



# SUMMARY FOR MIGRANT WORKER – CLIENT GUIDE

Last updated: May 2008

**ADVICE  
RESOURCES**

# SUMMARY

Information included in this summary corresponds to the main points of contact detailed in the **Migrant Worker – Client Guide**. This summary and handbook have been produced in consultation with migrant workers, advisers and supporting organisations to ensure they capture the most relevant information to help workers in the initial stages of moving and finding work in the UK. The **Migrant Worker – Client Guide** and the summary are a guide for people from the European Economic Area (EEA) which has been produced in five different languages, English, Polish, Portuguese, Russian and Lithuanian.

## Housing

The Citizens Advice Bureau guide has various information sheets relating to employment working rights which are available in some EEA languages – Czech, Estonian, Hungarian, Latvian, Lithuanian, Polish, Slovak and Slovenian. These are available on the [www.adviceguide.org.uk](http://www.adviceguide.org.uk) website.

Housing Association Accommodation – Individuals need to contact their local county council to join the waiting list. To find your local council check on the following website [www.direct.gov.uk.uk/](http://www.direct.gov.uk.uk/) Go to the Government, Citizens and Rights section and select Local Councils.

Shelter provides independent housing advice, including specialist support for the homeless. For free housing advice telephone: 0808 800 4444 email: [info@shelter.org.uk](mailto:info@shelter.org.uk) website: [www.shelter.org.uk](http://www.shelter.org.uk)

## Documents needed for working in the UK

Information about living and working in the UK is available from the Home Office UK Border Agency website [www.bia.homeoffice.gov.uk/workingintheuk/](http://www.bia.homeoffice.gov.uk/workingintheuk/) or telephone 0870 606 7766.

National Insurance – In order to work legally in the UK, all individuals require a National Insurance number. For further information contact Jobcentre Plus National Insurance Line on: 0845 600 0643 or Website [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

## Finance and banking

Post offices are available across the country and offer a wide range of services including postal services, banking and payment of bills etc. Telephone: 08457 22 33 44 or visit the website at [www.postoffice.co.uk](http://www.postoffice.co.uk).

Western Union Money Transfers – This service allows individuals to send and receive money from relatives and friends anywhere in the world. For further information telephone: 0800 833 833.

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## Employment

Jobcentre Plus gives help and advice on jobs available in the area. They also give advice on jobseeker benefits available. Visit: [www.jobcentreplus.gov.uk/JCP/index.html](http://www.jobcentreplus.gov.uk/JCP/index.html) or telephone Jobseeker Direct on 0845 606 0234.

For trade union information and information on your employment rights visit [www.tuc.org.uk/](http://www.tuc.org.uk/) or call the TUC's Know Your Rights line on 0870 600 4882.

## ESOL courses

For a comprehensive list of where ESOL courses are available please look at the [www.learnirect.co.uk](http://www.learnirect.co.uk) website or alternatively call 0800 100 900.

NARIC is the National Academic Recognition Information Centre. For information on the comparability of qualifications from overseas, you should visit [www.naric.org.uk](http://www.naric.org.uk) or call 0871 330 7033.

## Health

NHS Direct offer a confidential information and advice service with regards to all health issues. Telephone: 0845 46 47 (interpreters are available) or visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Emergency services

Telephone: 999 for the police, fire brigade and ambulance services.

## Driving and vehicle ownership

The DVLA and Directgov have a vast amount of information with regard to the law in relation to driving and requirements for vehicle ownership. Visit: [www.direct.gov.uk/en/Motoring/index.htm](http://www.direct.gov.uk/en/Motoring/index.htm) and/or [www.dvla.gov.uk](http://www.dvla.gov.uk)  
Telephone: 0870 240 0009.

## Law – brief overview

If you are a witness to a crime, including domestic violence, or if you are intimidated or harassed due to your nationality, ethnicity, beliefs, gender, disability or sexuality, it is important that you report it to the police by dialling 999 or you can report any incident or hate crime online at: [www.report-it.org.uk](http://www.report-it.org.uk)

For advice on issues relating to sexual harassment or discrimination you could also contact the Equal Opportunities Commission on 0845 601 5901 or [www.eoc.org.uk](http://www.eoc.org.uk), but for any unlawful activity contact the police in the first instance. If you feel you have been the victim of racial harassment contact the Commission for Racial Equality on 0845 604 6610 or alternatively visit the website at [www.cre.gov.uk](http://www.cre.gov.uk)

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## **Information, advice and guidance**

The Citizens Advice Bureau helps people resolve their housing, employment, money, legal and other problems by providing free confidential information and advice. For further information visit: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

The CAB Advice Guide has various information sheets relating to employment, working rights etc. These are available in some EEA languages; Czech, Estonian, Hungarian, Latvian, Lithuanian, Polish, Slovak and Slovenian and are available on the [www.adviceguide.org.uk](http://www.adviceguide.org.uk) website.

nextstep offers face to face information, advice and guidance on careers, learning and employment. To find your local nextstep provider visit <http://nextstep.direct.gov.uk/>

learndirect Careers Advice offers advice on careers, childcare and support and information with regard to learning throughout the UK. The learndirect Careers Advice helpline is on 0800 100 900 or you can visit the website on [www.learndirect-advice.co.uk](http://www.learndirect-advice.co.uk)

Connexions Direct offers advice on careers, learning and employment for young adults. To find your local Connexions provider visit [www.connexions-direct.com](http://www.connexions-direct.com)

## **Childcare and education**

You can find out about the childcare, early education and other care and support services for children and parents in your area from your local Children's Information Service. Visit [www.childcarelink.gov.uk](http://www.childcarelink.gov.uk) or call 0800 2 346 346.

Sure Start supports parents with children from conception through to age 14, and up to age 16 for those with special educational needs and disabilities. Their website is [www.surestart.gov.uk](http://www.surestart.gov.uk)

Another good source of information is the Directgov website [www.direct.gov.uk](http://www.direct.gov.uk)

HM Revenue & Customs – Child Tax Credit and Working Tax Credit helpline telephone: 0845 300 3900 or visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk)