



Education and Culture DG

Lifelong Learning Programme



PAUSE

Tackling Prejudice in Employment

UK/10/LLP-LdV/TOI-328

U.K. National Research Report

National Needs Analysis:

- National/regional statutory policies, strategies and action plans relating to the employment of the target group – what do they dictate or facilitate?
- What are the unemployment levels in the target group- what is being done to support their integration in your region/country?
- What are the attitudinal barriers to employment experienced by your user groups?
- What are the main myths, concerns and negative stereotypes for the target group that are preventing employers from employing them, as perceived by your stakeholders?
- What is your regional/national situation relating to racism, racial discrimination and xenophobia?
- What have been the user group members' own experiences of racism and discrimination?
- What are the current training practices on equality and diversity in the workplace (methods and materials)?

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Introduction

Greenhat Interactive Ltd is a small social enterprise based in the West Midlands. Therefore, whilst reference will be made to the national situation, evidential and empirical data will, inevitably, be focused on this central area of the country, concentrating on the major cities and towns found here.

There has recently, (March 2011), been a nation-wide census of the U.K. population, and it should be borne in mind that the statistics referred to in this report were compiled prior to this new census. Some details and numbers may therefore not now be accurate, but it can be assumed that the broad scope of figures and patterns will be consistent.

It has to be noted at the start, that although official figures relating to refugees and migrants can be found, there is evidence to suggest that many thousands of foreign nationals living and working in the U.K., are not recorded. In relation to employment also it must be kept in mind that worldwide, the so called black market – the policy of employing people illegally – is a very lucrative one, and an area in which many refugees and migrant workers may find themselves, leaving themselves open to exploitation and vulnerable to abuses of all kinds. This report however, has been compiled using official figures, supplemented where possible, relevant and appropriate, by anecdotal and experiential evidence.

It also must be kept in mind that much of the information in this report whilst true and accurate at the time of writing will inevitably be less accurate as time goes by. The unprecedented period of economic crisis and global recession in which much of the world finds itself, has had, and may continue to have, devastating impact on employment figures, both of U.K. nationals, migrant workers and refugees.

Statistics

The constantly changing global political and economic situations mean that the countries of origin of asylum seekers, refugees and migrant workers coming to the U.K. are also changing. The most recent figures, released by The Office for National Statistics on 12/06/2011, for example show that there has been a significant rise in people coming to the U.K. from Slovakia.

Fastest growing populations in the U.K.:

COUNTRY	2004	2010	RISE
1, Slovakia	8,000	49,000	513 %
2, Latvia	7,000	39,000	457%
3, Poland	95,000	521,000	448%
4, Romania	14,000	68,000	386%
5, Bulgaria	11,000	53,000	382%

In 2008, the number of asylum applications (excluding dependants) was 25,930, an increase of 11 per cent compared with 2007 (23,430). Including dependants, the number of asylum applications was 31,315 in 2008, 11 per cent higher than the 2007

Around 11 per cent of UK residents in 2008 were non-UK born. Of those residents born abroad, the most common countries of birth were India, Poland and Pakistan.

London had the largest number of non-UK born residents compared with the other Government Office Regions (GORs) and countries of the UK; about a third were born outside the UK.

The Labour Force Survey (LFS) showed that in the fourth quarter of 2008, there were 3.8 million people aged 16 and over who were born abroad working in the UK. This represented 13 per cent of all those employed in the UK, an increase of 3.2 percentage points compared with fourth quarter of 2004. The number of non-UK born people working in the UK increased by 213,000 between quarter four of 2007 and quarter four of 2008, a rise of six per cent.

Applications to the UK

Home Office data show that, excluding dependants, the number of asylum applications received in 2008 was 25,930. This was 11 per cent higher than the 2007 figure of 23,430. Including dependants, the number of asylum applications was 31,315 in 2008, 11 per cent higher than the 28,300 applications in 2007.

The proportion of applications made in-country (that is, by persons who had already entered the UK, rather than applications at port) was 90 per cent in 2008,

compared with 84 per cent in 2007.

Over three-quarters of applications, excluding dependants, were from African nationals (40 per cent of total) and nationals from Asia and Oceania (37 per cent). A further 19 per cent were from Middle Eastern nationals, 3 per cent were from European nationals and 2 per cent were from nationals of the Americas.

Dependants of asylum applicants

The total number of asylum dependants in 2008 was 5,380, an average of one dependant for every five principal applicants. Nearly 80 per cent of dependents were under 18, and a little over half (53 per cent) were female.

Worker Registration Scheme

Nationals from the A8 countries should register with the Worker Registration Scheme (WRS) if they wish to take up employment in the UK. Home Office data show that the number of initial WRS applications in 2008 was 166,695, compared with 217,975 in 2007, a fall of 24 per cent. Of these, 158,540 were approved, a fall of 25 per cent on the figure of 210,805 in 2007.

Key points

As has been the case in recent years, around half of all immigrants arriving in the UK in 2008 were aged 25-44 years old and the majority of immigrants were single.

The most common individual citizenship group for immigrants in 2008 was British.

Although the number of British citizens returning to the UK remained at a similar level to recent years, the number of A8 citizens arriving in the UK decreased by over a quarter between 2007 and 2008.

The most common reasons stated for migration to the UK continued to be work-related in 2008. However, the proportion of A8 citizens arriving in the UK for work-related reasons decreased in 2008 compared with recent years.

Just under half of all long-term immigrants arriving to live in the UK in 2008 intended to stay between 1 and 2 years.

Citizenship groupings

An estimated 15 per cent of all immigrants entering the UK in 2008 were British citizens. At 77,000, this had changed little from the previous year and was the highest of all individual citizenships (Table 3). Citizens of the other EU27 countries made up a third of the total (32 per cent). In 2007, Polish citizens had been the highest individual citizenship of immigrants, but prior to that it had been British citizens.

The number of A8 citizens who arrived to live in the UK decreased by over a

quarter between 2007 and 2008 from 103,000 to 75,000. Over the same period, immigration of Bulgarian and Romanian (A2) citizens more than tripled from 5,000 to 17,000.

However, the contribution of A2 citizens to overall immigration numbers remains small.

After British citizens, Polish and Indian citizens were the next two largest individual citizenships of immigrants. These three together accounted for just over a third of all immigrants to the UK in 2008.

**Top 10 citizenships of immigrants:
2008**

Top 10 ranking Citizenship Thousands immigrating

1	British	77,000
2	Polish	54,000
3	Indian	48,000
4	Chinese	18,000
5	German	18,000
6	Pakistani	17,000
7	American	15,000
8	South African	14,000
9	Australian	14,000
10	Italian	14,000

2007

Top 10 ranking Citizenship Thousands immigrating

1	Polish	88,000
2	British	71,000
3	Indian	55,000
4	Pakistani	27,000
5	Chinese	21,000
6	Australian	18,000
7	American	15,000
8	German	15,000
9	South African	13,000
10	French	13,000

Source: International Passenger Survey (IPS) estimates of long-term international migration

Reasons for migration

In 2008, around 38 per cent of immigrants gave work-related reasons as the main reason for migrating to the UK. This compares with 44 per cent in 2007. Around 66 per cent of those arriving in the UK in 2008 for work-related reasons had a definite job to go to compared with 71 per cent in 2007.

A higher proportion of men immigrated for work-related reasons than women in 2008.

Of all male immigrants in 2008, 44 per cent arrived for work-related reasons compared with 31 per cent of all female immigrants.

A greater proportion of EU citizens (including British) immigrated for work-related reasons compared to others. Despite this, in 2008 the proportion of EU citizens who came to the UK for work-related reasons decreased from 64 per cent in 2007 to 54 per cent in 2008. The proportion of non-EU citizens arriving in the UK for work-related reasons in 2008 was 24 per cent compared with 46 per cent coming for normal study.

Around half of the 77,000 British citizens returning to the UK in 2008 migrated for work-related reasons.

In 2008, around 64 per cent of the 75,000 A8 citizens who arrived in the UK stated work-related reasons as their main reason for migration, a fall from 79 per cent in 2007 and 90 per cent in 2005 (the first full year following accession). The remainder of A8 citizens arriving in 2008 cited a range of other reasons for migration.

Nationality of UK residents in 2008

The number of immigrants arriving to live in the UK from different countries has changed over time and these changes have impacted on the structure of the UK in terms of nationality and country of birth. For example, since A8 accession in 2004, many individuals from A8 countries have arrived to live in the UK. However there has also been continued immigration from some of the Commonwealth countries. It is important to remember that whereas country of birth is clearly defined and will not change, nationality may change. A person may come to the UK as a foreign national and subsequently become a UK national. Home Office figures show that 129,375 people were granted British citizenship in 2008.

Annual Population Survey (APS) based estimates indicate that 7 per cent of people living in the UK in 2008 were non-British nationals. The number of non-British nationals living in the UK in 2008 increased by 41 per cent between 2004 and 2008.

Around 45 per cent of this increase was due to A8 nationals, but 52 per cent was due to nationals from outside the EU.

The most common foreign nationality of UK residents in 2008 was Polish, followed by nationals from the Republic of Ireland, India, Pakistan and the USA. The number of Polish nationals increased by a quarter between 2007 and

Non-UK born residents and workers in 2008

The Labour Force Survey (LFS) showed that in quarter four of 2008 there were 3.8 million people aged 16 and over who were born abroad and working in the UK. This represented 13 per cent of those employed in the UK, an increase of 3.2 percentage points compared to the fourth quarter of 2004.

A8 accession in 2004 led to new flows of migrants to the UK. Between the 2004 EU enlargement and December 2008 the number of non-UK born people working in the UK increased by 1.26 million; 34 per cent (421,000) of this increase comprised people born in the A8 countries.

The number of non-UK born people working in the UK increased by 213,000 between quarter four of 2007 and quarter four of 2008, a rise of 6 per cent.

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The number of non-UK born people working in the UK increased by 213,000 between quarter four of 2007 and quarter four of 2008, a rise of 6 per cent.

At the end of 2008 the employment rate for non-UK born was 68.8 per cent (0.1 percentage points up on the year). By contrast the employment rate for the UK born population was 75.2 per cent (having fallen 0.8 percentage points compared to quarter four of 2007).

Employment rates increased for people born in India, Pakistan and Bangladesh and the EU15 (excluding UK). The sharpest annual declines in employment rates were experienced by the USA born population (an 8.5 percentage point decrease), people born in Africa excluding South Africa (contracting 3.3 percentage points), and those born in the A8 countries (a 3.2 percentage point fall).

Gender

Male and female working age employment rates in 2008 for various country of birth groups. The employment rate for women is consistently lower than for men. The total employment rates for UK born and non-UK born men were almost equal in 2008, at 79 and 78 per cent respectively. However, women born in the UK had an employment rate 12 percentage points higher than women born overseas.

Men born in South Africa had the highest employment rate (88 per cent), while the lowest male employment rate was for those born in the Middle East and Asia (68 per cent). In 2008, the employment rate for UK born men was 79 per cent. The country of birth group with the highest female employment rate was also South Africa (81 per cent), and the lowest employment rate was for women born in Pakistan and Bangladesh (18 per cent). The employment rate for UK born women in 2008 was 72 per cent. The groups with the largest difference between the male and female rates were those born in Pakistan and Bangladesh (55 percentage points), India (25 percentage points) and the USA (21 percentage points).

