

Employment support for EEA Nationals

Guidance for homelessness services

Let's end homelessness together

Homeless Link, Minories House, 2-5 Minories, London EC3N 1BJ | 020 7840 4430

www.homeless.org.uk | Twitter: @Homelesslink | Facebook: www.facebook.com/homelesslink

© Homeless Link 2019. All rights reserved. Homeless Link is a charity no. 1089173 and a company no. 04313826.

Employment support for EEA Nationals

Guidance for homelessness services

Contents

Access to Employment for EEA nationals	3
Understanding Employment Rights	5
Advocating for Employment Rights	7
Understanding Employment responsibilities (Taxes and NINOs)	10
Resources	13

PRODUCED BY

The Innovation and Good Practice Team

ACKNOWLEDGEMENTS

With thanks to MHCLG, Lidia Estevez at The Connection at St Martin's, Eastern European Resource Centre, TUC and TaxAid.

PUBLISHED

March 2019

FEEDBACK, CORRECTIONS AND SUGGESTIONS

We welcome your feedback on our publications. Please email: tasmin.maitland@homelesslink.org.uk

Access to Employment for EEA nationals

EEA Right to Work

All EEA nationals have the right to work in the UK, at least until 12 April 2019 (UK revised exit of the EU) or about 2 years later (end of the proposed transition period).¹

If employers are concerned about the right to work of an EEA national, they can be asked to go to: www.gov.uk/legal-right-work-uk This site will confirm that an EEA national with ID has the right to work.

The Home Office has published a toolkit for employers who want to support EEA nationals to understand what they will need to do after Brexit: www.gov.uk/government/publications/eu-settlement-scheme-employer-toolkit



See our **latest briefing on Brexit and the EU Settlement Scheme (EUSS)**:

www.homeless.org.uk/brexit-and-eu-settlement

Supporting EEA nationals into employment

EEA migrants primarily come to the UK to work. Homelessness is often due to not finding employment or employment ending and wages not being paid or being too low to cover rent. Sometimes EEA nationals come with a promise of a job offer that does not materialise, and end up homeless and subsequently their ID is stolen or lost.

Accessing full-time employment or accessing part-time employment and in-work benefits can be effective ways of ending homelessness. Nevertheless, employment will not be the right support offer for every person. While a number of homeless EEA nationals need short term support to access employment (such as assistance translating their CV, making online applications and accessing telephone facilities), others require more intensive support due to pre-existing or destitution-induced needs.² Previous employability projects for homeless EEA nationals have found that some people from Eastern Europe do not see their alcohol use as problematic and believe that it will automatically decrease once in work.³ This can be a significant barrier to demonstrating employability, especially for those that have been on the streets for a long time.

In cases where EEA nationals present with needs that mean they are far from being work-ready, other support offers should be discussed, such as accessing mental health support, support around drug and alcohol issues and/or reconnection. Some EEA nationals have a negative view of the benefits system and might refuse to make a benefit claim, even if they are entitled. However, especially for those who are street homeless, an assessment of their entitlements should ideally accompany any employment support.

For more information on other support offers, see guidance on support and entitlement for EEA Nationals: www.homeless.org.uk/our-work/resources/working-with-eea-migrants

¹ For the latest updates on the transition period and generally on Brexit as it affects EEA citizens in the UK, see:

www.gov.uk/guidance/status-of-eu-nationals-in-the-uk-what-you-need-to-know

² Crisis delivered the 'Pre-Employment Programme for A8 and A2 Nationals in London' from 2009-2012. The evaluation of this project includes good practice on employment support and outlines some of the challenges in providing this service. See:

www.crisis.org.uk/media/237148/crisis_pre-employment_programme_for_a8_and_a2_national_in_london_2012.pdf

³ www.crisis.org.uk/media/237148/crisis_pre-employment_programme_for_a8_and_a2_national_in_london_2012.pdf

Some positive examples of employment support services for homeless EEA nationals include:

