

REFUGEE ADVICE

This document aims to help and advise people who have recently received refugee status on the next steps to resettlement.

You will be required to leave your Home Office accommodation within 28 days of receiving status. This does not give you much time, so it is very important that you start planning for what to do after you leave the accommodation.

If you have not received your Biometric Residence Permit (BRP) card or there is an error with your BRP card, contact Migrant Help as soon as possible. You should not be evicted from your accommodation until you have a BRP with the correct details.

For Migrant Help: T: 0808 8010 503
E: positivemoveon@migrationhelpuk.org

YOUR NEXT STEPS SHOULD BE:

- Open a bank account
- Claim Universal Credit
- Look for a job
- Search for housing
- Improve your English language and basic digital skills.

YOU WILL NEED...

- Telephone number
- Email address

Proof of identity

- Passport
- BRP
- Home Office decision letter

Make notes here:

FINANCIAL HELP

Open a bank account

You should open a bank account as soon as possible. You can do this while you are still considered an asylum seeker. This will be how you receive Universal Credit and/or your salary when you start working.

There are many different banks. An account with a digital bank is the easiest to set up:

- Revolut
- Starling
- Monzo

You will need to provide your telephone number and email address, as well as proof of identity.

This could be a:

- passport
- Biometric Residence Permit
- immigration status document.

If the application requires you to provide an address and you don't have a permanent one, you can use a website such as Proxy Address.

It is not illegal to use someone else's bank account for Universal Credit or salary payments, but it is not good practice.

Always open your own bank account and keep the details of it to yourself.

Claim Universal Credit

Universal Credit is a monthly payment from the government for people who are out of work, cannot work or on low income. It is important you apply **as soon as possible** as this will be used to pay your rent and expenses prior to finding a job.

You need to make an account online: www.universal-credit.service.gov.uk/start

Before receiving Universal Credit, you will need to set up a bank account and email address. You will also need access to a phone.

You will need to prove your identity. Examples include (not all required):

- Biometric Residence Permit
- driving licence
- passport
- debit or credit card
- payslip or P60.

If none of the above is available, you can use your Home Office decision letter along with your ARC card to verify your identity.

You will need to provide information on which of the following applies to you:

- your housing (how much rent you pay)
- your earnings (payslips)
- any disability or health condition that affects your ability to work
- any savings you may have.

Help with your claim

You can get help in making your claim through the Citizen's Advice Help to Claim service, by calling 0800 144 8444 or visiting www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim/

This information is available in different languages, and they have a translation service to help make the claim on the phone.

LOOK FOR A JOB

It is very difficult to pay for everything with Universal Credit, so it is important you find a job to help support yourself.

Job Centre

There are lots of ways that the Job Centre can help you to find work and can support you if you are unable to work. The Slough Job Centre is at:

Upton Lodge
2a Yew Tree Road
Slough
SL1 2AQ



You may be offered a job which pays money to you directly. This is known as "cash in hand". This is not illegal, but you should always receive a payslip each time you are paid, even if you are paid in cash. If you cannot prove that you have paid tax and National Insurance, it may be difficult for you to get some types of help in the future.

The Curve

The Community Learning and Skills Service offer one-to-one career advice and guidance to support and help you look for a job, at The Curve. Support includes:

- CV writing
- job searching
- higher education
- interview techniques.

The Curve has public WiFi and computers you can use.

The team is available Monday to Friday between 9am and 3pm at the learning advice point at The Curve to help you.

Or visit their webpage for more information regarding the courses on offer at www.webenrol.com/ebclass



The Refugee Employability Programme (REP)

This service can support you with:

- all-round support to address barriers and to take positive steps to sustainable work
- build knowledge and confidence
- understand the job market in the UK
- getting ready to apply for work
- preparing for an interview
- settling in to work and succeeding
- understanding and preparing for self-employment.

Visit: repsoutheast.co.uk

Contact:

E: REPEnquiry@thepalladiumgroup.com

T: 0800 002 5940

All people who work in the UK have rights.

You can find out more about these rights at:

www.gla.gov.uk/i-am-a/i-am-a-worker/workers-rights-leaflets

justgood.work

SEARCH FOR HOUSING

Housing is very difficult to find in Slough. Rents are high and there are many people looking for somewhere to live.