This illustrates disparities in labour market outcomes, both between people born in different countries and between men and women. The reasons for the differences observed may be cultural, for example some women may prefer not to work.

Occupation

Analysis by occupation provides an indication of the types of jobs in which workers are most successful at finding employment. In 2008 the three occupational groups employing the most 'UK born' and 'non-UK born (excluding A8)' workers were 'Professional occupations', 'Management and senior officials' and 'Associate professional and technical'. This stands in contrast to the A8 group, of whom 35 percent (175,000) found work in 'Elementary occupations'. The second and third largest proportions of A8 born people working in the UK were employed as 'Process, plant and machine operatives' and in 'Skilled trades occupations'.

Earnings

In 2008, earnings were highest for those born in the USA and lowest for people born in the A8 countries.

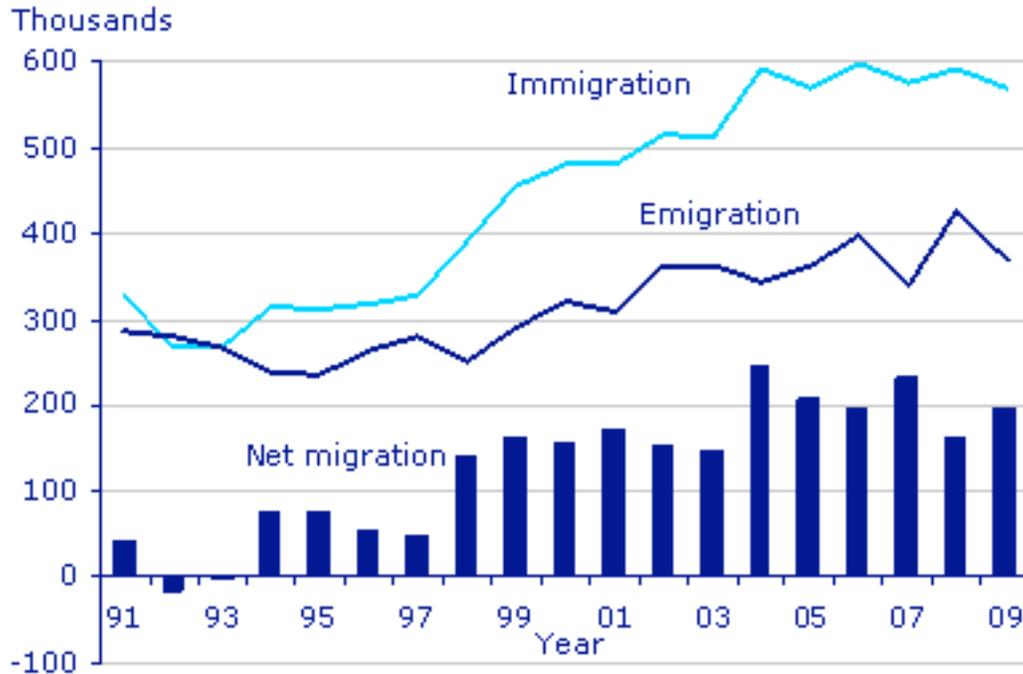
Median earnings for non-UK born people in Managerial and Professional occupations were higher than earnings of their UK born counterparts in 2008. Median earnings of those born in the UK were higher than for people born overseas in 'Skilled Trades Occupations', 'Process, plant and machine operatives' and 'Elementary occupations'.

The gross weekly earnings distribution of full-time employees in the UK in 2008 shows the peak in A8 born workers' weekly earnings in the £200 to £299 band; around 46 per cent of A8 born people working in the UK in 2008 earned this amount. Approximately 18 per cent of both UK born workers and

other non-UK born workers were in this income group. The most common earnings group for UK born workers was in the £300 to £399 band; 21 per cent of UK born full-time workers had weekly earnings in this band.

Net Migration 2009

Statistics relating to immigration can vary depending on sources and the agenda of those compiling the data. The Office for National Statistics reports in an article relating to net migration (the difference between immigration and emigration) that immigration into the U.K. remains high:



Long-Term International Migration (LTIM) to/from the UK 1991-2009

Net migration (the difference between immigration and emigration) increased to 198,000 in 2009 compared with 163,000 in the previous year. This change was primarily as a result of decreased emigration.

The number of people leaving the UK for 12 months or more fell to 368,000 in 2009 compared with 427,000 in 2008. The drop in total emigration was due to a decrease in the numbers of British and EU citizens leaving the UK. An estimated 140,000 British citizens emigrated in 2009, the lowest number since 1999 and down from 173,000 in 2008.

An estimated 567,000 people arrived to live in the UK in 2009, which is consistent with levels seen since 2004 and compares with 590,000 in 2008. Non-British citizens accounted for 83 per cent of all immigrants; a third of these were from EU countries.

Immigration for formal study was the most common reason stated for arrival into the UK in 2009, with an estimated 211,000 (37 per cent) compared with work-related reasons (34 per cent). Immigration to the UK for work-related reasons dropped to 193,000 (from 220,000 in 2008) and is at the lowest point since before A8 accession in 2004.

Source: Long-Term International Migration (LTIM), International Passenger Survey (IPS), ONS

Notes:

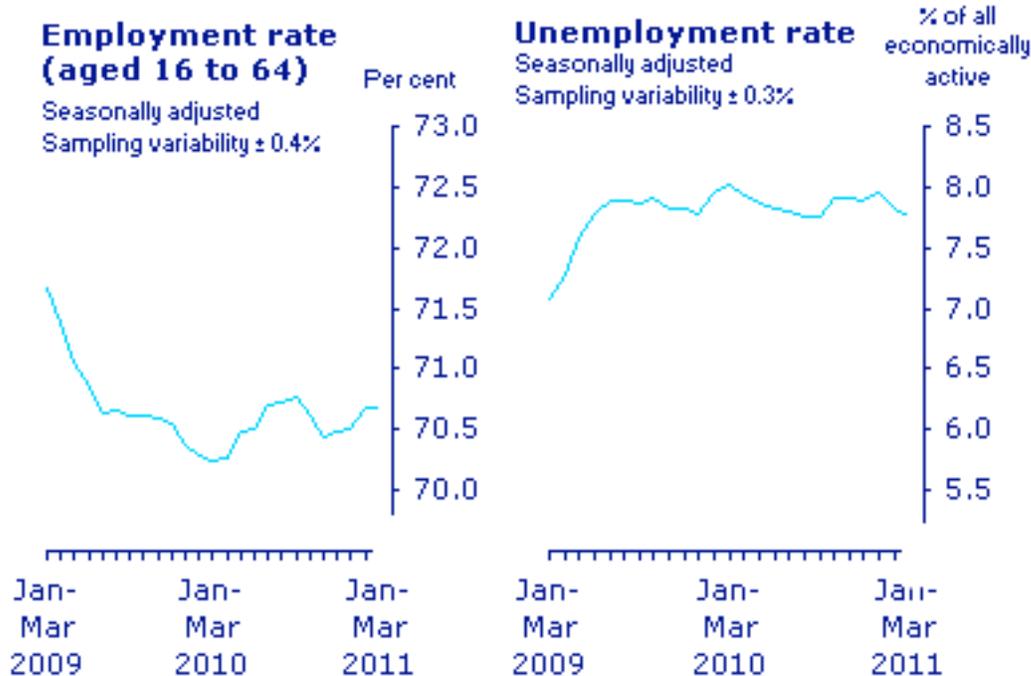
LTIM: Based mainly on International Passenger Survey (IPS) data. Includes adjustments for those whose intended length of stay changes so their migrant status changes (migrant/visitor switchers), asylum seekers & their dependants not identified by the IPS, and international migration to and from Northern Ireland.

International migrant: someone who changes their country of usual residence for at least a year, so that the country of destination effectively becomes the country of usual residence.

A8 refers to the eight Central and Eastern European countries which joined the EU in 2004 (the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia).

Employment Statistics for the U.K.

Employment
Rate rises to 70.7 per cent



The employment rate for those aged from 16 to 64 for the three months to March 2011 was 70.7 per cent, up 0.2 on the quarter. The number of people in employment aged 16 and over increased by 118,000 on the quarter and by 416,000 on the year to reach 29.24 million. The number of people in employment is 332,000 lower than the pre-recession peak of 29.57 million recorded for the three months to May 2008. The quarterly increase in employment was mainly driven by full-time employment which increased by 94,000 on the quarter to reach 21.30 million. The number of men in full-time employment increased by 40,000 to reach 13.63 million and the number of women in full-time employment increased by 54,000 to reach 7.67 million.

The unemployment rate for the three months to March 2011 was 7.7 per cent of the economically active population, down 0.1 on the quarter. The total number of unemployed people fell by 36,000 over the quarter to reach 2.46 million. The number of unemployed men fell by 31,000 on the quarter to reach 1.43 million and the number of unemployed women fell by 5,000 to reach 1.03 million. The number of people unemployed for up to 12 months fell by 56,000 to reach 1.61 million but the number of people unemployed for over 12 months increased by 20,000 to reach 850,000, the highest figure since the three months to January 1997.

The number of people claiming Jobseeker's Allowance (the claimant count) increased by 12,400 between March and April 2011 to reach 1.47 million. The number of women claimants increased by 9,300 to reach 474,400, the highest figure since October 1996. This is the tenth consecutive rise in the number of women claimants. The number of male claimants increased by 3,100 on the month to reach 994,200, the first monthly increase since January 2010.

The inactivity rate for those aged from 16 to 64 for the three months to March 2011 was 23.2 per cent, down 0.1 on the quarter. The number of economically inactive people aged from 16 to 64 fell by 35,000 over the quarter to reach 9.32 million. The number of people who were economically inactive due to long-term illness fell by 41,000 on the quarter to reach 2.16 million.

The whole economy earnings annual growth rate for total pay (including bonuses) was 2.3 per cent for the three months to March 2011, up from 2.1 per cent for the three months to February. The annual growth rate for total pay in the finance and business services sector increased from 4.6 per cent to 6.2 per cent. The whole economy earnings annual growth rate for regular pay (excluding bonuses) was 2.1 per cent for the three months to March 2011, down from 2.2 per cent for the three months to February.

