

## Working With Refugees

This section suggests a practical process for dealing with would-be refugee entrepreneurs and sources of further information.

This includes:

- A checklist of issues which may be relevant to the client
- Where to refer a client to, or to seek further information

### Working With a Client

The checklist below covers issues in addition to any business advice you may already be providing. It looks at some of the processes and issues involved in working with a refugee client. It is not intended to be comprehensive, but it will help you to cover the main issues to tailor your advice or make referrals appropriately. Ideally you should be able to send a client to a business adviser with enough information to get appropriate advice, up to and including a business plan.

#### Checklist

- How do you know the client? Where were they referred from?
- Is the client eligible to work? Is he or she an asylum seeker or a refugee? If an asylum seeker, is permission to work granted from the Home Office?
- How are the client's English language abilities? How is their written and spoken English? Do they need English lessons?
- Will the client need an interpreter to work with a business adviser? Who will provide one?
- What cultural background is the client from? Is there anything business advisers need to be aware of?
- What does the client need to know about starting a business in the UK? Where should advice start?
- Is the client male or female? Are there any considerations about confidence, childcare, additional language support, or additional cultural considerations that are relevant to their gender?
- Does the client have any other pressing issues such as housing, health, education or finances?

- Has the client approached any business advisers? Which ones?
- What qualifications does the client have? Are these recognised in the UK and accredited? Are they relevant to the business idea?
- What work experience does the client have? Is this from the UK or another country?
- Does the client have a business idea? What is the basis of the idea? Is it open to mainstream or based in the community?
- Does the client have a written business plan? Do they know about business plans? Do they need help writing one?
- What help do they need before approaching a business adviser?
- Does the client need finance? How will that finance be raised? If it is going to be difficult, are syndicates or co-operatives a possibility?
- Does the client have a National Insurance Number?
- Does the client have a UK bank account? Do they have relevant identity documents?

### Sources of Further Information

You may need to help the business adviser if their client has a number of issues not based on their desire to start a business, but which may have a significant impact on their ability to do so. These can include immigration problems (particularly for family members), health issues, financial problems, housing problems, or more detailed and protracted difficulties. You may know many of these already, but good starter points for referral are noted below.

Organisation	Website
<b>General Sources of Information</b> (useful for many types of help)	
Refugee Council	<a href="http://www.refugeecouncil.org.uk">www.refugeecouncil.org.uk</a>
Refugee Action	<a href="http://www.refugee-action.org.uk">www.refugee-action.org.uk</a>
Scottish Refugee Council	<a href="http://www.scottishrefugeecouncil.org.uk">www.scottishrefugeecouncil.org.uk</a>

<b>Welsh refugee council</b>	
<b>Immigration and Legal</b>	
Immigration Advisory Service	<a href="http://www.iasuk.org">www.iasuk.org</a>
Refugee Legal Centre	<a href="http://www.refugee-legal-centre.org.uk">www.refugee-legal-centre.org.uk</a>
Law Centres Federation	<a href="http://www.lawcentres.org.uk">www.lawcentres.org.uk</a>
Joint Council for the Welfare of Immigrants	<a href="http://www.jcwi.org.uk">www.jcwi.org.uk</a>
Citizens Advice Bureaux	<a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a>
<b>English Language</b>	
Many HE or FE colleges will provide English language training free of charge, otherwise try Refugee Council and Refugee Action above for further information	
<b>Housing</b>	
Refugee Housing Association	<a href="http://www.refugeehousing.org.uk">www.refugeehousing.org.uk</a>
HACT	<a href="http://www.hact.org.uk">www.hact.org.uk</a>
<b>Business Information</b>	
Business Link	<a href="http://www.businesslink.gov.uk">www.businesslink.gov.uk</a>
Small Business Advice	<a href="http://www.smallbusinessadvice.org.uk">www.smallbusinessadvice.org.uk</a>
The Prince's Trust	<a href="http://www.princes-trust.org.uk">www.princes-trust.org.uk</a>
Shell Live Wire	<a href="http://www.shell-livewire.org">www.shell-livewire.org</a>
Department of Trade and Industry (DTI)	<a href="http://www.dti.gov.uk">www.dti.gov.uk</a>
<b>Employment and Self Employment Training</b>	
RETAS	<a href="http://www.education-action.org">www.education-action.org</a>
Employability Forum	<a href="http://www.employabilityforum.co.uk">www.employabilityforum.co.uk</a>
Community Action Network	<a href="http://www.can-online.org.uk">www.can-online.org.uk</a>
<b>Refugee Women</b>	
Refugee Women's Association	<a href="http://www.refugeewomen.org">www.refugeewomen.org</a>

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