The council may not be able to find you somewhere to live, so it is important that you start looking for your own accommodation.

You may have to look outside of Slough and further away from London to find somewhere you can afford and that is available.

In the short term, staying with friends or family may be your best option. Remember, you can always move again once you are settled and have more money and time to find somewhere to live long-term.

If you have a medical condition, are pregnant, or have children under 18 and are at risk of homelessness, please notify Slough Borough Council as soon as possible.

The council can offer you advice and support.

- You can telephone Customer Services on 01753 475111, Monday to Friday
- You can register for advice/homelessness at: live.housingjigsaw.co.uk/accounts/account/register
- For general advice, visit: www.slough.gov.uk/homelessness/homeless-risk

What type of housing?

Social housing is cheaper because it is owned by housing associations and the local council. It is extremely unlikely that you will be offered a council home. There is a nationwide shortage of social housing, and in Slough there are almost 3,000 households on the waiting list. To join the waiting list, you must have lived in Slough for five years. It can take years to be allocated social housing, and it will not be an option for your first home after leaving asylum accommodation.

Private rented accommodation is when a landlord who owns a property rents it to you, and you pay your rent directly to the landlord. This is the most likely housing choice for you. This can be a room in a shared house (your own bedroom and share the kitchen and bathroom with others) or a flat or house.

Paying rent

Wherever you live you will have to pay rent and bills. Whilst you are not working the job centre can help you to pay the rent. Bills such as electricity, gas and council tax would need to be paid out of your Universal Credit.

If you are single and under 35 with no children, the amount of housing money you will get from Universal Credit will be the 'shared accommodation rate'. This means you will most likely only have the budget for a room in a shared house/flat. If you are single and over 35 you would be entitled to the 1 bedroom rate. The amount you receive is based on the Local Housing Allowance. To find out what this is in different areas, search 'Local Housing Allowance'.

LHA rates in Slough April 2024 to March 2025

Number of bedrooms	Category	Max weekly amount
Shared accommodation	A	£136.13
1 bedroom	B	£207.12
2 bedrooms	C	£276.16
3 bedrooms	D	£333.70
4 bedrooms	E	£437.26

Use the www.gov.uk/benefits-calculators to find out how much benefit you will receive.

SEARCH FOR HOUSING

Finding a property

Not all properties accept payment from Universal Credit.

You can find properties and rooms in shared houses in different ways. Visiting and registering with a letting agent; adverts in shop windows; the internet and via friends who may know landlords.

Properties that do accept Universal Credit can be found on the following websites:

- www.spareroom.co.uk/dss-rooms-to-rent
- www.lettingaproperty.com/private-landlords-accept-dss
- www.dssmove.co.uk
- www.nuroa.co.uk/rent/dss-welcome-slough

- www.gumtree.com/flats-houses/property-to-rent/uk/london/srpsearch+dss
- www.newsnow.co.uk/classifieds/houses-flats-for-rent/dss-properties-to-rent-in-slough.html
- dsslocal.com
- movingsoon.co.uk/dss-accepted

On the websites, you can filter your search by area, price and number of bedrooms.

It is useful to look for multiple properties at the same time because properties get rented out quickly, and some advertised properties might not be available.

It is good to look with friends or people you know as this will make the search process easier.

Renting can be more enjoyable if you live with people you know.

Housing through word of mouth will be easiest to get; do you have any friends or family who know of a room that is available? Is there anyone you could stay with while you look for your own place?

You can find more information about renting in the private sector at: www.slough.gov.uk/private-housing/private-tenants/2

Street homeless support

If you or someone you know is sleeping on the streets, call Streetlink on 0300 500 0914 or make a referral on their website www.thestreetlink.org.uk

SHOC

SHOC is a day centre in Chalvey. It is a service for people rough sleeping (including in cars and squats) and in B&Bs without cooking facilities.

They provide toast and coffee in the morning, and a cooked meal at lunchtime. They have a shower and laundry facilities. They

support people with physical and mental health problems, addiction, and any other issues associated with homelessness.

SHOC cannot provide accommodation.

