

Welcome

A guide for new refugees

欢迎使用

新难民指南



The purpose of this guide

This guide is for adults who have recently been granted refugee or Humanitarian Protection status after claiming asylum. This guide is relevant to new refugees living in England. Refugees in Scotland can find information at www.gov.scot/publications/new-scots-refugee-integration-strategy-2018-2022/ and refugees in Wales can find information at www.gov.wales/sanctuary.

The Government published an Integrated Communities Strategy action plan in February 2019. This recognised that integration is a two-way process and everyone has a part to play in upholding our shared values, both people already here and those looking to make the UK their home. Information about life in the UK is important in helping refugees and other new migrants to take advantage of the opportunities that the UK offers, and to understand the responsibilities we all have to other groups in our society.

We hope this guide will help you find your way more easily. It contains useful information about how to make contact with the services that can help you after you have been granted refugee or Humanitarian Protection status. This information is intended as a helpful starting point. More detailed information about specific services in your local area will be available through local authorities and charities.



本指南的目的

本指南适用于最近在申请庇护后获得难民或人道主义保护身份的成年人。本指南适用于居住在英格兰的新难民。苏格兰的难民可以在 www.gov.scot/publications/new-scots-refugee-integration-strategy-2018-2022/ 找到相关信息，威尔士的难民可以在 www.gov.wales/sanctuary 找到相关信息。

政府于2019年2月发布了综合社区战略行动计划。这意味着融合是一个双向的过程，每个人都可以在维护我们的共同价值观方面发挥作用，无论是已经在这里的人还是那些希望将英国作为他们家的人。关于英国生活的信息对于帮助难民和其他新移民利用英国提供的机会，了解我们对社会其他群体的责任十分重要。

我们希望本指南能够帮助您更轻松地找到自己的生活方式。它包含有关如何在您获得难民或人道主义保护身份后与可以帮助您的服务部门取得联系的有用信息。这些信息旨在作为一个有用的起点。有关当地特定服务的更多详细信息将通过地方当局和慈善机构提供。



In this booklet you will find sections on:

A general introduction to the UK including things you may find helpful such as what money is used, how transport works and what the weather is like	
Relevant information once you've been recognised as a refugee	
Preparing you for the move on period: what you should do and how to access support, employment and housing	
Employment: how to find a job and apply for support while you search	
Finding accommodation	
Accessing education	
What rights and responsibilities you have, what is legal and illegal, and how to get help from the police	
How to see a doctor and other healthcare needs	

在这本小册子中, 您将找到以下内容:

对英国的一般性介绍, 包括您可能会发现的有用内容, 例如使用的货币, 交通运输方式以及天气情况



您被确认为难民时的相关信息



为您的行动做准备: 您应该做什么以及如何获得支持、就业和住房



就业: 在搜索时如何找工作并申请支持



寻找住处



获得教育



您拥有哪些权利和责任、哪些是合法和非法的行为, 以及如何向警方寻求帮助



如何看医生和获得其他医疗保健服务



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Chapter 1

Introduction to the UK

In this chapter you will learn about:

- ✓ The people, language and culture in the UK
- ✓ The political system

第1章

英国简介

在本章中, 您将了解:

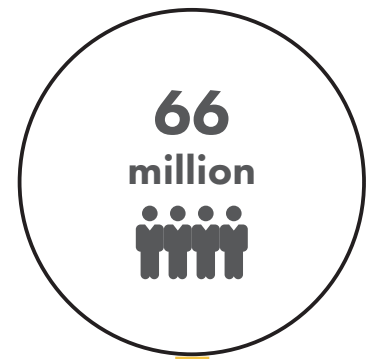
- 英国的人、语言和文化
- 政治制度

Population, culture and religion

Around 66 million people live in the UK. 55 million people live in England, while around 5.4 million people live in Scotland, 3 million in Wales and 1.9 million in Northern Ireland.

The UK is ethnically diverse with a multi-cultural and multi-faith society. Some areas of the UK are more diverse than others, especially larger cities. In 2011, over 14% of the population identified themselves as being part of an ethnic group other than white. This includes mixed ethnic groups, Asian, African and Arab people. The largest religion in the UK is Christianity, with 33.2 million people (59% of the population). The second largest religion is Islam, with 2.7 million people (5% of the population). Around a quarter of the UK population practise no religion.

UK population



England



Scotland



5.4 million

Wales



3 million

Northern Ireland



1.9 million



英国人口



英格兰



苏格兰



540
万

威尔士



300
万

北爱尔兰

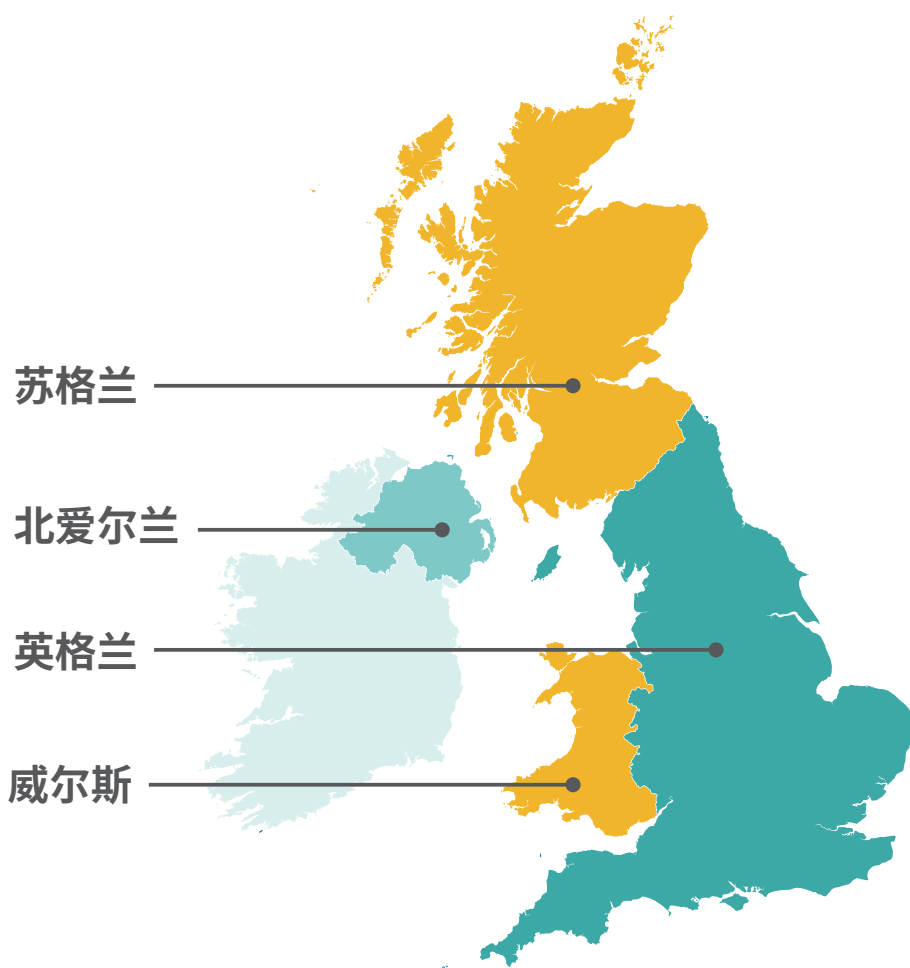


190
万

人口、文化和宗教

约有6600万人居住在英国。有5500万人生活在英格兰,而约有540万人生活在苏格兰,300万人生活在威尔士,190万人生活在北爱尔兰。

英国是一个拥有多元化种族,多元文化和多信仰的社会。英国的一些地区比其他地区更加多元化,特别是大城市。2011年,超过14%的人口自称是白人以外族裔群体的一部分。这包括混合的族裔群体、亚洲人、非洲人和阿拉伯人。英国最大的宗教是基督教,有3320万教徒(占人口的59%)。第二大宗教是伊斯兰教,有270万教徒(占人口的5%)。大约四分之一的英国人口没有宗教信仰。



Cultural and religious differences, tolerance and fairness are important values. People are allowed to practise or celebrate their beliefs or identity, provided they respect the belief or identity of others and are not in conflict with UK laws.

You are free to practise your religion. You can find churches, mosques, synagogues or other places of worship in many towns and cities, though there are fewer in rural areas. Christianity is the official religion and festivals such as Christmas and Easter are widely celebrated.

People must respect each other's views, religion and dress, even if it is different from what they are used to. It is illegal to treat people in a bad or different way because of where they come from, their gender, sexuality, religion, political views, age, disability or other characteristics.

Languages

The main language in the UK is English. The UK uses British spelling, which differs slightly to American English. There are many different regional accents across the UK.

Welsh is also widely used and taught in Wales and there are other recognised regional languages such as Scots Gaelic, Scots, Irish/Gaelic and Cornish.



**Main language:
English**



Regional dialects

People must respect each other's views, religion and dress, even if it is different from what they are used to. It is illegal to treat people in a bad or different way because of where they come from, their gender, sexuality, religion, political views, age, disability or other characteristics.



允许文化和宗教差异,宽容和公平是重要的价值观。允许人们信奉或庆祝他们的信仰或身份,只要他们尊重他人的信仰或身份,并且不违反英国法律。

您可以自由地信仰您的宗教。您可以在许多城镇找到教堂、清真寺、犹太教堂或其他宗教场所,但在农村地区则较少。基督教是官方宗教,圣诞节和复活节等节日广受欢迎。



主要语言:英语

人们必须尊重彼此的观点、宗教和着装,即使它们与以自己的不相同。根据他人的来历、性别、性取向、宗教、政治观点、年龄、残疾或其他特征,以恶劣或不同的方式对待他人是违法的。

语言

英国的主要语言是英语。英国使用英式英语拼写,与美国英语略有不同。英国有许多不同的地方口音。

威尔士语在威尔士也被广泛使用和教授,还有其他公认的地方语言,如苏格兰盖尔语、苏格兰语、爱尔兰语/盖尔语和康沃尔语。



地方方言

人们必须尊重彼此的观点、宗教和着装,即使它们与以自己的不相同。根据他人的来历、性别、性取向、宗教、政治观点、年龄、残疾或其他特征,以恶劣或不同的方式对待他人是违法的。



Political system and law

The UK is a constitutional monarchy and a parliamentary democracy. This means that the monarch is the head of state, but power rests in the democratically elected parliament.

The Prime Minister leads the government. The government is usually formed by the largest political party who are elected through free and fair elections.

The power to make laws rests in the two Houses of Parliament: the House of Commons and House of Lords. The House of Commons is made up of 650 representatives (Members of Parliament or MPs) from geographical constituencies, elected every five years by the general public. The House of Lords is made up of appointed members.

Scotland, Wales and Northern Ireland also each have their own government, and while their responsibilities differ, typically they have responsibility for issues such as healthcare and education. Scotland and Northern Ireland also have responsibility for policing. Local councils (also called local authorities) are elected by the local population and are responsible for local services such as social services, libraries and sports centres, rubbish collection, roads and other local issues.

The legal system is independent of the government and parliament. See Chapter 7 – Rights and Responsibilities for more details.

政治制度 和法律

英国是君主立宪制和议会民主制国家。这意味着君主是国家元首,但权力掌握在民主选举产生的议会中。

由首相领导政府。政府通常由最大的政党组成,这些政党通过自由公正的选举产生。

制定法律的权力掌握在议会两院手中:下议院和上议院。下议院由来自地方选区的650名代表(下议院议员或MP)组成,由公众每五年选举一次。上议院由委任议员组成。

苏格兰、威尔士和北爱尔兰也各有的政府,虽然他们的责任不同,但他们通常对医疗保健和教育等问题负责。苏格兰和北爱尔兰也负责警务。地方议会(也称为地方当局)由当地居民选举产生,负责当地服务,如社会服务、图书馆和体育中心、垃圾收集、道路和其他地方问题。

法律体系独立于政府和议会。有关详细信息,请参阅第7章 - 权利和责任。



The law is enforced by the police, who treat everyone fairly and ensure the safety of all citizens. If you are the victim of a crime or suspect a crime, you should contact the police immediately. The police are required to perform their duties in line with standards of professional behaviour for police officers. If you are not satisfied with the service you have received from the police, you can complain.



Queen Elizabeth II and the Monarchy

The UK has a royal family and Queen Elizabeth II has been the head of state since 1952, which makes her the longest-reigning monarch in the history of the UK. She is married to Prince Philip, who is also known as the Duke of Edinburgh.



Her son Prince Charles, Prince of Wales, is next in line to the throne, followed by Prince William, the son of Prince Charles. Prince William and his wife Catherine hold the title of the Duke and Duchess of Cambridge.





法律由警方执行,警察公平对待每个人并确保所有公民的安全。如果您是犯罪受害者或怀疑发生犯罪,您应立即联系警方。警方必须按照警务人员的专业行为标准履行职责。如果您对警方提供的服务不满意,您可以投诉。

女王伊丽莎白二世和君主制



英国有皇室,女王伊丽莎白二世自1952年以来一直担任国家元首,这使她成为英国历史上统治时间最长的君主。她与菲利普亲王结婚,菲利普亲王也被称为爱丁堡公爵。

她的儿子查尔斯王子,即威尔士亲王,是王位的第一继承人;其次是威廉王子,查尔斯王子的儿子。威廉王子和他的妻子凯瑟琳拥有剑桥公爵和公爵夫人的头衔。



Other important information

Money

The currency in the UK is the Pound Sterling (£).
£1 (one pound) = 100p (100 pennies, or pence).

Cash is accepted in most places but increasingly people use debit/credit cards to pay for goods and services.



Public transport

There is an extensive train and bus network across the country.

To use public transport, you usually have to buy a ticket before travelling. For national trains or buses, tickets are usually much cheaper if bought in advance. Times and ticket prices vary across the UK; you can find out more information on the national rail website:

www.nationalrail.co.uk or in your local train or bus station.



其他重要信息

货币

英国的货币是英镑 (£)。
£1 (1英镑) = 100p (100便士)。

大多数地方都接受现金,但越来越多的人使用借记卡/信用卡来支付商品和服务费用。



公共交通

全国各地都有广泛的火车和公共汽车网络。



要使用公共交通工具,您通常必须在出行前购买车票。对于国家火车或公共汽车,如果提前购买,车票通常要便宜得多。英国各地的交通运行时间和票价各不相同;您可以在国家铁路网站上

(www.nationalrail.co.uk) 或当地的火车或汽车站找到更多信息。



Timezone and daylight saving

The UK time zone is Greenwich Mean Time (GMT) during winter months and GMT +1 (also called British Summer Time or BST) during the summer. In order to make the most of sunlight hours, the UK (along with the rest of Europe) moves its clocks forward by one hour in late March, and then moves them back in late October.

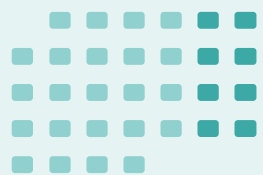


Weekends and bank holidays

The UK weekend falls on Saturday and Sunday, when most offices close. Banks and post offices are usually open Monday-Friday and on Saturday morning, but close on Saturday afternoon and Sunday. However, most shops and restaurants remain open on Saturday and for much of Sunday.

There are a number of public holidays throughout the year. Some apply across the entire UK and some are specific to England and Wales, Scotland or Northern Ireland. Most businesses close, but shops, restaurants and leisure facilities usually remain open.

• Calendar •





时区和夏令时

英国时区在冬季采用格林威治标准时间 (GMT) 和在夏季采用 GMT +1 (也称为英国夏令时或 BST) 时间。为了充分利用日照时间, 英国 (以及欧洲其他地区) 在 3 月下旬将时钟提前一小时, 然后在 10 月下旬将它们调回来。

周末和银行假日

英国周末是周六和周日, 大部分的办事机构在这两天关闭。银行和邮局通常在周一至周五和周六早上开放, 但在周六下午和周日关闭。然而, 大多数商店和餐馆在周六和周日的大部分时间都开放。

全年有许多公共假期。有些适用于整个英国, 有些适用于英格兰和威尔士、苏格兰或北爱尔兰。在公共假期大多数商家关门, 但商店、餐馆和休闲设施通常都是开放的。



Summary

The UK is a constitutional monarchy and a parliamentary democracy



English is the main language in the UK



The UK is multi-cultural and multi-faith. You must respect other people's views and beliefs and abide by UK law



总结

英国是君主立宪制和议会民主制国家



英语是英国的主要语言



英国是一个多元文化和多信仰的国家。您必须尊重其他人的观点和信仰,并遵守英国法律



Chapter 2

Once you have been recognised as a refugee

In this chapter you will learn about:

- ✓ Your immigration status and if your family can join you in the UK
- ✓ Your biometric residence permit and travelling outside the UK
- ✓ Opening a bank account
- ✓ Learning English

第2章

一旦您被确认为难民

在本章中, 您将了解:

- 您的移民身份以及您的家人是否可以在英国与您团聚
- 您的签证卡以及在英国境外旅行
- 开设银行账户
- 学习英语

Your status

If you have refugee or Humanitarian Protection status in the UK, it means that:

- You may legally remain in the UK for five years from the date you are recognised as a refugee or in need of Humanitarian Protection
- You can access public services e.g. healthcare and schools
- You can apply to stay permanently in the UK (known as 'indefinite leave to remain') after five years
- You may work
- You may apply for social-welfare benefits to support you to live and find work

People granted Humanitarian Protection or refugee status have a number of the same entitlements. However, refugee status has some differences to Humanitarian Protection, for example in relation to university applications and education support (see further information on page 118) and travelling to other countries (see further information on page 34).