- English-for-work classes
- Individual support with online job search – ideally by staff with language skills
- Individual support with translating CVs or qualifications
- Support with getting UK phone numbers or replacing lost ID using unrestricted funds or grants (see grants information in Resources below and Consulates guidance at: www.homeless.org.uk/our-work/resources/working-with-eea-migrants)
- Support to open a bank account
- Awareness raising/training on employment rights and tax/NI obligations – see Resources below
- Employability training (interviewing skills, IT skills etc)
- Support with travel expenses and clothing
- Linking with employment agencies where staff speak a European language

When supporting EEA nationals with employment support needs, your service might want to take into consideration the following:

Mapping:

- Are there any employment and welfare support organisations locally meeting the needs of EEA nationals?
- Is there suitable affordable accommodation locally e.g. HMOs or backpacker hostels? Is there any organisation providing emergency accommodation for workers and support with deposit schemes?
- Are there free ESOL classes locally?

If no clear external referral options are identified, do you have the capacity to deliver this service or partner with other organisations that do?

- Do staff have sufficient knowledge of welfare benefits and how to make the transition to employment or self-employment e.g. applying for National Insurance numbers, registering as self-employed, applying for in-work benefits? If not, can this training be organised?
- Do you have staff or volunteers with European language skills? How can you best support those with limited English language skills?
- How long will job seeking or training take, and will clients continue to be destitute during this time? Can temporary accommodation, such as shelters or hosting schemes, be organised for those looking for work or waiting to get paid?
- Are there community organisations, JobCentres or charities that would be interested in providing drop-in support or more formal partnerships?



Genuine and effective work

Since 2014, those EEA nationals claiming in work benefits or signing on as unemployed after losing their job need to show that they were in work that was/is “genuine and effective” if they earn less than a minimum threshold average over the last three months. For more information see:

www.homeless.org.uk/our-work/resources/entitlements-of-eea-nationals

Trafficking and forced labour

You should be vigilant for people coming into your service or approaching clients nearby and offering jobs. This is one way that traffickers target homeless people. See our guidance for further information and resources you can use to bring awareness among your clients:

www.homeless.org.uk/our-work/resources/trafficking-and-forced-labour

Understanding Employment Rights

UK employment law applies to everybody with the right to work in the UK.

Many homeless EEA nationals have a limited understanding and awareness of employment rights. It is important to encourage and support homeless EEA nationals to learn about their employment rights and how to enforce them. There are several guides in different European languages freely accessible online or in printable versions – see Resources below.

Types of Workers

The rights anybody is entitled to at work will depend on the type of worker he/she is.

There are generally three legal categories of workers in the UK: ‘employees’; ‘workers’ such as casual or agency workers; and the ‘self-employed’.

Characteristics	Employment status		
	Employee	Casual worker	Self-employed
Expected to carry out the work yourself	Yes	Yes	No
Employer provides tools, equipment, etc	Yes	Yes	No
Employer pays taxes and NI out of wages	Yes	Yes	No
Employer to provide regular hours of work	Yes	No	No
Allowed to refuse work	No	Yes	Yes

This is only indicative. This online test can help your client determine his/her status:

www.workrightscentre.org/your-work-rights/determine-your-status

BOGUS SELF-EMPLOYED?

Sometimes employers might put pressure on workers to register as self-employed as it is cheaper for them and less protections are granted. Bogus or fake self-employment is unfortunately not rare among EEA nationals and this should be challenged with the employer.

If you suspect your client may be a ‘worker’ or ‘employee’ but is being treated as self-employed, you should seek advice from a trade union or an employment adviser – see Resources below.

 See a case study from EERC: www.eerc.org.uk/2017/08/16/what-is-bogus-self-employment/



Agency workers?

Agency workers are entitled to the same rights as other 'workers'. However, agency workers on 'pay between assignment' contracts, have the same rights as 'employees'.

An agency may not:

- charge the worker a fee simply for finding them work or putting them on their books.
- insist a worker buy other products or services such as CV writing, training, or personal protective equipment as a condition of using their work-finding services.
- withhold a workers' pay simply because they have not received payment from the organisation they worked at, or because they cannot produce a signed time sheet. It is the agency's responsibility to establish the hours that the worker actually worked.



This has been reproduced with permission from the TUC from www.tuc.org.uk/workingintheuk. See their Agency Workers guide for more information: www.tuc.org.uk/sites/default/files/agencyworkers_0.pdf



Contract?