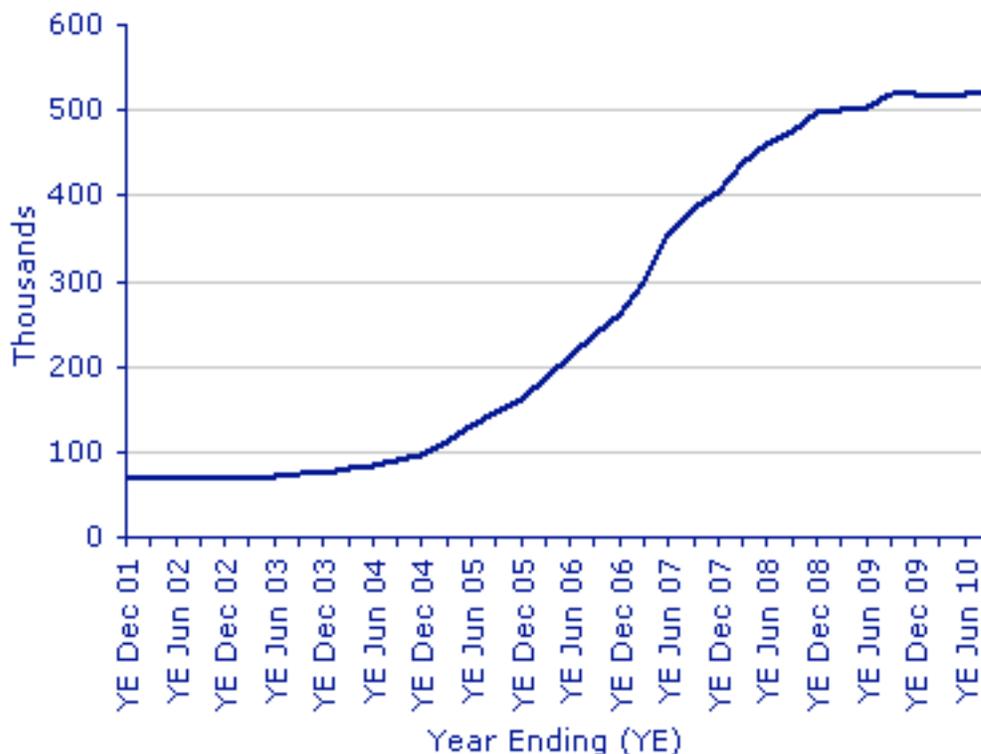
In the twelve months to March 2011 there were 145,000 working days lost from labour disputes, the joint lowest cumulative twelve month total since comparable records began in the twelve months to December 1931.

Note:

People in employment, unemployed and economically inactive make up the total household population aged 16 and over, measured through the Labour Force Survey on a consistent basis since 1971.

Polish People in the U.K. and Polish People in Employment.

Polish people in the UK
Half a million Polish-born residents



Polish-born people resident in the UK 2001-2010

Since Poland and seven other central and Eastern European countries (collectively known as the A8) joined the EU in May 2004 around 69 per cent of all A8 citizens migrating to the UK have been Polish citizens. Between the year ending December 2003 and the year ending September 2010 the Polish-born population of the UK increased from 75,000 to 521,000.

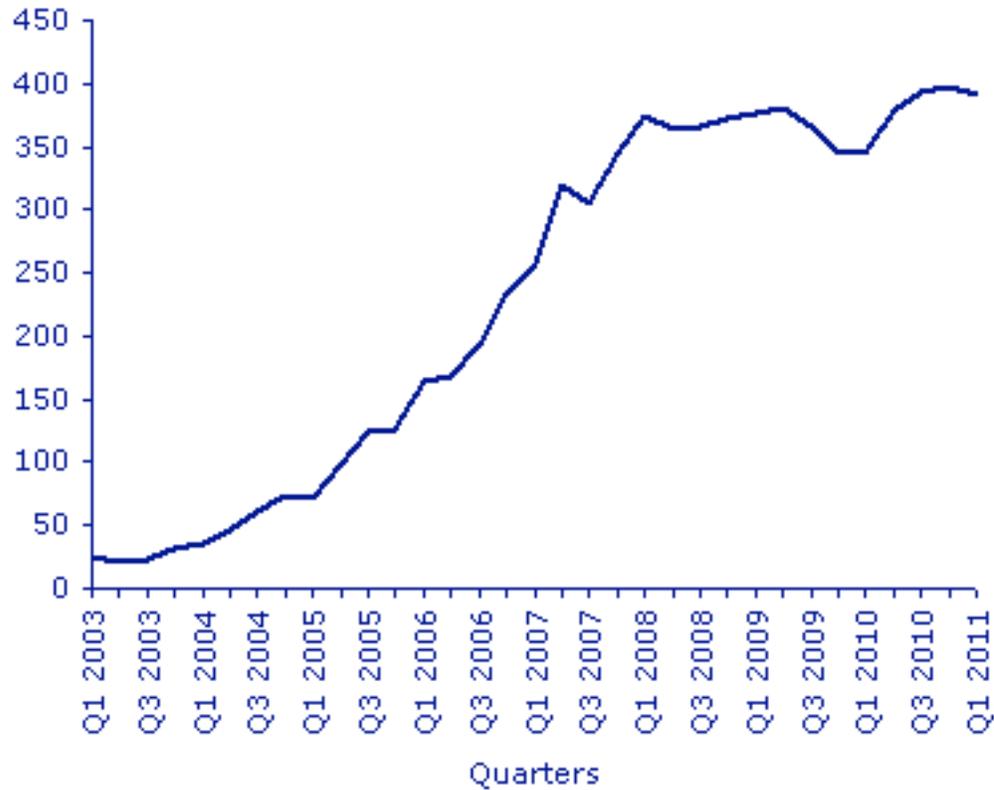
More recently immigration of Polish people has declined. Immigration was highest in 2007 at 96,000 Polish citizens, but this declined to 39,000 in 2009. Emigration has also decreased from 54,000 to 29,000 over the same time period.

The Polish-born population is widely spread across the UK. In the year ending September 2010 they were one of the three largest non-UK born population groups in all countries and most regions of the UK. London had 123,000 Polish-born residents, 24 per cent of the UK total.

Of the Polish-born population in the UK in the year ending September 2010, 85 per cent were aged 16 to 64, compared to the mid-2009 estimate of 65 per cent for the UK population as a whole. This situation is very different from 2003, before Poland joined the EU, when only 55 per cent of Polish-born people in the

UK were aged 16 to 64.

In the first quarter of 2011 the number of Polish-born people aged 16 plus working in the UK was 390,462 – it has remained around this level since the beginning of 2008. In the first quarter of 2011 an estimated 82.1 per cent of Poles aged 16 to 64 were in employment, compared with a rate of 70.7 per cent for the UK as a whole. The unemployment rate among Polish-born people aged 16 plus during the same period was 5.5 per cent, compared with a UK unemployment rate of 7.7 per cent (both not seasonally adjusted).



Polish-born people in employment in the UK, 2003-11

Sources:

ONS: Population by country of birth and nationality from the Annual Population Survey (APS)

ONS: Long-Term International Migration (LTIM)

ONS: Mid-year population estimates

ONS: Labour Force Survey (LFS)

Notes:

The immigration, emigration, age distribution, employment and unemployment figures have been specially commissioned for this summary and are not otherwise published by ONS.

Population, geographic distribution and age distribution figures for Polish-born people are based on household surveys, meaning that most communal establishment residents will be excluded. This is also true for all labour market data.

Immigration and emigration figures refer to long-term migrants only – that is, who have changed their usual country of residence for a period of at least 12 months.

The employment rates are the number of people aged 16 to 64 in employment as a percentage of the total population aged 16 to 64.

The unemployment rates are the number of unemployed people aged 16+ divided by the economically active population aged 16+. The economically active population is defined as those in employment plus those who are unemployed.

Published on 26 May 2011

Refugee and Asylum Seekers

Statistics and information in the previous pages relate mainly to those immigrating to the U.K. from choice, for specific work-related, economic or family reunion reasons. It is clear that amongst these groups, employment rates are relatively high, and fairly comparable with U.K. born nationals.

However, the picture changes when we consider those coming to the U.K. for other reasons. People fleeing persecution, war, terror, poverty in their home countries often find life in the U.K. to be challenging.

Applications

Provisional annual 2008 figures show that there were 25,670 applications for asylum in the UK. This was 10 per cent higher than 2007 (23,430), but still continuing the fall from a peak of 84,130 in 2002.

Including dependants, provisional figures show that there were 30,545 asylum applications in 2008, 8 per cent higher than 2007 (28,300). This compares with an estimated decrease of 2 per cent in the rest of the EU27 (excluding Italy and the UK).

Asylum Initial decisions

Provisional annual figures show a decrease of 11 per cent in 2008 (19,420) for initial asylum decisions compared to 2007 (21,775). Of these, 19 per cent were granted asylum, 11 per cent granted either humanitarian protection or discretionary leave and 70 per cent refused.

Removals and Voluntary departures

In 2008, provisional figures show that 66,275 persons were removed or departed voluntarily from the UK, 5 per cent higher than 2007 (63,365). Compared to 2007, there was a fall of 15 per cent to 11,640 for those leaving who had claimed asylum (including dependants), but an increase of 10 per cent to 54,635 for non-asylum cases.

British Citizenship

Provisional total figures for 2008 compared with 2007 indicate a decrease in applications for British citizenship of 1 per cent to 159,430 from 160,980. The

provisional total number of citizenship decisions made in 2008 was 138,780, a decrease of 23 per cent compared to 2007 (180,265).

Source: Migration Statistics, Home Office

In 2008 the top ten nationalities claiming asylum in the UK were Afghan, Iranian, Chinese, Iraqi, Eritrean, Zimbabwean, Somali, Pakistani, Sri Lankan and Nigerian (Home Office 2009)

It is expected, following recent political events, that we will soon see a rise in asylum seekers and refugees from countries such as Libya, Syria and Egypt.

Refugee & Migrant Unemployment

Asylum seekers granted refugee status, humanitarian protection or discretionary leave to remain have full employment rights and are legally protected from discrimination. Permission to work is given from the date of the Home Office letter confirming leave to remain. If they are receiving asylum support, then 28 days are given from the date of the Home Office letter before it finishes. During this time refugees are able to start work but must inform the Borders and Immigration Agency if they get a job.

Refugees have the same employment rights as U.K. born citizens. However, it is well documented that they are a significantly under-represented group in the national workforce. Why this should be is a subject widely debated. Research shows that issues on both the part of the employers, employment services and the refugees themselves are contributing factors to this. Many myths, attitudinal and practical barriers stand in the way of refugees and migrants finding and keeping suitable employment.

A longitudinal survey of refugee integration in the UK was conducted by the Home Office during 2005 to 2009. It included all new refugees aged 18 or over who were granted a positive decision of asylum, humanitarian protection, or discretionary leave to remain.

The key facts that this report highlights in relation to refugee employment are:

- The average refugee employment in the UK was in this period of time 49%, which was well below the average employment rate of 80% for the UK working-age population (Office for National Statistics 2009). Although refugee employment rates increased gradually over the period of the project, more than one-half of the refugees employed felt that they were over qualified for their jobs. Refugees with degrees or A-level qualifications, and those who were employed in personal service, sales, or elementary occupations particularly expressed this view.
- Throughout the research period, men were twice as likely than women to be employed.
- The proportion of working refugees who were employed on temporary contracts was 35%, which was much higher than that of the general UK workforce, at 5%. (Office for National Statistics 2009)

At a more local level:

- At a more local level, taking Birmingham in the West Midlands as an example, evidence suggests rates as high as 65% unemployment amongst male refugees, and 80% for females.
- Some specific research carried out at the Refugee Resource Centre in Birmingham by Birmingham University have recorded 80% unemployment overall amongst refugees.
- The UKBA Commissioned Survey also found that almost one-third of new refugees lived in London, with Birmingham, Leeds and Manchester being the next most likely areas of residence. Around 90% of refugees who moved away from home at any point through out the survey period stayed within the same city or county.
- Birmingham has an estimated 2, 240 refugees (Phillimore and Goodson, 2006 – West Midlands Regional Housing Strategy).
- The largest groups are from Somalia, Iraq, Congo, Sudan, Afganistan, Iran, Zimbabwe and Eritrea. In addition, the numbers are increased by former refugees coming to the UK from elsewhere in Europe, potentially around 10 000, mainly of Polish and Romanian origin and these displaced communities will settle in Birmingham in the long-term.