SHOC is open 9.30am to 2pm Monday to Friday, and 11am to 2pm on Saturdays.

This service is only available to people aged over 18 that are not in secure accommodation. **You must not take children to the service.**

SHOC⁴
ENDING ROUGH SLEEPING



SKILLS AND ADVICE

Learn or improve your English language and digital skills

The Community Learning and Skills Service offers a variety of courses - English for speakers of other languages (ESOL), English, maths and digital skills, as well as other health and wellbeing courses.

ESOL courses are for those with English as a second language. These courses help learners to gain the confidence in English to access local services independently and communicate effectively with work, family and friends in English. You will be working on targets to improve

your English skills in reading, writing, speaking and listening. All learners on the ESOL Entry 3 level courses can also work towards a nationally recognised qualification.

Digital skills courses are for those who are new to using computers and other devices and want to improve so they can use them in work, with their family or at home when browsing. You will improve your knowledge in digital including using Microsoft Office programs such as Word and Excel. For beginners you will

learn how to email, using a browser on the internet, and using computers to create, save and print your work.

Please visit the Community Learning and Skills team in The Curve on William Street.

The team is available Monday to Friday between 9am and 3pm at the learning advice point at The Curve to help you.

Or visit their webpage for more information regarding the courses on offer at www.webenrol.com/ebclass

Places you can go for advice and support

Slough Refugee Support

Slough Refugee Support (SRS) extends a welcome and practical help to refugees and asylum seekers in Slough and across the Thames Valley.

- OISC advice and support up to Level 2/3
- Legal support by a solicitor
- Accessing benefits
- Access to health and education services
- Family support work
- Job search for those eligible to work
- English language classes.

Contact:

28 Bath Road, Slough SL1 3SR

T: 01753 537142

E: srsinfo@sloughrefugee-support.org.uk



DISCLAIMER

Whilst every care has been taken in the compilation of this information, Slough Borough Council will not be held responsible for any loss, damage or inconvenience caused as a result of using the resource pack and of any inaccuracy or error within these pages.

Cost of Living Resource Pack

You can get advice and support with energy bills and the rise in the cost of living.

Check out:

- [Cost of living resource pack - editions in English](#)
- [Cost of living resource pack for services offering advice and support - Winter 2023 edition in Hindi, Polish, Punjabi, Romanian and Urdu.](#)

For translations in any other language, please download the English version PDF, save it to your device and then go to [Google Translate](#). Choose your saved document and the language you need.

FOOD SUPPORT

List of food services and support in Slough

Free/low-cost food, including meals and refreshments, plus Warm Spaces in Slough as of September 2023.

For more information about groups and organisations in Slough supporting residents please visit the [Slough Community Directory](#)

[Community Directory - Activities and services to keep Slough residents fit and healthy \(sloughhealth.org\)](#)

More help and advice on the cost of living can be found in the [Cost of Living Resource Pack Benefits and support - Slough Borough Council](#)

**Support
7 days a week**

Day	Provider	Address	When	Notes
M O N D A Y	AJ Café Warm Space	Britwell Hub, Wentworth Avenue, Slough, SL2 2DS	9am-12noon	Share a warm space and enjoy a hot drink and chat. Free WiFi, volunteering and training opportunities. All welcome.
	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am-2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Slough Foodbank Distribution point - voucher needed	Slough Baptist Church, Windsor Road, Slough, SL1 2EJ	12noon-2pm	Voucher needed from referral agency only.
	Food Bank at Faizan E Madinah	27 Cheviot Road, Slough, SL2 8LA	11.30am-1.30pm	Tinned food, pasta and other foods available for pick up.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
T U E S D A Y	St George's Church Food Distribution	St George's Church, Long Furlong Drive, Britwell, SL2 2LX	8.30-9.30am	Supermarket surplus food is available for collection. All welcome.
	Art Classes Group Warm Space	Observatory Shopping Centre, Slough, SL1 1LN	10am-12.30pm	Free art course for adults with tea and coffee. Term time only.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
	Ujala Foundation Warm Space	Manor Park Pavilion, Villiers Road, Slough, SL2 1NP	10am-2pm	A Warm Space where you can enjoy a free hot drink and people to talk to. All are welcome.
	Slough Foodbank Distribution point - voucher needed	Langley Free Church, 100 Trelawney Avenue, Langley	10.30am-12.30pm	Voucher needed from referral agency only.
	Food Bank at Faizan E Madina	27 Cheviot Road, Slough, SL3 8LA	11.30am-1.30pm	Tinned food, pasta and other foods available for pick up.
	Edens Tree Pantry Pop-Up Stop	St John's Church, Stoke Poges Lane, Slough, SL1 3LW	10am-12noon	Pick up free fresh products and artisan food donations from local shops

