

# Move-on Pack

**This pack offers basic advice to people living in the Leicester area on how to obtain housing and benefits once you have received a positive decision on your asylum claim from the Home Office. It does not tell you everything you need know and you may need to seek further advice and assistance.**



working with refugees to build new lives



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## **Introduction**

### **What is the Move-On Process?**

This is the process that people go through when they receive refugee status or are given leave to remain in the UK.

If you receive support from the Home Office it will normally end 28 days, after you receive your decision. Within the 28 days you will need to:

- find housing
- start claiming benefits or find work
- apply for a National Insurance Number
- obtain help from the Social Fund

### **Move-on checklist**

A person who gets refugee status or leave to remain in the UK should receive the following documents.

- |                                      |   |
|--------------------------------------|---|
| <b>✓ Grant of Status letter</b>      | Issued by the United Kingdom Border Agency (UKBA) (formally known as NASS) it notifies you of a positive decision on your asylum claim.   |
| <b>✓ Immigration Status Document</b> | This has your personal details and photograph and the length of leave to remain you have been granted.  |
| <b>✓ Discontinuation letter</b>      | Issued by UKBA, it tells you when UKBA support will end   |
| <b>✓ Notice to Quit letter</b>       | Issued by your housing provider (landlord) it tells you the date you have to leave your accommodation   |
| <b>✓ NASS 35</b>                     | Issued by UKBA, it gives the dates when UKBA support started and stopped. Please note that a NASS 35 is not issued to people in Initial Accommodation, on Section 4 support or who do not have a UKBA reference number. |

If any of these documents do not arrive please contact UKBA on 020 8604 1672 or Refugee Action on 0116 261 6226 (Tuesday and Friday).

## Organisations you will need to contact

- |   |  |
|---|--|
| ✓ <b>Jobcentre Plus</b>                 | To claim benefits<br>To obtain a National Insurance Number<br>To get help finding work<br>To get help from the Social fund |
| ✓ <b>Housing Department</b>             | To apply for Council Housing   |
| ✓ <b>Immigration Advisor/ Solicitor</b> | To apply for a travel document<br>To apply for Indefinite Leave to Remain<br>To apply for Family Reunion                   |

## Claiming Benefits

### Which benefits are available?

#### **Job Seeker's Allowance**

Job Seeker's Allowance (JSA) can be claimed by people who are actually seeking full time work. JSA is not available for people who are studying for more than 16 hours a week. You will need to "sign on" every 2 weeks at the Job Centre and give details of what you have been doing to find work.

#### **Income Support**

Income Support (IS) can be claimed by people who cannot look for work. This includes single parents with a child under 12 (under 10 from 26.10.09), pregnant women, carers and some young people who cannot live with their parents.

**Refugees can no longer claim Income Support backdated to when they applied for asylum, this ended in June 2007.**

#### **Employment Support Allowance**

Employment Support Allowance (ESA) can be claimed by people who are unable to work due to sickness or disability and have a certificate from their doctor confirming this.

Apart from the most severely ill, people will receive ESA whilst they are helped to prepare to work again.

## **To Make a New Claim for Job Seekers Allowance, Income Support or Employment Support Allowance:**

**Call the Jobcentre Plus Contact Centre: 0800 0556688 – (Free call from a landline only.)**

\_ Call from home if possible or some other confidential environment. You can request a call back if needed.

\_ Phone lines are open from 8am to 6pm, Monday to Friday. The call will take about 40 minutes.

\_ An interpreter will be provided if requested.

\_ At the end of the call an appointment will usually be made for you to attend your local Job Centre. Ask for an interpreter if you need one.

When you visit the Job Centre for the first time, you must take proof of your identity. For example:

- Immigration Status Document
- Passport
- Grant of Status letter
- NASS 35
- Birth or marriage certificates
- Proof of address in the UK

Once you have made your claim for benefit, if you need to find out what is happening about this, or you need to ask about payments call **08456088525**.

### **Getting a payment**

Job Seeker's Allowance, Income Support and Employment Support Allowance cannot normally be paid until you have a National Insurance Number. However, if this leaves you without any money, ask the Job Centre for 'Interim Payments' in the meantime.

In an **emergency** you may need to apply for a Social Fund Crisis Loan but remember you will have to repay this money later. Call **0800 0328344** or if you have children you may be able to get help from 'Social Services' at 1 Greyfriars, Leicester, LE1 5PH.

## **Pension Credit**

Pension Credit can be claimed by people over 60 who have no income or a low income. Call **0800 99 1234** to make a claim.

