



UK Visas
& Immigration

A Home Office Guide to

Rights and Expectations in the UK

English



Purpose of this guide

This guide is for asylum seekers in asylum accommodation and contains important information about:

- UK culture, values and law
- Health and welfare services
- Staying safe and getting support

Please read this booklet carefully and highlight any important information. Keep this booklet in a safe place so you can refer to it later.

You should also get:

- Information about local services, for example health, education, transport links and support services, in a language you understand.
- 'A Guide to Living in Asylum Accommodation' booklet, which includes information about living in asylum accommodation.

If you have not been given these, please ask your accommodation provider for them. You can also access the Home Office booklets online at:

www.gov.uk/government/publications/living-in-asylum-accommodation

www.gov.uk/government/publications/asylum-support-UK-rights-and-expectations

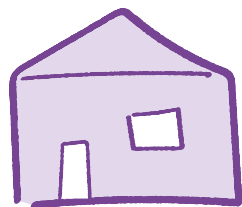
Who are the organisations that provide me with accommodation and support?



The Home Office which is ultimately responsible for the accommodation you are living in and your financial support.



Migrant Help are the Advice, Issue Reporting and Eligibility (AIRE) provider appointed by the Home Office. They are a charity separate from the Home Office offering independent advice. If you need information about your support, to report an issue, or to tell the Home Office about a change in your circumstances, you should contact Migrant Help by phone on **0808 8010 503** which is free to call. Interpreters are available.



Your accommodation provider. The Home Office uses private companies to provide housing for you. When moving in you will be assigned a housing officer who will be available to answer any questions you may have and also provide you with an induction to your property and a local induction pack, which includes information such as how to register with a GP and a map of the local area.

Details of organisations in this guide can be found in [Useful Contacts](#). Please note that interpreting services may not be available for these organisations and some organisations do not provide services across the whole of the United Kingdom. Please look in your local induction packs for regional specific organisations.

Contacting Emergency Services

In an emergency, you should call **999** straight away and tell the service operator what service you need – **Fire, Police or Ambulance**. It is important that you only dial these numbers in emergencies.

If you do not speak English, you should say the name of the language you wish to speak when you first call 999, followed by the address of the emergency and an interpreter will be provided for you if one is available. Calls to 999 are free.

Police: when violence is being used or threatened, or if you witness a crime being committed, you should call **999** and ask for the police. If you want to report a crime or have been a victim of a crime which does not need an emergency response, you should call **101**.

Fire: if you see a potentially dangerous fire or signs of a fire such as smoke, you should call **999** immediately and ask for the fire service. You should not approach or try to put out a dangerous fire.

Ambulance: if there is a medical emergency when someone is seriously ill or injured and their life is at risk, you should call **999** and ask for an ambulance. For urgent medical concerns that do not need an ambulance, you should call **111**. (Please note the 111 service is not available in Northern Ireland).



Have a question?

- Look in your induction and information booklets
- Visit www.gov.uk/browse/visas-immigration/asylum or www.migranthehelpuk.org
- Call Migrant Help on **0808 8010 503**

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Section 1

An Introduction to the UK



The United Kingdom (UK), officially called the United Kingdom of Great Britain and Northern Ireland is made up of 4 countries; England, Scotland, Wales and Northern Ireland. It is sometimes referred to as Britain.

The UK 

Population: 66 million
Main Language: English

Northern Ireland 

Population: 1.9 million
Capital city: Belfast
Recognised Languages:
English, Irish and
Ulster Scots

Scotland 

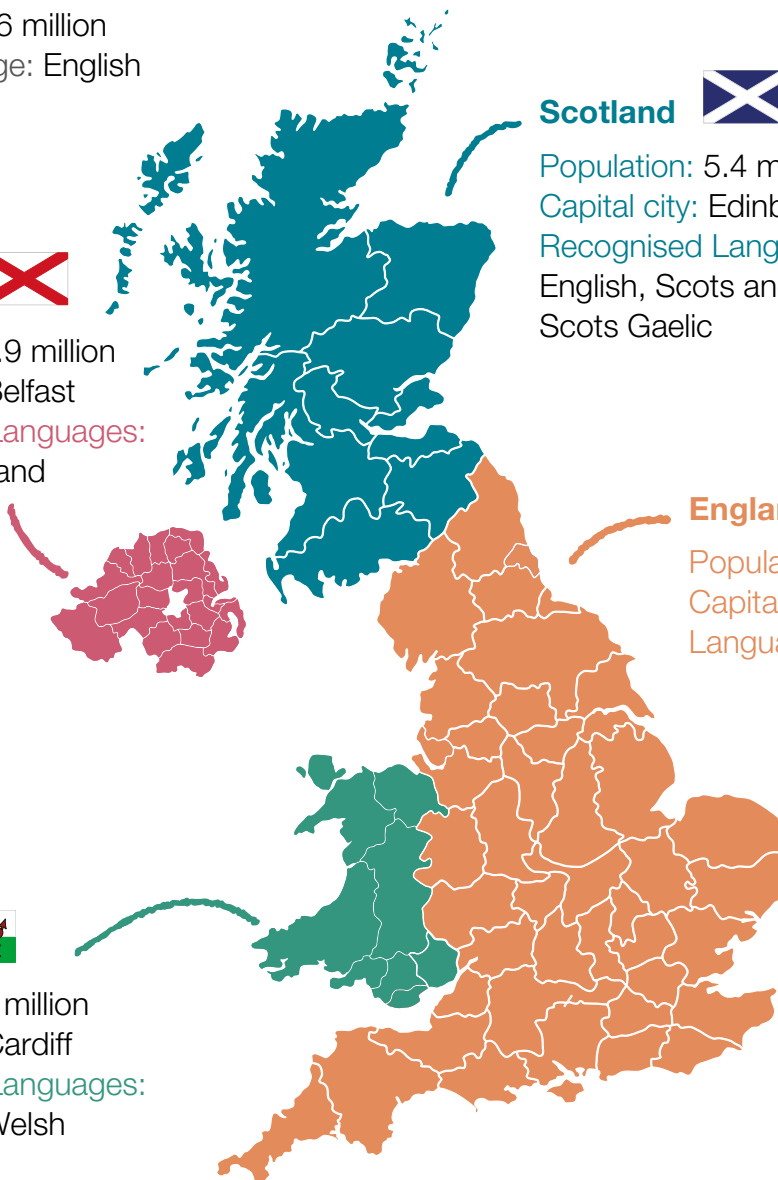
Population: 5.4 million
Capital city: Edinburgh
Recognised Languages:
English, Scots and
Scots Gaelic

England 

Population: 55 million
Capital city: London
Language: English

Wales 

Population: 3 million
Capital city: Cardiff
Recognised Languages:
English and Welsh



The UK is a constitutional monarchy and a parliamentary democracy. This means that the monarch (currently Queen Elizabeth II) is the head of state, but power rests in the democratically elected parliament. The Prime Minister leads the government. The government is usually formed by the largest political party who are elected through free and fair elections.

Scotland, Wales and Northern Ireland also each have their own government, and while their responsibilities differ, typically they have responsibility for issues such as healthcare and education. Scotland and Northern Ireland also have responsibility for policing.

Local authorities, also known as councils, are responsible for public services and facilities in a local area. They are elected by the local population. Services usually provided by councils include:

- Housing services
- Education and Schools
- Social Care
- Environmental services
- Bins, waste and recycling
- Libraries
- Leisure services
- Roads and parking
- Welfare and Benefits
- Public Health

The local services provided and who provides them depends on where you live. Your local induction pack will tell you about services provided by the authorities in your area.