You may work



**You may apply
for benefits until you
are able to work**



您可以工作



**在您能够工作之前，
您可以申请福利金**

您的身份

如果您在英国拥有难民或人道主义保护身份，则意味着：

- 从您被确认为难民或需要人道主义保护之日起，您可以在英国合法居留五年
- 您可以获得公共服务，例如医疗保健和上学
- 五年后，您可以申请永久居留权在英国（称为“永久居留签证”）
- 您可以工作
- 您可以申请社会福利金，以支持您生活和找工作

获得人道主义保护或难民身份的人有许多相同的权利。但是，难民身份与人道主义保护有一些差异，例如大学申请和教育支持（见第118页的进一步信息），前往其他国家（见第34页的进一步信息）等方面的差异。

Family links

Where possible, the aim is for refugees to be resettled as a family group but sometimes families can become separated. Opportunities for other family members to join you in the UK may be very limited and there is no guarantee that they will be able to join you. These opportunities may include family reunion under the immigration rules, Family Migration routes and resettlement.

If you have family based in one of the UK's resettlement host countries and they wish to join you in the UK, this may be possible but there is no guarantee. Resettlement is only available to a very small number of refugees and places are therefore reserved for the most vulnerable cases only.

You should advise them:

- To register with UNHCR in one of the UK's resettlement host countries
- To tell UNHCR that they wish to be reunited with you in the UK, providing your UNHCR reference number if you know this
- UNHCR may assess if resettlement is the appropriate solution for your family and whether they can be prioritised for resettlement based on their needs
- Even if UNHCR refer your family members to the UK under the resettlement scheme, the UK might reject the application or not be able to find suitable accommodation
- If the UK accepts them, we will try our best to locate families close to each other, but this is not always possible and they may be resettled in a different area of the UK



**Register with
UNHCR**



UNHCR will decide



**Family may be
resettled in a
different area**



在UNHCR登记



UNHCR将做出决定



家庭可能会被安置
在不同的地区

家庭联系

在可能的情况下，政府的目标是将难民重新安置为家庭团体，但有时家庭成员可能会被分开。其他家庭成员居留英国的机会可能非常有限，无法保证他们能够与您团聚。这些机会可能包括移民规则下的家庭团聚，家庭移民路线和重新安置。

如果您的家人住在英国的一个重新安置居留国家，而且他们希望在英国与您团聚，这是可能的，但不能保证。重新安置只适用于极少数难民，因此仅为最脆弱难民保留名额。

您应该告诉您的家庭成员：

- 在英国的一个重新安置居留国的联合国难民事务高级专员办事处 (UNHCR) 登记
- 告诉UNHCR，他们希望在英国与您团聚，如果您知道这一点，请提供难民署的参考编号
- UNHCR可能评估重新安置是否适合您的家庭，以及是否可根据其需要优先重新安置
- 即使UNHCR根据重新安置计划将您的家庭成员转介到英国，英国也可能拒绝该申请或无法找到合适的住所
- 如果英国接受他们，我们将尽力找到彼此相近的家庭，但这并非总是可行，他们可能会被安置在英国的另一个地区。

If you are married or have a partner and/or children under the age of 18, the leave you have been granted entitles your spouse or partner and minor children to join you in the UK, providing they were part of your family unit before you left your country of origin to seek asylum. They will need to meet certain conditions which are set out in the Home Office policy on Family Reunion and the Immigration Rules. You can find the policy on GOV.UK at: <http://www.gov.uk/government/collections/asylum-decision-making-guidance-asylum-instructions>

Family Reunion visas are free of charge. Your family must apply online at www.gov.uk/settlement-refugee-or-humanitarian-protection/family-reunion and make an appointment at a UK Visa Application Centre overseas to enrol their biometrics. The visa will be issued if the Visa Officer is satisfied, from the evidence presented, that the applicant is related as claimed to the person they are applying to join in the UK. This may lead to a review of your entitlement to refugee or Humanitarian Protection status in the UK.

If your spouse or partner and minor children are not in the UK and want to apply for family reunion, they will need to make an application for entry clearance to the UK before they travel. Details on how to apply are available on GOV.UK at: <http://www.gov.uk/settlement-refugee-or-humanitarian-protection/family-reunion>

If your family members wish to visit you in the UK for a shorter period of time, they may be able to apply for a visit visa although this may not be successful. More information can be found on GOV.UK

如果您已婚或有18岁以下的伴侣和/或子女，您获得的假期使您的配偶或伴侣以及未成年子女有权在英国与您团聚，前提是他们在您离开原籍国寻求庇护前属于您的家庭单位的成员。他们需要满足内政部关于家庭团聚和移民规则的政策所规定的某些条件。您可以在以下网址找到GOV.UK的政策：<http://www.gov.uk/government/collections/asylum-decision-making-guidance-asylum-instructions>

家庭团聚签证是免费的。您的家人必须在www.gov.uk/settlement-refugee-or-humanitarian-protection/family-reunion 上在线申请，并在海外的英国签证申请中心预约他们的登记他们的签证卡。如果签证官从所提供的证据中确认申请人与他们申请与其在英国团聚的人有关联，则签发签证。这可能会导致对您在英国获得难民或人道主义保护身份的权利进行审查。

如果您的配偶或伴侣以及未成年子女不在英国并想申请家庭团聚，他们需要前往英国之前向英国申请入境许可。有关如何申请的详细信息，请访问GOV.UK：<http://www.gov.uk/settlement-refugee-or-humanitarian-protection/family-reunion>

如果您的家人希望在英国逗留一段较短的时间，他们可以申请访问签证，但这可能不会成功。有关更多信息，请访问GOV.UK

Biometric Residence Permit

Once you have been recognised as a refugee you will receive a Biometric Residence Permit (BRP) in the post which will have your national insurance number on the reverse of the card.

Please keep this important document safe as it is evidence of your legal status in the UK and shows how long you may stay in the UK for.

It will also say that you are allowed to work in the UK. This document is required to access benefits, healthcare, apply for jobs, and so on (see Chapter 4 – Employment and Benefits).

You do not need to pay for the BRP.

This is what your BRP will look like.



签证卡

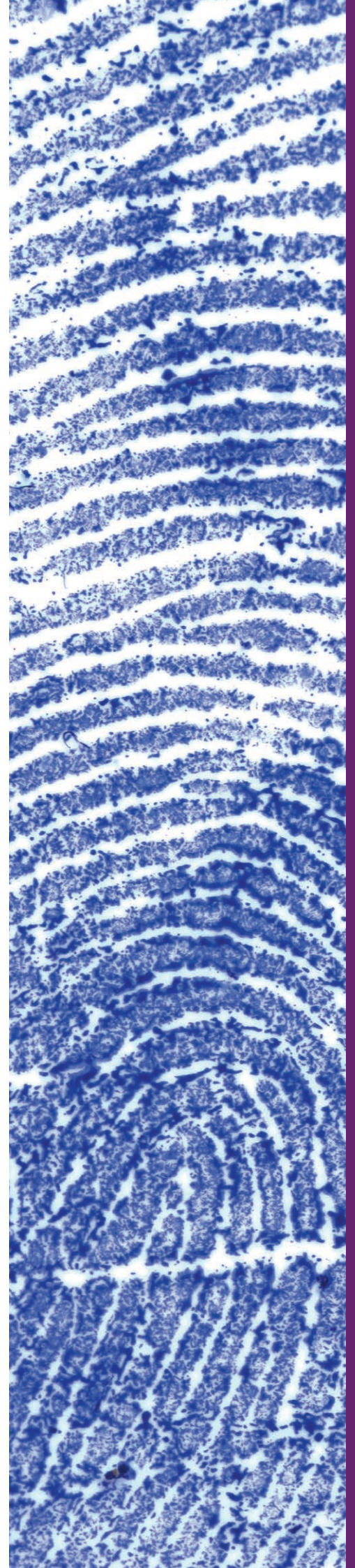
一旦您被确认为难民，他们会将签证卡 (BRP) 通过邮局邮寄给您，签证卡的背面有您的英国国家社会保险号。

请妥善保管这份重要文件，因为这是您在英国的合法身份证明，并显示您在英国的居留时间。

签证卡上还会显示您是否可以在英国工作。该文件是获得福利、医疗保健、申请工作等所必须的 (参见第4章--就业和福利)。

您无需支付BRP费用。

这就是您的BRP的样子。



Travelling outside the UK

You can travel outside the UK. However, you should not travel to your country of origin and/or the country from which you sought refuge as this could result in the withdrawal of your refugee or Humanitarian Protection status when you return to the UK. The rules relating to travelling outside the UK depend on whether you have Humanitarian Protection or refugee status.



Humanitarian Protection

If you have Humanitarian Protection you:

- Can travel on your national passport if you still hold a valid national passport
- Must take your BRP with you if you travel, as you will need to show this to an immigration officer to demonstrate that you have the right to enter and stay in the UK
- If you don't have a passport you should apply for a Home Office Travel Document (see below)



Refugee Status

If you have refugee status you:

- Cannot travel on your national passport, even if you still hold a valid passport, as this may impact your refugee status
- Will need to apply to the Home Office for a travel document



在英国境外旅行

您可以在英国境外旅行。但是，您不应前往原籍国和/或您寻求庇护的国家，因为这可能会导致您在返回英国时撤回您的难民或人道主义保护身份。有关在英国境外旅行的规则取决于您是否拥有人道主义保护或难民身份。



人道主义保护

如果您有人道主义保护，那么：

- 如果您仍持有有效的国民护照，您可以使用国民护照旅行
- 如果您旅行，您必须携带您的BRP，因为您需要向移民官员出示此证件证明您有权进入和留在英国
- 如果您没有护照，您应该申请内政部旅行证件（见下文）



难民身份

如果您有难民身份，那么：

- 即使您仍持有效护照，也不能使用国民护照旅行，因为这可能会影响您的难民身份
- 您需要向内政部申请旅行证件

Applying for travel documents

If you are issued with a Home Office Travel Document, this will not be valid for travel back to your home country.

Details of how to apply and the cost of a Home Office travel document can be found at:

www.gov.uk/apply-home-office-travel-document/overview

You may need a visa to travel to other countries. Please check the visa and other entry requirements of the country you wish to visit via the relevant embassy for that country in London before buying a ticket or attempting to travel.

申请旅行证件

如果您获得了内政部旅行证件, 这将不适用于返回您原籍国家/地区的旅行。

有关如何申请和内政部旅行证件费用的详细信息, 请访问:

www.gov.uk/apply-home-office-travel-document/overview

您可能需要签证才能前往其他国家。在购买机票或尝试旅行之前, 请通过伦敦的相关大使馆查看您希望访问的国家的签证和其他入境要求。

Opening a bank account

Opening a bank account is important when you are recognised as a refugee: to keep your money safe and to enable you to receive payments. Benefit payments will usually be paid directly into your bank account and it is also the easiest way for employers to pay you when you get a job.

There are a range of banks and you can choose one that suits you best. There are also online-only providers which you can use.

In order to open a bank account you will usually need to show a form of identification such as your passport or BRP as well as proof of your address, such as your tenancy agreement (see Chapter 5 – Housing and Services) or a gas, electric or phone bill. Some banks will accept sight of your Universal Credit account as proof of identification.

You should ask about any charges when you open a bank account. Depending on the terms and conditions of your account, you may be charged if you spend more money than you have or for other services that may be included.

Once you open your account, you will usually be issued with a debit card which can be used to pay for things in most shops. You can also arrange for bills to be paid directly from your account using 'direct debit'.





开设银行账户

当您被确认为难民时，开设银行账户非常重要：这可以保证您的资金安全，并使您能够收到付款。福利金通常会直接支付到您的银行账户中，这也是在您找到工作后雇主向您支付费用的最简单方式。



有很多银行可供选择，您可以选择最适合您的银行。您还可以使用在线提供商。

为了开设银行账户，您通常需要提供身份证明，例如您的护照或BRP以及您的地址证明，例如您的租赁协议（参见第5章 - 住房和服务）或燃气、电或电话账单。有些银行会接受您的普遍信用账户作为身份证明。



当您开设银行账户时，您应该询问是否需要支付任何费用。根据您的条款和条件，如果您花费的金额超过您拥有的金额或可能包含的其他服务，则可能会向您收取费用。

一旦您开立账户，您通常会获得一张借记卡，可用于支付大多数商店的物品。您还可以使用“直接付款”安排直接从您的账户支付账单。





Learning English

Learning to speak English is very important and will help you to settle into your new life and live independently, enable you to go to the doctor on your own, help your children at school and help you get a job or study further.

You are entitled to free English language tuition if you are unemployed and looking for work. If you are attending appointments at the Jobcentre (see chapter 4 on Employment and Benefits), your work coach may refer you to an English language class.

You can also find information about English classes by contacting the local council where you live. Before you join a class, a teacher will check your level and find out more about you, so that you can join a class with people who are at a similar level as you, and which is suitable for your needs. If you have a baby or young children, you may need to arrange for someone to care for them while you attend classes, or find a class with a creche.

You do not need to know any English to join an English course. Classes can be a lot of fun and are a good place to meet people and make friends.

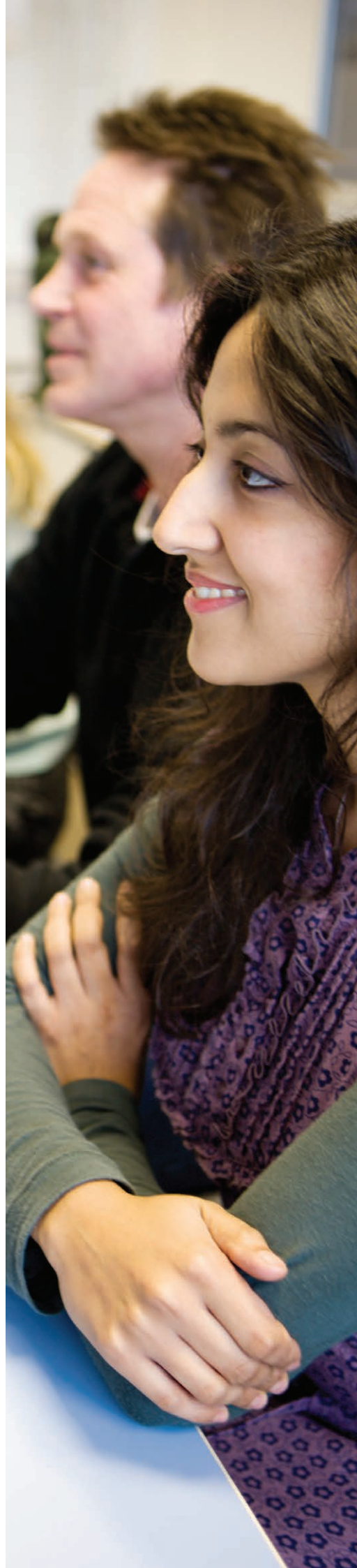
学习英语

学会说英语非常重要，它将帮助您适应新的生活并独立生活，让您自己去看医生，帮助您的孩子入学，找到工作或进一步学习。

如果您失业并正在寻找工作，您有权免费学习英语语言课程。如果您正在参加就业中心的预约（见第4章“就业和福利”），您的求职指导可能会转介您去学习英语语言课程。

您还可以联系您所在地的当地议会，查找有关英语课程的信息。在您加入课程之前，老师会检查您的级别并了解有关您的更多信息，以便您可以与和您的水平相仿的人一起学习适合您需求的课程了。如果您有婴儿或幼儿，您可能需要在上课时安排其他人照顾他们，或找一个带托儿所的课程。

您不需要懂任何英语就可加入英语课程。课程可以很有趣，是认识他人和结交朋友的好地方。



Summary

You can access public services, work and claim benefits



Family links



You will receive a Biometric Residence Permit (BRP), which allows you to remain in the UK and find work – please keep this safe








You should open a bank account as soon as possible to help manage your money



Learning to speak English is very important and you should find out about classes available in your local area as soon as possible



总结

您可以获得公共服务、工作和申请福利金	
家庭联系	
您将获得签证卡 (BRP), 能让您留在英国并找工作 - 请妥善保管	
您应该尽快开设银行账户以帮助管理您的资金	
学习说英语非常重要, 您应该尽快了解当地的课程	

Chapter 3

The First Month

In this chapter you will learn about:

- ✓ Moving from asylum support to other services
- ✓ Migrant Help services
- ✓ Finding accommodation
- ✓ Integration loans

第3章

第一个月

在本章中, 您将了解:

- 从庇护支持转向其他服务
- 移民帮助
- 找到住处
- 融入贷款

Successful Claims

Once you are recognised as a refugee by the Home Office you should read your decision letter carefully. It contains important information about the support you are entitled to, and what you need to do next.



