St Peter's Hospital, Chertsey – 01932 872000 - [Home \(ashfordstpeters.nhs.uk\)](#)

Registering with a local GP (Doctor)

Anyone in England can register with a GP surgery to access NHS services. It's free to register. You do not need proof of address or immigration status, ID or an NHS number.

GP surgeries are usually the first contact if you have a health problem. They can treat many conditions and give health advice. They can also refer you to other NHS services.

[How to register with a GP surgery - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Language Support

[The Open University](#)

The Open University offer Free English Language courses.

[Migrant Help](#)

Migrant Help have compiled a collection of online learning resources.

Shops

Supermarkets: Sainsbury's; Tesco; Lidl; Aldi; Asda; Morrisons; Waitrose; Co-Op; Iceland.

Pharmacies: Boots; Lloyds; Superdrug; Tesco Pharmacy; Asda Pharmacy; Morrison Pharmacy.

Shopping in Guildford Town Centre: [Shopping in Guildford Town Centre - Shopping Malls & Department Stores in Guildford, Guildford - Visit Surrey](#)

Shopping in Kingston Town Centre: [Shopping in Kingston upon Thames - Luxury Shopping Experience in KINGSTON UPON THAMES, Kingston upon Thames - Visit Surrey](#)

Shopping in Woking Town Centre: [Shopping in Woking - Victoria Place - Shopping Centre in WOKING, Woking - Visit Surrey](#)

Shopping in Caterham: [Church Walk Shopping Centre - Caterham Valley For You](#)

Shopping in Crawley: [Visit - County Mall Shopping Centre](#)

Shopping in Redhill: [Take time out at the Belfry | Redhill, Surrey \(redhillbelfry.co.uk\)](#)

Key train and bus routes

[Trainline : Search, Compare & Buy Cheap Train Tickets \(thetrainline.com\)](#)

[Keeping London moving - Transport for London \(tfl.gov.uk\)](#)

[National Rail - Welcome to the Official source for UK trains | National Rail](#)

[Bus timetables - Surrey County Council \(surreycc.gov.uk\)](#)

Housing and Accommodation

www.Housing-Rights.Info

This Housing Rights Website has been put together by The Chartered Institute of Housing and BME National. The site gives recent arrivals up-to-date information about their housing rights.

[Housing Rights Information for Migrants and Housing Advisors \(England and Wales\) \(housing-rights.info\)](#) National

[Housing Rights Information | Surrey Information Point](#) - Surrey

Shelter

Shelter's website offers advice on private renting, deposits, problems with landlords, etc. Search for housing advice by area, and get the contact details of Shelter's local offices, which offer free advice and help with all types of housing problems, together with a free helpline for urgent problems.

Homeless Link

The Homeless Link website provides information about services for anyone facing homelessness, including a directory of services. For services local, type in Surrey, and click [here](#)

Citizens Advice

The Citizens Advice website provides advice to help you find your local Citizens Advice Bureau for face-to-face advice and help. The site includes information about benefits, immigration, housing and other useful topics. It has separate sections for the different parts of the UK.

ARHAG Housing Association Ltd

ARHAG has a free national benefits and housing advice line available to all BME women or girls in the UK who require help or advice with a housing or benefit issue, such as universal credit, maximising benefits, support dealing with overpayments, and maximising benefits through grants and other options.

[Crisis](#)

Crisis has a Help to Rent Database on this page where you can find out about schemes that may be able to help with deposits and rent in advance.

BME National

BME National is a collective of housing associations that work in diverse neighbourhoods. We work with policyholders and decision-makers to improve people's lives through tackling housing inequality.

Driving in the UK

[About Immigration – Driving in the UK](#)

The About Immigration website contains free, impartial information on each stage of UK immigration, including a comprehensive overview on Driving in the UK.

Link to driving legals / documents needed? i.e. link to DVLA / www.gov.uk websites

Use this tool to see if you can drive in Great Britain with your non-GB driving licence:

<https://www.gov.uk/driving-nongb-licence>

Use this tool to find out how to exchange your non-British driving licence for a British licence:

<https://www.gov.uk/exchange-foreign-driving-licence>

Migrant Rights and Equality Support

[Migrant Help](#)

Migrant Help is a national charity operating from 10 offices across the UK. Although the charity is focused on helping asylum seekers and refugees, the website contains a wealth of advice, information and support to overcome the challenges of integration to life in the UK.