## **Child Benefit**

This is a benefit for people bringing up children. Child Benefit is paid for each child in the family. To be eligible you must be bringing up at least one child under 16 or a child under 20 who is studying full-time (up to A-level, NVQ Level 3 or equivalent) or on approved training.

Call **0845 302 1444** for a claim form or download one from HM Revenue and Customs Website <http://www.hmrc.gov.uk/childbenefit/cb-key.htm#e>

## **Child Tax Credit**

Child Tax Credit is a benefit to help families with children who are on a low income. The rules are very similar to those for Child Benefit. Call **0845 300 3900** for a claim form.

People granted Refugee Status may claim backdated Child Benefit and Child Tax Credit, the difference between NASS support paid and Child Benefit/Child Tax Credit from the date asylum was claimed. People granted Humanitarian Protection, Discretionary Leave or Indefinite Leave to Remain will **not** be eligible to claim this. The initial claim for Child Benefit or Child Tax Credit must be made within 3 months of the grant of Refugee Status.

## **Working tax Credit**

Working Tax Credit is for people on low earnings so how much you will receive depends upon your income. To claim, you need to fill in the same form as for Child Tax Credit (see above).

Working Tax Credit may be claimed if :-

- You are a parent who works at least 16 hours a week, or
- You are without children and work for at least 16 hours a week and have a disability, or are over 50 or
- You are over 25 and work at least 30 hours a week.

## **Housing Benefit and Council Tax Benefit**

If you receive Job Seeker's Allowance, Income Support, Employment Support Allowance, Pension Credit or are on a low income, you will be able to claim Housing Benefit and Council Tax Benefit to help you pay your rent and Council Tax.

To make a claim contact:

**The Revenue and Benefits Service, Wellington House, Wellington Street, or call 0116 252 7006**

## **Disability Benefits**

**Disability Living Allowance (DLA)** may be claimed by people with physical or mental disabilities who have difficulty walking or need help with their personal care and:-

- are under 65 years of age
- have been in the UK for over six months

**Attendance Allowance (AA)** can be claimed by people with physical or mental disabilities who need help with their personal care and:-

- are over 65 years of age
- have been in the UK over six months

Call the Benefits Enquiry Line on **0800 88 22 00** for a DLA or AA claim form.

**Carer's Allowance** can be claimed by people who cannot work or have very low earnings because they care for someone who receives a disability benefit.

Call the Carer's Allowance Unit on **01253 856 123**, the Benefits Enquiry Line on **0800 88 22 00** or your local Jobcentre Plus office for a claim form.

## Other Help

If you receive Job Seeker's Allowance, Income Support, Employment Support Allowance, Pension Credit or Child Tax Credit, you are entitled to free prescriptions, glasses, dental treatment, and fares to hospital. Some people on a low income may also be able to claim this help. Families getting the above benefits can claim free school meals. To claim, contact your child's school or call **0116 2527865** for a claim form. Families getting these benefits, with a child under 4 years and pregnant women can also claim Healthy Start Vouchers towards the cost of food. Call **0845 607 6823** or ask your Health Visitor or midwife for a claim form.

Pregnant women should also ask their Health Visitor or midwife about claiming a Maternity Grant and a Health in Pregnancy Grant.

## Applying for a National Insurance Number

In order to work or claim benefits and tax credits you will need a National Insurance Number (NINO).

Some people receive one automatically or will be sent a form to complete when they are given Refugee Status or Leave to Remain. Most people however will need apply for a NINO.

If you are looking for work, call **0845 6000 643** to arrange an appointment for an interview. These normally take place in Nottingham or Coventry so you may need to ask your Job Centre for help with the rail fares.

If you are not looking for work but are claiming benefit the Job Centre will arrange an appointment for you and issue a temporary NINO in the meantime.

## Opening a Bank Account

If you do not already have a bank account you will need to open one in order to receive benefits. However, in the short term, you should be paid benefit by giro cheque which you can cash at a Post Office.

### **OBTAINING A BANK OR BUILDING SOCIETY ACCOUNT**

Please contact your local bank to get advice on opening a 'basic bank' account which is suitable for your needs.

All banks and building societies will require some sort of photo ID, evidence of where you live and will sometimes ask for a supporting letter from a college, social worker or somebody official who can confirm who you are. It should be addressed to a specific bank/branch confirming the applicant's details (Name/DOB/Nationality/Address).

Different banks and branches have different requirements. You may need to approach several banks before you find one that will let you open an account with the documents you have.

If you are having problems opening a bank account, you should think about opening a Post Office Account instead. Ask your Job Centre for further details about this and for a letter to take to the Post Office.

## Finding housing

People who have been granted Refugee Status, Discretionary Leave, Humanitarian Protection or Indefinite Leave to Remain have 28 days to leave their UKBA accommodation and find somewhere else to live. Other people may be living with friends or relatives but may need their own accommodation.