The Neighborhood Needs of New Migrants – Centre for Urban & Regional Studies – 2008

In response to significant demographic trends, Birmingham City Council commissioned a piece of research to explore the neighbourhood needs and experiences of new arrivals in three Neighbourhood Management Areas. Through largely qualitative research, the project aimed to explore the process new arrivals go through upon first residing in a new country, and their access to neighbourhood services with a view to suggesting how their needs can be met. The key research objectives included:

- To examine the gaps in wider service provision for different new arrivals, including health, language learning, community safety, education, employment and environmental services;
- To explore the future needs and aspirations of new arrivals and the potential impact this will have on the neighbourhoods in question.

The main findings on Employment and Community Safety are as follows:

Employment

With the exception of the Iranian refugees, many of whom were said to have jobs with Iranian employers, the vast majority of refugees were unemployed, between 70 and 90% of each community and almost all women,

- “it is very difficult to find a job. People don’t know how to look, they apply for anything regardless of their qualifications” (African community leader).

Conversely almost all Polish respondents were working and it was common for people to have a full-time day job and part-time evening job. The questionnaire responses indicated that overall 44.4% of respondents were employed. Many more Polish than expected were employed and more Zimbabweans were employed than expected. In all other groups, but particularly within the Somali group, fewer people than expected had a job. In addition more women than men were employed (45 compared with 36). This anomaly may be explained by the predominance of women Polish respondents.

The main barriers preventing refugees from gaining work have been well documented and were repeated in this study, even for those respondents who had been in the UK for several years and spoke English well. To summarise, barriers for focus group attendees included (with numbers of questionnaire respondents who also stated this reason in brackets):

- Language (20)
- Lack of UK work experience, “we are told there are jobs but experience, experience, experience” (African man) (12)
- Lack of education
- No UK qualifications (6)
- Lack of affordable childcare (9)
- Lack of understanding of UK employment culture and how to apply for jobs (3)
- Lack of UK references
- Lack of appropriate training
- Employers do not like accents
- Racism
- Qualifications not recognised, “they push you to do an NVQ in care, when you have a degree, a Masters in something else”

Some community leaders spoke of how their community had lost confidence in themselves and their ability to find work. They had become frightened of losing benefits and not prepared to take a risk. One African leader said the most highly skilled and educated would not take any job and some were opting to risk a return to Africa now things appeared to be improving. Iranian and Kurdish respondents complained that the employment situation had changed since the arrival of A8 communities. Both said that Polish people would work in trades

such as building for less than the minimum wage, “all of them came to do cheap jobs and they are too many”(Iranian male). Agencies now expected a worker registration number and passport and would no longer accept a driving license as proof of identity. This was a problem for many refugees who did not have a passport.

Respondents sought help to locate work with a wide range of organisations. The table below shows that using an agency was the main route to finding a job for questionnaire respondents, followed by friends and family, Jobcentre Plus and the newspaper.

Route by which work was located

		Frequency	Percent	Cumulative Percent
Valid	No response	97	51.3	52.4
	Friends and family	31	16.4	69.2
	JCP	12	6.3	75.7
	Agency	36	19.0	95.1
	Newspaper	8	4.2	99.5
	Other	1	.5	100.0
	Total	185	97.9	
Missing	System	4	2.1	
Total		189	100.0	

Polish focus group respondents primarily used agencies and friends. They reported poor treatment at Jobcentre Plus. Other respondents struggled with Jobcentre Plus, “they do not have enough time for refugees” (Francophile African man). JCP were said to make refugees drop their courses and would not help them to complete application forms. Afro-British and Pertemps were found to be useful. The Iranian community used word of mouth and Iranian newspapers. The Kurdish community used agencies and word or mouth or set up their own businesses. Africans mentioned Trellis and SITA and word of mouth.

Community safety

Community safety was an area of great concern with all respondents and their community leaders agreeing that Handsworth in general, and Lozells in particular, were not safe, especially after dark. This was supported by findings from the Urban Living study, which indicated that the vast majority of newcomers would not walk around their local neighbourhood, even to go to the local shop, after dark. Survey findings showed that 21.7% of respondents did not feel safe during the day with more women than men feeling unsafe (23 compared to 17). Some 97 respondents did not feel safe at night with significantly more women than men feeling unsafe (63/32). Some 36 people did not feel safe in their own homes and 43 did not know how to report crimes. Concern was expressed in focus groups about guns, drugs, crime and anti-social behaviour, “they pee and smoke on the bus and you go to the driver and he has no voice he’s scared of them too”(African man). People had directly experienced or witnessed crime, fighting, thefts, “I don’t feel safe because six months ago a bullet came through my bedroom window where my daughter was sleeping. Two weeks ago they stabbed a taxi driver near my house” (African woman), “at night they come and fight you for no reason and you ask them why they say because they like it” (Kurdish male). People altered their behaviour to avoid being a victim of crime. They did not carry bags, wear gold or go out at night. Children were kept indoors. Africans, Somalis and Polish all reported incidents of racism, “they say some bad words to us coming from Africa” (Francophile African woman). Women were particularly frightened. African respondents and a community

leader said they were reluctant to call the police for fear of retribution and unfair treatment by the police.

There was also consensus about the actions that needed to be undertaken to improve community safety. All wanted more police on the streets, more CCTV and better lighting. Somali, African and Iranian respondents thought that action was needed to promote better cohesion and joint working," there needs to be more community, where people get together" (African man). This included arranging activities such as sport to bring everyone together, "everyone is separate" (Somali woman). African respondents suggested training new communities to be Police assistants, whilst Somalis suggested diversity training for the police. Others were concerned about how the anti-social behaviour of young people could be tackled, perhaps through parenting support and mentoring.

Barriers to Employment

Using a combination of research and interviews, we have compiled the following list of attitudinal and practical barriers that stand in the way of refugees and migrants finding and maintaining suitable employment:

- Poor language skills
- Criminal record because of false passport
- No UK work experience
- Not able to get work placements, not even voluntary, due to being over qualified
- No UK references
- Affordable childcare
- No UK qualifications
- Confusing paperwork
- Qualifications gained in country of origin are not recognised
- Low self-esteem and confidence
- Don't know how to find jobs
- Work permit
- Don't know how the employment system works
- Problems with official papers
- Not able to get interview because of non-English name

Myths About Refugees and Migrant Workers

Along with the above barriers, there are many myths and negative stereotypes held by employers and the general public regarding refugees and migrants. Some of the ones identified in other research reports and by our user group members, including stakeholders, are:

- It is illegal to employ refugees
- Can get migrant workers to work long hours
- All refugees are on the make
- All refugees are spongers
- They just want to live on benefits
- Refugees and migrants are all lazy
- They are all thieves
- There is too much paperwork involved
- They can't speak the language
- They don't want to work
- They're all here illegally
- Refugees and migrant workers are 'taking our jobs' and 'forcing down wages'

Debunking these Myths

The **Refugee Council** is the U.K.'s largest organisation working with refugees and asylum seekers. The organisation provides support and advice to refugees and asylum seekers, as well as support for other refugee and asylum seeker organisations. The Refugee Council also produces a large number of reports and educational material relating to refugee issues, and lobbies politicians and the media on these issues.

In attempting to dispel many of the myths and misunderstandings relating to asylum seekers and refugees, they have produced the following:

The facts about asylum

Asylum seekers and refugees do not get large handouts from the state

- Asylum seekers do not come to the UK to claim benefits. In fact, most know nothing about welfare benefits before they arrive and had no expectation that they would receive financial support.
(Refugee Council, [Chance or Choice? Understanding why asylum seekers come to the UK](#), 2009)
- Most asylum seekers are **living in poverty and experience poor health and hunger**.
([Independent Asylum Commission citizens' inquiry in The Independent](#), 22 October 2007)
- Almost all asylum seekers are **not allowed to work** and are forced to rely on state support – **this can be as little as £5 a day to live on**.
- **Asylum seekers do not jump the queue for council housing and they cannot choose where they live**. The accommodation allocated to them is not paid for by the local council. It is nearly always 'hard to let' properties, where other people do not want to live.
-

Asylum seekers and refugees are law-abiding citizens

- The vast majority of people seeking asylum are law abiding people.
(Association of Chief Police Officers (ACPO), Guide to meeting the policing needs of asylum seekers and refugees, 2001)
- Many destitute refused asylum seekers fear approaching the police to report incidents of sexual harassment and assaults, avoiding contact for fear of being picked up, put in detention and deported. ([Refugee Action report on destitute refused asylum seekers](#), 2006).
- In international and national law, distinctions are made between refugees, asylum seekers, legal and illegal economic migrants, minority citizens, travellers and others. **These distinctions are all too easily lost by the media, and most particularly in the tabloid press**. ([Memorandum from UNHCR to the Joint Committee on Human Rights](#), 2007)
- **Immigration officers have the power to detain asylum seekers, even if they have not committed any crime**.

Refugees make a huge contribution to the UK

- Immigrants, including refugees, pay more into the public purse compared to their UK born counterparts. (Institute for Public Policy Research, [Paying their way: the fiscal contribution of immigrants in the UK](#), 2005)
- An estimated 30,000 jobs have been created in Leicester by Ugandan Asian refugees since 1972. (The Observer, [They fled with nothing but built a new empire](#), 11 August 2002)
- About 1,200 medically qualified refugees are recorded on the British Medical Association's database ([BMA/Refugee Council refugee doctor database](#), 4 June 2008)
- It is estimated that **it costs around £25,000 to support a refugee doctor to practise in the UK. Training a new doctor is estimated to cost between £200,000 and £250,000.** ([Reaping the rewards: re-training refugee healthcare professionals for the NHS](#), October 2009 NHS Employers)
- Asylum-seeking children contribute **very positively** to schools across the country. This in turn enables more **successful integration** of families into local communities. (Office for Standards in Education, [The education of asylum seeker pupils](#), October 2003)

Asylum seekers are looking for a place of safety

- **There is no such thing as an 'illegal' or 'bogus' asylum seeker.** Under international law, anyone has the right to apply for asylum in any country that has signed the 1951 Convention and to remain there until the authorities have assessed their claim.
- **There is nothing in international law to say that refugees must claim asylum in the first country they reach.**
- It is recognised in the 1951 Convention that people fleeing persecution may have to use irregular means in order to escape and claim asylum in another country – **there is no legal way to travel to the UK for the specific purpose of seeking asylum.** ([United Nations 1951 Convention Relating to the Status of Refugees](#))
- The top ten refugee producing countries in 2008 all have poor human rights records or ongoing conflict. Asylum seekers are fleeing from these conflicts and abuses, **looking for safety.** (UNHCR, [2008 Global Trends: Refugees, Asylum seekers, Returnees, Internally Displaced and Stateless Persons](#), 2009)
- **Many refugees and asylum seekers hope to return home at some point in the future**, if the situation in their country has improved.
- The 1951 Refugee Convention guarantees everybody the right to apply for asylum. **It has saved millions of lives.** No country has ever withdrawn from it.