Employees should get a written statement of their terms and conditions of employment within two months of starting work. Employees are entitled to a payslip each time they are paid. Agency workers have the right to a written statement of terms and conditions before they start any work.

www.nidirect.gov.uk/agency-workers-what-information-should-you-get-and-when

Employment Rights

Employment rights	Employment status		
	Employee	Worker	Self-employed
Paid at least the National Minimum Wage www.gov.uk/national-minimum-wage	Yes	Yes	No
Paid annual leave- minimum 20 days + bank holidays	Yes	Yes	No
Rest breaks: 1 day off every 7 days+ 20 minutes after 6 hours +11 hours off work every 24 hours	Yes	Yes	No
Protection from unlawful deductions of wages	Yes	Yes	No
Not work more than 48 hours on average per week (unless opt-out)	Yes	Yes	No
Protection against unfair dismissal, minimum notice period and Statutory redundancy pay	Yes	No	No
Protection against unlawful discrimination	Yes	Yes	Yes
Health and safety at work	Yes	Yes	Yes


This is only indicative. See a more detailed list of rights: www.tuc.org.uk/workingintheuk

Advocating for Employment Rights

Context

Unfortunately, not all employers respect the law and homeless EEA nationals can be especially vulnerable to employment abuses due to their lack of English skills and lack of knowledge of the system. The uncertainty following the Brexit referendum and the previous practice of administrative removals of EEA rough sleepers have left many homeless EEA nationals fearful of removal and more vulnerable to labour exploitation.⁴

In this section we provide information about how you can support your EEA clients to advocate for their employment rights. For serious exploitation issues that can amount to Trafficking or Modern Slavery, see: www.homeless.org.uk/our-work/resources/trafficking-and-forced-labour

 According to research by the EERC⁵ 40% of the 455 respondents experienced serious work-related issues, including exploitation (21%), withholding of wages (11%), abuse in the workplace (7%) and unfair dismissal (5%). Unfortunately, 30% of respondents just felt that they had to accept the issue and 27% felt they had to change their jobs. Seeking professional advice was uncommon among the respondents. Moreover, in EERC's experience, they might also be afraid of being punished by the authorities if they report an employment law illegality because, in many Eastern European countries, working in breach of employment regulations is seen as an illegal act on behalf of both the employer and the employee.⁶

Practical Measures

There are generally several informal steps that can be taken by the client him/herself or with your support, before reaching to more formal proceedings:

1. **Informal discussion with the employer:** if the client is still in employment, it is advisable that s/he discuss the issue with his/her manager first. They should make a note of the date of the conversation and the response, ideally in a follow-up email.
2. **Gathering evidence:** it is important that the client gathers as much evidence as possible of the employment relationship and the issue (employment contract, emails, text messages, pictures or copies of rota, payslips, details of other employees involved or witnesses, name and contact details of the manager, etc). Providing lockers or agreeing to safe-keep documents can be very helpful.
3. **Writing a letter to the employer:** if the issue has not been resolved or the employment has terminated, the next step is to write a letter to the employer. It is advisable to send the letter by Recorded Delivery and keep the Post Office receipt as evidence. These letters will generally contain five parts:
 - i. **Confirming the employment relationship:** explain the client's role in the company or the services provided, when they started and finished, if relevant, and any evidence of the employment relationship.

⁴ FLEX-LEAG Position Paper, Lost in transition: Brexit & Labour Exploitation, August 2017. Available at www.labourexploitation.org/sites/default/files/publications/LEAG%20POSITION%20Impacts%20of%20Brexit-Final.pdf and The Passage, Understanding and responding to modern slavery within the homelessness sector, 2017. Available at www.antislaverycommissioner.co.uk/media/1115/understanding-and-responding-to-modern-slavery-within-the-homelessness-sector.pdf

⁵ Available at: www.eeac.org.uk/wp-content/uploads/2015/12/East-Europeans-in-London-December-2013.pdf