Home Office support stops

You will receive your Biometric Residence Permit within 5 to 7 working days from when you have been granted refugee or Humanitarian Protection status. If you have been receiving support from the Home Office this will stop 28 days after your BRP has been sent to you. This means that you will need to make an appointment with the Department for Work and Pensions (DWP) at your local Jobcentre to ask for help in finding employment, and to claim the benefits you are entitled to. You will also need to arrange your own housing.



It is very important that you make an appointment with DWP quickly, so that your benefits can be paid to you as soon as possible



成功申请

一旦您被内政部认定为难民,您应该仔细阅读您的决定信。它包含有关您有权获得的支持以及接下来需要做什么的重要信息。

内政部支持停止

您将在获得难民或人道保护身份后的5至7个工作日内收到您的签证卡。如果您已获得内政部的支持,该支持将在您的BRP发送给您后28天停止。这意味着您需要在当地就业与退休保障部门(DWP)预约,寻求就业帮助,并申请您有权获得的福利。您还需要安排自己的住处。

您应尽快预约DWP,这点非常重要,这样您就可以尽快获得您的福利金了



Support from Migrant Help

If you have received asylum support from the Home Office, Migrant Help can provide advice about accessing benefits, housing and other services before the end of the 28 day period when your asylum support will end. They can help you book an appointment at your local Jobcentre to access benefits and receive advice on employment.

The Home Office will notify Migrant Help about the outcome of your asylum claim and Migrant Help will contact you within one working day. They will advise of the support they can provide and if you wish to receive their assistance, they will schedule a follow-on appointment.

Appointments will be provided either via telephone or face to face:

Tel: 0808 8010 503

Website: <https://www.migranthelpuk.org/contact>





移民帮助的支持

如果您已获得内政部的庇护支持, 移民帮助可以在您的庇护支持结束的28天之前提供有关获得福利、住房和其他服务的建议。他们可以帮助您于当地就业中心进行预约, 以获得福利并取得就业建议。

内政部将通知移民帮助您庇护申请结果, 移民帮助将在一个工作日内与您联系。他们会告知他们可以提供的支持, 如果您希望得到他们的帮助, 他们将安排后续预约。

预约将通过电话或面对面的方式来提供:

电话: 0808 8010 503

网址: <https://www.migranthelpuk.org/contact>

Leaving your accommodation

If you have been in government asylum accommodation while you have been waiting for your asylum decision this support will come to an end. You will need to find somewhere else to live. This could be private rented accommodation, a live-in job, hostel, flat, or house-share. You can also ask your Local Authority's Housing Department for advice and help.

Whichever option you choose, finding a new home once you leave your asylum accommodation is likely to take time. We strongly advise you to think about this as soon as possible, and to contact your Housing Officer who can advise you.

On the day you leave, you must take all your belongings with you, and leave your accommodation in the same condition as it was when you first moved in; clean and tidy.

If you have any problems or questions about your accommodation, you should contact Migrant Help. Your letter from the Home Office tells you the name of your accommodation provider and gives details of your support.

You can also discuss this at your appointment with DWP, who may be able to advise you further.

离开您的住处

如果您在等待庇护决定时一直在政府庇护住所居住,这种支持终会结束。您需要找到其他住处才能生活。这可以是私人出租的住所、住家工作、酒店、公寓或共享住房。您也可以向当地政府的房屋部门寻求建议和帮助。

无论您选择哪种方式,一旦离开庇护所,寻找新家可能需要时间。我们强烈建议您尽快考虑这一点,并联系您的房屋事务主任,他们可以为您提供建议。

在您离开的那一天,您必须随身携带所有物品,并将您的住处恢复至您刚搬进来时的模样,使其干净整洁。

如果您对住宿有任何问题或疑问,请联系移民帮助。内政部给您的来信中会告诉您住宿提供者的姓名,并提供有关您的支持的详情。

您也可以在DWP预约时讨论这个问题,他们可能会为您提供进一步的建议。

Integration loans

You are entitled to apply for an integration loan if you are 18 years of age or over. Integration loans have to be paid back but they are interest free. Loan applications can be made for items or activities that will help your integration into society. This could be help with housing, getting a job or education.

Information on the loan and an application form can be found on GOV.UK at

www.gov.uk/government/publications/application-for-an-integration-loan or you can request a form from the contact details provided in the accompanying paperwork with your decision letter.



Receive loans

Don't forget to read the following chapter – Employment & Benefits.



收到贷款

融入贷款

如果您年满18岁或以上,您有权申请融入贷款。融入贷款必须偿还,但它们是免息的。可以为有助于您融入社会的项目或活动提供贷款申请。这可能有助于寻找住处、找工作或接受教育。

有关贷款的信息和申请表可在GOV.UK的 www.gov.uk/government/publications/application-for-an-integration-loan 上找到,或者您可以通过您的决定信中随附的文件中提供的联系方式索取表格。

Summary

Jobcentre Plus can help you find employment and access benefits



Home Office support stops







Migrant Help can help you make an appointment at the Jobcentre



If you have been in Government asylum accommodation, you will need to find somewhere else to live and your local authority can help



总结

Jobcentre Plus可以帮助您找到工作和获得福利	
内政部支持停止	
移民帮助可以帮助您于就业中心预约	
如果您曾在政府庇护住所居住, 在您需要找到其他住所时, 您当地的当局可以提供帮助	

Chapter 4

Employment and Benefits

In this chapter you will learn about:

- Work in the UK
- How to find a job
- Paying taxes
- Financial support while you are not working or you are on a low income
- Your employment rights and how the law protects you at work

第4章 就业和福利

在本章中, 您将了解:

- 在英国工作
- 如何找工作
- 纳税
- 您不工作或收入低时的财务支持
- 您的就业权利以及法律如何在工作中保护您

Employment opportunities

Finding a job will not only increase your income but will help you settle into your new life. There are many different kinds of jobs. Major industries in the UK include agriculture, production and services.

Some jobs will require qualifications or skills including speaking English. It may take time to build your skills and gain experience until you find a suitable job.

Many jobs require you to work 'normal working hours', often 9am to 5pm Monday to Friday. Your normal working hours will be fixed by your employment contract. For some jobs you may be expected to work in the evenings, weekends or at night.

Part-time jobs are also available. Some people may choose to work part-time in order to look after children, support themselves while studying or alongside another part-time job to increase their earnings.

Most people between 18 and 65 years old are expected to find work unless they are studying, caring for children or other family members or unable to work due to health issues. From the age of 16, it is possible to start to work for a few hours alongside studies, or take on an apprenticeship.

You have the right to work as soon as you have been granted refugee or Humanitarian Protection status in the UK. However, you will not automatically be given a job.

16 – 65 years old
Working age



9:00am to 5:00pm
Normal working hours



16 - 65岁
工作年龄



就业机会

找工作不仅会增加您的收入,还会帮助您适应新的生活。有许多不同类型的工作。英国的主要行业包括农业、生产和服务业。

有些工作需要资格或技能,包括说英语。在找到合适的工作之前,可能需要一段时间来培养您的技能并获得经验。

上午9:00至下午5:00
正常工作时间



许多工作要求您在“正常工作时间”工作,这个时间通常是周一至周五上午9点到下午5点。您的正常工作时间将由您的雇佣合同确定。对于某些工作,可能希望您在晚上、周末或半夜工作。

也提供兼职工作。有些人可能会选择兼职工作,以照顾孩子,在学习期间支持自己或与其他兼职工作一起增加收入。

除了正在学习、照顾孩子或其他家庭成员或因健康问题而无法工作外的人外,大多数18至65岁的人预计都会找到工作。16岁以上的人,可以在学习期间工作几个小时,或者接受学徒训练。

一旦您在英国获得难民或人道主义保护身份,您就有权工作。但是,您不会自动获得工作。



Getting a job

In order to work in the UK, you will need your National Insurance number (NINO or NI number), which will be printed on your BRP. This is a unique set of letters and numbers for each person. It records the tax and National Insurance contributions you make, which pay for your healthcare and other public services. You cannot work or receive benefits without your NI number.

To get help to find a job, you should:

- Visit your local Jobcentre Plus – the Jobcentre can help you find jobs or direct you to training to help you get a job
- Look in local and national newspapers or recruitment websites where jobs are advertised
- Register with a recruitment agency who can find jobs for you
- Ask friends and relatives if they know of any available jobs where they work
- Visit local companies to enquire about job vacancies



Visit Jobcentre Plus



**Look in newspapers
or recruitment
websites**



**Register with
recruitment agency**





访问Jobcentre Plus



查看报纸或招聘网站



在招聘机构注册

获得工作

为了在英国工作,您需要提供您的国家社会保险号(NINO或NI号码),该号码将打印在您的BRP上。这是分配给每个人的一组唯一的字母和数字。它记录您所缴纳的税款和国家保险费,用于支付您的医疗保健和其他公共服务费用。如果您没有NI号码,您将无法工作或领取福利金。

要获得帮助以找到工作,您应该:

- 访问您当地的就业中心 - 就业中心可以帮助您找到工作或指导您接受培训以帮助您找到工作
- 查看地方和全国性报纸或招聘网站上的招聘广告
- 向可以为您找到工作的招聘机构注册
- 询问亲友是否知道他们工作的地方有什么工作
- 访问当地公司,询问职位空缺



Applying for a job

Once you have identified a job you want to do, you must submit an application. You must carefully read what information the employer has asked for. Usually this is either an application form, or a CV (curriculum vitae) and a covering letter.

A CV is a formal list of your qualifications and experience. A covering letter is a short description that states why you are applying for the job and why you think you meet the requirements in the job description advertised. Your Jobcentre Plus work coach can arrange help for you to prepare these if required.

Once the application is submitted, you may be invited to an interview. The format of interviews can vary. For example, you may be asked a series of questions in a face-to-face meeting or you may be given a trial shift where you do the job for a day or part of a day. You should pay close attention to the instructions for any interview you are offered.

Employers may also ask to see your documentation. It will help if you can bring your original documents such as your BRP which is evidence of your right to work in the UK, college diplomas and any other proof of your qualifications and experience to show to employers. Employers may also ask for references from people who can verify your suitability for employment (such as a former manager, teacher or colleague). You can also go online onto <https://www.gov.uk/prove-right-to-work> which allows you to authorise an employer to access your data to prove that you have the right to work in the UK.



申请工作

确定要从事的工作后,您必须提交申请。您必须仔细阅读雇主要求的信息。通常这些信息的形式为申请表、CV(简历)和求职信。

简历是您的资格和经验的正式清单。求职信是一份简短的描述,说明您申请工作的原因以及您认为自己符合招聘职位描述要求的原因。您的Jobcentre Plus工作指导可以为您安排帮助,以便您根据需要做好准备。

提交申请后,您可能会被邀请参加面试。面试的形式可能有所不同。例如,您可能在面对面会议中被问到一系列问题,或者您可能被安排一个试班,在一天或部分时间内完成工作。您应该密切关注所提供的任何面试的说明。

雇主也可能会要求查看您的证件。如果您可以携带您的BRP等原始文件(这是您在英国工作的权利证明),大学文凭以及您向雇主展示您的资格和经验的任何其他证明,将会有所帮助。雇主也可以向可以验证您是否适合就业的人(例如前任经理、教师或同事)索取参考资料。您也可以上网登录 www.gov.uk/prove-the-right-to-work, 该网站允许您授权雇主访问您的数据,以证明您有权在英国工作。



Skills and language

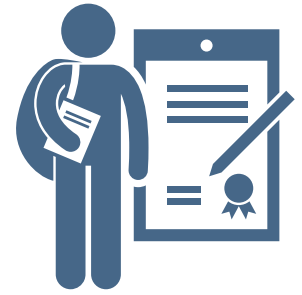
Many newcomers face challenges in finding employment. There are other people in your area also looking for jobs, and you will face competition for jobs you apply for.

Any skills and experience you have will help you to apply for jobs. Restrictions will apply to certain professions such as medicine, law and engineering. You may have to take exams to obtain the required licence to practise. If you are already trained or have qualifications in a profession, you may be able to practise in the UK as long as your qualifications are recognised in the UK.

Diplomas from your country are not automatically recognised in the UK. So you should contact a potential employer or seek advice from your Jobcentre Plus work coach to ask if your qualifications will be accepted.

English is the usual working language in England. Most jobs will need employees to speak a minimum level of English. Learning and improving your English will increase job opportunities for you and will also help you to settle into your new life.

Your Jobcentre Plus work coach can help arrange specific skills training to help you find a job.



Some qualifications may be recognised in the UK



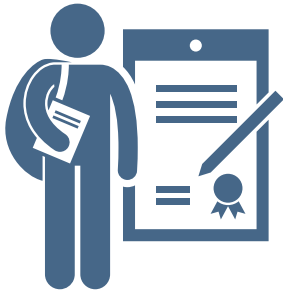
Speak to Jobcentre Plus advisor



Receive English classes or training for specific skills



Learn and improve your English



某些资格证书可能会
在英国得到承认

技能和语言

许多新移民在就业方面面临挑战。您所在地区还有其他人也在寻找工作，您将面临申请工作的竞争。

您拥有的任何技能和经验都将帮助您申请工作。限制将适用于某些专业，如医学、法律和工程。您可能必须参加考试才能获得所需的执业执照。如果您已经接受过专业培训或具有专业资格，只要您的资格在英国得到认可，您就可以在英国执业。



与
Jobcentre Plus顾
问交谈

您所在国家/地区的文凭不会在英国自动获得认可，因此您应联系潜在的雇主或向您的Jobcentre Plus工作指导寻求建议，询问您的资格是否会被接受。

英语是英格兰常用的工作语言。大多数工作都需要员工掌握最低水平的英语。学习和提高英语水平将为您增加就业机会，也将帮助您适应新的生活。



接受英语课程或特
定技能培训

**您的Jobcentre Plus工作指导
将做出决定 可以帮助您安排特
定的技能培训，以帮助您找到工
作。**



学习和提高您的英
语水平

Benefits – supporting you to find work

When you have been recognised as a refugee, you can apply for benefits. You should do this straightaway, do not delay.

‘Benefits’ are monetary payments from the government to help you and your family live in the UK.

You can contact your local Citizens Advice Centre at <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice/> for guidance on how to apply and for a better idea of whether you’re eligible.

Universal Credit

From 1st February 2019, all new claims will be for Universal Credit. Universal Credit is a payment from the UK government to help you and your family live in the UK. Universal Credit is paid monthly, and you apply for it online. You might also need to phone the Universal Credit helpline to book an interview with a work coach at a Jobcentre. You’ll be told if you need to do this after you apply.

To receive Universal Credit, you’ll make an agreement called a ‘Claimant Commitment’ with your Jobcentre work coach. What you do depends on your situation, whether you are looking for work, or whether you have a caring responsibility or a health condition that prevent you from working. You might need to do activities such as: write a CV; look and apply for jobs; or go on training courses.

Your Universal Credit payment is made up of a standard allowance and any extra amounts that apply to you, for example if you: have children; have a disability or health condition which prevents you from working; or need help paying your rent.

Age 18 – 65



Actively looking for work



Approved



Receive support



Receive benefits

年龄18-65岁



积极寻找工作



批准



获得支持



领取福利金

福利金 - 支持您找工作

申请人一旦被确认为难民,就可以申请福利。您应该马上申请,不要耽搁。

“福利金”是政府支付的款项,用于帮助您和您的家人在英国定居。

您可以通过 <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/search-for-your-local-citizens-advice/> 联系您当地的公民咨询中心,以获得如何申请的指导,并更好地了解您是否符合资格

统一福利

从2019年2月1日起,统一福利将适用于所有新申请。统一福利是英国政府的一项付款,旨在帮助您和您的家人在英国定居。统一福利是按月支付的,您需要在线申请。您可能还需要拨打普遍信用 (Universal Credit) 帮助热线,与工作中心 (Jobcentre) 的工作指导员预约面谈。申请之后,您会被告知是否需要这样做。

要获得统一福利,您需要与您的就业中心工作指导达成一项名为“申请人承诺”的协议。您的工作取决于您的情况,您是否正在寻找工作,或者您是否有妨碍您工作的照顾责任或健康状况。您可能需要做以下活动:写一份简历;寻找并申请工作;或继续参加培训课程。

您的统一福利付款由标准限额和适用于您的任何额外金额组成,例如,如果您:有孩子;有残疾或妨碍您工作的健康状况;或需要帮助以支付您的租金。

Universal Credit can be used to pay for your living expenses such as food, clothing, transport, household bills (See Chapter 5 – Housing and Services) and anything you want to buy.

You will also be eligible to apply for housing benefit (see Chapter 5 – Housing and Services).

Contact the Universal Credit helpline if:

- You cannot use digital services at all, this might be due to disability or your circumstances
- You have a question about your claim and cannot access your online claim

Universal Credit helpline:

Telephone: 0800 328 5644

Welsh language: 0800 328 1744

NGT text relay – if you cannot hear or speak on the phone: 18001 then 0800 328 5644

Textphone: 0800 328 1344

Monday to Friday, 8am to 6pm

Help to Claim

Help to Claim can support you in the early stages of your Universal Credit claim, from the online application, through to support with your application before your first full payment. It's a free, independent, confidential and impartial service provided by trained advisers from Citizens Advice. They can help with things like how to gather evidence for your application or how to prepare for your first Jobcentre appointment.