Britain's asylum system is very tough

- The UK asylum system is strictly controlled and complex. **It is very difficult to get asylum.** The decision-making process is extremely tough and **many people's claims are rejected.**
- **Initial Home Office decision-making remains poor. In 2009, the courts overturned Home Office decisions in 28% of asylum appeals.** ([Home Office asylum statistics fourth quarter 2009](#))
- Since 2005 most people recognised as refugees are **only given permission to stay in the UK for five years** and can have their case reviewed at any time. This makes it difficult for them to make decisions about their future, to find work and make definite plans for their life in the UK.
- **The Home Office detains around 1,000 children seeking asylum with their families each year.** ([Royal College of Paediatrics and Child Health, Intercollegiate Briefing Paper: Significant Harm – the effects of administrative detention on children, young people and their families, 2009](#))

Poor countries - not the UK - look after most of the world's refugees

- The UK is home to less than 2% of the world's refugees – out of 16 million worldwide. ([UNHCR 2008 Global Trends: Refugees, Asylum seekers, Returnees, Internally Displaced and Stateless Persons](#), 2009)
- Over 520,000 refugees have fled the conflict in Sudan to neighbouring countries, **yet only 265 Sudanese people applied for asylum in the UK in 2008.** (UNHCR [2008 Global Trends](#) and Home Office [Control of Immigration: Quarterly Statistical Summary 2008](#))
- About 80% of the world's refugees are living in developing countries, often in camps. Africa and Asia between them host more than three quarters of the world's refugees. **Europe looks after just 14%.** (UNHCR [2007 Global Trends: Refugees, Asylum seekers, Returnees, Internally Displaced and Stateless Persons](#), 2008)
- The likelihood that a refugee will be recognised as having protection needs and granted status depends on the country where they apply for asylum. In Europe, the proportion of people granted asylum varies widely, from 3% in Slovenia to 77% in Finland. (2008 figures for initial decisions from UNHCR June 2009).

A report published in 2008, Migration Myths: Employment, Wages and Labour Market Performance deals with issues surrounding migrants and employment. It is a lengthy and detailed document dealing with many issues relevant to this report and can be found at <http://www.theworkfoundation.com/research/publications/publicationdetail.aspx?oltemId=33>

Study of Employers' Attitudes to Employing Migrants and Refugees

Progress GB is an ESF/EQUAL Development Partnership composed of ten partners from a range of organisations based in six English regions. Progress GB aims to address the barriers to appropriate employment faced by migrants and refugees in the UK. As part of this work, six of the partners carried out interviews with employers in their regions to discover the attitudes of employers to the employment of migrants and refugees. Telephone interviews were conducted with employers randomly chosen by the partners themselves.

Much of what they found mirrors our own empirical research, however, it is worth noting the suggestions and recommendations made by employers that they interviewed.

Background to the study

Employers from the private and public sectors (the latter including voluntary organisations) were invited to take part in the study. The regions included were the East Midlands, the East of England, the South West, the North East, the West Midlands, and Yorkshire and Humberside. Altogether 68 employers agreed to participate, 38 of whom gave answers relating to the employment of refugees and the remaining 30 responded about the employment of migrants. The sectors and sizes of the employers that participated are indicated below.

Employment Sectors Participating in the Study

Refugee Employment

60% Admin, Business & Management
8% Construction
3% Entertainment
3% Food
3% Health
5% Hospitality
0% Manufacturing
8% Retail

Migrant Employment

24% Admin, Business, Management
3% Agriculture
7% Construction
13% Entertainment
13% Food
3% Health
7% Hospitality
23% Manufacturing
7% Retail

It was discovered that over 60% of the employers participating had some experience of employing refugees (66%) or migrant workers (63%).

Findings

1. To what extent were employers' attitudes to the employment of refugees or migrants positive?

Employers were asked about their experiences of employing people from these backgrounds and for their views on the perceptions held by other employers in their sector to the employment of refugees or migrants.

Employers' attitudes to employing refugees:

45% were positive; 8% were negative; 26% were neutral; 8% varied; 13% don't know

Employers' attitudes to employing migrant workers:

60% were positive; 30% neutral; 7% varied; 3% don't know

In relation to the employment of refugees, the most positive responses came from:

- Those who had direct experience of employing refugees as opposed to those who had not;
- Medium and large employers as opposed to small employers; and
- Public (including voluntary) organisations as opposed to private employers.

The advantages cited by those with experience of employing refugees are that they are positive and flexible workers, who provide skills, life experience, different languages and diversity in the workplace. The most frequently mentioned advantage was the increased diversity refugees bring to the workplace, which was cited by 64% of employers.

For those without experience, an additional advantage was that refugees could be considered as cheap labour; however this response was given by only 8% of employers. The main advantage cited by employers without experience was that refugees were considered to be positive workers.

In relation to the employment of migrants, over 80% of employers with previous experience held positive attitudes, and over 90% of those identified advantages gained from providing such employment. The main advantages cited are that migrants are positive workers and have a range of skills to offer.

Quotations from Employers

“Refugees are hard workers and highly flexible. They add diversity to our workforce.” HR manager for a large retail organisation in the North East.

“Refugee employees offer interpreting skills and share similar experiences with our client group, which is a huge advantage to our organisation in enabling us to meet clients’ needs.” Area manager for a housing association in the East Midlands.

“They are dedicated, motivated and not afraid of hard work, and are less likely to have time off and more likely to work overtime than UK workers.” Manager of a large national construction company in the UK referring to migrant workers.

“Our migrant workers, from consultants to cleaners, bring skills, diversity, motivation and experience to feed our health service.” Head of an NHS Primary Care Trust in Eastern England.

2. What barriers did employers identify to the employment of refugees and migrants?

Employers were asked their views on the main barriers to the employment of refugees and migrants. Ninety-nine per cent of participants were able to identify one or more barriers. A summary of the barriers identified is provided below.

Barriers to employing refugees

Prejudice	6%
Legal checks	25%
Lack of UK experience/qualifications	14%
Lack of experience	3%
Language	32%
Lack of references	6%
Extra support needs	1%
Additional costs	2%
Lack of social/cultural skills	8%
Cultural/social restrictions	2%
They don't apply	1%

In relation to refugees, employers often cited problems experienced or anticipated with checking and understanding the necessary documentation required to establish a refugee's right to work, and the problems encountered when a job is subject to Criminal Records Bureau checks. Difficulties in translating overseas qualifications into their UK equivalents were also frequently cited.

However, in relation to both refugees and migrant workers, the most frequently identified barrier was language - and the need to speak and understand English at a level which is necessary for the particular job and which enables the worker to communicate in the workplace and understand health and safety requirements.

Quotations from Employers

"The documentation which proves that refugees are entitled to work is very complicated and if CRB checks are required this can take months and these things put some employers off." The finance director of an East Midlands college.

"There is concern about whether refugees and migrants will be able to

understand health and safety issues and if they can speak English well enough.”
The director of an employment agency in the South West.

“The main issue, we believe, is the language and communication barrier. Migrant workers sometimes come to jobs with very little English and this can frustrate the other workers”. The coordinator of a charity in the Eastern Region.

3. What support do employers and refugee and migrant workers need in order to improve levels of employment?

Employers were asked what support they required to enable them to employ refugees or migrant workers and what support they felt refugee and migrant workers needed to work effectively and gain promotion in their sectors.

A summary of the responses is set out below.

Support required by employers to employ refugees:

- Legal and documentation assistance
- Language support
- External advice support
- Financial support
- Advice on recognising skills and qualifications
- Access to translators
- Schemes to attract refugees

Support required by employers to employ migrant workers:

- Legal and documentation assistance
- Language support
- Specific induction training programmes
- External advice support

With regard to the employment of refugees, there were few differences between the support needs identified by employers in the public and private sectors. The need most cited was for more assistance in dealing with issues relating to documentation and legal requirements; secondly, employers were looking for more help in providing English language learning opportunities for employees. For the employment of migrants, help with providing English language classes relevant to the area of employment was the need cited most often by employers, followed by assistance with documentation.

When asked about the support needed by refugee or migrant workers themselves, the employers' responses indicated a somewhat different pattern. In the case of migrant workers, 39% of the suggestions made by employers related to support in the development of English language skills, but, for refugees, only 19% of employers' suggestions related to language skills. Cultural awareness, on the other hand, was cited in only 3% of suggestions relating to migrants, but in 15% of suggestions relating to refugees.

Support required by refugees to help them work effectively and gain promotion

- Supportive and aware colleagues
- Same as the other workers
- Confidence building
- Refugee-tailored training
- Language skills
- Cultural awareness
- External advice support
- UK recognised experience/qualifications
- Opportunity

Support required for migrant workers to help them to work effectively and gain promotion:

- Supportive and aware colleagues
- Same as the other workers
- Migrant-tailored training
- Access to translators
- Workplace social events
- Language skills
- Cultural awareness
- External advice support
- UK recognised experience/qualifications

Quotations from Employers

“We provide ESOL classes for our workers as it is important that they speak a basic level of English and we translate written material. However what we struggle with and need help with is Home Office documentation. It is frustrating and difficult to keep up with the constant changes regarding permission to work to ensure that we are employing people legally.” The personnel manager of a large bakery in the South West, which employs refugees and migrant workers.

“Employers and employees need advice on qualifications so we know if they are comparable to those in the UK - and quicker CRB checks.” Director of an East Midlands charity that employs refugees.

“Refugees and migrants need appropriate English language classes and other training opportunities, and information, advice and guidance about a wide range of issues including workplace culture, healthcare and ways to integrate.” The recruitment officer for a large agricultural business in the Eastern Region.

Conclusions

The number of employers participating in this study was relatively small, but the 68 respondents included employers of varying sizes and from different regions and different sectors, and therefore the findings help to identify the common concerns and experiences of a diverse range of employers.

The majority of the employers (over 60%) had some experience of employing refugees or migrant workers. Direct experience of employing refugees resulted in employers having more positive attitudes to their employment and a greater ability to identify the particular advantages of doing so. Nonetheless, only 45% of employers expressed positive attitudes towards the employment of refugees.

Employers with experience of employing migrant workers held more positive attitudes towards their employment and several employers without experience shared these views. In total, 60% expressed positive attitudes towards the employment of migrant workers. In part this can be explained by the concentration of migrant workers in some sectors where the employers stated that their businesses would collapse without the contribution of migrant workers. These sectors included agriculture, construction and hospitality.

The advantages identified to employing refugees and migrants were very similar. Employers described the attributes of hard, flexible workers bringing skills and diversity to the workplace. In relation to refugees, their life experiences and language skills were valued by organisations with diverse client groups, and in relation to migrants their skills were valued in areas with skills shortages.

Progress GB Study of Employers' Attitudes to Employing Migrants and Refugees

Sue Waddington

National Institute of Adult Continuing Education (England and Wales) April 2007

Personal Experiences in the Workplace

Only a small percentage (8%) of our user group members have been or are currently employed. Of those, all of them complained of having experienced problems and difficulties at work including racism and/or discrimination in the workplace.