Health care is provided by a range of separate organisations which make up the National Health Service (NHS). More information about health care in the UK can be found in [Section 3](#).

Culture, Values and Religion

Based on the rights and freedoms protected in law, in the UK we have shared values including:

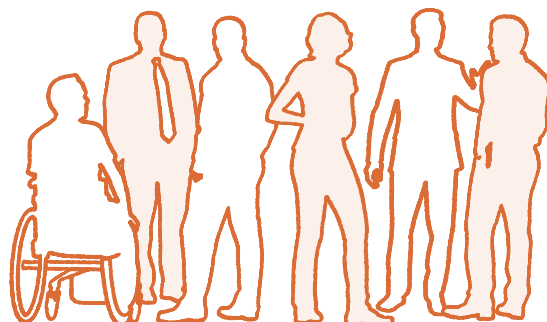
- respecting and obeying the law
- respecting the rights of others, including their right to their own opinions
- treating others with fairness.

Freedom of speech and freedom of expression are encouraged in the UK with legislation in place to protect these fundamental rights. However, this freedom cannot be an excuse to cause harm or spread hatred.

Consistent with the shared values, it is against the law to discriminate against people and treat them less well because of a protected characteristic, such as:

- **Race:** The UK is proud to be ethnically diverse with many cultures represented. Some areas of the UK are more diverse than others, especially larger cities.
- **Religion and Belief:** All people can practise and celebrate their beliefs provided they respect the beliefs of others and are not in conflict with UK laws. Places of worship such as churches, mosques and synagogues can be found in many towns and cities.
- **Sex:** Men and women have equal rights and should be treated equally. Equality between men and women is a key part of UK culture.
- **Sexual Orientation:** Same-sex relationships are welcomed and accepted in the UK and also protected in law. Couples of the same sex can marry, and same sex couples can also form civil partnerships.
- **Gender Reassignment:** People have the legal right to change their gender and to be accepted and supported in the way they identify.
- **Age:** It is unacceptable to mistreat people because of their age whether young or old.
- **Disability:** In the UK, organisations are expected to make reasonable adjustments for disabled people (changes to help overcome barriers, like a ramp, or sign language interpreting), and public transport is often discounted or free.

How a person looks, thinks and behaves may be connected to one or more protected characteristics and should be respected: for example, the way they dress may relate to their religion.



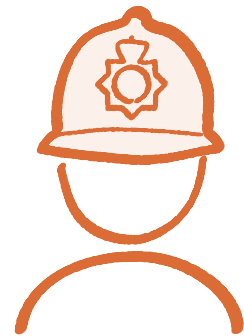
Law and Crime

Everyone in the UK is protected by the law. Those who break the law can be prosecuted through the criminal justice system and could receive a fine or go to prison. Certain activities allowed in other countries may not be acceptable in the UK and it is your responsibility to obey the laws. Similarly, certain activities which may not be allowed in other countries may be legal in the UK. There are also some differences between the laws in England, Scotland, Wales and Northern Ireland, key differences are highlighted in local induction materials.

The Police

The police are there to help, assist and protect you. You should not be afraid to approach or contact the police if you are the victim of a crime, see a crime happening, or if you need general assistance, for example, if you are lost. You can contact the police the following ways:

- Phoning 999 in an emergency
- Visiting your local police station or phoning them
- Alternatively, you can report a crime anonymously through **Crime Stoppers**. Crime Stoppers is an independent charity that gives you the power to speak up to stop crime, 100% anonymously. Their contact details can be found in [Useful Contacts](#).



If you are ever arrested, you will usually be taken to a police station. The police must explain your rights to you in a language that you understand. These include rights to:

- free legal advice
- tell someone where you are
- have medical help if you are ill
- request an appropriate adult while you are at the police station if you are vulnerable.



Proof of age:

To buy certain products in the UK, you will need to prove that you are over a certain age, usually 18. This includes alcohol and cigarettes. You can prove your age by showing an official document, such as a passport, a national identity card, or a driving licence.



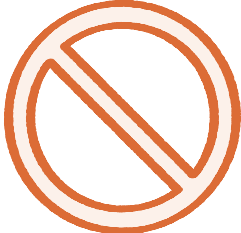
Alcohol:

Alcohol can only be sold on licensed premises. If you wish to buy alcohol, you must be over the age of 18. It is an offence to buy alcohol for a person under the age of 18. It is also an offence to be drunk and disorderly in a public place. In some towns and cities, it is illegal to drink alcohol in public spaces.



Smoking:

To buy cigarettes and other tobacco products, including e-cigarettes and cigars, a person must be over the age of 18. It is illegal to smoke indoors in any public places (such as restaurants, shops, public transport and hospitals). You can be fined for smoking in public places. If you are unsure if you can smoke in a certain place, check around for signs or notices.



Restricted drugs:

Taking drugs can seriously affect your health and may result in death. It is illegal to possess, supply or be involved in the making of controlled drugs. Psychoactive substances known as 'legal highs' are also very dangerous, and you could be breaking the law if you supply them or have them in your possession.

Extremist Behaviour:

If you witness any behaviour that you are concerned by, including activity that could be linked to terrorism, you can contact the police. Don't worry, don't delay, just act. Report suspicious activity to the police by calling **0800 789 321** confidentially or at www.gov.uk/ACT.

Sexual Consent:

The age of consent in United Kingdom is 16 years old. This is the minimum age an individual is considered legally old enough to consent to participation in sexual activity. Boys and girls under 16 are not legally able to consent to sexual activity. Any such activity with them is a serious crime of statutory rape.

Anti-social Behaviour:

Anti-social behaviour covers a wide range of unacceptable activity that causes harm to an individual, to their community or to their environment. This could be an action by someone else that leaves you feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

This can include harassment, excessive noise, and threatening behaviour. Anyone displaying such behaviour may be referred to the police. Those in Home Office accommodation could also lose their right to accommodation and support from the Home Office.

The following activities are examples of public order offences:

- Dropping litter
- Begging
- Fighting
- Using threatening or abusive behaviour
- Carrying a weapon
- Public exposure
- Spitting
- Using inappropriate or offensive language

If you are experiencing problems with anti-social behaviour, or have any concerns about it, or other community safety issues, you should contact your local police force or call the non-emergency police number, 101. In an emergency, always call 999.

Hate Crimes

What is a hate crime?

A hate crime is a crime committed against a person or property that is motivated by anger or hatred towards certain protected groups. This could be because of a protected characteristic. It is an offence to commit a hate crime.

Hate crimes can take several forms, which include:

- Physical assault
- Damage to property e.g. vandalism, arson.
- Intimidating or threatening behaviour
- Offensive letters, leaflets and posters
- Verbal Abuse
- Online bullying and abuse
- Murder

If you've experienced or witnessed a hate incident or crime you can report it to the police. Information on reporting a hate crime can be found at www.gov.uk/report-hate-crime.

Alternatively, you can report a hate crime at:

- www.stophateuk.org, depending on your location
- www.report-it.org.uk/scotland in Scotland
- www.galop.org.uk/hatecrime to report a hate crime against a lesbian, gay, bisexual or transgender (LGBT) person

Practical and emotional support is available if you have been a victim or affected by a hate crime from Victim Support. Victim Support (VS) is an independent charity dedicated to supporting victims of crime. Their contact details can be found in [Useful Contacts](#).