Pensions

Persons who have reached state pension age

The state pension age is currently 65 years old. The age at which you may become entitled to both State Pension and Pension Credit is determined by your date of birth. You can check the date at which you may qualify at GOV.UK. If you are of state pension age you do not have to look for work. You can contact the Pension Service for information and advice about entitlement to benefits.

统一福利可用于支付您的生活费用,如食品、衣服、交通、家庭账单(参见第5章 - 住房和服务)以及您想要购买的任何物品。

您还有资格申请住房福利金(见第5章 - 住房和服务)。

如果有以下情况,请联系普遍信用(Universal Credit)帮助热线:

- 您根本无法使用数字服务,这可能是由于残障或您的情况造成的
- 您对您的申请有疑问,并且无法访问您的在线申请

普遍信用(Universal Credit)帮助热线:

电话:0800 328 5644

威尔士语:0800 328 1744

NGT 文本中继 - 如果您听不到或无法通过电话讲话:18001 然后拨打
0800 328 5644

文本电话:0800 328 1344

周一至周五,上午8点至下午6点

帮助申请服务(Help to Claim)

帮助申请服务(Help to Claim)可以在您申请普遍信用(Universal Credit)的早期阶段为您提供支持,从在线申请一直到首次足额发放补贴,全程为您的申请提供支持服务。这是一项由英国公民咨询局(Citizens Advice)经过培训的咨询顾问提供的保密且独立的免费服务。他们可以帮助您收集申请的证据,或者为您的第一次工作中心(Jobcentre)预约做准备。

养老金

达到国家养老金领取年龄的人

国家养老金领取年龄目前为65岁。您有权享受国家养老金和养老金补助的年龄由您的出生日期决定。您可以在GOV.UK上查看您有资格获得养老金的日期。如果您达到领取国家养老金的年龄,您将不需要寻找工作。您可以联系养老金服务处获取有关福利金的信息和建议。

Paying tax

If you work you have a responsibility to pay the right amount of income tax. Income tax is a set percentage of your yearly income. If you are employed by someone else, it is often deducted directly from your monthly salary through a system called Pay As You Earn (PAYE).

If you are not employed by a company or another person but earn an income, you have a responsibility to declare that income and pay the right amount of tax.

The amount of tax you pay depends on how much you earn. You can check this at

www.gov.uk/estimate-income-tax

Voluntary work

Voluntary work is working for any organisation without being paid a wage. This could be a charity, voluntary organisation or associated fund-raising body or statutory body.



Voluntary work can be very useful for a person who is looking to develop skills and experience in order to increase their chance of getting a job. It is particularly useful for someone who has not worked in the UK and is looking to build up their confidence and skills at the same time.



纳税

如果您工作, 您有责任支付适当的所得税。所得税金额是您年收入的一定百分比。如果您受雇于其他人, 则通常会通过名为“预扣所得税”(PAYE)的系统直接从您的月薪中扣除所得税。

如果您没有受雇于公司或其他人但获得收入, 您有责任申报该收入并支付适当的税额。

您支付的税额取决于您的收入。您可以在 www.gov.uk/estimate-income-tax 上查看

志愿工作

志愿工作适用于任何组织而无需支付工资。这些组织包括慈善机构、自愿组织或相关筹款机构或法定机构。

志愿工作对于希望培养技能和经验以增加获得工作机会的人来说非常有用。对于那些没有在英国工作并且希望同时建立自信和技能的人来说, 这一点特别有用。



Your rights and protection at work

When you go to work, you have the right to be treated fairly and work in a safe environment. You also have the right to be able to work without fear or harassment from your employer, colleagues or customers.

Workers over the age of 18 are usually entitled to three types of break – rest breaks at work, daily rest and weekly rest.

If you work more than six hours in a day, you have the right to one uninterrupted 20 minute rest break during your working day. The break doesn't have to be paid – it depends on your employment contract.

You also have the right to 11 hours rest between working days (e.g. if you finish work at 8pm, you shouldn't start work again until 7am the next day) and the right to either:

- An uninterrupted 24 hours without any work each week
- An uninterrupted 48 hours without any work each fortnight

Almost all workers are legally entitled to 5.6 weeks paid holiday per year (known as statutory leave entitlement or annual leave). An employer can include bank holidays (also known as public holidays) as part of statutory annual leave.

您在工作中的权利和保护

当您去上班时,您有权得到公平对待并在安全的环境中工作。您还有权在不受雇主、同事或客户的恐惧或骚扰的情况下工作。

18岁以上的工人通常有权享受三种类型的休息 - 工作休息、每日休息和每周休息。

如果您一天工作超过六小时,您有权在工作日内不间断地休息20分钟。休息时间不需要支付工资 - 这取决于您的雇佣合同。

您还有权在工作日之间休息11小时(例如,如果您在晚上8点完成工作,则不应该在第二天早上7点之前再次开始工作)并有权:

- 每周不间断休息24小时
- 每两周不间断休息48小时

几乎所有工人在法律上都有权享受每年5.6周的带薪假期(称为法定假期或年假)。雇主可以将银行假期(也称为公共假日)作为法定年假的一部分。



Every employer in the country must pay their employees a minimum amount per hour. How much this is depends on how old you are.

The rates in place until 31 st March 2021 are shown below. After this date, some rates may change. Please check www.gov.uk/national-minimum-wage-rates for the most up-to-date information.

Age	Rate per hour
25 and over	£8.72
21 to 24	£8.20
18 to 20	£6.45
Under 18	£4.55
Apprentice	£4.15

The terms and conditions of your work will be outlined in your contract. Make sure you read this carefully, with an interpreter if necessary, before you sign.

You can get further advice about your rights and Employer's responsibilities by contacting ACAS on 0300 123 1100.

Minimum wage:

25 and over



£8.72

21-24



£8.20

18-20



£6.45

Under 18



£4.55

Apprentice



£4.15

最低工资：

25岁和以上



£8.72

21-24岁



£8.20

18-20岁



£6.45

18岁以下



£4.55

学徒



£4.15

英国的每个雇主必须向其雇员支付最低时薪。时薪多少取决于您的年龄。

截至2021年3月31日的时薪如下所示。在此日期之后,某些时薪可能会发生变化。请查看 www.gov.uk/national-minimum-wage-rates 获取最新信息。

	年龄	时薪
	25岁和以上	£8.72
	21至24岁	£8.20
	18至20岁	£6.45
	18岁以下	£4.55
	学徒	£4.15

您的工作条款和条件将在合同中列出。在签字之前,请务必仔细阅读,并在必要时与口译员联系。

您可以通过拨打 on 0300 123 1100联系 ACAS, 获取有关您的权利和雇主责任的进一步建议。



Equality and discrimination in the workplace

Organisations and businesses have a legal duty to treat everyone fairly in the workplace and in the way they recruit people for jobs. Men and women have the right to work. Men and Women have equal rights and duties in employment.

You have the right to be safe at work and be free from threat or violence. You should also keep your passport or ID – your employer does not have the right to keep them.

It is illegal to discriminate against anyone applying for a job or in the workplace or in applying for a job on the basis of gender, race, religion, being married or in a civil partnership, disability, age, sexual orientation or if they are pregnant.

Employers must therefore respect the needs of an employee as long as it does not interfere with the work they are employed to do. For example, Muslim women will be allowed to wear a hijab and employers must make reasonable adjustments to accommodate disabled people.

工作场所的平等和歧视

组织和企业有法律义务在工作场所公平对待每个人,并以公平的方式招聘员工。男性和女性均有权工作。男性和女性在就业方面享有平等的权利和义务。

您有权在工作中保持安全并免受威胁或暴力。您还应该保留您的护照或身份证 - 您的雇主无权保留您的护照或身份证。

在申请工作或在工作场所时,以性别、种族、宗教、已婚或民事伴侣关系、残疾、年龄、性取向或怀孕为由歧视任何人都是非法的。

因此,雇主必须尊重雇员的需要,只要这些需求不干扰他们所从事的工作。例如,穆斯林妇女将被允许戴头巾,雇主必须做出合理的调整以适应残疾人。



If you think you have been unfairly discriminated against you can:

- Complain directly to the person or organisation
- Use someone else to help you sort it out (called mediation or alternative dispute resolution)
- Make a claim in a court or tribunal

You can get further advice and support from the Equality Advisory Service: www.equalityadvisoryservice.com

If you are being forced to work or your employer isn't willing to respect your rights, you can also get advice from the Modern Slavery Helpline by calling **0800 0121 700**.



如果您认为自己受到了不公正的歧视,可以:

- 直接向个人或组织投诉
- 使用其他人来帮助您解决问题(称为调解或替代性争议解决方案)
- 向法院或法庭提出申诉

您可以从平等咨询服务获得进一步的建议和支持:
www.equalityadvisoryservice.com

如果您被迫工作或您的雇主不愿意尊重您的权利,
您也可以致电
0800 0121 700, 从现代奴隶制帮助热线获得建议。



Summary

Finding a job will raise your income to help support you and your family



You must have a National Insurance number to work



You can visit your Jobcentre Plus for advice and support to find a job, as well as to apply for benefits



Improving your skills, particularly your English, will increase the opportunities available to you









If you are earning a salary, you must make sure you pay any tax you owe



You are protected by law in the workplace – employers have a responsibility towards you, and you should not experience discrimination in the workplace



总结

找工作会增加您的收入, 以帮助您和您的家人	
您必须拥有国家社会保险号才能工作	
您可以访问您的Jobcentre Plus获取建议和支持, 以找到工作, 并申请福利金	
提高您的技能, 特别是您的英语水平, 将增加您的机会	
如果您正在赚取薪水, 您必须确保支付应付税款	
您在工作场所受法律保护 - 雇主对您负有责任, 您不应在工作场所遭受歧视	

Chapter 5

Housing and Services

In this chapter you will learn about:

- Types of housing
- Your tenancy agreement
- Paying your rent
- How to access utilities and services
- Your local area

第5章

住房

和服务

在本章中, 您将了解:

- 住房类型
- 您的租赁协议
- 支付您的租金
- 如何使用公共事业设备和服务
- 您所在的地区

In Chapter 3 you read about having 28 days to secure your own accommodation once you are recognised as a refugee. There are different ways you can do this. Two of the main options are social housing provided by the local authority or privately rented housing. Depending on which path you take different people can help you with this. If you have received asylum support, Migrant Help can direct you to the relevant local authority housing team, in the area in which you live.



Housing in the UK varies greatly depending on where you live – from individual houses for a single family that are more common in rural areas or the outskirts of cities, to large apartment blocks close to the centre of towns and cities.



在第3章中,您了解到从您被确认为难民之日起,您将可以居住28天,以确保您找到自己的住处。有许多方法可以找到住处。其中两个主要选择是由地方当局提供的社会住房或私人出租的住房。根据您的采取的路径,有不同的人可以帮助您。如果您已获得庇护支持,移民帮助可以将您签到您所居住地区之相关地方当局住房小组。

英国的住房因居住地点的不同而有很大差异 - 在农村地区或城市郊区比较常见的是供单一家庭居住的独栋房屋,靠近城镇中心的通常是大型公寓楼。

Types of housing

Private housing

Privately rented housing is an alternative to social housing. You can find it through local lettings agents and on property listings websites. The types of privately rented housing available is different across the country.

When you find a house or flat you will probably need to pay a deposit. You will then need to sign a 'tenancy agreement'. This is a legal contract between you and the landlord.

Your tenancy agreement will state;

- The date you can move in
- How long the contract is for
- How much the rent is
- When you must pay the rent

Social housing

Social housing is provided by local councils and housing associations.

To access social housing you will need to apply to the council (local housing authority) where you wish to live in order to go onto their housing waiting list. You will usually need to fill in an application form, and you may be able to do this online.

Many housing associations let some or all of their properties through the council waiting list. However, in some areas you may also be able to apply to housing associations directly, and the council should be able to inform you if this is the case.





住房类型

私人住房

私人出租房屋是社会住房的替代方案,可通过当地租赁代理商和房产列表网站找到。私人出租房屋的类型在全国各地有所不同。



当您找到房屋或公寓后,您可能需要存入押金。然后,您需要签署“租赁协议”。这是您和房东之间的法律合同。

您的租赁协议将说明:

- 您可以入住的日期
- 合同的期限
- 租金的金额
- 您必须支付的时间



社会住房

社会住房由地方议会和住房协会提供。



要获得社会住房,您需要向您希望居住的地方议会(当地住房管理局)提出申请,以便进入他们的住房等候名单。您通常需要填写申请表,您可以在线填写该表格。



许多住房协会通过地方议会的等候名单出租了他们的部分或全部房产。但是,在某些地区,您也可以直接向住房协会申请,如果是这种情况,地方议会应该会通知您。

People who have been granted refugee status are eligible to be considered for social housing. However, to get onto the council waiting list, a person must also qualify under rules set by the local council itself. Local councils must have a scheme (their allocation scheme) setting out their policies and procedures for allocating social housing and most councils publish it on line. This should explain who qualifies to go onto the waiting list, and how the council prioritise applicants.

Most councils in England apply a residency test, or wider local connection test, as part of their qualification criteria to go on the waiting list. A 'local connection' may usually be established through living or working in an area, or through have close family living in an area.

Councils can also set their own local priorities which must be set out in their allocation scheme.

Your length of time on the waiting list will depend on the area you wish to live in, the type and size of house you require, as well as any priority you may have. In many areas there is not enough social housing to meet demand. The local council will be able to give you advice on the possible waiting time.

获得难民身份的人有资格获得社会住房。但是,要进入地方议会等候名单,您必须符合地方议会自己制定的规则。地方议会会有一个计划(他们的分配计划),列出他们分配社会住房的政策和程序,大多数议会在网上公布这份计划。该计划应该说明进入等候名单的资格,以及地方议会如何优先考虑申请人。

英格兰的大多数地方议会都应用居住测试或更广泛的本地连接测试作为其资格标准的一部分,以便将申请人列入等候名单。通常可以通过在一个地区生活或工作,或通过在一个地区居住的亲密家庭来建立“本地联系”。

地方议会也可以设定自己的地方优先事项,这些优先事项必须在其分配方案中列出。

您在等候名单上的时间长短取决于您希望居住的地区,您需要的房屋类型和大小,以及您可能拥有的任何优先权。在许多地区,没有足够的社会住房来满足需求。地方议会将会就可能的等待时间向您提供建议。

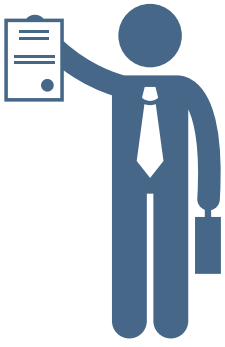
Your tenancy agreement

For private accommodation, there will be a landlord who owns the property – this may be a private individual, the local authority or a housing association. You will need to sign a written agreement in the form of a document known as a tenancy agreement.

The tenancy agreement is a legally binding document which sets out the rights and responsibilities of both landlord and tenant. It is important to read any tenancy agreement carefully – use an interpreter if you have any doubts. You should check:

- The amount you must pay in your deposit and rent, and when this must be paid
- What date your tenancy will run from and to
- Whether you can cancel your tenancy agreement early or change the terms
- A list of repairs and maintenance that are your responsibility, and which are the landlord's responsibility
- Any other rules or restrictions, e.g. having pets or smoking restrictions





您的租赁协议

对于私人住所, 将有一个拥有该物业的房东 - 房东可能是私营个体、地方当局或住房协会。您需要以称为租赁协议的文件形式签署书面协议。

租赁协议是一份具有法律约束力的文件, 规定了房东和房客的权利和责任。仔细阅读任何租赁协议非常重要 - 如果您有任何疑问, 请使用口译员。您应该检查:

- 您应支付的 押金和 租金, 以及支付的时间
- 您的租约将在何时开始和结束
- 您是否可以提前取消租约或更改条款
- 您负责的维修和维护的物品清单, 以及房东的责任
- 任何其他规则或限制, 例如有宠物或吸烟限制



You can find out about your responsibilities and rights as a tenant in the Government's 'How to Rent Guide', which is at www.gov.uk/government/collections/housing-how-to-guides

In general, a landlord and tenant have the following responsibilities:

Landlord	Tenant
Collecting rent	Paying your rent in full and on time
Keeping your building safe and in good condition	Keeping the house clean and not mis-using it or any furniture included
Providing everything set out in your tenancy agreement (including furniture if agreed)	Contacting the landlord if there are any repairs needed or any issues with the house
Handling or paying for repairs to the house and appliances covered by the tenancy agreement	Allowing the landlord to enter to repair your home or to do an inspection at a time and frequency agreed in the tenancy agreement

Paying your rent

Your tenancy agreement will set out how much rent needs to be paid and how often – this will usually be monthly. When you are first recognised as a refugee, it is likely you will have no income, so you will be entitled to claim benefits to help pay all or part of your rent and to cover expenses such as food and bills (see Chapter 4 – Employment and Benefits).