- Racism from employers and other employees
- Passed over for promotion believed to be because of ethnic origin
- Promotion withdrawn (told by other employees it was because of ethnicity)
- Ignorance on the part of employers and other employees regarding refugee issues
- Mocked because of poor English
- Made fun of because of accent and ethnic origin
- Working in jobs for which they are extremely overqualified
- Employers make refugees feel insecure as if they will lose their job
- Employers expect refugees to work for more hours than they are paid for
- Language
- Faith
- Social acceptance
- Culture
- Business and work culture
- Fear of upsetting workforce
- Dress code
- Transport
- Alienation
- Can be seen by others as keeping wages low
- Interracial tension
- Tensions as a result of highly skilled professionals working in low skilled jobs
- Hostility due to different work ethics
- People being judged by their name
- Benefits trap
- Owning property abroad means no benefits entitlement
- Inappropriate levels of placement by Job Centre Plus
- Bullying attitude of job centre staff
- Kurdish experience in 2000 – were able to work 18 hrs, now families here no longer possible but employers still expect long hours
- Treated differently from other employees – no name badge given, finally told to wear badge with someone else's name on.
- Had to wait 3 months for salary to be paid (huge multi-national employer)

Equality and diversity legislation

The Equality Act is the most significant piece of equality legislation to be introduced for many years. It is there to strengthen protection, advance equality and simplify the law. Ninety per cent of the act came into force on 1 October 2010. The rest of it includes Public Sector Equality Duty (PSED), which comes into effect in April 2011. The Equality Act brings together, and significantly adds to and strengthens, a number of previous existing pieces of legislation, including race and disability. One of the key changes is that it extends the protected characteristics to encompass:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

The act also makes explicit the concept of 'dual discrimination', where someone may be discriminated against or treated unfairly on the basis of a combination of two or the protected characteristics.

The main provisions of interest to local government are contained within the PSED, which comes into effect in April 2011. The Government's consultation on the implementation of the duty closed in November 2010. The consultation focused primarily on transparency and accountability. Key aspects of the PSED are:

- a general duty to: (i) eliminate discrimination, harassment and victimisation; (ii) advance equality of opportunity; and (iii) foster good relations
- specific duties to: publish data, assess impact, set equality objectives; report progress at least annually
- new transparency on data to drive culture change
- Duty applies to listed public bodies and those discharging public functions (in respect of those functions), for example, third-sector bodies when discharging public functions
- clarification that procurement and commissioning can be used to drive equality.

Although asylum seekers and refugees are not explicitly covered by the Race Relations(Amendment) Act 2000, they are recognised as falling under its remit. For example, the Audit Commission monitors the spending of public money and

advises on good practice and they include refugees and asylum seekers as specific groups under race equality.¹⁸ The Commission for Equality and Human Rights needs to ensure that this is firmly embedded in future work.

It is important that the status of refugees and asylum seekers is protected. Not only will it allow someone to have redress if discriminated against on the basis of their status. It also means that employers can engage in positive action measures if refugees and asylum seekers are underrepresented in the workforce.

Refugees and migrants have the same employment rights and are protected by the same employment laws as U.K. born workers. However, as we have discovered through our research, the ideals decreed by law are not always reflected in the reality of life experienced by refugees and migrants in the U.K.

Jobcentre Plus Customer Journey

The following detailed guide issued by the Department for Work and Pensions, shows the processes and stages that refugees go through following first contact with the job centre and clearly indicates that refugees should be seen as a priority group by jobcentre staff. However, our experiences of talking to refugees suggest that not all jobcentre staff follow these guidelines.

Jobcentre Plus Customer Journey

A Guide to Jobcentre Plus Services for Refugees October 2010

Introduction

The following information is a guide to the Jobcentre Plus customer journey, the benefits, products and services available from Jobcentre Plus that are of interest and relevant to supporting refugee customers in finding and maintaining work. Consequently, this document is not a comprehensive guide to all Jobcentre Plus benefits and services.

Refugees flee their countries because of a fear of persecution, often as a result of state action from the country they are fleeing. Refugee status is granted to a person who has received a positive decision regarding a claim for asylum under the 1951 United Nations Convention Relating to the Status of Refugees (the Refugee Convention) and has been granted leave to remain in the UK.

Refugees are a priority customer group for Jobcentre Plus. Refugees want to work and to rebuild their lives in the UK. Many will have qualifications and valuable work experience from other countries but many face barriers to getting work. The focus throughout this document is to provide information on some of the more often encountered situations that refugee customers face.

As well as Jobcentre Plus, a number of agencies provide valuable support to help refugees into work. It is recommended that Refugee Integration and Employment Service (RIES) staff, and other agencies advising refugees, contact their local Jobcentre Plus contact, if they have one, or the Jobcentre Plus District/Regional External Relations team to develop and maintain good working relationships.

If there are any concerns about a specific individual's claim to benefit or their circumstances, the appropriate Jobcentre Plus office should be contacted, where mentioning the summary of Jobcentre Plus policies and procedures shown below (which are current as of October 2010) may be of use.

Customer Contact Centre Procedure

A refugee customer who wishes to make a claim to benefit, should do so as early as possible after being granted appropriate immigration status. Jobcentre Plus can be contacted on 0800 055 6688 (textphone 0800 023 4888), between 8:00am and 6:00pm, Monday to Friday.

The call will take about 40 minutes and the following information that will be required when making the call will include:

- National Insurance number (NINO); (if a customer does not have a NINO then the allocation of a NINO will be done by Jobcentre Plus alongside the claim to benefit. Evidence of identity will be required and a separate interview may be conducted. The application for benefit can proceed without a NINO as long as there is sufficient evidence that an application for a NINO has been made.
- details of rent or mortgage;
- details of past or present employment;
- details of any income and savings.

Child Tax Credit

Jobcentre Plus has appropriate systems and guidance in place for Child Tax Credit applications from refugee customers to be fast tracked. The target processing time for Fast Track applications is 10 working days. If, however, an application is not fast-tracked at the contact centre, the refugee customer should consider prompting the Contact Centre Customer Service Agent or

additionally bring this to the attention of the Jobcentre adviser at the first interview at the Jobcentre. Jobcentre Plus guidance is contained in **Tax Credit Guidance Chapter 7**. From 6th April 2010, all Jobcentre Plus contact centre staff will have access to a desk-aide that specifically highlights the fast tracking of Child Tax Credit applications particularly from refugee customers.

Habitual Residence Test

Persons granted refugee status, beneficiaries of humanitarian protection (HP) and discretionary leave to remain (DL), and those in receipt of indefinite leave to enter or remain granted exceptionally outside the immigration rules (LOTR) have the right to reside and are treated as habitually resident from the date they are granted status. They do not need to meet any other additional residency requirements. Jobcentre Plus internal guidance is contained in **EU Rights of Residence Guidance – Habitual Residence Test**.

Form NASS 35

Form NASS35 is only issued to people who were previously in receipt of UKBA asylum support (Section 95 support). For those customers who have not been in receipt of UKBA asylum support normal claim procedures should be followed.

Although the NASS 35 form is not required for a claim for benefit to commence the information on form NASS35 is required for the claim to be assessed. Consequently, if the customer previously in receipt of s95 support does not have in their possession form NASS35 this should not delay any initial action in claim processing. The claim should be completed as far as possible with Jobcentre Plus staff contacting the United Kingdom Border Agency (UKBA) for a replacement form NASS35 to be issued to the customer so the benefit claim can be fully assessed and paid in due course. Whilst this information is being obtained, interim payments of benefit, at the discretion of a Jobcentre Plus decision maker, may be made.

For those previously in receipt of Section 4 UKBA support a letter from UKBA summarising the s4 support will be issued instead of form NASS 35.

If appropriate, please consider referring Jobcentre Plus staff to information contained in the **Persons From Abroad Guidance**.

Social Fund

Through the Social Fund, Jobcentre Plus can make various grants and loans to customers in receipt of income related benefits these include: interest free Budgeting Loans, payable when a customer has been in receipt of an income-related benefit for at least 26 weeks, for essential items such as clothes, footwear, items for the house; the Sure Start Maternity Grant of £500 to help with the costs of having a new baby; and Funeral Payments to help with the costs of a simple funeral. Community Care Grants require the customer to be in receipt of an income-related benefit before the application may be

considered but there are also interest free Crisis Loans available to anyone without the resources to meet their immediate short term needs in an emergency whether they are in receipt of benefit or not. There are no restrictions on the number of times an individual can apply for a crisis loan, although a customer may be asked to attend an interview at the Jobcentre on the third and/or subsequent application. It is acknowledged that a refugee may need to apply for a crisis loan several times while waiting for eligible benefits to be paid.

Payments of benefits

Benefits can be paid into a bank account, a post office account, or initially as a cashable giro cheque. If the customer needs to open a post office account, Jobcentre Plus will provide an introductory letter to enable this to be done.

In order to open an account, the bank, building society or post office will usually need proof of identity and address. There are a number of personal identity documents that are acceptable, including the Immigration Status Document. Further information can be found on the Directgov website under 'Money Tax and Benefits' – opening a bank account.

Interpreters

If refugee customers do not speak English, or have a limited understanding of English, Jobcentre Plus will arrange for interpreter services to be available. A customer may bring their own interpreter to the Jobcentre, or a member of staff with appropriate language skills may interview the customer. In the absence of these, Jobcentre Plus uses a telephone translation service but can arrange, if appropriate, an interpreter to be present at the Jobcentre. As the first interview is usually where Jobcentre Plus staff explain the responsibilities associated with a particular benefit, for example work related activities that are required to remain eligible for Jobseeker's Allowance, the customer should consider requesting an interpreter to be present at the Jobcentre interview when first contact is made.

Jobcentre Procedure

Jobseekers Allowance

Refugee customers are a priority group for Jobcentre Plus. Jobcentre Plus members of staff are required to ask all customers about their refugee status and their ethnic background at the first interview at the Jobcentre. The customer may prefer not to give this information, but is strongly encouraged to do so. If a customer prefers not to tell Jobcentre Plus that they are a refugee at the first interview they are at liberty to inform Jobcentre Plus that they are a refugee at any point during their claim. Other agencies can help this process by encouraging the individual to declare they are a refugee, if they are comfortable doing so. Refugees will then be eligible, at the Jobcentre Plus adviser's discretion, for early entry to Jobcentre Plus programmes and incentives and should be given the opportunity to sign the voluntary Labour Market System marker (see page 7).

Initial Contact

The customer must attend their New Job Interview (NJI) at the date and time that has been arranged or their benefit may be affected.

During the interview the adviser will explain that as part of the conditions of entitlement to Jobseeker's Allowance (JSA) the customer must be available for employment and taking steps, each week, to actively seek employment.

The customer will be asked to sign a Jobseeker's Agreement (JSAg). When drawing up the JSAg the Jobcentre Plus adviser and the customer discuss and agree the steps the customer will take to find a job, and include the customer's responsibilities and obligations under JSA.

At this interview, permitted periods, where the customer may restrict their jobsearch to their usual occupation and/or to the level of pay they are used to receiving may be discussed. A permitted period may be anything from a minimum of 1 week to a maximum of 13 weeks and starts on the first day of a claim for JSA.

If any doubt arises about the individual's entitlement to JSA, the Jobcentre Plus adviser may submit the claim to a Jobcentre Plus Decision Maker for them to consider whether the customer satisfies the conditions of entitlement to JSA.