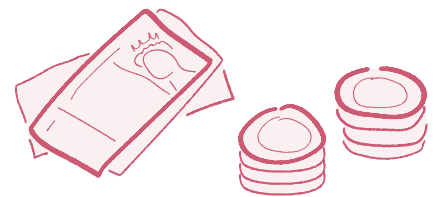
Section 2

Useful Information



Money

The currency in the UK is the Pound Sterling (£). Cash is accepted in most places but increasingly people use debit/credit cards to pay for goods and services. Cash is available in 1p, 2p, 5p, 10p, 20p, 50p, £1 and £2 coins and also £5, £10, £20 and £50 notes. £1 (one pound) = 100p (100 pennies, or pence).



Shops

There are many supermarkets available to do your grocery shopping. Opening hours vary, and larger supermarkets are often cheaper than small local ones which stay open longer. You will usually have to pay for carrier bags, so it is a good idea to reuse them.



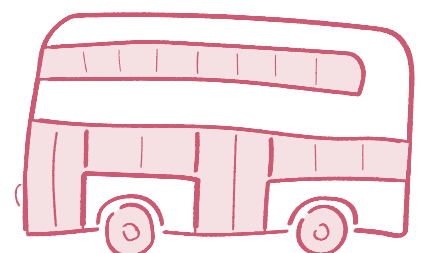
Public transport

On many train services you should buy a ticket before travelling, you could be fined if you travel without one. Tickets are often cheaper if bought in advance. Times and ticket prices vary across the UK. You can find out more information at your local train station or on the national rail website: www.nationalrail.co.uk.

An alternate option to travelling by train is by coach. Travelling by coach is usually a cheaper option but it might take longer to reach your destination. You can find out where your closest coach stop is and where you can travel to on: www.nationalexpress.co.uk or www.megabus.co.uk.

If travelling by local bus, you buy your ticket when you get on the bus by telling the driver where you are going to and if you would like a return ticket, unless you live in London. Transport information for London can be found at www.tfl.gov.uk. Bus timetables can be found at most bus stops.

Transport services are provided by different companies depending on where you live, and each company might have different requirements on how you use or pay for their service. It may be possible to buy a travel card or group travel ticket, which allow groups to travel or multiple trips in one day, at a cheaper price. You may also be eligible for free or concessionary travel if you are disabled or elderly. These entitlements vary by region.



You can ask a bus driver or ticket office for more information on transport and ticket information. Check in your local induction pack if there are any specific requirements in your area. Migrant Help may also be able to provide further advice and information.

Education

All children must be in full time education between the ages of 5-16 (5-18 in England). It is a parent's or guardian's responsibility to make sure that their children attend school. You could be prosecuted if you do not give your child an education. You will normally get warnings and offers of help from the local council first.

How do I register my child for school?

Your housing officer will advise you on how to register your child at a school. The allocated school might not be the closest school to your accommodation. If you are in receipt of asylum support and accommodation from the Home Office, your child will typically be entitled to free school meals. Talk to the school about this, and travel arrangements and uniforms, as the school may be able to help you with these as well. Speak to the school when you register about any additional needs your child may have.



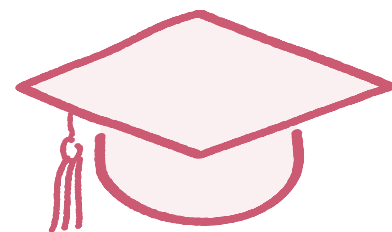
Adult Education:

Adult education isn't automatically available to asylum seekers, however, many further education colleges and charitable organisations provide educational opportunities, for example, English lessons for speakers of other languages (ESOL).

- In Wales, ESOL and other essential skills classes are available free of charge for lower levels and are available at local colleges, as well as through community groups. In Cardiff, Newport, Swansea and Wrexham enrolment is through the REACH Hub. You may also have the opportunity to learn Welsh.
- In Scotland, the Scottish Funding Council waives fees for asylum seekers attending college to study part-time or non-advanced courses.
- Check local criteria in other areas. Otherwise, if your asylum claim isn't resolved after 6 months through no fault of your own, you will be eligible to 50% of funding towards ESOL courses.

Higher Education:

If you meet the academic requirements, you may be able to receive higher education. To go on to higher education a good level of English is needed, and the International English Language Testing System (IELTS) examination is the accepted measure of ability. However, you will need to support yourself financially or secure a scholarship or bursary, as you are not eligible to apply for student support. Independent information on accessing higher education can be found at: www.refugeesupportnetwork.org/pages/25-access-to-higher-education.



Working and volunteering

Do I have the right to Work?

You are not allowed to work unless your ARC card or Bail 201 form says that you can. This includes running a business. If your claim has been outstanding for 12 months through no fault of your own, you can request permission to work through the UKVI asylum casework team dealing with your claim. If successful, you would be restricted to jobs on the shortage occupation list found here: www.gov.uk/guidance/immigration-rules/immigration-rules-appendix-k-shortage-occupation-list. If you are found to be working illegally, you and your employer will face being prosecuted. At no point during your asylum claim can you be self-employed or undertake unpaid work.

Can I take part in Volunteer Activities?

The Home Office encourages you to take part in volunteering activities at charitable or public sector organisations. Volunteering can provide a valuable opportunity to contribute to and get involved with your local community. It is important that the volunteering has no contractual obligation (e.g. requirement to work certain hours) or entitlement and you receive no payment, other than for expenses incurred whilst undertaking these activities.



Legal Advice

You are likely to want legal advice and/or representation in relation to your asylum claim. You may also need legal help with other things.

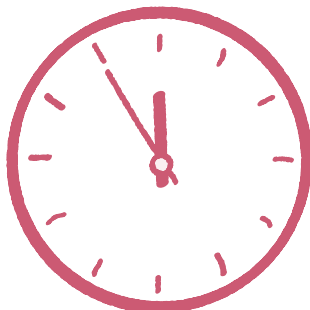
Legal Aid can help pay the costs of legal advice, mediation and representation in a court or tribunal. The government allocates funds for this purpose, and Legal Aid is paid directly to the legal advice provider. Although this is paid by government funds, Legal Aid providers are entirely independent of the Home Office. You do not need to pay for this advice, where Legal Aid is available.

Not all types of legal cases are funded by Legal Aid and you may need advice on this. However, whilst you are receiving asylum support, you will be entitled to Legal Aid if your case is eligible for it.

www.righttoremain.org.uk/toolkit is an independent guide. It tells you what to expect from your lawyer and from the asylum system, giving an overview of the legal system as well as your rights and options at each stage. This resource is also available in many different languages.

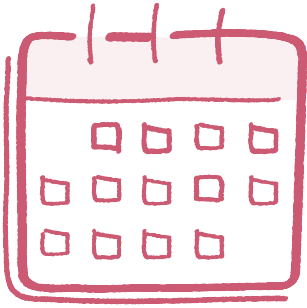
Find a Legal Aid advisor:

- Law Centres Network: www.lawcentres.org.uk. Community centres around the UK offer legal aid advice on a range of issues including asylum, immigration, welfare and housing.
- Find a local legal advice clinic: www.lawworks.org.uk/legal-advice-individuals/find-legal-advice-clinic-near-you.
- Find a legal adviser: www.gov.uk/find-a-legal-adviser or at www.lawsociety.org.uk/for-the-public/using-a-solicitor/find-a-solicitor/.