The amount of benefits you will receive is dependent on your personal circumstances. You should go to your local Jobcentre Plus to claim benefits (see Chapter 4 – Employment and Benefits). Welfare benefits will usually be paid directly to you and you are responsible for paying your housing and living costs with the money you receive.

您可以在政府的“租房指南”中找到您作为租客的责任和权利, 该指南位在 www.gov.uk/government/collections/housing-how-to-guides 上提供

一般而言, 房东和租客有以下责任:

房东	租客
收取租金	全额按时支付租金
保持建筑物安全, 状况良好	保持房屋清洁, 不误用房屋, 包括任何家具
提供租赁协议中规定的所有内容(如有约定, 包括家具)	如果需要维修或房屋有任何问题, 请联系房东
处理或支付租赁协议所涵盖的房屋和电器的维修费用	允许房东进入房屋以进行修理或按照租赁协议中约定的时间和频率进行检查

支付您的租金

您的租赁协议将规定需要支付多少租金和支付的频率 - 通常是按月支付。当您第开始被认定为难民时, 您可能没有收入, 因此您有权申请福利金, 以帮助您支付全部或部分租金, 并支付食品和账单等费用(见第4章 - 就业和福利)。

您将获得的福利金额取决于您的个人情况。您应该到您当地的就业中心申请福利金(参见第4章 - 就业和福利)。福利金通常直接支付给您, 您有责任用您收到的钱支付住房和生活费用。

Gas, electricity, water and other services

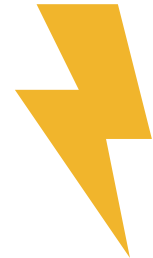
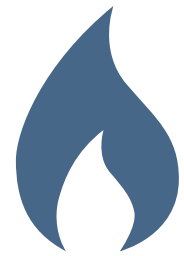
When you move in, your water and electricity should already be working. There won't necessarily be gas in all properties, but where there are gas appliances landlords are required to provide you with a gas safety certificate. If you have a problem you should contact the supplier stated in your tenancy agreement who will make necessary arrangements to set up how you will pay for your energy and water.

Gas and electricity can be expensive, so doing things like turning the heating off when you leave the house or keeping windows closed when you have the heating on can save you money. Make sure that you turn off lights and do not leave electrical appliances on. This also helps to protect the environment, as it creates less waste and pollution.

If you smell gas, this could be a sign of a dangerous gas leak. You should call **0800 111 999** immediately if you suspect there is a gas leak in your building.

Smoke and Carbon Monoxide detectors:

All properties must have working smoke alarms (on every floor used as living accommodation) and a carbon monoxide alarm (in rooms using solid fuels – such as a coal fire or wood burning stove).





燃气、电、水和其他服务

搬入时，您的水电应该已经开始正常供应了。不一定所有的物业都有燃气，但在有燃气器具的地方，房东必须向您提供燃气安全证明。如果您遇到问题，请联系租赁协议中所述的供应商，他们将做出必要的安排，以确定您将如何支付电费和水费。



燃气费和电费可能很贵，所以在离开家的时候，把暖气关掉，或在打开暖气的时候把窗户关上，这样可以省钱。确保关闭电灯和电器。这也有助于保护环境，因为它减少了浪费和污染。

如果闻到气味，这可能是危险气体泄漏的迹象。如果您怀疑建筑物中有燃气泄漏，请立即拨打 **0800 111 999**。



烟雾和一氧化碳探测器：

所有物业必须有正常工作的烟雾报警器（在用作生活住宿的每个楼层）和一氧化碳报警器（在使用固体燃料的房间 - 例如烧煤或烧柴火的炉子）。

Getting a telephone and the internet

You can arrange to have a land line (fixed phone) installed at your home and pay a monthly fee to use it, known as line rental. A land line is usually needed in order to receive internet access. Depending on the deal you choose, the provider will either send you the equipment to set up yourself or somebody will visit to help you install it. There are a wide range of deals, so you should check with a number of providers before buying.

Most people will also have their own personal mobile phone. Mobile phones will vary in cost, but basic mobile phones are available for as little as £10. Smartphones, which can access the internet, are more expensive.

You can get a contract where you pay monthly to use a mobile, or a pay as you go deal where you pay for what you use.

- Pay monthly contracts are where you can make calls on your phone for a fixed number of minutes, send a number of texts and use a certain amount of internet data. You will pay a fixed amount each month unless you exceed the number of minutes, texts or data set out in your contract, in which case you must pay for what you use. These can be very expensive, so it is important to be careful and check that you have not exceeded your allowance. It is necessary to have a bank account and provide proof of address (for example a copy of your tenancy agreement) to take out a contract. Contracts can vary greatly in cost, from as little as £5 per month for a SIM card only to £60+ for contracts with the latest and most expensive phones included.





安装电话和互联网

您可以安排在家中安装固定电话(固定电话)并按月支付费用(称为线路租赁)。通常需要固定线路以接入互联网。根据您的选择的交易,提供商会将设备交给您自己设置,或者会派人上门帮您安装。有很多交易选择,所以在购买之前您应该咨询一些供应商。



大多数人也会拥有自己的个人手机。手机的成本会有所不同,但基本的手机只需10英镑。可以访问互联网的智能手机更贵。

您可以签署一份合约,其中规定您每月支付使用手机的费用,或者在您使用手机时支付费用。



- 按月支付合约是您的手机每个月有固定的通话分钟数,短信数量和数据流量。除非您使用的分钟数、短信数量或数据流量超过合约中规定的数量,否则您将每月支付固定金额,在这种情况下,您必须支付所使用的费用。这些费用可能非常昂贵,因此务必小心并检查您的使用是否超过限额。有必要开设银行账户并提供地址证明(例如租约的副本)以签署合约。合约的成本差异很大,从SIM卡每月只需5英镑,到包括最新和最昂贵手机的合约需要60英镑以上不等。

- You can also buy a pay as you go SIM card which means you pay for the minutes, texts or data you use. This means you can control how much you spend more easily. In some cases, a phone company will offer a deal where if you top-up, or add a minimum amount of money each month, they will give you a certain amount of minutes, texts and data to use. You can top-up whatever amount you want but to get a good deal from a phone company you usually need to top up around £10 each month.



Council Tax

You are liable for paying Council Tax for your property. This is a set amount for the financial year which runs from April to March, and you can pay this monthly. Council Tax is a tax which goes to your local authority for local services such as care, social services, police and local facilities.

If you are on a low income or out of work you may be eligible for financial help towards your Council Tax bill – this is called Council Tax Reduction. Each local authority has its own scheme and you need to apply to your local authority.

COUNCIL TAX

Homelessness/Crisis support

If you are concerned that you may become homeless the following services can advise you on what to do:

- Your local authority, you can find this at **www.gov.uk/find-local-council**
- Shelter Tel: 0808 800 4444
- Crisis Tel: 0800 038 4838
- Refugee Council **www.refugeecouncil.org.uk**



COUNCIL TAX

- 您还可以自带SIM卡,这意味着您需要支付您使用的分钟数、短信数量或数据流量。这意味着您可以更轻松地控制您的花费。在某些情况下,电话公司会提供一份合约,其中规定,如果您充值,或者每月消费最低金额,他们会向您提供一定的通话分钟数、短信数量和数据流量。您可以充值任何金额,但是如果从电话公司那里获得更好的合约,您每个月通常需要充值10英镑左右。

议会税

您需要为您的财产支付地方议会税。这是从当年4月到次年3月的财政年度的固定金额,您可以按月支付。地方议会税是一种税收,由当地政府征收,用于护理、社会服务、警察和当地设施等当地服务。

如果您的收入低或失业,您可能有资格获得地方议会税收法案规定的财务帮助 - 这称为地方议会减税。每个地方当局都有自己的计划,您需要向当地政府申请。

无家可归/救助站支持

如果您担心自己可能无家可归,以下服务可以告知您该怎么做:

- 关于您的地方当局信息,可以访问 www.gov.uk/find-local-council
- 避难所电话:0808 800 4444
- 救助站电话:0800 038 4838
- 难民事务议会 www.refugeecouncil.org.uk

Your local neighbourhood

Your local area will likely have a leisure centre where you can play sport or exercise, local parks and libraries where you can borrow books and access the internet if you do not have it at home. Libraries and parks are free to everyone and leisure centres are often cheap to use.

You should also familiarise yourself with the local transport links and bus stops and learn how to use transport to reach places further away. You may not live very close to a doctor, school or Jobcentre Plus and may need to travel to get there.



您当地的社区

您所在的地区可能会有一个休闲中心,您可以在那里进行运动或锻炼,当地公园和图书馆,如果您家里没有书籍,您可以在那里借书和上网。图书馆和公园对每个人都是免费的,休闲中心通常很便宜。

您还应该熟悉当地的交通连接和公共汽车站,并学习如何使用交通工具到达更远的地方。您住的地方可能不会离医院、学校或Jobcentre Plus很近,所以您可能需要乘坐交通工具前往那里。



Places of worship

The UK is a multi-faith society and there are mosques, churches, synagogues and other places of worship in larger towns or cities.

Many newcomers to the UK have found that they have had support and help through their place of worship and have also made friends who have helped them to adapt and made them feel welcome.



宗教场所

英国是一个多信仰的社会，在较大的城镇或城市中有清真寺、教堂、犹太教堂和其他礼拜场所。

许多英国新移民发现他们可以通过礼拜场所得到的支持和帮助，结交帮助他们适应新生活的朋友，让他们感到受欢迎。



Summary

You are eligible to receive benefits which can pay for your rent and other essential living costs



If you are renting a house or a flat, you will have a tenancy agreement with your landlord that sets out the rights and responsibilities for both landlord and you, the tenant







You must manage your money with care and ensure you pay for all bills and living expenses – you should open a bank account



Look out for local services and places of worship in your local area



总结

您有资格获得用于支付租金和其他基本生活费用的福利金	
如果您租房子或公寓,您将与房东签订租赁协议,其中规定房东和您,作为租客的权利和责任	
您必须谨慎管理您的资金并确保支付所有账单和生活费用 - 您应该开设一个银行账户	
寻找您所在地区的本地服务和宗教场所	

Chapter 6

Education

In this chapter you will learn about:

- The education system
- Types of school
- The subjects that you can study

第6章

教育

在本章中, 您将了解:

- 教育系统
- 学校的类型
- 您可以学习的科目

Overview of education

If you have children, they may already be attending school and you may have some existing knowledge of the education system. This chapter is intended to give a helpful overview of the education system, including adult learning.

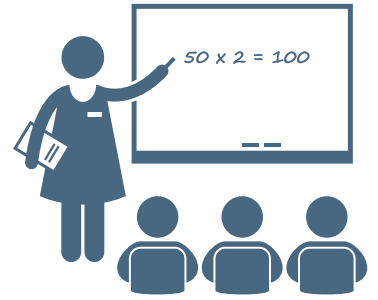
Education is important in the UK and there is a strong culture of lifelong learning. This means that education does not finish at school but continues throughout a person's working life through professional or personal development.

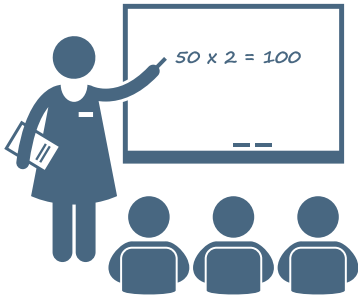
The school system encourages children to question and think for themselves rather than simply learning facts and figures. Parents are expected to take a prominent and supportive role in their children's education, meeting with teachers regularly for a progress report, helping children with their homework and ensuring they arrive at school clothed, fed and ready to learn.

As a parent you are responsible for ensuring that your children of compulsory school age receive a full-time education. Local authorities have powers to enforce school attendance, including the power to prosecute parents who fail to ensure their child's regular attendance at school. This guidance sets out how schools, local authorities and the police can deal with poor attendance and behaviour in school.

Education for children is free and compulsory. In England, the statutory school age is from 5 years to 16 years and individuals aged 16 to 18 must be in either full-time education or work (with an educational component).

The UK has some of the world's finest and oldest universities and is a world leader in research and innovation.





教育概述

如果您有孩子，他们可能已经在上学，您可能已经掌握了教育系统的一些知识。本章旨在对教育系统进行有用的概述，包括成人学习。

教育在英国很重要，并且英国有一种强烈的终身学习文化。这意味着教育不是在学校结束的，而是通过专业或个人发展在一个人的工作生涯中继续。

学校系统鼓励孩子们自己提问和思考，而不是简单地学习事实和数字。家长应在孩子的教育中发挥突出和支持的作用，定期与教师会面以获取进度报告，帮助孩子完成家庭作业，并确保他们在到达学校前已经穿好衣服，吃饱饭，并做好学习的准备。

作为家长，您有责任确保您处于义务教育年龄的孩子接受全日制教育。地方当局有权强制入学，并有权起诉未能确保其子女定期上学的父母。本指南规定了学校、地方当局和警察如何处理出勤情况差和行为不良的问题。

儿童教育是免费的义务教育。在英格兰，法定学龄为5岁至16岁，16至18岁的人必须接受全日制教育或工作（具有教育部分）。

英国拥有一些世界上最好和最古老的大学，是研究和创新的世界领导者。



A young girl with blonde hair, wearing a light blue school uniform, is sitting in a classroom. She has her right hand raised high in the air, looking towards the right side of the frame with a slight smile. Another child's hand is visible in the foreground, also raised. The background is dark, suggesting a classroom setting.

Joining the education system

You should get in touch with your local authority to ensure your children are registered in an age appropriate school. Your local authority will have more information about schools in your area. We recommend you review this GOV.UK webpage (www.gov.uk/schools-admissions) which provides general information for parents about school admissions and how to apply for a school place. If you don't know your local authority, you can find out through this website: www.gov.uk/find-local-council. You should enrol your child at school and familiarise yourself with what support is expected from parents. These include taking an active part in your child's education such as ensuring that they attend school, complete their homework and get enough sleep.

If you have a child of nursery age (under 5 years old) the local authority Family Information Service can help you find a nursery place for them. Once you know your local authority, you can check your Family Information Service here: findyourfis.familyandchildcaretrust.org. Similarly, if your child has additional learning needs, you should liaise with your local authority to ensure that their needs are met.

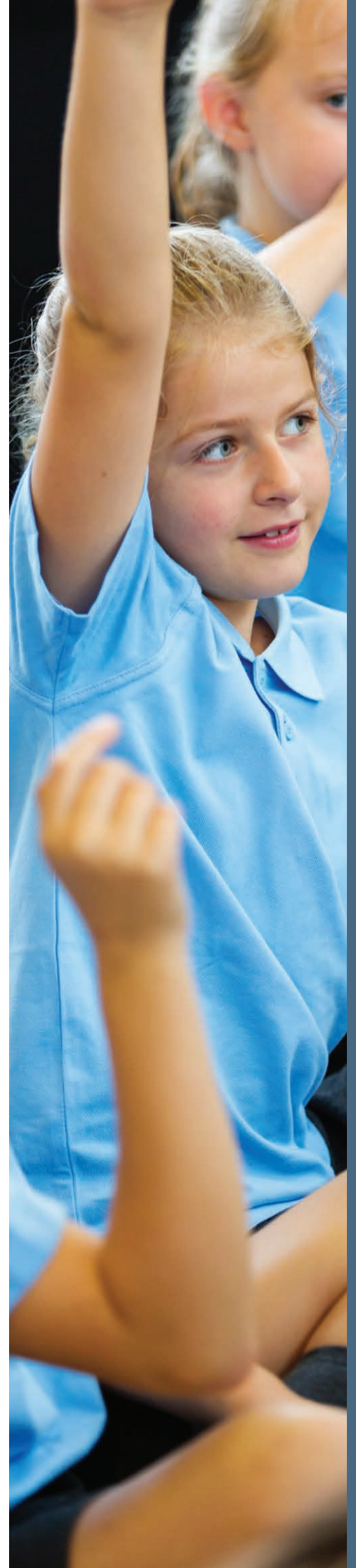
Your child will be given additional support to meet the requirements of education, such as additional English language support. These opportunities will not only enable them to re-engage with their education as quickly as possible, but also help the whole family to adjust.

加入 教育体系

您应该与当地政府取得联系，以确保您的孩子在适合其年龄的学校注册。您的地方当局将提供有关您所在地区学校的更多信息。我们建议您查看 GOV.UK 网页 (www.gov.uk/schools-admissions)，该网页为家长提供有关入学和如何申请学校的一般信息。如果您不了解地方当局，可以通过以下网站查询：www.gov.uk/find-local-council 您应该让您的孩子在学校注册，并熟悉父母需要提供的支持。这些措施包括积极参与孩子的教育，例如确保他们上学、完成家庭作业以及获得充足的睡眠。

如果您有一个托儿所年龄 (5岁以下) 的孩子，地方当局的家庭信息服务可以帮助您找到一个托儿所。了解当地方当局后，您可以在此处查看您的家庭信息服务：findyourfis.familyandchildcaretrust.org。同样地，如果您的孩子有其他学习需求，您应该与地方当局取得联系，以确保满足他们的需求。

您的孩子将获得额外的支持，以满足教育的要求，如额外的英语语言支持。这些机会不仅能让它们尽快重新接受教育，还能帮助全家人适应。



Nursery education

Between the ages of 3 and 4, children can get free early education. Some 2-year-olds are also eligible. The local authority Family Information Service will be able to provide advice about local childcare providers and how many hours of free early education you may be entitled to.

