

Housing, Welfare Benefits & Money

Information for people (adults) from abroad who have experienced human trafficking and/or exploitation, on your rights and support in Scotland.



Have you experienced human trafficking or exploitation?

Being trafficked or exploited can have a long-term impact on you and affect many parts of your life. You may also find it difficult to adjust to living in a new country or place. But you are not alone. There is help for you to start recovering from your experiences and help you settle into your new life.

JustRight Scotland can give you advice and information on any of the issues discussed in this factsheet connected to your trafficking and/or exploitation.

You can find us at:

bit.ly/JustRightScotland

HOUSING

You have the right to safe and secure housing. If you are homeless you can contact your local authority/council's Homeless Services. Being able to access homeless services and some social housing (housing provided by a council or housing association) may depend on your immigration status, conditions of your immigration status and/or your circumstances.

If you are homeless, at risk of becoming homeless, or have problems accessing your local authority homeless accommodation, you can get independent advice and help from:

- ▶ **your local Citizens Advice Scotland (CAS)**
www.citizensadvice.org.uk/scotland
- ▶ **Shelter Scotland: 0808 800 4444**
www.scotland.shelter.org.uk
- ▶ **Positive Action in Housing (PAIH)**
0141 353 2220
www.paih.org/our-services/housing-and-homelessness-advice/

If you are renting from a local authority/council or housing association, speak to your Housing Officer about any problems you have with your housing, for example:

- ▶ **Repairs**
- ▶ **Using household appliances**
- ▶ **Furnishing your home**
- ▶ **Anti-social behaviour**
- ▶ **Rent arrears**

Your Housing Officer may be able to help with other things as well, such as:

- ▶ **Money and benefits**
- ▶ **Advice on fuel bills**
- ▶ **Opening a bank account**
- ▶ **Emergency food packages**

Speak to your Housing Officer to find out what help they can give you.

You can also get **free** independent advice and help on housing issues from:

- ▶ **your local Citizens Advice Scotland (CAS)**
www.citizensadvice.org.uk/scotland
- ▶ **Shelter Scotland: 0808 800 4444**
www.scotland.shelter.org.uk

If you are renting privately and are having problems with your tenancy, contact CAB or Shelter Scotland for advice.

ASYLUM SEEKERS

If you have made a claim for asylum you may be eligible for asylum accommodation and financial support for asylum seekers. You can find out more information about your entitlements and get help applying for support by contacting:

- ▶ **Migrant Help Asylum Helpline:**
0808 8010 503 (free, 24 hours)
www.migranthelpuk.org/

You can also find out information on your entitlements at:

- ▶ **UK Government website**
www.gov.uk/asylum-support

If you have been refused asylum and are destitute and/or homeless, you can get help and advice from:

- ▶ **Destitute Asylum Seeker Service (DASS):**
0808 8010 503 (free, 24 hours)
Scottish Refugee Council
Portland House, 17 Renfield Street,
Glasgow G2 5AH
www.scottishrefugeecouncil.org.uk

If you are having problems with your asylum accommodation, you can find out more information about your rights and get help from:

- ▶ **Asylum Seeker Housing Project (ASH):**
0141 258 2773
07736 646 197
www.infosource.org.uk
- ▶ **Positive Action in Housing (PAIH)**
0141 353 2220
www.paih.org
- ▶ **British Red Cross Refugee Services (Glasgow):**
0141 331 4170
No. 3, Cambridge House, 8 Cambridge Street, Glasgow, G2 3DZ
www.redcross.org.uk/get-help/get-help-as-a-refugee

WELFARE BENEFITS AND MONEY

Being able to access benefits and/or grants may depend on your immigration status, conditions of your immigration status and/or your circumstances. You may not know what you are entitled to, or you may be having problems with your benefits. You can get **free** independent advice and information on benefits and grants from:

- ▶ your local Citizens Advice Scotland (CAS)
www.citizensadvice.org.uk/scotland

You can also find out about different benefits and grants in Scotland at:

- ▶ www.mygov.scot/browse/benefits

You may also need help in managing your money, paying your bills, need emergency money, or have problems with debt. For free advice and information on welfare benefits or help with your finances, contact:

- ▶ your local Citizens Advice Scotland (CAS)
www.citizensadvice.org.uk/scotland
- ▶ Positive Action in Housing (PAIH)
0141 353 2220
www.paih.org/our-services/moneyadvice/

If you are having problems with debt you can also get **free** advice from:

- ▶ National Debtline:
0808 808 4000
www.nationaldebtline.org
- ▶ Advice Direct Scotland:
0808 800 9060
www.advice.scot/debt-advice
- ▶ StepChange Debt Charity:
0800 138 1111
www.stepchange.org

Make sure you check whether the advice and help you are offered is free or if there is a charge for the service.

Legal Advice

If you have an issue with any of the areas mentioned in this factsheet, then it may help to take legal advice. It is important to find the right solicitor (lawyer) for your legal needs. This will depend on what sort of case you have.

Please read our **COMPENSATION AND LEGAL ADVICE FACTSHEET** for more information on finding a solicitor.