Time Zone and Daylight Saving

The UK time zone is Greenwich Mean Time (GMT) during winter months and GMT +1 (also called British Summer Time or BST) during the summer. To make the most of sunlight hours, the UK (along with the rest of Europe) moves its clocks forward by one hour in late March, and then moves them back in late October.



Weekends and Bank Holidays

The UK weekend falls on Saturday and Sunday when most offices are closed. Banks and post offices are usually open Monday-Friday and on Saturday mornings, but close on Saturday afternoon and Sunday. However, most shops and restaurants remain open on Saturday and for much of Sunday.

There are several public holidays, also known as bank holidays, throughout the year. Some apply across the entire UK and some are specific to England and Wales, Scotland or Northern Ireland. Schools and most businesses close, but shops, restaurants and leisure facilities usually remain open. Migrant Help, your accommodation provider and the emergency services will be available all year round, 24 hours a day.



Accessing the internet

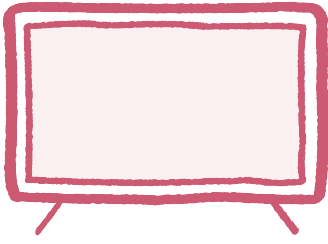
There are lots of ways to access the internet in the UK. Most towns and cities have 4G data coverage if you have a smart phone but using this could become expensive so make sure you monitor your usage and check any costs with your service provider. Public Wi-Fi is also becoming more commonly available across the UK. You can also access the internet at libraries for free or at an internet café. The cost of using a computer at an internet café usually depends on the amount of time you spend using it.



Mobile phones and payphones

Mobile phones will vary in cost, but basic mobile phones are available for as little as £10. Smartphones, which can access the internet, are more expensive. You can get a pay as you go deal where you pay for what you use or a contract where you pay monthly to use a mobile, but this option requires a bank account. You will be able to 'top up' a pay-as-you-go SIM card at most supermarkets and newsagents. Calls to locations outside of the UK and internet usage outside your tariff may be very costly.

Payphones are a useful way to contact someone if you don't have access to a mobile phone or landline. The cost of a call will vary dependent on the distance and how long the call is.



TV Licence

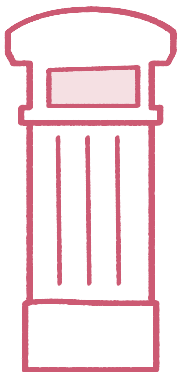
Every household must buy a television (TV) licence before using a TV or any other equipment to receive or record TV programmes. Your accommodation provider is not expected to provide you with a television, but if you do obtain a television or watch TV programmes online, you will need to obtain a TV licence. This includes watching catch-up TV on laptops or mobile devices. If you watch TV without a TV licence, you could be prosecuted. You can buy a TV licence by:

- going to the local Post Office.
- telephoning the TV licence help line on 0845 567 567.
- Visiting www.gov.uk/tv-licence.



Libraries

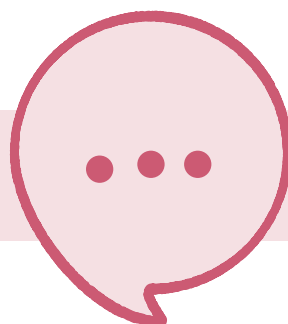
Libraries are usually provided by local councils. In a library you will be able to borrow a book or magazine for free, use a computer and connect to the internet as well as being able to access other resources. To register for a library, you will normally need to show a form of ID and a proof of address. Some libraries also offer free classes, such as English, CV writing and IT skills and many offer activities for children.



Post Office

Post Offices can be found in most towns and cities around the UK. Post Offices provide lots of services, including postal services and banking.

Post offices are usually open from around 09:00 to 17:30 from Monday to Saturday. In some areas, opening hours are shorter. Most post offices close on Sundays and bank holidays. You can find more detailed information at www.postoffice.co.uk.



Section 3

Health and Welfare Services



Looking after your personal health & safety is important and mainly your own responsibility. If you identify an issue or health concern, using the information provided you should reach out to the appropriate channel, whether this is booking a GP (General Practitioner) appointment or contacting a charitable organisation.

Health Services

The UK has a National Health Service (the NHS) which is free. This includes GP surgeries which provide primary care, and hospitals which provide both emergency and routine secondary care. The NHS provides services to those who need medical treatment and can also help with areas such as contraception, family planning, healthy eating and mental health. The NHS website gives details of the health services and support available. Services may differ depending on where you live.

England: www.nhs.uk

Wales: www.wales.nhs.uk

Scotland: www.scot.nhs.uk

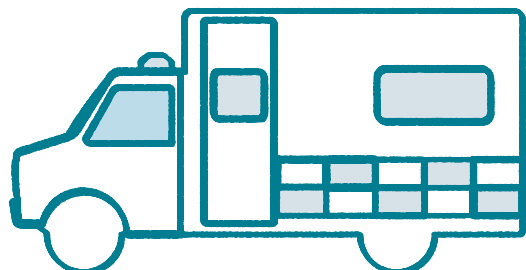
Northern Ireland: www.hscni.net

What should I do in a health emergency?

Call 999 and request an ambulance if you or someone else is seriously ill or injured and their life is at risk.

The ambulance will take the person to the nearest accident and emergency centre (A&E, also known as a casualty department). If you do not need an ambulance to get you there you can find details of your nearest A&E on the NHS website.

Do not use A&E for minor medical problems.



An A&E department deals with genuine life-threatening emergencies, such as:

- loss of consciousness
- acute confused state and fits that are not stopping
- chest pain
- breathing difficulties
- severe allergic reactions
- severe burns or scalds
- stroke
- severe bleeding that cannot be stopped
- major trauma such as a road traffic accident.

If you need urgent medical attention but it's not a life-threatening situation call 111, which will direct you to the best local service. This may be an NHS urgent treatment or walk-in centre, which will also treat minor illnesses without an appointment.

For non-urgent medical attention, you should book an appointment with your GP.

If you are not sure what service you need, call NHS 111.

Visiting a Doctor

As an asylum seeker, you are entitled to register with a GP and receive free NHS care. Your GP is your local family doctor. They are highly skilled and are trained in all aspects of healthcare. GP surgeries offer a range of services. If you need hospital care the GP will arrange a referral.



GP surgeries are generally open Monday to Friday between 8.30am and 6.30pm, and some surgeries are also open on Saturdays. However, this will depend on the GP services in your local area. Please ensure you check opening times with the surgery.

How do I register for a GP?

Your accommodation provider will give you information on how to register with a local GP. You can also find your closest GP practices online on the relevant NHS website within a day of arriving at the dispersal accommodation.

Accommodation providers will also take pregnant women, children under 9 months and those with a pre-existing condition (long term conditions that need regular medication e.g. diabetes, heart problems, asthma, epilepsy, haemophilia, TB; HIV; and acute mental health issues) or those in need of an urgent GP appointment to register with a GP within 5 working days of arrival at the dispersal address.

Please refer to your local induction pack for more information about registering with a GP in your local area.

When should I see a GP?

Visit a GP if it is not an emergency and you need to see a doctor or nurse about your health. Consider alternatives before making a GP appointment, such as visiting your local pharmacist.

How do I make an appointment?

To see a GP or nurse, you must make an appointment. This can be done in person in the GP surgery or by telephone or online. Please check the preference of your GP surgery when you first register.

