

Support leaflet for research participants

Who is this for?

This document has been created for individuals who recently participated in a research interview about how recent changes to the move on period may impact people's experiences.

How do I use it?

The organisations listed below provide advice and support on a range of issues. If this research has raised questions or concerns for you and you would like to speak to somebody, you can use them to access support. Some people find these details helpful to keep for future reference.

What if I have questions about the research?

If you have any questions related to the research or how your data will be used, please email MoveOnEvaluation@natcen.ac.uk or call the NatCen research team on freephone 0808 281 0308.

General support for newly recognised refugees

Migrant Help

Migrant Help provides independent advice and guidance to people seeking asylum which includes webchat and online enquiry form options.

Website: <https://www.migranthelpuk.org/pages/contact.aspx>

Helpline: (open 24/7/365): 0808 8010 503

Refugee Council

The Refugee Council assists refugees in conditions of need, hardship and distress and provides advice and support to asylum seekers.

Website: www.refugeecouncil.org.uk

Infoline: (9:30am -12:30pm Mon – Thurs): 0808 196 7272

Scottish Refugee Council

Scottish Refugee Council can support refugees living in Scotland with finances, employment, housing, and immigration.

Website: <https://scottishrefugeecouncil.org.uk/>

Helpline: 0808 1967 274

Welsh Refugee Council

Advice, support, advocacy, and signposting for refugees living in Wales.

Website: <https://wrc.wales/get-support/>

Helpline: 0808 196 7273

Shelter

Free advice and support that helps people struggling with bad housing or homelessness.

Website: <https://england.shelter.org.uk/>

Helpline (open Monday-Friday 8am-6pm, free): 0808 800 4444

Micro Rainbow

Free advice and support for lesbian, gay, bisexual, trans, queer and intersex (LBTQI) people in accessing employment, training, education and housing.

Website: <https://microrainbow.org/contact-us/>

Moving-on team email: movingon@microrainbow.org

Helpline (open Monday-Friday 2pm-5pm for new callers and 10am-4pm after the first call, free): 0800 3585851 (If you need a translator, please email social@microrainbow.org to arrange this in advance.)

To find support in your area**British Red Cross**

The British Red Cross have a 'Find your local refugee service' which searches by postcode for local support and can be found [here \(https://www.redcross.org.uk/get-help/get-help-as-a-refugee/find-your-local-refugee-service\)](https://www.redcross.org.uk/get-help/get-help-as-a-refugee/find-your-local-refugee-service).

Citizens Advice

The Citizens Advice have a 'Find your local Citizens Advice service' which searches by postcode or town for local support and can be found here: <https://www.citizensadvice.org.uk/about-us/contact-us/nearby/>

Mental Health Support

Samaritans

The Samaritans provide free and confidential support to discuss any worries or concerns.

Website: <https://www.samaritans.org/how-we-can-help/contact-samaritan/>

Email: jo@samaritans.org

Helpline (Free calls, 24 hours): 116 123

Papyrus

Papyrus has a phone line specifically for refugees and those seeking asylum in the UK who are experiencing mental ill health.

Website: <https://www.papyrus-uk.org/help-hubs-refugees-and-asylum-seekers/>

Email: pat@papyrus-uk.org

Helpline (Every day of the year from 9am-Midnight): 0800 068 4141; Text 88247

Mind

Free advice to anyone experiencing mental health concerns.

Website: <https://www.mind.org.uk/>

Email: info@mind.org.uk

Helpline: 0300 123 3393

Employment and education support

Breaking Barriers

Offers 1:1 employment and education support.

Website: <https://breaking-barriers.co.uk/contact/>

Refugee Employment Network

Provides employment opportunities for Refugees.

Website: <https://refugeeemploymentnetwork.co.uk/contact-us>