At nursery children will learn through play, giving children the broad range of knowledge and skills that provide the foundation for good future progress through school and life.



Nursery education

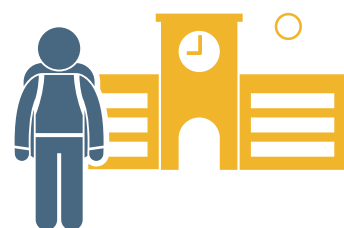


Primary education

Primary education

Primary education is taught at primary schools. These teach the fundamental basics of reading, writing, arithmetic and science. They are attended by children aged 5 to 11 years old.

Primary schools are sometimes separated into infant schools (ages 4 to 6) and junior schools (ages 7 to 11), and you may be told that your child is attending one of these types of school (although some children might start when they're 4 years old).



Secondary education



Further education



Higher education



幼儿园教育

幼儿园教育

在3至4岁之间，孩子们可以获得免费的早期教育。一些2岁的孩子也有资格获得早期教育。地方当局家庭信息服务机构将能够提供关于当地儿童保育提供者以及您可能有权接受多少小时免费早期教育的咨询意见。

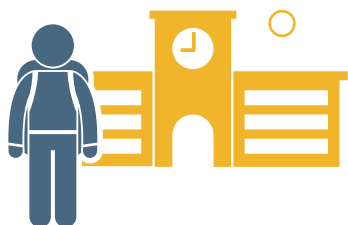


小学教育

在幼儿园，孩子们将通过游戏来学习，为孩子们提供广泛的知识和技能，为将来在学校和生活中取得良好的进步奠定基础。

小学教育

小学教授小学教育。它们教授阅读、写作、算术和科学的基本知识。5至11岁的儿童可以就读。



中学教育

小学有时分为幼儿学校（4至6岁）和初中（7至11岁），您可能被告知您的孩子正在上这些类型的学校（虽然有些孩子可能会在4岁时已经开始接受这些教育）。



延续教育



高等教育



Secondary education

Secondary education is taught at secondary schools. These build on the primary curriculum and teach a more academic curriculum across a range of subjects (such as the sciences, mathematics, English language and literature and foreign languages), alongside practical subjects (such as music, design and technology, physical education and information technology). These schools are attended by children aged 11 to 16.

Secondary schools vary across local authorities and the type of school your child may attend could be a comprehensive school, an academy or a grammar school.

At the age of 16 students in England sit public examinations in all their subjects known as the General Certificates of Secondary Education (GCSEs). These qualifications will be used to apply for jobs, further education and higher education.

School leaving ages

You can leave school on the last Friday in June if you will be 16 by the end of the summer holidays.

You must then do one of the following until you are 18:

- Stay in full-time education e.g. at a college or secondary school
- Start an apprenticeship or traineeship. An apprenticeship is a genuine job, where you spend at least 20% of your time in off the job training. For more information, visit www.apprenticeships.gov.uk
- Volunteer (for 20 hours or more a week) while in part-time education or training

中学教育

中学教授中学教育。这些课程以小学课程为基础，教授更多学科课程（包括科学、数学、英语语言和文学以及外语），以及实践科目（如音乐、设计和技术、体育和信息技术）。11至16岁的儿童可以就读这些学校。

地方当局的中学各不相同，您的孩子可能就读的学校类型可以是综合学校、学院或语法学校。

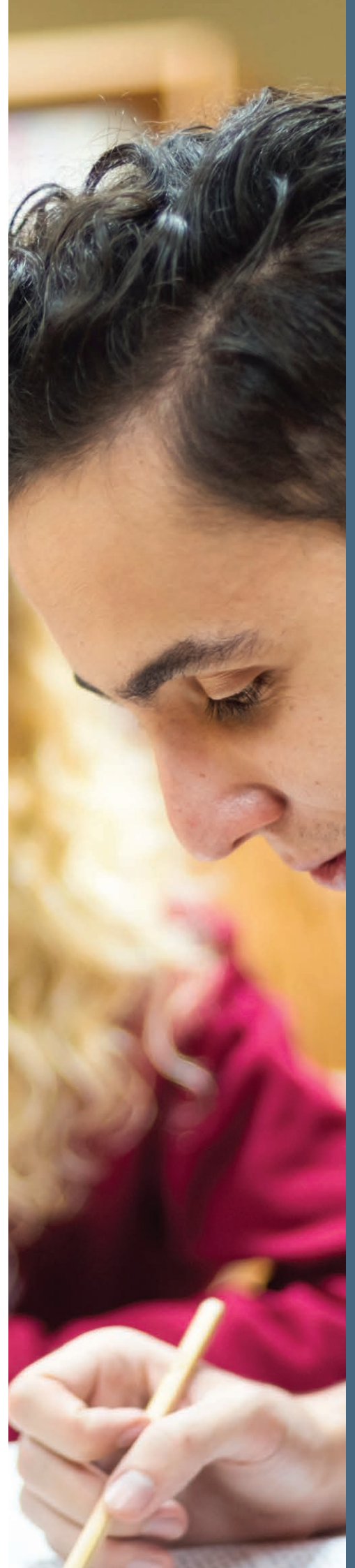
在16岁时，英格兰的学生将参加所有科目的公开考试，这些考试被称为普通教育高级考试（GCSE）。考试成绩将用于申请工作、延续教育和高等教育。

离校年龄

如果您在暑假结束时年满16岁，您可以在6月的最后一个星期五离开学校。

您必须在18岁之前完成以下任务之一：

- 继续全日制教育，例如在大学或中学就读
- 开始学徒训练或实习。学徒训练是一项真正的工作，您至少有20%的时间在职业培训中度过。欲了解更多信息，请访问 www.apprenticeships.gov.uk
- 在兼职教育或培训期间当志愿者（每周20小时或更长时间）



Further education

In England, after taking GCSEs young people normally choose between a practical route or an academic route. Further education for young people aged 16-18 can be provided in schools (often as part of a continuous educational journey from the age of 11 to 18), sixth form or FE colleges, or independent training providers.

The most common academic qualifications are called A-Levels and these are often required to go on to university. Students will typically study three or four subjects at A-Level often related to what they want to study at university.

Technical qualifications come in a number of forms, the most common of which are Business and Technician Education Council qualifications (BTECs) and National Vocational Qualifications (NVQs). These develop practical skills such as management, hairdressing or carpentry. Often these are taken in conjunction with, or as a precursor to, apprenticeships (see Chapter 4 – Employment and Benefits).

Further Education is also open to adults. Adult provision is funded through a combination of government funds, employer contributions, learner contributions and learner loans, depending on the type/level of course and learner circumstances. To find out what opportunities are available in your local area, and whether you are eligible for government funding, please contact your local authority, college or training provider, or find out more information at www.nationalcareersservice.direct.gov.uk

延续教育

在英格兰, 在参加GCSE之后, 年轻人通常会选择实践路线或学术路线。16-18的青少年可在学校 (往往作为11至18岁持续教育旅程的一部分)、高中学院或FE学院或独立培训机构接受进一步教育。

最常见的考试被称为甲级考试, 这些考试往往是继续上大学所必需的。学生通常会在甲级课程学习三到四门科目, 这些科目通常与他们想要在大学学习的内容相关。

技术考试有多种形式, 其中最常见的是商业和技术人员教育委员会资格考试 (BTEC) 和国家职业资格考试 (NVQ)。这些考试可以培养管理、美发或木工等实用技能。这些通常与学徒训练相联系或作为学徒训练的基础 (见第4章 - 就业和福利)。

延续教育也向成年人开放。成人教育的资金来自政府资金、雇主缴款、学习者缴款和学习者贷款, 具体取决于课程的类型/水平和学习者的情况。要了解您所在地区的可用机会, 以及您是否有资格获得政府资助, 请联系您的地方当局、学院或培训机构, 或者在

www.nationalcareersservice.direct.gov.uk
上查找更多信息。



Higher education

Higher education is taught at universities and individuals will usually begin applying between the ages of 17 and 18. Different universities will offer different subjects and requirements needed to confirm a place (usually certain grades at A-Level sometimes in certain subjects).

Students will receive guidance from their school teachers and careers advisers about where to apply and what to apply for. Applications are submitted through an online system.

University education is not free in all parts of the UK, and individual universities set the level of their fees. These are currently capped at up to £9,250 per year in England. You may be able to apply for a student loan to cover the costs of these fees, and an additional loan to contribute to the costs of living as a student. A careers adviser at your school will provide you with more information.

If you have refugee status you are eligible for home fee status for tuition fees and you are eligible to apply for student loans to help with tuition fees and living costs. If you have Humanitarian Protection status, you will need to satisfy a three year ordinary residency requirement to qualify for home fee status and to be eligible to apply for student loans.

For more information on student finance visit:
www.gov.uk/student-finance

Student Loans Company – **www.slc.co.uk**.
Telephone no: 0300 100 0622.

高等教育

大学教授高等教育，个人通常在17至18岁之间开始申请。不同的大学将提供确认一个名额所需的不同科目和要求（通常甲级考试，或者某些科目的成绩）。

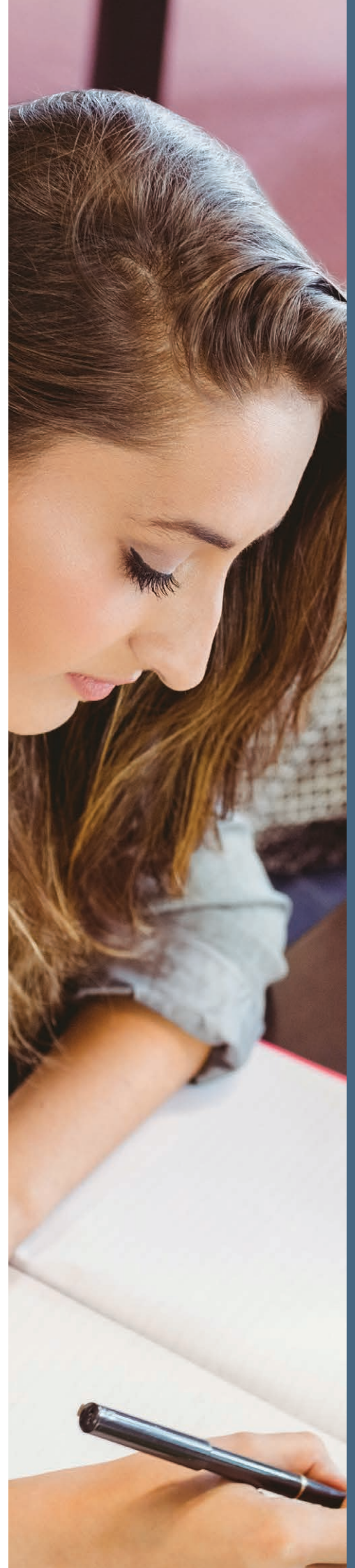
学生将获得学校教师和职业顾问的指导，了解申请地点和申请方式。申请通过在线系统提交。

英国各地的大学教育都不是免费的，个别大学设定了他们的学费水平。目前这些在英格兰每年最高可达9,250英镑。您可以申请学生贷款以支付这些费用，以及申请额外的贷款以支付学生的生活费用。您学校的职业顾问将为您提供更多信息。

如果您有难民身份，您有资格获得学费的住宿费补助，并且您有资格申请学生贷款以帮助支付学费和生活费。如果您有人道主义保护身份，您将需要满足三年普通居住要求才有资格获得住宿费补助并有资格申请学生贷款。

有关学生资助的更多信息，请访问：
www.gov.uk/student-finance

学生贷款公司 - www.slc.co.uk。
电话号码: 0300 100 0622。





Adult learning

Adult learning is strongly encouraged and many different courses are available. Colleges, adult education services and other educational institutions in your local area may offer full and part-time adult learning opportunities. These could include taught courses, workshops and online learning on a wide range of subjects including job training and courses for personal development such as IT, gardening, arts and crafts, and well-being. Some courses are specifically designed to support parents and their families. These courses are likely to be available in the daytime, evening and weekends. Some courses, including literacy and numeracy, are free of charge and some courses are fee-paying so adults may be asked to contribute fully or partially towards the cost. To find out what opportunities are available in your local area, and whether you are eligible for government funding, then please try:

- Looking at the website or prospectus of your local authority adult education service, further education college and/or Workers' Educational Association (WEA) branch
- Using the National Careers Service website, <https://nationalcareersservice.direct.gov.uk>, which offers advice on choosing courses and a post code search to help you find a suitable class
- Reading notices in local newspapers or on notice boards in schools, children's centres, doctors' surgeries, community centres, libraries or voluntary groups
- Speaking to friends, neighbours and colleagues to find out what's happening locally and what courses are on offer

成人学习

强烈鼓励成人学习，并提供许多不同的课程。您所在地区的学院、成人教育服务机构和其他教育机构可提供全日制和非全日制成人学习机会。这些课程包括教学课程、研讨会和在线学习，涉及广泛的科目，包括职业培训和个人发展课程，如IT、园艺、艺术和手工艺，以及福祉。有些课程专门为家长及其家人提供支持。这些课程可能在白天、晚上和周末提供。一些课程，包括识字和算术，是免费的，有些课程是付费的，因此可能要求成年人全额或部分支付费用。要了解您所在地区有哪些学习机会，以及您是否有资格获得政府资助，请尝试：

- 查看地方当局成人教育服务，继续教育学院和/或工人教育协会 (WEA) 分支机构的网站或学校的入学简介
- 使用国家职业服务网站，<https://nationalcareersservice.direct.gov.uk>，该网站提供有关选择课程和邮政编码搜索的建议，以帮助您找到合适的课程
- 阅读当地报纸或学校、儿童中心、医生手术、社区中心、图书馆或志愿团体的告示牌上的通知
- 与朋友、邻居和同事交谈，了解当地发生的事情以及提供的课程



Summary

Education is important, and all children must attend school from the age of 5 until they turn 16



There are opportunities for adults to undertake further learning



总结

教育很重要, 所有孩子必须从5岁开始上学, 直到16岁



成年人有机会进一步学习



Chapter 7

Legal Rights and Responsibilities

In this chapter you will learn about:

- Your rights and responsibilities
- What is legal and illegal
- Protecting and caring for your children
- Gender-based laws
- Discrimination

第7章

合法权利和 责任

在本章中, 您将了解:

- 您的权利和责任
- 什么是合法和非法的
- 保护和照顾您的孩子
- 基于性别的法律
- 歧视

Rights and freedoms

Every person in the UK has the same basic human rights and freedoms, which are protected in law. These underpin how people live in the UK. For example:

- Every person has a right to liberty, which means you cannot be unlawfully detained. You also have a right to a fair trial. Everyone must be treated fairly and equally under the law.
- Every person has freedom of thought and the right to practise their religion. However it is illegal if, as part of this, you take part in activities which break UK laws. It is against the law to discriminate against or persecute someone because of their beliefs.
- Every individual has a right to marry whomever they want, regardless of race, or religion. However there are exceptions, for example you cannot be married to more than one person at one time, or marry certain relatives.



Right to equality



Right to education



Right to work

Values and responsibilities in the UK

Based on the rights and freedoms protected in law, everyone living in or visiting the UK is expected to adhere to a set of shared values and responsibilities. Core values include:

- Respect and obey the law
- Respect the rights of others, including their right to their own opinions
- Treat others with fairness



Right to marry



平等权利



受教育的权利



劳动权



结婚的权利

权利和自由

英国的每个人都拥有相同的基本人权和自由，这些都受到法律保护。这些都是人们在英国生活的基础。例如：

- 每个人都有自由权，这意味着您不会被非法拘禁。您也有权获得公正的审判。根据法律，每个人都必须得到公平和平等的对待。
- 每个人都有思想自由和选择宗教信仰的权利。但是，如果您作为其中的一份子参与违反英国法律的活动，则属于非法行为。因信仰而歧视或迫害他人是违法的。
- 无论种族或宗教信仰如何，每个人都有权与任何人结婚。但也有例外情况，例如，您不能同时与多个人结婚，或与某些亲属结婚。

英国的价值观和责任

根据法律保护的权利和自由，生活在英国或访问英国的每个人都应遵守一套共同的价值观和责任。核心价值观包括：

- 尊重并遵守法律
- 尊重他人的权利，包括他们对自己意见的权利
- 公平对待他人



The law in the UK

The law applies to everyone in the UK. Cases are decided by judges in a court of law. In every case both sides are treated fairly. Every person can be represented by a lawyer.

Respect for the law is very important in the UK and everyone must obey the law. If you break the law, there are consequences. You could receive a fine or you could go to prison.

It is important to know that some things which may be allowed in other countries are not acceptable in the UK and it is your responsibility to live within the law of the UK. It is also important to understand some things which may not be allowed in other countries may be legal in the UK.