- You can ask to see a male or female GP or nurse and your GP surgery will do their best to accommodate this.
- You may have to wait a few days for a non-urgent appointment. If you think you need to see the doctor urgently tell the receptionist when you make the appointment that you need an emergency appointment.
- Make a separate appointment for each family member as the GP or nurse will only be able to see one patient in each appointment.
- Make sure you arrive on time for your appointment and cancel it if you are unable to attend.

Can I receive medical help in my own language?

Make clear any language or communication arrangements needed at the earliest possible opportunity for NHS services and your needs will be met as best as possible. This could be by an interpreter or providing documents to read in a language you understand.

What other services are available to me?

You may also receive free NHS prescriptions, dental and optical care. Prescriptions are written and provided by your GP which you should then take to a pharmacy along with your HC2 certificate. A HC2 certificate confirms your entitlement to these services. If you have not received a HC2 certificate, you should request a HC1 form at your GP practice or contact Migrant Help to request this.

Pregnancy

Asylum seekers are entitled to receive all maternity services free of charge. As soon as you find out you're pregnant you should book an appointment with your GP. The GP will refer you to a local maternity service for antenatal care. The midwife or doctor providing your antenatal care will make sure you and your baby are as well as possible. They will:

- check the health of you and your baby
- give you useful information to help you have a healthy pregnancy (including advice about healthy eating and exercise)
- discuss your options and choices for your care during pregnancy, labour and birth
- answer any questions you may have.

If you experience any complications during pregnancy, you should make an appointment with your GP or ring the NHS on 111 who will advise you on what next steps to take.

Am I eligible for extra support if I am Pregnant?

If you are pregnant you are entitled to receive £3 extra per week during your pregnancy. You can also apply for a £300 maternity payment to help buy things for your baby or a payment of £250 if you are receiving Section 4 support. You should apply between 8 weeks before your baby is due and 6 weeks after the birth.

- To apply before your baby is born, you will need to show Migrant Help your original MATB1 certificate or other medical proof of your pregnancy. You can get a MATB1 certificate from your midwife or doctor providing your antenatal care.
- You can also apply if your baby was born outside the UK and your baby is less than 3 months old, or in other exceptional cases.

Will I get more financial support when my baby is born?

You should register your baby's birth as soon as practicable. Guidance on how to register a birth can be found at www.gov.uk/register-birth. You will then need to provide the original long birth certificate to Migrant Help for your support to be adjusted. As well as including the standard person rate for your baby, while your baby is under 1 year old you will receive an extra £5 per week, and £3 for each child aged 1 to 3.

How do I apply for the extra financial support?

Contact Migrant Help on **0808 8010 503** or by e-mail to: as@migranthelpuk.org



Social Care

If you need social care because of an illness or disability which seriously affects your daily living, this is usually provided by your local council, separately from medical treatment which the NHS provides. Social care includes things like:

- equipment like a walking frame or personal alarm
- changes to your accommodation such as a walk-in shower
- practical help from a paid carer
- day centres to give you or the person who cares for you a break.

The first step to getting social care is to get a needs assessment from your local council. Anyone can apply for a needs assessment: your GP or hospital can refer you for one, or many of the support services covered in the guide could help you with it. More information can be found on www.gov.uk/apply-needs-assessment-social-services.

After the assessment, any support you may need is written up as a care and support plan. It will be reviewed regularly to see what's working and not working, and if it's still the best support for you.

If you are living in asylum accommodation and changes are needed, your accommodation provider may need to act on the council's assessment.

If you have a very high level of needs that would be met better in a residential care setting than in asylum accommodation, this will be identified in the needs assessment and the council will provide the residential care. Local councils are responsible for doing needs assessments urgently where required at the start of the asylum process so that suitable accommodation and support can be provided, as set out at www.gov.uk/government/publications/asylum-seekers-with-care-needs-process. In other cases there will usually be a wait for a needs assessment as these services are facing a lot of demand.

Mental Health Services

What is Mental Health?

In many ways, mental health is just like physical health: everybody has it and we need to take care of it. Good mental health means being generally able to think, feel and react in the ways that you need and want to live your life. But if you go through a period of poor mental health you might find the ways you're frequently thinking, feeling or reacting become difficult, or even impossible, to cope with. Conditions range from the worries we all experience as part of everyday life to serious long-term conditions. Anxiety, post-traumatic stress disorder and depression are the most common problems. As well as this, having problems eating and sleeping could be signs of a mental health condition.

What should I do if I'm concerned about my mental health?

If you have been feeling low in mood for more than a few weeks and your poor mental health is affecting your daily life, make an appointment to speak to your GP. The GP may be able to help you with these problems directly or may refer you for more help. It might help to speak to a friend or family member. Advice is also available on the NHS website and from charities.

- For urgent medical advice, for example if you have self-harmed or are worried about harming yourself, you can call the NHS helpline on 111.
- For non-urgent matters, you can contact your local GP or get in touch with a charitable organisation.



Who can I contact for support and advice?

- **The NHS**

Further advice and support contacts can be found on the NHS website.

www.nhs.uk/conditions/stress-anxiety-depression/

- **Mind**

Mind are a mental health charity who offer a range of advice and support. Their team can provide information on a range of topics including; types of mental health, where to get help, medication and alternative treatments. To find out more, you can contact Mind the following ways:

Mind's lines are open 9am to 6pm, Monday to Friday (except for bank holidays).

Phone: **0300 123 3393**

Text: **86463**

Email: info@mind.org.uk

Website: www.mind.org.uk

- **The Samaritans**

The Samaritans offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. They specialise in talking to people who don't want to live anymore, however you don't have to feel this way if you want a chat. They can be contacted for free, 24 hours a day, 365 days a year, in the following ways:

Website: www.samaritans.org/how-we-can-help-you

Phone: **116 123**.

Email: jo@samaritans.org

- **Refugee Council**

Refugee Council are a charitable organisation that offer a therapeutic service in a number of locations across the UK. For more information and to see if a service is available in your area, visit their website www.refugeecouncil.org.uk/service-category/mental-health/



Section 4

Staying Safe and Getting Support



Everybody has the right to be safe no matter who they are or what their circumstances. Specific support is available for people who have been victims of crimes, including gender-based violence, human trafficking and torture. There are a range of national organisations that can provide support if you have been a victim of crime. Culture, religion and traditions are not acceptable excuses to commit crimes.

If you believe you or someone you know is in immediate danger, you should always call the emergency services on **999** as soon as you can.

Otherwise, you can contact the organisations listed below for advice and support, or contact the police on their non-emergency number (101). It may also be helpful to tell a person you know and trust, for example, a teacher, a doctor or a housing officer.

You can also contact Migrant Help. If you have been affected by anything mentioned in this section or you think that you would benefit from specialist support or advice, Migrant Help can also refer you to an organisation that may be able to help.

The Home Office, our accommodation providers, the police and local councils all have responsibilities which help to ensure that you are safeguarded during your time in the UK.

What is safeguarding?

Safeguarding is a term used to represent measures to protect the health, well-being and human rights of individuals, which allow people — especially children, young people and vulnerable adults — to live free from abuse, harm and neglect.

Protecting and Caring for Children

Child Abuse:

Child abuse is any action carried out by an adult or child that causes harm to a child. It can include:

- Sexual abuse
- Neglect
- Female Genital Mutilation
- Physical abuse
- Emotional abuse
- Grooming a child for abuse
- Acts by others that are witnessed by or affect a child, for example if there is domestic violence or substance misuse in the child's home
- Leaving a baby, toddler or young child at home alone

If a child is beaten, smacked, harmed or neglected by a parent or guardian, social services can intervene. In severe cases, a child may be taken into care of the local council.