⁶ www.eerc.org.uk/2017/11/01/national-minimum-wage-is-still-an-issue/

- ii. Explaining the issue: explain what the issue is (e.g. withholding of wages, not respecting rest breaks or holidays, discrimination etc) and provide any evidence available – the evidence provided for the first part might be enough.
- iii. Suggesting how to resolve the issue: explain what you would like the employer to do and be as specific as possible (e.g. pay withheld wages to the client’s bank account providing the sum that is expected to be paid)
- iv. Providing a deadline for a response: give a clear timeline for when you expect the employer to address the issue or respond to your letter, which is usually 14 days from the date of the letter.
- v. Future steps: provide an indication of what next step your client will take if the issue is not addressed. These will depend on the specific circumstances. However a general reference to “contacting the appropriate authorities”.

See the template letter at the end of this section.

This letter will often be enough to resolve the issue. Otherwise, the next formal steps will depend on the clients’ issue and their employment status. At this stage, it would be advisable to refer the client to a specialist advice service – see Resources below.

Workers and employees:

1. Payment below National Minimum Wage – the worker has different options, including following the steps below. However, it is also possible to contact HMRC directly: www.gov.uk/national-minimum-wage/worker-disputes-over-minimum-wage
2. For more serious abuses, they can report to the Gangmasters & Labour Abuse Authority (GLAA) which also has interpreters available: www.gla.gov.uk/report-issues/english-report-form/
3. All other employment rights abuses:
 - a. Contact ACAS helpline www.gov.uk/pay-and-work-rights which provides a free mediation service. You must notify ACAS before you can take a case to the Employment Tribunal.
 - b. Open a claim with the Employment Tribunal. Most complaints must be made within three calendar months of the issue taking place. Since 2017 there are no fees to access the Employment Tribunal. Legal representation is not needed but advisable. However, there is only legal aid available for cases of discrimination or trafficking.

Self-employed: if not paid the amount agreed, they can open a claim with the Small Claims Court:

www.gov.uk/make-court-claim-for-money



ANONYMOUS REPORTING

If your client does not want to make a complaint on their name, it is possible to contact ACAS and HMRC to make an anonymous complaint or to make it on their behalf. It is less likely that anonymous complaints will be followed up successfully, but these might be very useful to increase the authorities’ intelligence on repeated offenders.



TRADE UNIONS Workers can join a Trade Union in order to get support and advice on all the procedures explained above. To find out how to join a union: www.tuc.org.uk/join-union

Template letter to employer

EMPLOYER'S NAME AND ADDRESS

XX/XX/201X (DATE LETTER IS WRITTEN)

Dear Mr/Ms EMPLOYER'S NAME,

Re: Your former employee CLIENTS NAME

I am writing with regards to CLIENT'S NAME, the worker that you employed between XX/XX/201X and XX/XX/201X. CLIENT'S NAME has raised various issues/ an important issue during his period of employment that he would like me to assist him in resolving.

CLIENT'S NAME explained his employment situation as follows:

1. He started working for you on XX/XX/201X as a XXXTYPE OF EMPLOYMENT as verbally agreed with you on DATE/ as stipulated on his contract/EMAIL/TEXT.
2. He has worked for DESCRIBE DAYS AND HOURS OF WORK IN DETAIL AND THE TYPE OF ACTIVITIES
3. DESCRIBE THE ISSUE: EG. He has not received any payment for the hours work/ he has received payment below the Minimum Wage / has not received paid holidays as legally required/ is not getting the appropriate uninterrupted 11 hours rest between shifts.
4. PROVIDE THE AVAILABLE EVIDENCE OF EMPLOYMENT IF ANY Please find the contract attached/ He has several text messages/emails that were sent to him from your staff GIVE DETAILS OF TIME/DATE/PHONE NUMBERS/ CONTENT/ He has copies of the rota/ etc..
5. EXPLAIN WHAT CLIENT HAS DONE TO ADDRESS THE ISSUE IF RELEVANT, EXPLAIN DATES OF VERBAL DISCUSSIONS/EMAILS/ PHONE CALLS/ LETTERS, CONTENT AND REPLIES IF ANY.