FOOD SUPPORT

Day	Provider	Address	When	Notes
WEDNESDAY	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am-2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Salvation Army Warm Space	53 Stoke Road, Slough, SL2 5BW	10am-12noon	Warm Space with refreshments, food, clothing and showers. Homeless/vulnerable.
	Cippenham Royal British Legion Warm Space	Cippenham Royal British Legion, Brook Path, Slough, SL1 5EJ	11am-3pm	A Warm Space offering free hot drinks and biscuits. Television and books available to enjoy. All are welcome.
	Art Classes Group Warm Space	Observatory Shopping Centre, Slough, SL1 1LN	11.30am-1pm	A Warm Space offering free embroidery classes and hot drinks for women. Term time only.
	Cippenham Carers Warm Space	Cippenham Baptist Church, Elmshott Lane, Slough, SL1 5QS	Every 3rd Wed of the month 1-3pm	Open to carers and relatives on the third Wednesday of the month. Refreshments and talks, plus the chance to meet other carers.
	Slough Foodbank Distribution point - voucher only	St Andrew's Church, Washington Drive, Cippenham, Slough, SL1 5RE	11am-1pm	Voucher needed from referral agency only.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
THURSDAY	St George's Church Food Distribution	St George's Church, Long Furlong Drive, Britwell, SL2 2LX	8.30-9.30am	Supermarket surplus food is available for collection.
	Ujala Foundation Warm Space	Manor Park Pavilion, Villiers Road, Slough, SL2 1NP	12noon-2pm	A Warm Space where you can enjoy a free hot drink and people to talk to. All are welcome.
	Slough Community Support Café	St Andrew's Methodist Church, 2 Merton Road, Slough, SL1 1QW	3.30-8.30pm	Enjoy a simple meal, chat over coffee, play games or read a newspaper. Family friendly. Free of charge. All ages welcome.
	Slough Foodbank Distribution point - voucher only	Slough Baptist Church, Windsor Road, Slough, SL1 2EJ	11am-2pm	Voucher needed from referral agency only.
	Food Bank at Faizan E Madina	27 Cheviot Road, Slough, SL3 8LA	11.30am-1.30pm	Tinned food, pasta and other foods available for pick up.
	Slough Outreach	Stoke Road, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
	Edens Tree Food Pantry	Slough Jamia Masjid & Islamic Centre, 83 Stoke Poges Lane, Slough, SL1 3NY	11am-1pm	Pick up free food redistributed from supermarkets
FRIDAY	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am-2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Salvation Army Warm Space	53 Stoke Road, Slough, SL2 5BW	10am-12noon	Warm Space with refreshments, food, clothing and showers. Homeless/vulnerable.
	Slough Foodbank Distribution point - voucher only	The Pavilion, Iver Heath Recreation Ground, Church Road, Iver, Bucks, SL0 0PN	10.30am-12noon	Voucher needed from referral agency only.
	Slough Outreach	High Street, Slough	7pm	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
SATURDAY	Church of God of Prophecy Warm Space	5 Ansculf Road, Slough, SL2 2DF	9.30am-2pm	Free hot drink and refreshments for residents and supermarket surplus food to pick up when available.
	Slough Foodbank Distribution point - voucher only	Britwell Community Centre, Long Furlong Drive Recreation Ground, Slough, SL2 2PH	10am-12noon	Voucher needed from referral agency only.
SUNDAY	Slough Outreach	High Street, Slough	10am	For homeless, vulnerable and those in need of emergency food parcels and outreach support. Not suitable for children.
		Stoke Road, Slough	7pm	