What is legal and illegal?

There are two types of law in the UK:

- Civil Law, which settles disputes between people
- Criminal Law, which covers crime and punishment

Both govern what you can and cannot do in the UK.

Some specific laws vary between England, Wales, Scotland and Northern Ireland.

The table below applies to England.

英国的法律

该法律适用于在英国的每个人。案件由法官在法庭上决定。在每种情况下，双方都得到公平对待。每个人都可以由律师代理。

尊重法律在英国非常重要，每个人都必须遵守法律。如果您违反法律，就必须承担后果。您可能会受到处罚或被关进监狱。

重要的是，您要知道在其他国家允许的某些事情在英国是被禁止的，并且您有责任遵守英国法律。同样重要的是，您要知道在其他国家可能不允许的某些事情在英国可能是合法的。

什么是合法和非法的？

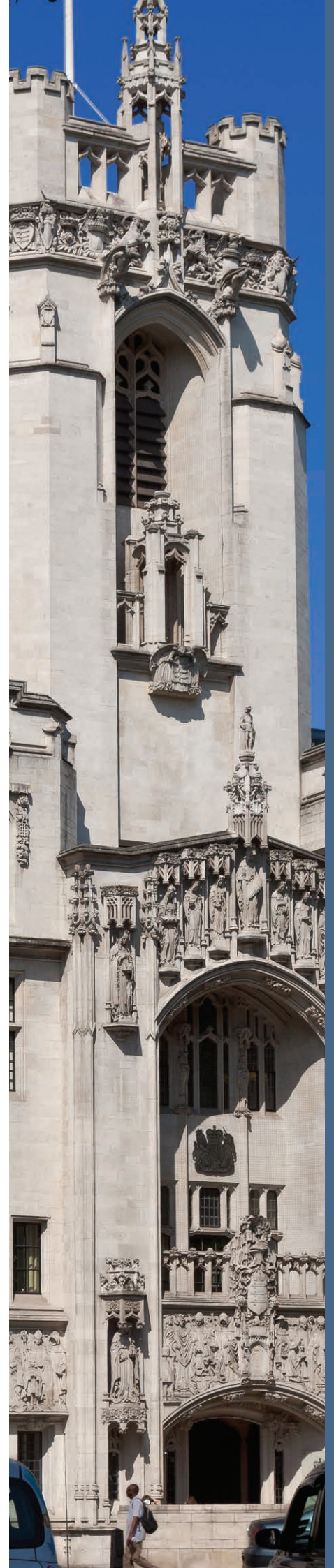
英国有两种类型的法律：

- 民法：解决人民之间的纠纷
- 刑法：涵盖犯罪和惩罚

两者都管辖您在英国能做和不能做的事情。

英格兰、威尔士、苏格兰和北爱尔兰的具体法律有所不同。

下表适用于英格兰。



Below are some examples of issues that are decided in law, and their consequences:

Civil Law

Marriage and divorce

Anyone can marry whomever they want unless they are closely related (e.g. sibling, half sibling or aunt/uncle) or are already married. People of the same gender can marry each other. Either partner can apply for a divorce. If the couple is unable to agree the terms of the divorce, the courts will decide them.

Employment

The law protects both employers and employees. If an employer asks you to do things you did not agree to in a contract, you can challenge this.

Consumer rights

If a company does not provide the service or product you paid for, you can challenge this.

Housing

Any dispute between a tenant and landlord will be settled through Civil Law. As a tenant you should be fully aware of your rights, please look at chapter 5.

Discrimination and harassment

Discriminating against or harassing another person on the grounds of gender reassignment, colour, national or ethnic origin, religion or belief, age, disability or sexual orientation is prohibited under the equalities legislation. Any conduct that can reasonably be expected to cause harassment, alarm or distress to another person on any grounds is also prohibited under harassment legislation. Anyone who suffers this kind of discrimination or harassment can claim damages or seek an injunction against the perpetrator. This includes verbal insults based on religion.

以下是法律规定的问题及其后果的一些例子：

民法

结婚和离婚

每个人都可以与任何他们想要的人结婚，除非他们是近亲（例如兄弟姐妹、同父异母兄弟姐妹或叔叔阿姨）或对方已经结婚。同性别的人可以互相结婚。任何一方都可以申请离婚。如果夫妻双方无法就离婚条款达成一致，法院将对此作出裁决。

就业

法律保护雇主和雇员。如果雇主要求您做一些您在合同中不同意的事情，您可以就此提出质疑。

消费者权利

如果公司没有提供您已经付款的服务或产品，您可以就此提出质疑。

住房

租客与房东之间的任何纠纷将通过民法解决。作为租客，您应该充分了解自己的权利，请参阅第5章。

歧视和骚扰

根据平等立法，禁止以变性手术、肤色、民族或族裔、宗教或信仰、年龄、残疾或性取向为由歧视或骚扰他人。根据骚扰法规，任何可以合理预期会以任何理由对他人造成骚扰、恐慌或伤害的行为也是被禁止的。任何遭受这种歧视或骚扰的人都可以要求赔偿或向犯罪者寻求经济赔偿。这包括基于宗教的口头侮辱。

Criminal Law

Violence

It is illegal to kill or injure another person or group of people, and this can be punished severely. Violent offences which are against UK law include forced sexual contact or behaviour and domestic violence between family members in the home.

Racist and religious hate crime

Criminal behaviour such as violence, verbal abuse, bullying or damage to property is hate crime if it is carried out because of race or religion. This can include where the victim is believed to be of a particular religion or race, or where their partner or friend is. It is also illegal to encourage religious or racial hatred.

Harassment

Any conduct that can reasonably be expected to cause harassment, alarm or distress to another person on any grounds is a criminal offence. The perpetrator can face criminal charges as well as or instead of damages or an injunction under civil law.

Sex

The age of consent (when it is legal) for two people to have sex is 16, regardless of gender or sexual orientation.

刑法

暴力

杀害或伤害他人或一群人是不合法的,将会遭受严厉的惩罚。违反英国法律的暴力犯罪包括强迫性接触或行为,家庭成员之间的家庭暴力。

种族主义和宗教仇恨犯罪

暴力、辱骂、欺凌或损坏财产等犯罪行为如果是因种族或宗教信仰而犯下的则是仇恨犯罪。这可以包括受害者被认为属于特定宗教或种族的情况,或者他们的伴侣或朋友属于特定宗教或种族的情况。鼓励宗教或种族仇恨也是非法的。

骚扰

任何可以合理预期会以任何理由对他人造成骚扰、恐慌或伤害的行为都属于刑事犯罪。根据民法,行为人可能面临刑事指控,也可能面临损害赔偿或禁令。

性

允许发生(或发生合法)性行为的年龄是16岁,无论其性别或性取向如何。

Criminal Law

Drugs

It is illegal to possess, transport or distribute certain controlled drugs. Punishments can be severe, including custodial sentences.

Alcohol

It is legal for adults over 18 to purchase and consume alcohol.
It is illegal to drive under the influence of alcohol.

Smoking

It is illegal to smoke indoors in most public areas, e.g. shops, restaurants, bars. It is illegal to sell tobacco to anyone under the age of 18. In England it is also illegal to smoke in vehicles with passengers under 18. Breaking these laws could lead to a fine.

Driving

It is illegal to drive without a driving licence. You can begin learning to drive from 17 years of age and you must pass a driving test in order to obtain a driving licence.

Weapons

You cannot buy or possess a firearm without a licence. Carrying a knife in public is also punishable.

刑法

毒品

拥有、运输或销售某些受管制药物是非法的。惩罚可能很严厉,包括监禁刑罚。

酒精

18岁以上的成年人购买和饮用酒精是合法的。酒后驾车是违法的。

吸烟

在大多数公共场所吸烟是违法的,例如:商店、餐馆、酒吧。向18岁以下的人出售烟草是违法的。在英格兰,在有18岁以下乘客的车辆中吸烟也是违法的。违反这些法律可能遭受罚款。

驾驶

无证驾驶是违法的。您可以在17岁后开始学习驾驶,并且必须通过驾驶考试才能获得驾驶执照。

武器

没有执照,您不能购买或拥有枪支。在公共场合携带刀具也应受到惩罚。

Protecting and caring for your children

The UK has signed the UN Convention on the Rights of the Child and other international laws promoting children's rights. The UK takes children's rights seriously and is always trying to improve the situation of all children. For this reason the UK has passed a number of laws that help protect children.

Children have a right to have their views listened to and considered. There are official Children's Commissioners that help make sure that the rights and views of children are considered.

In some circumstances in the UK, children aged 14 and older have a right to make certain decisions for themselves, such as medical decisions.

As a parent you are legally responsible for the protection, care and well-being of your children.

- It is a parent's responsibility to make sure their children attend school. If you do not there can be legal action such as: a Parenting Order, an Education Supervision Order, a School Attendance Order or a fine.
- It is an offence to leave children alone if this will put them at risk. Babies, toddlers and very young children should never be left alone.

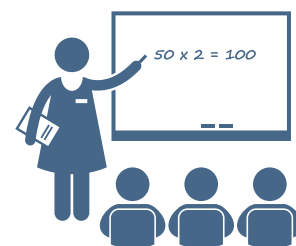
Going to school is very important for the welfare of a child. Helping out with tasks at home must not stop a child from going to school.

When parents are having difficulties caring for their children, the government social services may be able to offer some help or advice. UK laws require social services to investigate allegations of child neglect or abuse.

If you beat, harm or neglect your children social services can intervene. In some severe cases courts can ask social services to take the child to a foster home to make sure they are safe from harm.



Responsible parents



Going to school

If you are worried about your child or another child you can contact:

**National Society for the Prevention of Cruelty to Children (NSPCC) on
0808 800 5000**

**Childline on
0800 1111**



负责任的父母



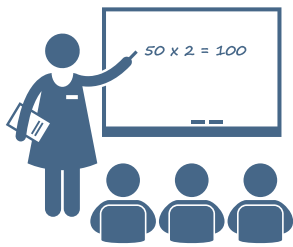
保护和照顾您的孩子

英国签署了《联合国儿童权利公约》和其他促进儿童权利的国际法。英国严肃对待儿童权利，并一直在努力改善所有儿童的状况。出于这个原因，英国已通过一系列有助于保护儿童的法律。

儿童有权要求听取和考虑他们的意见。有官方儿童委员会帮助确保考虑儿童的权利和意见。

在英国，在某些情况下，14岁及以上的儿童有权自行做出某些决定，例如医疗决定。

作为父母，您对孩子的保护、照顾和福祉负有法律责任。



去上学



- 父母有责任确保子女上学。如果您让子女上学，您可以针对您采取法律行动，例如：抚养令、教育监督令、入学令或罚款。
- 如果让儿童独处会将儿童置于危险境地，这将是违法行为。绝不能让婴儿、幼儿和年龄很小的儿童独处。

上学非常重要，关系到儿童的幸福。不能以在家帮忙做家务为由阻止儿童上学。

当父母在照顾子女方面遇到困难时，政府社会服务部门可能会提供一些帮助或建议。英国法律要求社会服务部门调查有关儿童忽视或虐待的指控。

如果您打骂、伤害或忽视您的孩子，社会服务部门可以介入。在某些严重的情况下，法院可以要求社会服务部门将孩子安置在寄养家庭，以确保他们免受伤害。

如果您担心您的孩子或其他孩子，您可以联系：

全国防止虐待儿童协会
(NSPCC)，电话：

0808 800 5000

儿童热线，电话：

0800 1111

Gender and sex in law

Issues related to gender and sex are taken very seriously in the UK. The law says that you cannot be discriminated against because of your sex or your gender. This means:

- Organisations, including companies and individuals in the UK have a legal duty to treat men and women equally
- Men and women have equal rights and duties in employment and in marriage and in all aspects of private and public life in the UK
- Transgender people have equal rights too

You can also contact the police if you are worried about crime.



法律中的性别和性

英国非常重视与性别和性有关的问题。法律规定，您不会因为性别和性取向而受到歧视。这意味着：

- 包括英国公司和个人在内的组织有法律义务平等对待男性和女性
- 男性和女性在就业和婚姻以及英国私人和公共生活的各个方面享有平等的权利和义务
- 跨性别人士也有平等的权利

如果您担心犯罪，也可以联系警方。



Domestic abuse

Domestic abuse usually occurs in the home and can take many forms:

- It can be physical abuse like hitting, kicking or hair pulling
- It can include emotional abuse like blackmail, mental torture and threats to disown a person or harm those they care about
- It can also be controlling, for example, restricting a person's movements or access to or contact with family or friends or preventing access to money or a chosen career
- It can be coercive behaviour for example threats, humiliation or intimidation that is used to harm, punish or frighten
- It can be rape – being married doesn't mean that a partner has the right to force sex against the will of the other

Anybody, regardless of gender, nationality or any other distinguishing factor, can find themselves at risk of domestic abuse.

Domestic abuse is a serious crime in the UK. Anyone who is violent towards their partner, spouse or another family member, whether they are a man or a woman, married or living together, can be prosecuted. If children witness domestic abuse this could be considered child abuse and social services will investigate.



家庭暴力

家庭虐待通常发生在家中，虐待的形式很多：

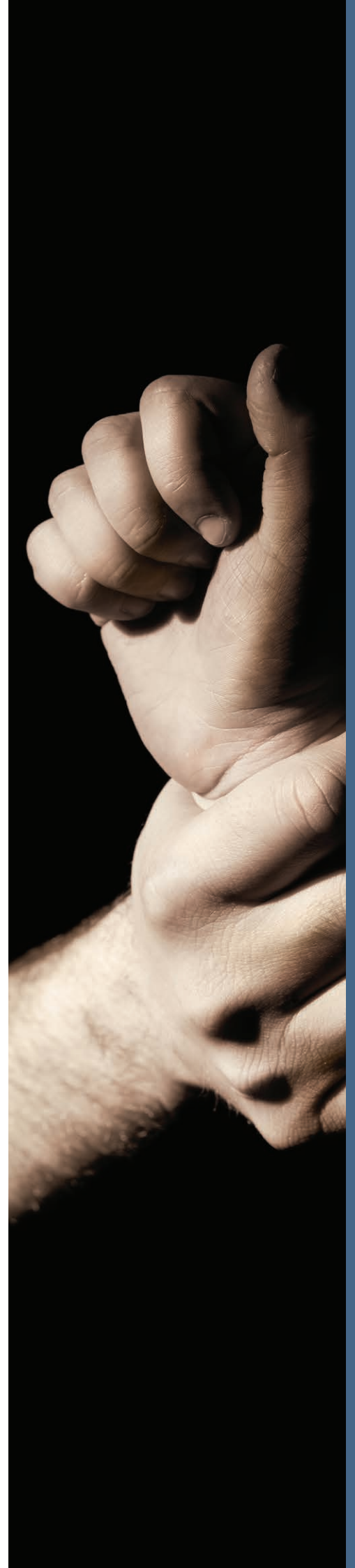
- 它可能是身体虐待，如击打，踢打或推搡
- 它可能包括精神虐待，如敲诈勒索、精神折磨以及威胁某人或使他们关心的人受到伤害
- 它还可以是控制，例如，限制一个人的行动或使用或与家人或朋友联系或阻止获得金钱或选择的职业
- 它可以是强制行为，例如用于伤害、惩罚或惊吓的威胁、羞辱或恐吓
- 它可能是强奸 - 结婚并不意味着伴侣有权强迫发生违背另一方意愿的性行为

任何人，无论性别、国籍或任何其他区别因素，都有遭受家庭虐待的风险。

在英国，家庭虐待是一种严重的犯罪行为。

任何对其伴侣、配偶

或其他家庭成员（无论是男性还是女性，已婚或生活在一起）施行的暴力行为都可以被起诉。如果儿童目睹家庭虐待，这可能被视为虐待儿童，社会服务部门将进行调查。



Anyone, including neighbours, can report domestic abuse and violence. Police will respond to reports and may make arrests or ask one partner to leave the home.

Conviction of a crime related to domestic abuse can negatively affect your immigration status and your ability to apply to live long term in the UK.

In some cases courts can order the perpetrators of domestic abuse to stay away from the victim, from the family home and from places where the victim and children normally go, such as school. Violating this order can result in police action.

It is important for anyone facing domestic abuse to get help as soon as possible. There are safe places to go and stay in, called refuges or shelters.

If you experience domestic abuse, you should report it to the police. They can help you find a safe place to stay. You can also phone the 24 hour national Domestic Violence Freephone Helpline on **0808 2000 247** at any time.