To apply for Leicester City Council housing you will need to fill in an application. You can get this from:

**Leicester City Council, Housing Options Centre, Phoenix House, 1 King Street, Tel: 0116 2528707**

### Getting housed

Council Housing Departments have a duty towards people who are homeless or threatened with homelessness. This includes people who have just been granted refugee status and have a 'Notice to Quit' their accommodation, giving the date they have to leave.

However, this does not mean housing will be provided immediately. Everybody who needs housing, including refugees, have to fill in an application form to register on the Council's waiting list. You should do this as soon as you receive your Grant of Status letter. People who are treated as vulnerable will be given priority and placed in temporary accommodation until they are re-housed. By vulnerable, the council mean

- the elderly
- children, families and pregnant women
- people who have disabilities or major health problems
- young people who have been in Social Service's care

People also have to show they have a 'local connection' to the area. This includes people:

- placed in UKBA accommodation in Leicester
- in higher education
- in permanent temporary or full time employment in Leicester
- with family ties here
- who have lived here for at least a year

Everyone else who is not considered to be vulnerable will also be placed on the housing waiting list but **the Council will not have a duty to provide them with temporary accommodation in the meantime.** However, they may assist you to find a hostel if you have nowhere else to live.

**If you are in UKBA accommodation, you need to notify the Housing Department as soon as you receive your 'Notice to Quit' letter** as you will then be entitled to extra points. These are called 'Insecure Accommodation Points' and may assist you to be re-housed before you become homeless.

The Council usually only makes one offer of accommodation to people accepted as vulnerable. If you do not want to accept the property, do not just refuse it. Seek advice from a Housing specialist as the Council does not have to offer a second choice.

There is an appeals process for people who are forced to accept an unsuitable property.

People who are not considered vulnerable should receive 2 offers of accommodation but if they refuse both they will not receive another offer for at least a year.

There is heavy demand for council housing in Leicester with long waiting lists. How long you will have to wait will depend on the location and type of house you have requested.

Increasing your areas of choice and requesting housing association as well as council accommodation will ensure you are re-housed more quickly.

## **Home Choice**

From October 2009 a new scheme will be brought in under which everyone on the Council waiting list will be able to apply for all available Council properties.

## **Private Rented Accommodation**

You may also wish to consider moving into private rented accommodation. There are many private landlords offering a variety of properties across Leicester. Tenancies normally last from 6-12 months, after which you may need to move if your tenancy is not renewed.

The Council can assist families who are homeless or about to become homeless to secure private rented accommodation and will guarantee

the deposit on the property. Ask the Council about their LeicesterLet Home Finder Scheme.

### **Getting help with a deposit**

If you are not accepted as vulnerable, you may also apply for privately rented accommodation. If you are single or a couple without children the Council may be able to assist you with a rent deposit or you can apply for a Crisis Loan or Integration Loan for this (see below).

### **Rent and Housing Benefit**

Private rented property varies in price, depending upon the type of property and the area it is in but tends to be more expensive than council or housing association properties.

Before accepting a private tenancy you will need to check with the Housing Benefit office how much of your rent they will help you with. If the rent is more than Housing Benefit some tenants will have to pay the difference.

## Setting up home

### Community Care Grants

People who receive Income Support, Job Seekers Allowance, Employment Support Allowance or Pension Credit can apply for a Social Fund Community Care Grant to pay for furniture and other basic household items and will not have to repay this money. However, you will usually need to show that an agency is helping you with a programme of resettlement or your family is facing exceptional pressures. Further information is available from Job Centre Plus. Call **0845 608 8543** to request a claim form.

If you are not entitled to a Community Care Grant, you can buy cheap furniture from the Salvation Army or Stride. Proof of low income may be required, for example evidence of benefit entitlement.

### Integration Loans

People over 18 with Refugee Status or Humanitarian Protection may be eligible to apply for a loan from the Home Office for items such as additional furniture or household items, deposits or rent in advance for private tenancies or training costs. Integration loans have to be paid back through deductions from benefit or earnings. An application form should be issued with your Grant of Status letter but can also be downloaded from

[http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/asylum/integratedloan\\_form.pdf](http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/asylum/integratedloan_form.pdf)

## Finding work

People with Refugee Status or Leave to Remain in the UK have the right to work. You do not need permission from the UKBA. You are also entitled to all Job Centre Plus services, including New Deal opportunities such as training and job preparation.

Anyone over 18 years of age who receives Job Seeker's Allowance meets with their Job Centre Plus advisor every two weeks to discuss job vacancies and training opportunities.