During the interview the Jobcentre Plus adviser will also discuss various Jobcentre Plus services available to the jobseeker, for example:

- access to job vacancies (via jobpoints, Jobseekers Direct or the Jobcentre Plus website on www.direct.gov.uk);
- advice on jobs and training opportunities;
- eligibility to other benefits (Social Fund Loans, Community Care Grant).
- Jobcentre Plus programmes and services
- Information on Fortnightly Jobsearch Reviews

Fortnightly Jobsearch Reviews

The customer will be given a booklet detailing when (day and time) they must attend the Jobcentre. On each attendance the customer must show what they have done to look for work to ensure they are meeting JSA conditions of entitlement and to report any change in circumstances. The customer must sign the statement (called the signing coupon) they are asked to complete at every Fortnightly Jobsearch Review appointment to ensure that benefit continues to be paid.

Failure to attend when asked or any doubt about whether the customer is looking for work may result in a referral to a Jobcentre Plus Decision Maker, which may result in benefits being sanctioned/stopped.

13 weeks – directed jobsearch - otherwise known as Stage 2

Up to the 13th week of their claim the customer will usually be required to attend each fortnight for a jobsearch review to confirm they are still available and actively seeking work.

At 13 weeks there will be an interview with a Jobcentre Plus adviser who will discuss:

- what they have been doing to look for employment;
- review their skills and identify any gaps;
- review their JSAG and permitted periods;
- consider them for any programmes or services that may be available;
- consider more frequent jobsearch reviews over a set period.

From 26 weeks – supported jobsearch – otherwise known as Stage 3

At weeks 26 and 39 further interviews will be arranged with a Jobcentre Plus adviser, and the support offered intensifies for example:

- more personalised help;
- a skills screening interview plus help to improve skills;
- access to specialised help (build confidence, marketing their skills);
- access to jobs where employers receive additional financial support;
- access to training places;
- help to get new skills to improve job prospects;
- access to New Deal programmes where applicable.

From 12 months

In Flexible New Deal areas the jobseeker will receive personalised help for up to a year from a contracted provider.

Further information on the following programmes and incentives can be found on the following websites:

- Department for Work and Pensions - www.dwp.gov.uk;
- Jobcentre Plus information is now on the Directgov website at www.direct.gov.uk.

Alternatively the local Jobcentre Plus office may be contacted.

Refugees can opt to enter relevant programmes early, but this is at the discretion of their Jobcentre Plus adviser. Once a customer volunteers for the programme, participation is mandatory and if they do not fully participate their benefit may be affected.

Refugee Marker

If the customer declares they are a refugee, this will be recorded on the Labour Market System (LMS), the IT system used by Jobcentre Plus to record

customer details. The LMS record will be updated to include the Disadvantaged Groups Marker. The customer will sign a form that gives consent for this information to be held on LMS. If the refugee marker has been completed the customer may, at the discretion of the Jobcentre Plus adviser, be fast tracked to the various Jobcentre Plus programmes.

Notwithstanding this, the adviser may refer the customer to various literacy and other specialist provision that is available, including an English for Speakers of Other Languages (ESOL) provider. Where a refugee customer is already on an ESOL course, or where the adviser considers an accredited ESOL course to be more appropriate, referral to other literacy provision mentioned above may not be the most appropriate option. (See page 11 for more information on English language support for refugees.)

Jobcentre Plus Programmes and Services

The provision of Jobcentre Plus programmes and services is under review. The Single Work Programme which is planned to replace all Jobcentre Plus programmes and services including current New Deal and Flexible New Deal provision is currently being formulated. The following sections describe procedures and programmes that are current as at October 2010. In particular, the Single Work Programme will result in major changes to New Deal and Flexible New Deal programmes

Work Trials

A work trial relates to a specific vacancy that an employer is actively trying to fill and is offered to a customer on a strictly non-competitive basis. For the duration of the work trial, the person taking part is the only person under consideration for the vacancy in question.

It gives the customer the opportunity to demonstrate to an employer that they are suitable for, and capable of doing the job they are applying for.

Work trials generally last between 1 and 15 working days however it can last up to 30 days in exceptional cases. The customer retains their benefits whilst on the work trial. There is no risk to the employer and no cost to the individual. If at any point during the trial period, the employer or the customer thinks it is not suitable to continue, the customer returns to Jobcentre Plus without having their benefits disrupted.

Work trials opportunities may be discussed with the Jobcentre Plus adviser.

Voluntary Work

For many refugee customers, short periods of voluntary work can help provide skills and experience which increase their chances of finding paid employment. For example, a number of refugees are overseas qualified trained teachers for whom a voluntary work placement in a school is important to finding a job in a school. Voluntary work also helps develop an understanding of the UK job market as well as work culture and practice.

Most volunteering will be undertaken with organisations whose activities are not for profit, for example national and local charities, but it can also be carried out in private companies and in the public sector. Customers cannot receive any payment during the voluntary placement except to meet reasonable expenses incurred, for example, travel costs.

JSA customers need to remain available for work and demonstrate they are actively seeking paid employment whilst volunteering; as long as JSA conditions are satisfied, customers can volunteer as much time as they wish.

Customers may arrange their own voluntary placements but must inform Jobcentre Plus as soon as possible if they undertake voluntary work and complete a form for Jobcentre Plus records. Jobcentre Plus encourages its customers to consider voluntary work and Jobcentre Plus advisers can, as appropriate, signpost customers to find suitable work-focused volunteering placements.

Training Allowances - access to full time training up to 8 weeks

Normally, people who are on Jobseeker's Allowance (JSA) cannot do more than 2 weeks full time study per year. However, there is recognition that some people need new skills in order to compete more effectively for local jobs.

Anyone who has been unemployed more than 6 months can study full time for up to 8 weeks on a job related training course approved by an adviser. Access to this training is available to eligible customers throughout the country. Refugees as a recognised disadvantaged group can gain early access, at a Jobcentre Plus adviser's discretion, from day one of their claim.

Customers move to a training allowance for the duration of the course and are not required to be available for work. They will not receive a training premium but they may be eligible for travel and childcare costs.

The training provided should respond to local labour market demand and Jobcentre Plus District Managers work with local partners to develop demand led training that meets the needs of both customers and employers.

If jobseekers want to take up training that is not directly linked to the specific criteria – they could do so on a part time basis – as long as it was for a period less than 16 hrs per week.

Enquiries about the availability of these programmes and to input to any plans Jobcentre Plus Districts may have to develop these programmes should, in the first instance, be addressed to the external relations team of the respective Jobcentre Plus District Office.

Provided attendance is agreed with Jobcentre Plus beforehand, a customer may undertake an employment-related course. The jobseeker is treated as available for work and actively seeking work for a period of no longer than two weeks; this easement can be used only once in any 12 month period. In terms of content of the course, it is acceptable for the customer to watch and learn; for the employer's staff to spend time with the customer on inductions, training, interviews and to supervise him working. The employment related course should be designed so that at the end of the period the customer has gained from learning but the employer has not gained overall by work the customer has done (given the employer's staff have spent time with the customer).

Travel to Interview Scheme

The Travel to Interview Scheme (TIS) aims to encourage jobseekers to widen their job search, by helping with travel costs to attend interviews outside their usual travel to work area.

Job Grant

Job Grant is a work related payment that aims to bridge the gap between a customer's final payment of benefit and first receipt of wages.

Customers who remain on benefit after starting work are not eligible for Job Grant.

Job Grant is a non-taxable award of:

- £100 for single customers and couples without children; or
- £250 for lone parents and couples with children.

The customer must be moving directly from benefit to remunerative work of at least 16 hours per week, or 24 hours per week for partners.

The customer must also:

- expect the work to last for at least five weeks;
- notify Jobcentre Plus that they have moved into full time work within 21 days of doing so;
- have been entitled to a qualifying benefit for the previous 26 weeks immediately prior to moving into remunerative work;
- have not already received a Job Grant relating to the same 26-week qualifying period;
- where it is the partner moving into remunerative work, this must result in the whole of the family unit ceasing to claim benefit.

Adviser's Discretionary Fund

The Adviser's Discretionary Fund (ADF) is available to help with costs that have a direct link with the customer overcoming barriers in finding work (e.g. to buy clothes for interviews). It is at the adviser's discretion as to whether the cost in question meets the criteria. Customers must speak directly to their

advisers in Jobcentre Plus

Next Step

A Jobcentre Plus adviser may refer or signpost customers to a Next Step careers adviser for advice on jobs and training.

English for Speakers of Other Languages (ESOL) Courses

The Skills Funding Agency continues to offer ESOL provision, which can be accessed, subject to availability, by refugee customers.

Learning English is one of the most significant barriers to work for refugees. This is recognised by the special rules under the Income Support Regulations and the Jobseekers Allowance Regulations that allow refugees to claim benefit when learning English. These rules only apply to people who have been granted refugee status and have been in the UK for less than 12 months from the date the course starts. Income Support may be claimed for a period not exceeding 9 months, as long as the refugee customer is doing more than 15 hours per week of ESOL study. Applications to benefit may be made in cases where the customer attends more than one ESOL course per week (which may individually be fewer than 15 hours) as long as the total time learning English exceeds 15 hours per week. The JSA regulation only applies to joint claims. With single refugees, claiming IS may help if there is a conflict between ESOL provision and JSA conditionality.

Employment and Support Allowance

The Employment and Support Allowance (ESA)¹ is claimed by JCP customers on the grounds of disability. The ESA requires individuals to undergo a Work Capability Assessment (WCA) to identify whether he/she is considered able or unable to work.

Many refugees will have experienced direct persecution which led to their coming to the UK for protection. This may have a significant impact on that person's health, including symptoms linked to Post Traumatic Stress Disorder (PTSD). The WCA and other medical assessments will ordinarily be supported by additional evidence from a refugee's GP or specialist body, for example, The Medical Foundation.

Following the WCA, the customer will fall into 3 outcomes:

- Limited Capability for Work, and therefore the customer moves into the Work Related Activity Group. ESA will continue but they will join the Pathways to Work process; or
- Limited Capability for Work Related Activity, with the customer moving into the ESA Support Group. Their ESA will continue but there is no 'Work Focused Conditionality' attached to their benefit claim; or
- the customer has **no** limited capability, and is not entitled to claim ESA. These customers would normally go onto claim Jobseekers Allowance.

Lone Parent Customers

Lone parent customers could be claiming Jobseekers Allowance (JSA), Employment and Support Allowance (ESA) or Income Support (IS) and as such will be subject to the usual conditions of entitlement for the particular benefit in payment.

However, changes have recently been introduced for lone parents who are claiming IS solely on the grounds that he/she is a lone parent.

These changes have been introduced in stages and are based on the age of the lone parent's children.

In order to be eligible for IS a lone parent from 25 October 2010 has to be responsible for a child(ren) under 7

If the youngest child is older than these respective ages, the lone parent is no longer eligible for IS. Lone parents are a priority group for JCP. All are required to have a six monthly JCP work focused interview and will have to receive a skills health check when their youngest child is 5. Lone parents will move onto JSA once their youngest child reaches the age limits set out above.

There are a number of additional support initiatives for lone parents. These include:

In-Work Emergency Discretion Fund

The In-Work Emergency Discretion Fund (IWEDF) is only available to lone parents for the first 26 weeks of employment after being a New Deal participant or being in receipt of a qualifying benefit for 26 weeks prior to starting work.

The purpose of these payments is to alleviate financial emergencies that may occur during the first 26 weeks of employment and help them to remain in work.

