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**VALORISING MIGRANTS' EXPERIENCE TO INCREASE
THEIR OCCUPATIONAL SKILLS**

GUIDELINES



PARTNERS



Un lugar donde se encuentran los pueblos

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INTRODUCTION



STORIES



IT IS NOT APPROPRIATE TO
USE STOCK IMAGERY IN THIS
SPACE.

NO IMAGE NECESSARY.

A

from

Afghanistan

I arrived in Scotland in summer 2021 with my wife and young child. I am from Afghanistan and we were forced to flee after the Taliban took hold of the majority of the country. I was working for the British Army and myself and my family were at risk if we stayed in the country. I was lucky. I was able to come to the UK through a UNHCR resettlement programme. I got out when a lot of my family and friends did not.

I did not choose to be here but I am happy to be safe with my wife and daughter. We have leave to remain in the UK and this means that it makes sense for us to try to build a life here while our country is not safe. Here in Scotland we can study and work. We have access to education and learning. My daughter will start school soon.

It is not easy to find work. Even though I speak five languages it is very hard to get through the applications and the searching. Sometimes my skills and experience from my home country do not translate. I think it helps that I worked for the British Army. I think it would be harder for other people who are not like me.



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STOCK IMAGERY IN THIS SPACE.

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PARTICIPANT STATED NOT
APPROPRIATE.

B
from
Nigeria

I came here with my family seven years ago. It has been very difficult. People said that the UK would be welcoming and safe but that is not what I have always found. In Scotland I definitely feel happier. With help from the people in the communities you can find everything that you need to get by.

Do not be shy to ask for help. The people make some great things happen, like meals with lots of people and free language classes. There are places I can bring my children to that are free and that give them space to play with other children from their own language and others.

I stay here because we have nowhere else to go. We are not allowed to travel without our documents but to get our documents it is very expensive. I have not found work yet but I would like to. If I find work I do not know how I will pay for childcare for my children and also earn enough money to live and save. It is hard here.

For someone who is coming here I would tell them they will have to work hard to meet people in the community that can help them. They are there but they are not always the big companies that you are told will help. School helped me to meet other parents and they know lots about where there are places to help.

People in Glasgow are so kind. You just need to ask.



INFORMATION



Documents

It is important that refugees have documentation enabling them to establish their identity. Civil and legal documentation is vital for refugees as it protects their rights and allows them to access essential services such as education and healthcare.

The Application Registration Card (ARC) has been issued to asylum claimants and their dependents since 2002. The ARC may provide public sector bodies with assurance that you or your dependent is an asylum claimant.

Phone: 0808 8010 503, open 24 hours a day, 7 days a week. The number is free, and interpreters are available. Network of organisations providing support and services to refugees, asylum seekers and other migrant communities in southeast Glasgow.



Official government site with information on assylum seeking.

- <https://www.gov.uk/claim-asylum/documents>
- List of doucments needed to apply for assylum.

Uk and Scotland official Application Registration site.

- <https://www.gov.uk/government/publications/application-registration-card-arc/application-registration-card-arc>

Scottish Refugee Council Information Portal

- <https://www.scottishrefugeecouncil.org.uk/about/work-for-us/>
- General Information

Low Incomes Tax Reform Group (Charity) Getting a National Insurance Number (NINO) dress and links

- <https://www.litr.org.uk/tax-guides/migrants/national-insurance-migrants/how-do-i-get-national-insurance-number>
- National Insurance

Govan Community Project Glasgow

- <https://www.govancommunityproject.org.uk/organisations-supporting-refugees-and-asylum-seekers.html>
- Local support and resources.



National Health Service

The NHS stands for the National Health Service. It refers to the Government-funded medical and health care services that everyone living in the UK can use without being asked to pay the full cost of the service. These services include:

Visiting a doctor or a nurse at a doctor's surgery.

Getting help and treatment at a hospital if you are unwell or injured.

Seeing a midwife if you are pregnant.

Getting urgent help from healthcare professionals working in the ambulance services if you have serious or life-threatening injuries or health problems - this might include being transported to hospital.



Health literacy place

- <https://www.healthliteracyplace.org.uk/resources/access-to-healthcare/>
- To register for healthcare card and GP Registration.

NHS Information

- <https://www.nhsinform.scot/care-support-and-rights/health-rights/access/healthcare-for-refugees-and-asylum-seekers>
- General information

NHS Interpreter Services

- <https://www.nhs24.scot/get-in-touch/language-line>
- To speak to an NHS representative in your preferred language than English.

Scottish Refugee Council

- <https://www.scottishrefugeecouncil.org.uk/>
- For general information and support



Education is a key aspect of integration. Education is devolved in Scotland, and all children – regardless of their immigration status – are entitled to receive state school education (unless their visa explicitly does not permit study at a state school). For higher education, access on the basis of ‘home fee’ rates depends on a person’s immigration status and length of UK residence (COSLA, 2019; Universities Scotland, 2016). One exception is refugees, who are entitled to access further and higher education on the same basis as anyone legally resident in Scotland (Scottish Government, 2018).



Scottish Refugee Council

- <https://www.scottishrefugeecouncil.org.uk/direct-support/employment/>
- Support for employment opportunities and training courses.

University of Glasgow

- <https://www.gla.ac.uk/study/wp/asylum/>
- For courses and funding

Bridges Programme

- <https://www.bridgesprogrammes.org.uk/>
- For education and social integration

Education for children

- <https://education.gov.scot/parentzone/Documents/refugee-schools-guide.pdf>

Education Scotland

<https://education.gov.scot/parentzone/Documents/refugee-schools-guide.pdf>
Information on schooling.