Jobs are advertised in The Leicester Mercury each Wednesday, in Jobcentre Plus offices and in private employment agencies. In the Yellow Pages they are listed under the heading *Employment Agencies*.

### **Other Training/Support back to Work Agencies:**

Working Links  
1st Floor. 60 Charles Street.  
Tel: 0116 242 7010

Next Step  
82 Charles Street  
Tel: 0800 0850 330

## Adult Education

After reaching the age of 19, everybody has to pay fees to follow most higher education courses and some further education courses. However, most English classes, basic skills and vocational courses are free.

As a general rule, if a course requires 16 hours a week or more of study, it is not possible to claim benefits. However, there are exceptions for single parents, some young people under 21 who cannot live with their parents and people with Refugee Status who have been in the UK for less than a year and are on a full time ESOL course. The rules are complicated so seek further advice from your college or Jobcentre Plus.

### Course Fees

Higher education courses can sometimes be very expensive and in most cases you cannot claim benefits whilst studying for a full-time degree. However, people on low incomes can apply for financial help.

Further information about course fees and support can be obtained from the college at which you are hoping to enrol.

There are a number of organisations that offer advice on adult education. They include

#### Connexions

Halford House  
91 Charles Street  
Leicester  
LE1 1HL

Tel: 0116 262 7254 or  
0116 262 0682

[leicester@connexions-leics.org](mailto:leicester@connexions-leics.org)

#### Local Education Authority (LEA)

**NIACE**  
20 Princess Road West  
Leicester  
LE1 6TP

Tel: 0116 20 44 200 or  
0116 20 44 201

## Education for Children

Every Local Education Authority is legally required to provide education to all children of school age, regardless of their immigration status.

The City's Lifelong Learning Service has a specialist team which provides a range of services to schools for newly arrived, non-English speaking pupils, refugees and asylum seekers.

Staff can offer advice about school admission and other issues such as

- free school meals
- travel passes, if applicable
- the induction of new pupils

The best starting point is to approach the local school at which you want to enrol your child.

Application forms and further information can be obtained from

Children and Young People's Services  
Marlborough House  
38 Welford Road  
Leicester  
LE2 7AA

Tel: 0116 252 7807

## Applying for travel documents

A refugee or someone who has been granted Leave to Remain in the UK can apply for a travel document to use as a passport when travelling abroad. The form to make an application can be found at

<http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/traveldocuments/td112>

It is best to get help from an immigration advisor when making this application.

## Family Reunion

A refugee who has been granted Leave to Remain in the UK can apply for their family to join them.

The law regarding Family Reunion is complex. You need to make an application through an immigration advisor or solicitor.

### **British Red Cross: Messaging & Tracing Service**

To trace members of your family or friends whom you have lost touch with contact:

British Red Cross  
244 London Road  
Tel: 0116 270 5087

People can contact the British Red Cross at any time during the asylum process to trace and send messages to family overseas.

## Other Useful Organisations that can help

There are a number of organisations in Leicester that can help and support you. Here are a few:

### **Refugee Action**

Chancery House

7 Millstone Lane

Leicester

LE1 5JN

Tel: 0116 2616200

Advice Line: 0116 2616223 – Tuesday /Friday

(Provides: Level 1 immigration advice; information, advice and assistance to access asylum support; impartial advice on voluntary return and capacity building support for refugee community organisations)

### **The Race Equality Centre**

3<sup>rd</sup> Floor, Epic House,

Lower Hill Street,

Leicester,

LE1 3SH

0116 2999 801

(Provides: Level 1 immigration advice, help with settling into a new community– including assistance with housing, welfare benefits, access to education and health services, basic form filling and support in challenging racial discrimination and racial harassment)

### **Refugee Integration and Employment Service**

Navigation House

213 London Road

Derby

01332 334520

(Assists with resettlement for those with refugee status under NAM)

**Catch 22**

12 Upperton Road

Leicester

LE3 0BG

0116 254 1420

(Assists with resettlement for those without refugee status but Leave to Remain and provides support when you first get rehoused)

**Community Legal Advice Centre**

60 Charles Street

LE1 1FB

Tel: 0845 4560074

(For advice on benefits, housing, employment and debt)

**Shelter Housing Aid and Research Project (SHARP)**

13 Welford Road

Leicester

LE2 7AD

Tel: 0116 2546064

(For housing advice)

**Immigration Advisory Service**

11 Millstone Lane

Leicester

LE1 5JN

Tel: 0116 2629899

(For immigration advice)

**Voluntary Action Leicester**

9 Newarke Street

Leicester,

LE1 5SN

0116 258 0666

(For voluntary work)