Leaving Children Alone:

A parent or guardian has a legal responsibility for the protection, care and well-being of their children. It is an offence to leave a child alone if it places them at risk. This includes leaving children alone in the care of other children. A parent should use their judgement on how mature a child is before you decide to leave them alone, e.g. at home or in a car.

The National Society for the Prevention of Cruelty to Children (NSPCC) says:

- children under 12 are rarely mature enough to be left alone for a long period of time
- children under 16 shouldn't be left alone overnight
- babies, toddlers and very young children should never be left alone

Parents can be prosecuted if they leave a child unsupervised 'in a manner likely to cause unnecessary suffering or injury to health'.

More information and advice can be found at www.nspcc.org.uk/preventing-abuse/keeping-children-safe/leaving-child-home-alone/

Who can I contact for support and advice?

- **NSPCC (National Society for the Prevention of Cruelty to Children)**

The NSPCC work to protect children, prevent abuse and make child abuse a thing of the past. You can contact their helpline if you are an adult concerned about a child, or contact Childline if you are a child for confidential help and support.

Contact Details:

Website: www.nspcc.org.uk

NSPCC Helpline: **0808 800 500**

Childline: **0800 1111** (24 hours)

Gender Based Violence

Gender violence covers different types of abuse including domestic violence, harassment and stalking, rape and sexual assault, female genital mutilation, forced marriage, honour-based abuse and trafficking.

Domestic Abuse

What is Domestic Abuse?

Domestic abuse includes any incident or pattern of controlling, coercive or threatening behaviour, violence or abuse between those who are or have been intimate partners or family members.

If you are a victim of domestic abuse you do not have to stay with your abuser. The authorities will treat you with dignity and respect. The Home Office can ensure you are provided with accommodation and support away from your abuser, or your abuser can be removed from the property so that you are safe, and you can get help with making a separate immigration application, as well as with family law matters. There are also steps that can be taken to protect you, even if you do not wish to leave your abuser. We appreciate that it can be very difficult deciding what to do if you are in an abusive situation and we strongly recommend that you seek advice on the best way forward for you.

Who can I contact for support and advice?

There are a number of charities providing specialist help and support for victims of domestic abuse, with specific contacts for men, women and for lesbian, gay, bisexual and transgender people. Specialist refuges are also available for victims who will benefit from on-site support as well as accommodation.

For Women in England:

Website: www.nationaldomesticviolencehelpline.org.uk

Phone: **0808 2000 247**

Email: helpline@womensaid.org.uk

For Women in Scotland:

Website: www.womensaid.scot

Phone: **0800 027 1234**

Email: helpline@sdafmh.org.uk

For Women in Wales:

Website: www.livefearfree.gov.wales

Phone: **0808 8010 800**

Text: **078600 77333**

Email: info@livefearfreehelpline.wales

Male Specific Services:

Men's Advice Line for Men:

Phone: **0808 801 0327** (Monday to Friday, 9-5)

Email: info@mensadvice.org.uk

Man Kind Helpline:

Phone: **01823 334244**

For Women in Northern Ireland:

Website: www.womensaidni.org

Phone: **0808 801 1414**

Text: **07797 805 839**

Email: 24hrsupport@dvhelpline.org

LGBT+ Specific Helpline:

Phone: **0800 999 5428**

Email: help@galop.org.uk

If you are concerned by your behaviour you can contact respect. the **Respect Phonenumber** which has helped thousands of perpetrators, male and female, by phone, email and webchat. The Respect Phonenumber is for anyone who is concerned about their own or someone else's behaviour towards their partner (male, female, in heterosexual or same-sex relationships). More information can be found at www.respectphonenumber.org.uk.

Phone: **0808 802 4040**. Mon-Fri 9am-5pm.

Email: info@respectphonenumber.org.uk

Sexual Abuse

What is Sexual Abuse?

Sexual abuse is any act of intentional sexual contact with somebody who hasn't consented or that can't consent legally. The legal age of sexual consent in the UK is 16. If you have sexual interaction with someone under this age, even with their agreement, it is a serious offence. Some examples of sexual abuse are:

- Sexual contact with somebody under the age of 16, even with their consent
- Sexual contact involving coercion (threats or force)
- Sexual contact with a person who is asleep, unconscious, drugged or incapacitated by alcohol
- Non-consensual sexual contact with a partner, including within marriage
- Sharing images of a sexual nature, without consent, and the sharing of any sexual images of children
- Anyone of any age or gender can be a victim of sexual abuse

Who can I contact for support and advice?

- **For England & Wales (women and girls only):**
Find your closest rape crisis centre and contact details by visiting www.rapecrisis.org.uk/get-help/find-a-rape-crisis-centre
- **For Scotland:**
Website: www.rapecrisisscotland.org.uk
Phone: **08088 01 03 02** (Open between 6pm and midnight)
Email: support@rapecrisisscotland.org.uk
- **For Northern Ireland:**
A 24 Hour Domestic & Sexual Violence Helpline is open to all women and men affected by rape or sexual violence, including friends and family of victims and survivors. Call in confidence on **0808 802 1414**, or email 24hrsupport@dvhelpline.org. For More Information visit. www.belfastdvp.co.uk/get-help
- **For Men – Safeline:**
Safeline are a specialised charity working to prevent sexual abuse and to support victims in their recovery. They run a dedicated survivor helpline for men. Please note that Safeline is a support service and not a crisis service. For more information visit www.safeline.org.uk or contact them by:
Email: support@safeline.org.uk
Phone: **0808 800 5005**

'Honour Based' Violence

What is 'Honour Based' Violence?

'Honour based' violence is a form of abuse and is a term to describe a crime or incident for example acts of violence or murder, which has, or may have, been committed to

protect or defend the perceived honour of the family and/or community. It is mainly, but not always, carried out against women and girls, by their family or their community.

Those who carry out 'honour crimes' often do so because they believe that the victim(s) have done something to bring shame to the family or the community. Honour based violence is a crime and not an acceptable defence in law.

Who can I contact for support and advice?

- **Karma Nirvana**

Karma Nirvana is a national charity supporting victims of honour-based abuse and forced marriage. Their contact details can be found in [Useful Contacts](#).

Forced Marriage

What is Forced Marriage?

You have the right to choose who you marry, when you marry or if you marry at all. Forced marriage is when you face physical pressure to marry (for example, threats, physical violence or sexual violence) or emotional and psychological pressure (e.g. if you're made to feel like you're bringing shame on your family).

Forced marriage is illegal in the UK. This includes:

- taking someone overseas to force them to marry (whether or not the forced marriage takes place)
- marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not)

You should contact the Forced Marriage Unit (FMU) if you're trying to stop a forced marriage or you need help leaving a marriage you've been forced into.

Forced Marriage Unit

Email: fmufco.gov.uk

Telephone: **020 7008 0151**

Monday to Friday, 9am to 5pm

Out of hours: **020 7008 1500**

If someone you know is at risk:

Contact the FMU if you know someone who's been taken abroad to be forced into marriage.

Give as many details as you can, for example:

- where the person has gone
- when they were due back
- when you last heard from them

The FMU will contact the relevant embassy. For more information visit www.gov.uk/stop-forced-marriage

Who can I contact for support?

- **Karma Nirvana**

Karma Nirvana is a national charity supporting victims of honour-based abuse and forced marriage. Their contact details can be found in [Useful Contacts](#).