The Jobcentre Plus adviser will consider if the emergency is such that IWEDF is appropriate.

In Work Advisory Support

In Work Advisory Support (IWAS) is intended to assist lone parents with their transition in to work and career progression once in work.

Eligible lone parents will be able to access adviser support and guidance of approximately one hour per month during their initial 26 weeks of employment.

IWAS is available to lone parents who:

- have a dependant child(ren) under the age of 16 living in their household;
- are working 16 hours or more per week; and
- have been in work for LESS than 26 weeks.

Additionally the lone parent must, at the point of starting work, have been:-

- a New Deal participant; **or**
- been continuously in receipt of one of the qualifying benefits for 26 weeks or more prior to starting work.

In-Work Credit

In-Work Credit (IWC) supports lone parent's in their move from benefits to work by providing up to 52 weekly payments of £40 nationally and £60 in London.

To be eligible for IWC the customer must:

- have a dependant child/children, less than 16 years old, living in the household;
- have been continuously in receipt of either Income Support or Jobseekers Allowance 52 weeks immediately prior to starting work;
- not currently in receipt of RTWC.

Carers

Replacement Care Costs

Carers will be able to access funding for replacement care when participating in Jobcentre Plus approved activities as part of an agreed action plan.

To be eligible the carer must:

- be aged 18 or over; and
- not working or working less than 16 hours per week; and
- be in receipt of Carers Allowance; or
- be in receipt of Income Support as a Carer; or
- be in receipt of the carer premium along with their benefit; or
- Spend a significant proportion of their lives providing unpaid support to relatives, partners or friends who are ill, frail, disabled or have a mental health or substance misuse problem.

Work-Focused Support for Carers

Work-Focused Support for Carers will allow eligible carers to access the equivalent help and support lone parents and partners receive through the voluntary New Deal.

To be eligible for Work-Focused Support for Carers (WFSC) the carer must:

- be aged 18 years or older; and
- not working or working less than 16 hours per week; and
- be in receipt of Carers Allowance; or
- be in receipt of Income Support as a Carer; or
- be in receipt of the Carer Premium along with their benefit; or
- spends a significant proportion of their lives caring for an adult.

Other help

Disability Employment Advisers

The Disability Employment Adviser (DEA) is responsible for providing support to customers who, because of the severity or complexity of barriers associated with their disability or health issues, need help in finding work. Access to Work and other relevant Jobcentre Plus provision may be discussed with the DEA.

DEAs are based in Jobcentre Plus offices and customers need to make an appointment to see them. Customers can access the DEA whether there are in receipt of benefit or not.

Better off Calculation

Better off Calculation (BOC) is an adviser tool that can give an indication if a customer will be better off in work than on benefits. The customer will be given a print out of their weekly financial situation if they were to work a specific number of hours.

To ensure an accurate comparison can be given by the adviser the customer will need to produce all information relating to their current income and expenditure as well as information on the job they are considering.

The customer will need to ask for an appointment to be made with an adviser at their local Jobcentre Plus office.

Local Services

In addition to mainstream programmes and incentives, local partnerships provide additional help to meet the needs of local people.

These partnerships have access to a range of funding which are used to build on and support mainstream programmes and incentives to provide specific help tailored to meet the needs of disadvantaged people in their locality.

For further information contact your local Jobcentre Plus office.

In and Out of Work

As part of the Government's wider Service Transformation agenda Department for Work and Pensions (DWP) and Her Majesty's Revenue and Customs (HMRC) established a joint working programme to identify where we can improve the service offered to our customers by working more closely together.

The In and Out of Work project identified that customers had to supply information separately to Jobcentre Plus for Jobseekers Allowance and Income Support, to HMRC for Tax Credits and local authorities for Housing Benefit and Council Tax Benefit.

Under the new process, Jobcentre Plus will collect information for all these benefits then share it securely across the three organisations. As well as providing a single point of contact for customers it has improved service with faster, simultaneous processing of benefits.

Integration Loan Scheme

The Integration Loan Scheme is in place to help new refugees, those granted humanitarian protection, and their respective dependants, to purchase goods and services to assist their integration into the United Kingdom. The Scheme is owned by the UK Border Agency who consider applications under the criteria set out in the Scheme. The loans are interest free and repaid via automatic deductions from benefits. For more information contact the UK Border Agency.

Disagreement with a Decision – Benefit and Labour Market Decisions

If a customer disagrees with a decision made by Jobcentre Plus he/she should ask for an explanation of how the decision was made. If the customer still disagrees with the decision he/she should consider lodging an appeal. Most decisions made by Jobcentre Plus are subject to appeal for instance, Jobseeker's Allowance, Employment Support Allowance, and Income Support decisions, however, some decisions are not subject to appeal and these include budgeting loans, community care grants and crisis loans from the Social Fund.

A customer normally has one month from the date of the decision to lodge an appeal to an independent tribunal. This time limit can be extended by up to a maximum of 12 months in certain circumstances. As part of the appeal process, the decision will be re-considered usually by someone other than the original decision maker. This process is called the re-consideration process and is designed to correct any incorrect decisions as early as possible. If following re-consideration the decision is changed, the customer will be informed in writing. The customer may if he/she still disagrees with this decision appeal the revised decision. A fresh appeal against the revised decision will need to be made as the appeal against the original decision will have been lapsed by the revised decision. Appeals must be made in writing and preferably using the form in the leaflet GL24. Leaflet GL24 is available at Jobcentres and is entitled 'If you think our decision is wrong'

JSA Customers

What is available?

Interviews to attend:-

- Initial Work Focused Interview
- Fortnightly Jobsearch Reviews
- 13 weeks
- 26 weeks

- 39 weeks
- 12 months
- Ad hoc depending on support required.

JSA customer would normally be expected to be available to take up full time employment immediately, take steps each week to look for work, attend the Jobcentre to 'sign on' and undertake mandatory programmes, when appropriate.

Help and Support that could apply, for example:

- Searching for job vacancies
- Help with CV preparation
- Access to programmes such as:
 - New Deal
 - Flexible New Deal
 - Work Trials
- Incentives, for example:
 - Travel to Interview Scheme
 - help towards the cost of removing barriers to work
- Advice and support if they have a health condition or a disability

Some actions that may affect benefit entitlement:

- Failure to sign/agree a Jobseekers agreement
- Failure to attend Adviser interviews
- Failure to attend Jobsearch Review
- Failure to attend mandatory programmes as instructed by the Adviser

ESA Customers

What is available?

Work Focused Interviews (WFI) to attend:

- Initial WFI after the outcome of WCA is known
- 5 additional WFIs tailored to meet individual need of the customer
- Trigger interviews
- 3 years backstop interview.

Help and Support that could apply, for example:

- Searching for job vacancies
- Help with CV preparation
- Access to programmes, such as for example:
 - Work Trials
- Incentives, for example
 - Return to Work Credit
 - Travel to Interview scheme
 - Access to Work
- Advice and support if they have a disability through a Disability Employment Adviser

Some actions that may affect benefit entitlement:

- Failure to attend interviews related to the WCA process
- Failure to attend WFI

Lone Parent Customers

What is available?

Work Focused Interviews to attend:

- Initial
- 3 and 6 monthly
- Quarterly in the final year before entitlement to Income Support ceases

Help and Support that could apply, for example:

- searching for Job vacancies
- help with CV preparation
- access to programmes, for example:
 - New Deal for Lone Parents
 - Work Trials
- Incentives, for example:
 - Travel to Interview Scheme
 - help towards cost for removing barriers to work
 - In Work Emergency Discretion Fund
- Advice and support if they have a health condition or a disability
- Option and Choices events where details of Lone Parents

Some actions that may affect benefit entitlement:-

- Failure to attend Work Focused Interviews

Customer Contact Centre Process

1. Identification of Eligibility to Benefit

Identification of potential eligibility for the customer/partner to any of the Jobcentre Plus Benefits both Primary Benefits (Income Support (IS), Employment Support Allowance (ESA) and Jobseekers Allowance (JSA) and secondary benefits, e.g. Carers Allowance (CA). Questioning if strictly followed ensures customers are advised correctly of potential eligibility to Jobcentre Plus benefits. On application for a Primary Benefit if an application for Child Tax Credit is appropriate, the application for Child Tax Credit should use the Fast Track procedure. Immigration Documentation will be required including, if appropriate, Form NASS35. If NASS35 is not available the claim should proceed and interim payments may be made.

2. Identification of Entitlement to Benefit and Work Readiness

Questions relate to:

Personal Details: name, address, date of birth, National Insurance Number, date the customer wishes to claim from, any backdating requests. Information about partner, if appropriate,

Children Details: Names, Ages, Education status as appropriate,

Current Work Details: includes details about employer or self employed

or voluntary work, details about temporary stopped work if appropriate, details about pay and deductions,

Previous Work Details: includes information about jobs that have ended in the last 12 months, details about final earnings including wages, holiday pay, bonuses, Pay in lieu of notice etc.,

Education and Training Details: includes details of training or education the customer/partner may have had,

Health and Disability Details: only for ESA claims, includes details on customer's illness, hospitalisation, GP details etc.,

Housing Details: includes household information, whether tenant or owner occupier, non-dependant information,

Capital Details: includes information about savings, cash, Premium bonds, bank accounts savings and current, ISAs, or other investments, Building Society accounts, Post Office accounts, Unit trusts, Money from the sale of a house, other savings, shares, property or land,

Other Benefit Details: information of any other benefits e.g. DLA

Other Income Details: includes information about occupational pensions, money owed to the customer, any credit insurance policies, tax credits, other money that has to be taken into account,

Work Focused Information: includes job readiness details, education, skills etc.

Method of Payment: details on how customer to be paid—accounts etc

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References and Thanks

Evidence taken from a Home Office Research Report (37), Commissioned by the UK Border Agency in March 2009, entitled 'Spotlight on Refugee Integration – findings from the Survey of New Refugees in the United Kingdom'

Employing Refugees – A Guide for Employers – a report by The Refugee Council

www.idea.gov.uk

Office for National Statistics. – www.statistics.gov.uk

Employing Refugees – The Institute for Employment Studies 2004

Migration Statistics 2008 – Annual Report A joint publication by ONS, Home Office and DWP

Progress GB Study of Employers' Attitudes to Employing Migrants and Refugees

Migration Myths: Employment, Wages and Labour Market Performance

Employment of Foreign Workers: 2007-2009 ONS
May 2010 Jessica Coleman

"I hate being idle": Wasted skills and enforced dependence among Zimbabwean asylum seekers in the UK [July 2009]
The Refugee Council

Integration: Employment and Training The Refugee Council

Thanks to:

The West Midlands Strategic Migration Partnership Board (an organization who provide regional strategic coordination and overview of WMSMP business and strategic plans and their implementation. It also supports and advises the West Midlands Leaders Board and other relevant Regional Bodies on policy issues relating to asylum seekers, refugees and new migrants.)

The Refugee Council (The Refugee Council is the largest refugee organisation in the UK providing advice and assistance to asylum seekers and refugees. They provide services for London, the East of England, West Midlands and Yorkshire and Humberside. They provide **free advice and information** to refugees and

asylum seekers in their own language through our **One Stop Services**. Clients can discuss any problems they may have as an asylum seeker or refugee including **the asylum process** and **support and entitlement**.)