Job Search

It's important to be aware of the labour market trends that affect recruitment and resourcing.

There is a number of agencies and charities that can help people in search of employment.



Scottish Refugee Council

- <https://www.scottishrefugeecouncil.org.uk/direct-support/employment/>
- Support for employment opportunities and training courses.

Migrant Voice

- https://www.migrantvoice.org/img/upload/Handbook_for_newcomers_to_Glasgow-Migrant_Voice.pdf

Govan Community Project

- <https://www.govancommunityproject.org.uk/organisations-supporting-refugees-and-asylum-seekers.html>

Refugee Survival Trust

- <https://www.rst.org.uk/additional-support/further-support-in-glasgow>

Migrant Help Uk

- <https://www.migranthelpuk.org/blogs/job-opportunities>
- Migrant support and job opportunities



If an individual has recourse to public funds i.e. an active asylum application or a valid visa you have the right to housing support in the UK.

People with recognized status i.e. refugee, visa holder have access to social housing the same as existing citizens. This can be accessed via the local authority.

Asylum Housing is managed privately in the UK. In Glasgow the housing contractor for the asylum community is Mears Group.

If a person has had their claim for asylum rejected and they do not have a new claim or an appeal submitted, they do not have recourse to public funds and are not entitled to state housing support.



Glasgow City Council

- Anyone in Glasgow with the right to housing support should contact or present at Glasgow City Council offices.
- <https://www.glasgow.gov.uk/index.aspx?articleid=19394>

Mears Group

- Any individual who claims asylum in Glasgow will be provided with housing and a Housing Officer by Mears Group.
- <https://www.mearsgroup.co.uk/>

Housing Associations

-
- <https://www.glasgow.gov.uk/index.aspx?articleid=19413>

Safe in Scotland

- This charity provides support for individuals without recourse to public funds i.e destitute and provides shelter wherever possible.
- <https://www.safeinScotland.com/>



Food banks and showering facilities

Glasgow has a wide variety of organisations who offer food support. For most of these a person requires a referral from a registered support organization i.e. GP, social worker, school.

Shower facilities are sometimes provided at hostel style, homeless support accommodation.



Glasgow food map

- This map provides details of the variety of food support organisations in the city

Refuweegee

- Provides walk-in, no-referral food support for anyone.
- www.refuweegee.co.uk

Lodging House mission

- Shower facilities
- www.lhm-glasgow.org.uk/food-services

Positive Action in Housing

- Provides free food packs for people on a weekly basis.
- www.paih.org

Wayside Centre

- Provide showering facilities, free food and clothing.
- www.thewaysideclubcentre.co.uk



Psychological aid

Migrants and refugees are often deeply traumatised by past experiences. Many need help to make sense of their new realities and get over past traumas, drawing on their resilience and strength to recover and start rebuilding their lives.



Refugee Council UK

- <https://www.refugeecouncil.org.uk/our-work/mental-health-support-for-refugees-and-asylum-seekers/>

Mental Health UK

- <https://www.mentalhealth.org.uk/scotland/improving-mental-wellbeing-asylum-seekers-and-refugees>

Bridges Programme

- <https://www.bridgesprogrammes.org.uk/>

Saheliya - Glasgow

- <https://www.saheliya.co.uk/>
- For migrant women and girls.

Children First - Scotland

- <https://www.children1st.org.uk/help-for-families/parentline-scotland/guidance-advice/support-for-asylum-seeking-and-refugee-families/>



Language courses

Many migrants do not speak English as their first language, and they rely on high-quality, confidential interpretation and translation. Undertaking English language classes can enhance integration and employability opportunities.



The Language Hub

- <https://www.scottishrefugeecouncil.org.uk/places/the-language-hub/>

Refugee Survival Trust

- <https://www.rst.org.uk/additional-support/further-support-in-glasgow>

Bridges Programme

- <https://www.bridgesprogrammes.org.uk/>

Glasgow City Council

- <https://www.glasgow.gov.uk/index.aspx?articleid=17947>

University of Glasgow

- <https://www.gla.ac.uk/research/az/gramnet/research/trainingmodel/resources/>
- For Interpretation



Institutions for migrants

There are lots of organisations who provide specific support for migrants. People arriving require specialist support to assist them with asylum claims, healthcare, financial stability, education and much more.



Migrant Help

- Supporting people effected by displacement - asylum seekers, refugees and vic tims of trafficking.
- www.migranthehelpuk.org

Scottish Refugee Council

- An independant charity supporting people in need of refugee protection.
- www.scottishrefugeecouncil.org.uk

British Red Cross

- Support individuals and families who have been displaced. They manage the family reunification programme in Glasgow.
- www.redcross.org.uk

Refuweegee

- Providing practical support to displaced people and the wider community wherever possible. Including foodu support, digital inclusion, integration, volunteering opportunities and projects.
- www.refuweegee.co.uk

GLADAN/Integration Networks

- Glasgow has regional integration networks that work at a community level to support people's inclusion in the community they are living.
- Glasgow Asylum Destitution Action Network bring together many organisations around the city to share best practice and support.
- [www..destitutionaction.wordpress.com](http://www.destitutionaction.wordpress.com)

Local Authority/City Council

- Glasgow City Council manages the refugee resettlement programmes. For those who have been granted leave to remain they can contact the refugee casework team for housing support.
- <https://www.glasgow.gov.uk/index.aspx?articleid=17212>