- Additionally, for Scotland you can contact Scotland's domestic abuse and forced marriage helpline on **0800 027 1234** or visit www.sdafmh.org.uk.

Female Genital Mutilation (FGM)

What is FGM?

Female Genital Mutilation (sometimes referring to as 'cutting' or 'female circumcision') refers to a certain procedure that can alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK irrespective of your cultural origins. FGM can cause serious health issues, both during the procedure and later life. It is also illegal to arrange for FGM to be carried out abroad.

Help is available if you've had FGM or you're worried that you or someone you know is at risk. Remember that no one is allowed to hurt you physically or emotionally, and FGM is not allowed in this country.

- If you're worried that you may be at risk of FGM, you should talk to someone you trust like a teacher or school nurse. They will be able to help and protect you.
- If someone is in immediate danger, contact the police.
- If you're under pressure to have FGM performed on your daughter, ask your GP, health visitor or other healthcare professional for help.
- If you've had FGM, tell your GP, midwife or other healthcare professional.

Who can I contact for support and advice?

- **Daughters of Eve**

Daughters of Eve is a non-profit organisation, that works to advance and protect the physical, mental, sexual and reproductive health rights of young people from FGM practising communities.

Website: www.dofeve.org/get-help-now

Text: **07983030488**

- **The National Society for the Prevention of Cruelty to Children (NSPCC)**

The NSPCC has an FGM helpline you can call at any time - it's free and you don't have to tell them your name. You can also email them. To find out more information, visit their website.

Email: fgmhelp@nspcc.org.uk

Phone: **0800 028 3550**

Website: www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/female-genital-mutilation-fgm

Modern Slavery and Human Trafficking

What is Modern Slavery?

Human trafficking is the recruitment, movement or receipt of a person by deception or coercion into a situation of exploitation. For example, you may have been told you were coming to the UK to work legally, but once in the UK you have been forced to work as a domestic servant or as a prostitute, with threats of violence if you refused.

Victims of trafficking are often not aware that they have been trafficked. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery. Even if you are an asylum seeker and living in Home Office accommodation, it is still possible that you may be an active victim of modern slavery.

Those who are responsible for human trafficking or modern slavery are committing a serious crime and may face imprisonment for life.

Please remember not to put yourselves or anyone else in danger by confronting the traffickers or notifying them or the potential victim that you have made a report.

Once you are identified as a potential victim of human trafficking, you will be referred into the National Referral Mechanism. Additional support is available via this process, such as financial assistance, safe accommodation, access to health services and counselling and help with liaising with law enforcement.

If you suspect you, or someone you know, may be a victim of human trafficking or modern slavery, call the police on **999**. If you don't want to contact the police you can contact the Modern Slavery Helpline on **0800 0121 700** or fill in the Modern Slavery Helpline form.

You can also talk to Migrant Help. All their advisers are trained to recognise the signs of modern slavery and will be able to make a referral to the Police.

If you hold information that could lead to the identification, discovery and recovery of victims in the UK, you can contact the Modern Slavery Helpline **0800 0121 700**.

For more information visit www.unseenuk.org

Who can I contact for support and advice?

- **The Salvation Army**

The Salvation Army provides specialist support for all adult victims of modern slavery in England and Wales. They have a confidential Referral Helpline, available 24 hours a day, 7 days a week to anyone who suspects that they, or someone they have come across, might be a victim of modern slavery in need of help. For more information you can visit their website.

Website: www.salvationarmy.org.uk/modern-slavery

Phone: **0300 303 8151**

- **For Scotland – Trafficking Awareness Raising Alliance (TARA)**

TARA are a support service for trafficking survivors to help identify and support women who may have been trafficked for the purpose of commercial sexual exploitation. For more information visit www.glasgow.gov.uk/TARA, call **0141 276 7724** or email CommsafetyTARA@glasgow.gov.uk.

Victims of Torture

What is Torture?

Torture can be defined as the intentional infliction of severe physical or mental pain or suffering, for a specific purpose (such as punishment, obtaining information or forcing an action) by, or with the consent of, State authorities or by non-state actors, such as insurgents or criminal gangs.

Who can I contact for support and advice?

- **Freedom from Torture**

Freedom from Torture provides therapy and support for survivors of torture in the UK. Their services are available in the UK, from centres in London, Manchester, Birmingham, Newcastle and Glasgow. They offer trauma-focused therapy to help with the effects of torture. This can include symptoms of post-traumatic stress disorder such as nightmares and flashbacks. They can also help with complex trauma, depression and other mental health needs. They offer further services to help their clients recover from their experiences and rebuild their lives. These can include creative groups like music and gardening, social groups and physical therapy.

For their clients who are seeking asylum, they can also offer practical advice. For example, information about accessing housing and healthcare. Their specialist doctors provide independent evidence of torture to people seeking asylum in the UK.

Website: www.freedomfromtorture.org/help-for-survivors

Phone: **020 7697 7777**

- **The Helen Bamber Foundation**

The Helen Bamber Foundation is a human rights charity supporting refugees and asylum seekers who are the survivors of extreme human cruelty. The people they work with have been subjected to atrocities including torture, human trafficking, religious and political persecution, forced labour, sexual exploitation, gender-based and 'honour-based' violence. The Foundation provide a holistic model of integrated care which includes therapy, welfare and legal, counter-trafficking support, a medical advisory service and a community and integration programme.

The Helen Bamber Foundation is based in Camden, London and owing to limited capacity is only able to accept clients within London. However, in certain cases they are able to accept clients to provide a Medico-Legal report only. This is something you should discuss with your legal representative.

A referral can be made here: www.helenbamber.org/referrals/

Phone: **0203 058 2020**

Section 5

Useful Contacts



Emergency Contacts:

Emergency Services (Fire/Police/Ambulance): **999**

Non-Emergency Police: **101**

Non-Emergency NHS: **111** (Not available in NI)

National Grid Gas Emergency:

England, Scotland and Wales: **0800 111 999**

Northern Ireland: **0800 002 001**

Advice, Issue Reporting and Eligibility (AIRE) Provider:

Migrant Help:

Migrant Help is a charitable organisation operating a national service called Advice, Issue Reporting and Eligibility (AIRE), separate from the Home Office. Migrant Help can provide you with independent advice and guidance on the asylum process and your rights. They can also direct you to other services available in the UK. Migrant Help's free helpline can advise you on issues in your language. The topics they can assist with include:

- How to claim asylum
- Financial support
- Finding legal representation
- The asylum processes
- Accessing healthcare
- Accommodation support
- Any other asylum issues

For more information and for translated advice in 10 languages visit www.migranhelpuk.org or contact Migrant Help by:

Phone: **0808 8010 503**

Email: as@migranhelpuk.org

Address: Migrant Help
Charlton House
Dour Street
Dover
CT16 1AT

Charitable Organisations:

Refugee Action:

Refugee Action is a charity that operates across England. Their services for asylum seekers can help to provide you with information and advice on a range of issues, including:

- The asylum process
- Claiming asylum
- Getting the support you're entitled to while you claim asylum
- Homelessness support

They work with asylum seekers from their offices in Birmingham, Bradford, Liverpool, London and Manchester. For more information go to www.refugee-action.org.uk

Refugee Council:

Refugee Council provides support to people who are going through the asylum process. They can provide you with the following support:

- **The Health Access for Refugees Programme (HARP)** – Helps people seeking asylum and refugees access the UK health system.
- **Barnsley Advice Project** – Support and advice to people going through the asylum process through drop-ins every Monday, Tuesday and Thursday.
- **London Destitution Service** – Crisis support and practical advice to those who were refused asylum and are destitute.