He would like to receive confirmation that his rota will be reviewed to reflect the appropriate rest periods/ received payment for the hours worked for your company/for the days off (and a p45 confirming this). Please find below his/her bank account details:

CLIENTS BANK DETAILS

I would be grateful if you could get in touch to discuss this matter. **Please reply by XX/XX/201X 14 DAYS AFTER DATE OF LETTER** which I trust gives you sufficient time to consider the issues. CLIENT'S NAME would like to resolve the matter amicably and we hope that you are of the same opinion.

If you do not reply by the specified date, we will proceed to inform the relevant authorities in order to pursue this claim.

My contact details are given below.

Yours sincerely,

Understanding employment responsibilities – Tax and National Insurance

Working cash-in-hand or in the ‘black market’ is not uncommon among homeless EEA nationals. This could take the form of EEA self-employed individuals not declaring income or not registering as self-employed due to deliberate tax evasion, or very often simple unawareness of their tax responsibilities. This could also take the form of EEA nationals whose employers do not pay tax and National Insurance contributions on their behalf. Once again, the worker might be a willing participant, or they might feel like they have no alternative or might even be a victim of deceit and believe that they are working legally when in fact the employer has never registered them with HMRC. Cash-in-hand work might also be an indicator of exploitation or even [trafficking](#).

In any case, it is important for EEA nationals to understand the importance of declaring taxes and having evidence of their employment history, especially in the context of Brexit. Some of the potential consequences of not ‘doing it right’ relate to losing access to benefits or a pension and not being able to prove legal residence or having issues with the Home Office. They could also face fines by HMRC.

Therefore, it is important to ensure that EEA nationals are aware of their rights and responsibilities as workers or self-employed.

In a nutshell, **workers** should:

- ✓ Get a National Insurance Number
- ✓ Request payslips from their employer
- ✓ Request a written contract from employer
- ✓ Ensure employer is paying his/her Income Tax and National Insurance contributions (check payslips).⁷

Self-employed individuals should:

- ✓ Get a National Insurance Number
- ✓ Register as Self-employed to get a Unique Tax Reference from HMRC⁸
- ✓ Keep written records⁹ of business earnings and expenses¹⁰
- ✓ Open a separate bank account
- ✓ Provide written invoices
- ✓ Do a Self-Assessment tax return every year¹¹ – they can use the HMRC’s calculator¹²
- ✓ Consider getting an accountant
- ✓ For more information see www.gov.uk/working-for-yourself/overview

⁷ Income tax on earnings only needs to be paid above a certain threshold www.gov.uk/income-tax-rates.

Same with National Insurance contributions www.gov.uk/government/publications/rates-and-allowances-national-insurance-contributions/rates-and-allowances-national-insurance-contributions


⁸ www.gov.uk/log-in-file-self-assessment-tax-return/register-if-youre-self-employed

⁹ www.gov.uk/self-employed-records

¹⁰ www.gov.uk/expenses-if-youre-self-employed

¹¹ www.gov.uk/self-assessment-tax-returns They need to pay Income Tax on their profits and Class 2 and Class 4 National Insurance – they can use HMRC’s calculator to help them budget for this

¹² www.gov.uk/self-assessment-ready-reckoner

 Sometimes employers might put pressure on workers to register as self-employed as it is cheaper for them and less protections are granted. This is common in the construction industry where many EEA nationals work. Bogus or fake self-employment is unfortunately not rare among EEA nationals. If you suspect your client may be a 'worker' or 'employee' but is being treated as self-employed, you should seek advice from a trade union or an employment adviser – see Resources below.

 See a case study from EERC: www.eerc.org.uk/2017/08/16/what-is-bogus-self-employment/

Specific guidance is available for the construction industry:

www.gov.uk/what-is-the-construction-industry-scheme

HMRC has a useful webinar entitled “Self-employment and HMRC – what you need to know”:

www.hmrc.gov.uk/webinars/self-employed.htm#3

National Insurance Number (NINO)


All EEA nationals who want to work and or be self-employed should apply for a National Insurance number. This is done on the phone and EEA nationals, even those with English skills, might need support to make this phone call: www.gov.uk/apply-national-insurance-number. They will need to provide an address and a phone number. Many homelessness services allow their clients to use their addresses as correspondence address and often provide a supporting letter to confirm the address for the NINO interview. If clients change their address, they should contact DWP on the same number they used to make the NINO appointment.