The charity supports access to local healthcare and education services, English lessons, specialist counselling, managing budgets and becoming work ready. Migrant Help also supports victims of modern-day slavery.

[Equality Advisory Support Service](#)

The Equality Advisory Support Service provides information advice and support on discrimination and human rights issues to individuals in England, Scotland and Wales.

[Migrant Rights Network](#)

The Migrant Rights Network is a UK-based organization that works to promote and protect the rights of migrants. They offer support to care workers by providing information on their rights, connecting them with relevant services, and advocating for fair treatment and better working conditions.

Free Asylum helpline: 0808 8010 503

[The Joint Council for the Welfare of Immigrants](#)

We work toward this vision of a better Britain by:

- Challenging unjust laws and practices that restrict rights and lead to discrimination.
- Influencing the debate on migration and fighting against the politics of hate and fear.
- Supporting vulnerable individuals & families with reliable, high-quality legal advice.
- Improving the quality of advice elsewhere through training and capacity building.
- Building and supporting progressive movements at the grassroots and at the national level.

[Southeast Strategic Partnership for Migration](#)

The Southeast Strategic Partnership for Migration (SESPM) provides leadership, coordination, and advisory function for migration in the Southeast. We are hosted by Southeast Councils and our support covers all 70 South East local authority areas.

[Praxis Community Projects](#)

Praxis Community Projects is based in London and offers a telephone and drop-in advice service to all vulnerable migrants, including rejected asylum seekers and people with no recourse to public funds and other immigration problems.

[Doctors of the World](#)

Doctors of the World run a London clinic and advocacy programme based at Praxis, for anyone who has difficulty accessing mainstream healthcare.

<https://www.doctorsoftheworld.org.uk/patient-clinic/>

0808 1647 686

[NACCOM - The No Accommodation Network](#)

NACCOM is the UK national No Accommodation network which provides a list and map of all projects offering accommodation to migrants with no recourse to public funds.

[Project 17](#)

Project 17 offers advice to people with children who need to apply to social services for accommodation.

[Bail for Immigration Detainees](#)

Bail for Immigration Detainees is an independent charity that exists to challenge immigration detention in the UK.

Community Support Groups

[Voice4Change England](#)

Voice4Change England is a national advocacy organization that works to strengthen the voice and influence of the UK's Black, Asian, and Minority Ethnic (BAME) communities. They support overseas care workers by addressing issues of inequality, discrimination, and exploitation. Voice4Change England aims to empower care workers and ensure their rights are protected.

Cultural bodies in Surrey

[Southeast and East Asian Centre \(SEEAC\)](#)

Southeast and East Asian Centre (SEEAC) is a community organisation for and by migrants, refugees, and people seeking asylum from Southeast and East Asia and people of these heritages living in the UK. We provide essential community support services on issues around welfare, immigration, employment, healthcare access, racism and discrimination, mental health, as well as gender-based violence and exploitation. Based on our experiences as a user-led grassroots organisation, we also deliver advocacy and campaigning work to address intersectional challenges faced by marginalised and under-represented groups of the communities, such as precarious migrant workers, asylum seekers, survivors of trafficking and labour exploitation, women and people of marginalised genders.

<https://www.seeac.org.uk/whoweare>

[Supporting South Asian Women in the UK](#)

We can advise and advocate on your behalf to help manage key areas such as health, housing, education, employment, legal, finance and personal development such as how to write a CV, interview skills, help to complete benefit forms, access to counselling and advocacy, and much more. Although we do not provide refuge provision or financial aid, we are able to make referrals to our partners, who are better placed to assist you without being passed on to endless organisations.

<https://sharan.org.uk/>

[Afghanistan and Central Asian Association \(ACAA\)](#)

We work with Afghans and Central Asians living away from their homeland, providing them with support, skills and knowledge to live and prosper in the UK.

Our wide range of services includes English language classes, employment workshops, a women's support group, a Saturday school and homework club, youth and family support services, drop-in and telephone advice, volunteer placements, and cultural and social events. We provide outreach and visits to individuals and families in detention.

<https://acaa.org.uk/>