Please refer to their website: www.refugeecouncil.org.uk/service-category/support-for-asylum-seekers/ for more information.

Refugee Council also provides dedicated support to separated asylum seeking children (also known as UASC) and you can find relevant information here: www.refugeecouncil.org.uk/service-category/children-young-people/

If you are granted asylum, Refugee Council offers a range of integration and employment services to newly recognised refugees in London, Hertfordshire and Yorkshire & Humberside. These services include:

- **Move-on support** – in certain areas of the country, advice services for newly recognised refugees who are homeless or at risk of destitution.
- **Social Integration** – a range of adult and family friendly events, workshops and social activities to help people connect to their local communities.
- **Employment** – Their expert employment teams offer help and advice to those looking to find paid work in the UK.

For more details on any of Refugee Council services, visit: www.refugeecouncil.org.uk/get-support/services

Scottish Refugee Council (Scotland only)

Scottish Refugee Council works with refugees and asylum seekers across Scotland from their Glasgow headquarters. They can help you if you are looking for advice and information on refugee and asylum issues. For more information, visit www.scottishrefugeecouncil.org.uk or contact their telephone advice service on **0141 223 7979**, available weekdays from 10am – 12pm and 2pm – 4pm apart from Wednesday when it is only available 2pm – 4pm (closed morning).

Welsh Refugee Council (Wales only)

Welsh Refugee Council can help you understand your rights and how to access them if you live in Wales. They can also help with finding financial support and legal representation, accessing health care, accommodation, and many other asylum issues. They can provide one-to-one information, advice and support via a face-to-face meeting, the telephone or the internet with an interpreter if needed. For more information visit www.welshrefugeecouncil.org.uk/what-help-do-you-need/i-am-seeking-asylum.

British Red Cross

British Red Cross can offer help with the urgent needs of refugees, asylum seekers and other vulnerable migrants. The help they can offer will depend on where you are.

It can include:

- food parcels and vouchers
- small amounts of cash
- clothes
- toiletries
- blankets
- baby items.

They may be able to offer further help. Depending on your circumstances and where you live this may include:

- travel vouchers
- benefits and career advice
- health care – registering with a GP or dentist
- coming with you to appointments
- adjusting to life in the UK
- orientation – getting to know your local area
- emotional support
- reuniting family.

For more information and to find your local refugee service, visit www.redcross.org.uk/get-help/get-help-as-a-refugee/translated-pages

The Red Cross may also be able to help finding missing relatives abroad through their international family tracing service if you have been separated by war, natural disaster or migration. The Red Cross may be able to help you find your missing family, send a message to your family (but not money or packages) or get a certificate of detention for people who have been imprisoned. This is a free and confidential service to help families reconnect. They won't pass on your information to anyone else without your permission. For more information, see their website: www.redcross.org.uk/get-help/find-missing-family

You can also check if your family are looking for you and add your photo to their Trace the Face website: www.familylinks.icrc.org/europe/en/Pages/Home.aspx

Doctors of the World

If you're having problems getting healthcare their team can give you free and confidential support – whatever your immigration status and wherever you live in the UK. They can help you to:

- Understand your rights to access healthcare
- Speak with a doctor and a nurse (if you are not already registered with a GP)
- Register with a GP
- Access specialist services
- Get free prescriptions, eye tests and dental care
- Have screening for HIV and STIs
- Access family planning.

Clinic advice line: **0808 1647 686** (freephone).

This line is open from 10am to 12 midday, Monday to Friday.

A translation service is provided for people who do not speak English

Visit www.doctorsoftheworld.org.uk/patient-clinic/?nabm=1# for more information.

The UK Lesbian and Gay Immigration Group (UKLGIG)

UKLGIG gives emotional support and legal advice to lesbian, gay, bisexual, trans, queer and intersex (LGBTQI+) people who are claiming asylum. They can also help you find an LGBTQI+ organisation in your local area that supports people seeking asylum. For more information visit www.uklgig.org.uk or contact them by phone on **020 7922 7811** or by email at admin@uklgig.org.uk.

Galop

Galop gives advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse. They also support lesbian, gay, bisexual, trans and queer people who have had problems with the police or have questions about the criminal justice system.

Galop is completely independent – they are a community-led group and are not connected to the police. You can talk to them anonymously if you choose.

For more information on Galop, visit www.galop.org.uk or you can contact them by email on help@galop.org.uk

Galop also run a National LGBT+ Domestic Abuse Helpline, available on **0800 999 5428**. Open Monday and Thursday 10am to 8pm, Wednesday and Tuesday 10 am to 8pm with Tuesday 1pm-5pm a trans specific service.

You can also contact Galop for independent advice on hate crime by phoning **0207 704 2040** or emailing advice@galop.org.uk.

Micro Rainbow

Micro Rainbow supports lesbian, gay, bisexual, trans and intersex (LGBTI) asylum seekers and refugees exclusively. They do so with three programmes:

1. Safe housing: they run houses dedicated to LGBTI asylum seekers only. Contact: housing@microrainbow.org
2. Social inclusion: they run theatre, dancing, and mindfulness activities to support LGBTI asylum seekers to build connections and improve their mental health. Contact: social@microrainbow.org
3. Employability: they can help you with moving on support such as accessing Universal Credit and gaining employability skills. Contact: movingon@microrainbow.org

Micro Rainbow operates in London, Birmingham, Manchester, Leeds and Liverpool and can support LGBTI asylum seekers and refugees nationally through its helpline on **020 3096 7869**. Further information can be found on their website www.microrainbow.org.

Karma Nirvana

Karma Nirvana is a national charity supporting victims of honour-based abuse and forced marriage. Honour crimes are not determined by age, faith, gender or sexuality, they support and work with all victims.

They run a national helpline offering direct support and guidance to victims and professionals.

For more information visit www.karmanirvana.org.uk. To contact Karma Nirvana, you can ring their helpline on **0800 599 9247** (Monday to Friday 9am – 5pm) or email them at info@karmanirvana.org.uk.

City of Sanctuary

City of Sanctuary is a collection of independent groups and individuals united by a common purpose that contributes to building a bigger social movement to ensure that all people seeking sanctuary within the UK are made welcome.

For more information and access to local support groups visit www.cityofsanctuary.org

Victim Support

Victim Support (VS) is an independent charity dedicated to supporting victims of crime. Their purpose is to provide specialist help to support people to cope and recover to the point where they feel they are back on track with their lives.

England & Wales

Website: www.victimsupport.org.uk

Phone: **08 08 16 89 111** (24 hours)

Scotland

Website: www.victimsupportsco.org.uk

Phone: **0800 160 1985** (Mon – Fri, 8am-8pm)

Northern Ireland

Website: www.victimsupportni.com

Crime Stoppers

Crime Stoppers is an independent charity that gives you the power to speak up to stop crime, 100% anonymously. They also share advice on how to protect the people you care about from crime, so everyone can feel safe. They can't process information if you are the victim of crime.

Contact Details:

Website: www.crimestoppers-uk.org

Phone: **0800 555 111** (24 Hours)

Citizens Advice

Provide free, independent, confidential and impartial advice on a person's rights and responsibilities. They can also provide further information on gender violence, child abuse and additional organisations which may be able to provide help. You can find out more on their website: www.citizensadvice.org.uk. For Scotland visit www.cas.org.uk.