EEA nationals should only be required to bring their national ID, a proof of address and the reference number given during the appointment call.

For issues with obtaining a NINO, e.g. being asked to supply additional documents, a complaint can be made: www.gov.uk/government/organisations/department-for-work-pensions/about/complaints-procedure#how-to-complain

Once they have applied, they can start working while they are waiting for their NINO to arrive as long as they have valid EEA ID to prove their right to work. They should give the NINO to their employers once it arrives. Please note that HMRC no longer accepts temporary NINOs.

Working Cash in Hand

 Please note that tax law is a very complex area of law and it is always better to get expert advice on the issue. TaxAid is a charity that gives free tax advice to low income taxpayers. TaxAid runs two national helplines, one for the general public (0345 120 3779, open 10am - 12 noon) and a priority line for advisers (0300 330 5477, open 10am-12pm and 2pm-4pm). TaxAid can give advice over the phone or consent forms can be issued which allow TaxAid to liaise with HMRC on behalf of the taxpayer. TaxAid can also offer face to face appointments in their London office. More details on: <http://taxaid.org.uk/>

Many EEA clients have worked cash-in-hand, sometimes for years. There is generally a feeling among homelessness organisations that nothing can be done for clients who only have cash in hand experience, but that is not necessarily the case!

Even if EEA nationals have worked cash in hand and not paid taxes for a long time, they could still be considered as exercising their treaty rights as workers or self-employed persons for EU law purposes. This could mean that they might be entitled to benefits as having worker, self-employed, retained worker, retained self-employed or even permanent residence status. Please note this might not be relevant under the EUSS.¹³



See government guidance confirming this:

“Tax and National Insurance (NI)”

*Compliance with the requirement to pay tax and NI is a domestic matter for the UK authorities and **failure to comply does not automatically stop an EEA national from qualifying as a worker**. However, non-compliance is a strong indicator that the EEA national is in marginal and ancillary employment. This should not be the sole basis on which you determine that the EEA national is not exercising Treaty rights as a worker, but is a relevant factor which can be taken into consideration when making this assessment. **If an EEA national appears to be doing an employment activity which is genuine and effective, but is not paying tax and NI, then you must report the employer to Her Majesty’s Revenue and Customs (HMRC) for non-compliance with the UK tax and NI requirements**”¹⁴*

Clients might be able to evidence regular employment or self-employment through their bank statements when regular and consistent deposits on their account can be shown.

Moreover, for clients who have not paid taxes or NI contributions, they have the option of making a ‘disclosure’ to HMRC on what they have been earning (Contractual Disclosure Facility CDF) which can go up to 20 years back. Even if clients are not earning above the threshold to pay taxes (£11,500 as at March 2018)¹⁵, it is advisable that they make the disclosure of all the years they have been in the UK. The disclosure declaration could potentially be shown to DWP as evidence of their work.

An inability to pay taxes when they become due is a civil debt management matter issue and it may be possible to negotiate a payment plan of known tax liabilities with HMRC. Tax evasion by contrast is the illegal practice of not paying taxes – by not reporting income, reporting expenses not legally allowed or by not paying taxes owed – and it is an offence.

If a person makes a full and complete voluntary disclosure, then HMRC is unlikely to prosecute. Nonetheless, as this is a complicated issue with possible serious consequences for clients, you should encourage clients to seek specialist advice such as that provided by TaxAid. Moreover, if the case is in relation to their immigration status, they should also seek specialist immigration advice from an organisation such as The Aire Centre.

¹³ See our latest briefing on Brexit and the EU Settlement Scheme: www.homeless.org.uk/brexit-and-eu-settlement

¹⁴ www.gov.uk/government/uploads/system/uploads/attachment_data/file/588174/EEA-qualified-persons-v4_0EXT.pdf

¹⁵ www.gov.uk/income-tax-rates

Resources

Advice agencies or public bodies

Citizens Advice Bureau (CAB)

Citizens Advice Bureau offers free, confidential advice on debt and consumer issues, benefits, housing, legal matters, employment, and immigration online and in their local offices.

www.citizensadvice.org.uk/

The Aire Centre

The Aire Centre provides free legal advice on EU law issues.

www.airecentre.org/

Maternity Action

Maternity Action is a charity working to promote the rights of pregnant women and tackle discrimination. They have information on maternity rights in a number of different languages and also have an advice helpline.

www.maternityaction.org.uk/advice-2/

Law Works

LawWorks is a charity working in England and Wales to connect volunteer lawyers with people in need of legal advice, who are not eligible for legal aid and cannot afford to pay and with the not-for-profit organisations that support them.

www.lawworks.org.uk/

Law Centres

Law Centres around the country provide advice/representation on Employment, among other areas of law.

www.lawcentres.org.uk/about-law-centres/law-centres-on-google-maps/geographically

Eastern European Resource Centre

EERC is a charity based in London which provides phone advice as well as face to face advice on several matters including Employment issues.

www.eerc.org.uk/

TaxAid

TaxAid is a charity that provided free advice on tax issues. They have an adviser line and a client phone line. They also have an office in London for follow up face-to-face meetings. They also provide useful guides.

<http://taxaid.org.uk/>

Advisory, Conciliation and Arbitration Service (ACAS)

ACAS is a public body that promotes good workplace relations. Their national helpline answers employment questions and provides general advice on rights at work for employees and employers.

T: 0300 123 1100 open from 8am to 8pm Monday–Friday and 9am to 1pm on Saturday

www.acas.org.uk

Equality and Human Rights Commission (EHRC)

The EHRC is an independent body established to help eliminate discrimination, reduce inequality, protect human rights.

www.equalityhumanrights.com/

HMRC

HMRC can provide advice on queries on tax issues, such as self-assessments or income tax. They can also support with issues around non-payment of national minimum wage.

www.gov.uk/contact-hmrc

The Gangmasters and Labour Abuse Authority (GLAA)

The GLAA has police-style powers (in England and Wales only) and they investigate all labour market offences, including: gangmaster offences, non-payment of the National Minimum Wage, forced and compulsory labour and any associated trafficking and other modern slavery offences.

www.gla.gov.uk/report-issues/english-report-form/

Multilingual resources on employment rights

TUC

The Trade Union Congress has created an online resource with multilingual guides on employment rights: TUC Working in the UK: a guide to your rights online resource can be found in 12 different languages at:

www.tuc.org.uk/workingintheuk

Law Centres Network

The Law Centres Network has developed multilingual guides on different subjects, including employment, as part of their Living Rights project for EEA citizens living in the UK.

www.lawcentres.org.uk/lcn-s-work/living-rights-project/know-your-rights

Work Rights Centre

The Work Rights Centre has information on practical issues such as '*What are the risks of working on the black market?*' '*How to exit work on the black market?*' and '*How to spot a bad recruitment agency?*'

They also have advice surgeries in London and Manchester and an advice line.

www.workrightscentre.org/

Specific guidance for the construction industry: www.gov.uk/what-is-the-construction-industry-scheme

Grants

Turn2us

Turn2us is a national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services. They have an online grant search engine:

<https://grants-search.turn2us.org.uk/>

The Vicar's Relief Fund

The Vicar's Relief Fund (VRF) provides small crisis grants of up to £350 to support people who are at risk of, or currently, experiencing homelessness or are vulnerably housed, to establish and maintain their tenancies. Applications include funding ID and rent deposits.

www.smitfc.org/our-grants/

Acts 435

Acts 435 is a website managed through a network of churches and local charities that allows people to give money directly to others in need.

<https://acts435.org.uk/>



What we do

Homeless Link is the national membership charity for organisations working directly with people who become homeless or live with multiple and complex support needs. We work to improve services and campaign for policy change that will help end homelessness.

Let's end homelessness together

Homeless Link
Minories House, 2-5 Minories
London EC3N 1BJ

020 7840 4430

www.homeless.org.uk

Twitter: @Homelesslink

Facebook: www.facebook.com/homelesslink

© Homeless Link 2019. All rights reserved.
Homeless Link is a charity no. 1089173 and
a company no. 04313826.