Emergency numbers and Domestic Violence Helpline

- The police, ambulance and fire brigade: **999** (freephone, 24 hours)
- National Domestic Violence Helpline: **0808 2000 247** (freephone, 24 hours) Run in partnership between Women's Aid and Refuge
- Broken Rainbow National LGBT domestic abuse helpline: **0300 999 5428** (not 24 hour freephone line)
- Worldwide: visit **International Directory of Domestic Violence Agencies** for a global list of helplines and crisis centres



Reporting abuse



Police may make arrests



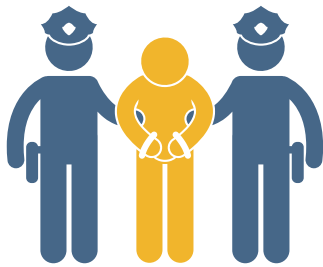
Police, ambulance and fire brigade:
999

National Domestic Violence Helpline:
0808 2000 247

Broken Rainbow National LGBT domestic abuse helpline:
0300 999 5428



举报虐待行为



警方可能会进行逮捕



警察、救护车和消防队：
999

全国家庭暴力热线：
0808 2000 247

英国反同志家暴团体
(Broken Rainbow UK) 全国(女同性恋、男同性恋、双性恋及改变性别者) LGBT家庭虐待帮助热线：
0300 999 5428

任何人，包括邻居，都可以举报家庭暴力和暴力事件。警方将对举报作出回应，并可能会逮捕或要求一名伴侣离开家。

对家庭虐待相关犯罪的定罪可能会对您的移民身份以及您申请在英国长期居住的能力产生负面影响。

在某些情况下，法院可以命令家庭虐待的行为人远离受害者、家庭住所以及受害者和儿童通常去的地方，例如学校。违反此命令可能导致警方采取行动。

对于任何面临家庭虐待的人来说，尽快获得帮助是很重要的。受害者有安全的地方可以入住，称为收容所或避难所。

如果您遭受家庭虐待，您应该向警方举报。他们可以帮助您找到一个安全的住宿地点。您也可以随时致电24小时全国家庭暴力免费热线电话，号码为**0808 2000 247**。

急救电话和家庭暴力热线

- 警察、救护车和消防队：**999**
(免费电话，24小时)
- 全国家庭暴力热线：**0808 2000 247**
(免费电话，24小时)，由妇女援助和收容所合作运行
- 英国反同志家暴团体 (Broken Rainbow UK)
全国LGBT家庭虐待帮助热线：**0300 999 5428**
(非24小时，免费热线)
- 全球：访问 [国际家庭暴力机构目录](#)，获取全球帮助热线和危机中心名单

Honour based violence

In the UK it is illegal to abuse or harm anyone for cultural reasons or reasons of family honour, whether they are a member of the same family or not. For example, it is illegal to punish another family member for what someone considers to be dishonourable behaviour. There are men and women in the UK who have been convicted and sent to prison for harming family members for reasons of honour.

If you are worried about honour based violence you can speak to the police. You can also get confidential advice from an organisation called Karma Nirvana on **0800 5999 247**.



Karma Nirvana:
0800 5999 247

Female Genital Mutilation

Female Genital Mutilation (FGM) also known as cutting or female circumcision is illegal in the UK. Practising FGM or taking a girl or woman abroad for FGM is a criminal offence punishable by law.

If you are a victim of FGM, you need to speak with your doctor. There are doctors who specialise in helping FGM victims. You can also ask for advice from one of several national organisations, such as the NSPCC on **0800 028 3550**.

Children who are worried that they are in danger of FGM can speak to police, teachers, social workers, or Childline on **0800 1111**.



NSPCC:
0800 028 3550

Childline:
0800 1111



Karma Nirvana:
0800 5999 247

基于名誉的暴力

在英国，出于文化原因或家庭名誉的原因虐待或伤害任何人是非法的，无论他们是否是同一家庭的成员。例如，因为认为这是不光彩的而惩罚另一个家庭成员的行为是违法的。英国，有一些男性和女性因名誉原因伤害家人而被定罪并入狱。

如果您担心基于名誉的暴力，您可以与警方联系。您还可以通过拨打 **0800 5999 247** 获得一个名为 Karma Nirvana 的组织的保密建议。



NSPCC:
0800 028 3550

儿童热线:
0800 1111

切割女性生殖器官

切割女性生殖器官 (FGM) 也称为切割术或女性割礼，这在英国是非法的。实施切割女性生殖器官或将女孩或女性带到国外进行女性生殖器官切割是一种可依法惩处的刑事犯罪。

如果您是女性生殖器切割的受害者，您需要与您的医生交谈。有专门帮助女性生殖器切割受害者的医生。您也可以向多个国家组织之一寻求建议，例如 NSPCC，电话：**0800 028 3550**。

担心自己有女性生殖器官切割危险的儿童可以通过拨打 **0800 1111** 与警察、教师、社工或儿童热线进行交谈。

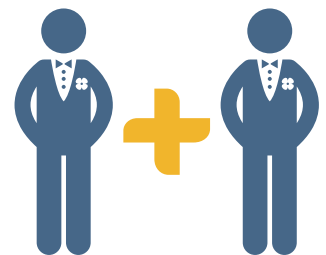
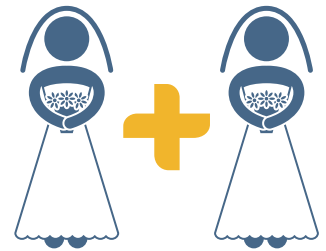
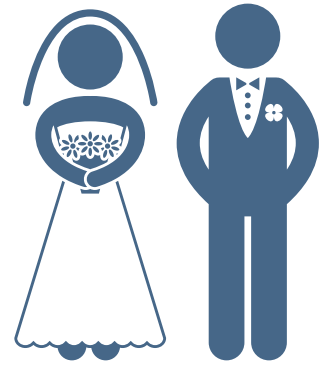
Marriage

There is a distinction between civil and religious marriages. Religious marriages are not recognised unless they are registered by the state. Some religious marriages are not recognised in the UK and couples entering into them must have a civil marriage as well.

The legal minimum age to marry in the UK is 16. In England you need parental consent to marry between the ages of 16 and 18.

In England it is legal and accepted for men and women to marry, for women and women to marry and for men and men to marry. All of these marriages are protected by law.

A marriage should be entered into with the full and free consent of both people involved.

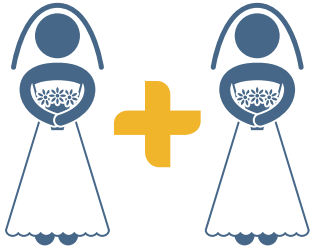




婚姻

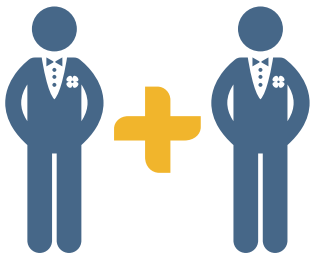
民事婚姻和宗教婚姻有所区别。宗教婚姻除非经国家登记，否则不予承认。一些宗教婚姻在英国不被承认，缔结宗教婚姻的夫妇也必须有民事婚姻。

在英国结婚的法定最低年龄是16岁。在英格兰，您需要父母同意才能在16至18岁之间结婚。



在英格兰，男女结婚、女性和女性结婚、男性和男性结婚是合法的，也是被接受的。所有这些婚姻都受法律保护。

结婚应在当事人双方意愿自由的情况下完全同意后进行。



Arranged marriages, where both parties agree to the marriage, are acceptable in the UK.

Forced marriage is where one or both parties do not or cannot give their consent or where duress is a factor. Forcing another person to marry is a criminal offence. Parents cannot force their children to marry. It is also an offence to take someone overseas to force them to marry.

For advice on forced marriage, contact Karma Nirvana on **0800 5999 247** or The Forced Marriage Unit on **020 7008 0151**.



Karma Nirvana:
0800 5999 247

**The Forced
Marriage Unit:**
020 7008 0151

Racism and discrimination

In the UK it is illegal to treat anyone differently because of their gender, race, religion, age, disability or sexual orientation.

Racism is unacceptable in the UK. It is a serious offence to injure, harass or verbally abuse someone because of their race or to damage their property for that reason. It is also against the law to stir up racial hatred. It is unacceptable to discriminate against another person because of their race, ethnicity or where they came from. You should not be treated any differently because of your race when applying for a job, looking for somewhere to live, using the National Health Service (NHS) or just buying something in a shop.



Karma Nirvana:
0800 5999 247

强迫婚姻工作小组:
020 7008 0151

在英国，包办婚姻如果经双方当事人同意，也是可以接受的。

强迫婚姻是指一方或双方不同意或不能表示同意或以胁迫为主导。强迫另一个人结婚是一种刑事犯罪。父母不能强迫孩子结婚。将某人带到海外迫使他们结婚也是一种犯罪。

有关强迫婚姻的建议，请拨打 **0800 5999 247** 联系 Karma Nirvana 或拨打 **020 7008 0151** 联系强迫婚姻工作小组。

种族主义和歧视

在英国，因性别、种族、宗教、年龄、残疾或性取向而区别对待任何人都是非法的。

种族主义在英国是不可接受的。因种族原因伤害、骚扰或辱骂某人或因此而损害其财产是严重的罪行。挑起种族仇恨也是违法的。因种族、族裔或原籍而歧视他人是不可接受的。您在申请工作、寻找居住地点、使用国民医疗保健服务系统 (NHS) 或只是在商店买东西时，不应该因您的种族而受到不同的待遇。

You should not experience racial harassment at work, school or in public (where other people make comments about your race or where you come from that are offensive or make you uncomfortable). If you or someone you know is the victim of racism:

Do tell the authorities about it.

- You can go to the police. If you don't want to walk into a police station there are many ways you can report a racist crime; for example you can do it online at www.report-it.org.uk/home

Do not try to deal with racism or racist attackers on your own. Get the authorities involved. If you try to resolve it on your own you could get hurt or even get into trouble with the police yourself.



Harassment



Talk to the police



Report crime online



骚扰

您不应该在工作、学校或公共场合遭遇种族骚扰（其他人对您的种族或您来自哪里发表令人反感或让您感到不舒服的评论）。如果您或您认识的人是种族主义的受害者：

一定要把这件事告诉有关部门。

- 您可以去警察局。如果您不想去警察局，还有许多方法可以举报种族主义罪行；例如，您可以在 www.report-it.org.uk/home 上在线举报。



向警方反映问题

不要试图自己处理种族主义或种族主义攻击者。让有关部门参与进来。如果您试图自己解决这件事，您可能会受到伤害甚至自己也会与警察发生矛盾。



在线举报犯罪

The police and their duties

The police in the UK will:

- Protect life and property
- Prevent disturbances
- Prevent and detect crime

The police exist to protect the public, their rights and the law. The police are there to help and assist you and you should not be afraid to approach them if you are the victim of a crime, see a crime happening, or for general assistance for example if you are lost.

If you need the police because of a crime then you should call the following telephone numbers:

999 – This is the number to call if you have an emergency, for example if you are the victim of an assault or see a crime taking place. When you call, say you need 'police', as this is also the number to call an ambulance or if there is a fire.

101 – This is the number to call for less urgent situations, for example if your property has been damaged, to give police information about a crime, or any general enquiries.



警察和他们的职责



英国警察将：

- 保护生命和财产
- 防止骚扰
- 预防和侦查犯罪



警察的存在是为了保护公众，他们的权利和法律。警察随时为您提供帮助和协助，如果您是犯罪受害者、目击者，或者如果您迷路了，请不要害怕与警察联系。

如果您因犯罪而需要警察帮助，那么您应拨打以下电话号码：

999 - 如果您遇到紧急情况，例如，如果您受到攻击或目睹犯罪行为发生，这是要拨打的号码。当您打电话

说您需要“报警”时，因为这也是呼叫救护车或者发生火灾时要拨打的号码。

101 - 这是在不那么紧急的情况下，例如，如果您的财产受损，要向警方提供有关犯罪的信息，或任何一般性查询时要拨打的号码。

Summary

Everyone in the UK has rights that are protected in law – everyone also has a responsibility to respect the law



The law may be different from where you came from, so you should make sure you understand what is legal and illegal in the UK



If you have children, you have a responsibility for their health and well-being



Issues related to gender are taken very seriously in the UK – domestic violence, FGM, forced marriages, and discrimination based on sex are illegal






Discrimination is illegal in the UK – if you experience racism, you should report it



The police exist to enforce the law, and protect and assist you if needed – you should call 999 in an emergency



总结

英国的每个人都享有受法律保护的权利 - 每个人都有责任尊重法律	
英国的法律可能与您原来的国家不同, 因此您应该确保您了解在英国哪些行为是合法的, 哪些是非法	
如果您有孩子, 您对他们的健康和幸福负有责任	
英国非常重视与性别有关的问题 - 家庭暴力、切割女性生殖器官、强迫婚姻和基于性别的歧视是非法的	
在英国, 歧视是违法的 - 如果您遇到种族主义, 您应该举报	
警察的存在是为了执法, 并在必要时保护和协助您 - 您应该在发生紧急情况时拨打999	

Chapter 8

Healthcare

In this chapter you will learn about:

- Accessing health services
- The National Health Service
- What other health services are available and how you can access them

第8章

医疗保健

在本章中, 您将了解:

- 如何获得医疗保健服务
- 英国国民医疗保健服务系统
- 其他健康服务系统以及如何获得这些服务



A General Practitioner

A General Practitioner (GP) is the first doctor you will usually visit when accessing healthcare in the UK. You may have registered with a GP before you were granted status.

If someone is seriously ill or injured and their life is at risk call 999.

You can also visit your nearest hospital with an Accident and Emergency (A&E) Department if there is a genuine life-threatening emergency. If you have phoned 999 an ambulance may take you to the hospital. Do not use A&E for minor medical problems.

If you urgently need medical help or advice but it's not a life threatening situation call NHS 111 if you are living in England.

A General Practitioner (GP) is the first doctor you will usually visit when accessing healthcare in the UK

全科医生

全科医生 (GP) 是您在英国接受医疗保健服务时通常会访问的第一位医生。在您获得身份之前，您可能已经注册了GP。

如果某人病重或受伤，或他们有生命危险，请致电999。

如果出现真正危及生命的紧急情况，您也可以到离您最近的医院的急诊室 (A&E) 就诊。如果您拨打999，救护车可能会带您去医院。不要因轻微的医疗问题而使用A&E。

如果您住在英格兰并且您迫切需要医疗帮助或建议，在不危及生命的情况下，请致电NHS 111。



全科医生 (GP) 是您在英国接受医疗保健服务时通常会访问的第一位医生



What is the National Health Service?

As a person granted humanitarian protection or refugee status, you are entitled to access the health services provided by the National Health Service (NHS) if you are living in Great Britain.

You can access the following services for free:

- General Practitioners (GPs), also known as family doctors
- Hospitals
- Maternity services

The NHS provides services to those who need medical treatment and can also help with - contraception, family planning, healthy eating and mental health.

Your health will not affect your immigration status or affect what NHS services are available to you. None of the people who work for the NHS, including doctors, nurses and interpreters will pass on any information about your health to any other person or organisation outside of the NHS without your permission (except in very exceptional circumstances, such as if the doctor believes you may be of harm to yourself or others).



Visit a GP



Visit A&E



Call 999 or 111



看GP

什么是英国国民医疗保健服务系统

作为获得人道主义保护或难民身份的人，如果您居住在英国，您有权使用国民医疗保健服务系统（NHS）提供的健康服务。



到A&E就诊

您可以免费获得以下服务：

- 全科医生（GP），也称为家庭医生
- 医院
- 孕产服务

NHS为需要治疗的人提供服务，还可以提供避孕、计划生育、健康饮食和心理健康等方面的帮助。



拨打999或111

您的健康不会影响您的移民身份或影响您可以使用的NHS服务。在未经您许可的情况下，为NHS工作的人员，包括医生、护士和口译员，都不会将任何有关您健康的信息传递给NHS以外的任何其他人或组织（除非在非常特殊的情况下，例如医生认为您可能对自己或他人造成伤害）



Seeing a General Practitioner (GP)

What are GP services?

Visit a GP if it is not an emergency and you need to see a doctor or nurse about your health. GPs are highly skilled doctors who are trained in all aspects of general medicine e.g. child health, adult medicine and mental health. Practice nurses are qualified and registered nurses who usually run clinics for long-term conditions e.g. diabetes.

GPs also provide services such as:

- Antenatal care (care for pregnant women and their unborn children)
- Vaccinations
- Advice on smoking and diet

You will not be charged for the majority of GP services.

看全科医生 (GP)

什么是GP服务?

如果不是紧急情况, 请访问GP, 您需要看医生或护士以了解您的健康状况。全科医生是医术高明的医生, 他们接受过普通医学各方面的培训, 例如儿童健康、成人医学和心理健康。执业护士是合格的注册护士, 他们通常在为长期疾病 (例如糖尿病) 开设的诊所工作。

全科医生还提供以下服务:

- 产前保健 (照顾孕妇及其未出生的孩子)
- 接种疫苗
- 关于吸烟和饮食的建议

大多数情况下, 您不需要为GP服务付费。



How do I register with a GP?

You will need to register at a GP surgery, also called a practice, near where you are living as soon as possible, even if you are not currently ill.

The NHS Choices website has a list of all GP surgeries in the UK: www.nhs.uk/Service-Search/GP/LocationSearch/4. You should check online to see where your nearest surgery is and how you can register there.

GP surgeries are generally open Monday to Friday between 8.30am and 6.30pm, and some surgeries are also open on Saturdays.

To register with a GP you will need to give your name, date of birth, address and telephone number if you have one. GP surgeries may ask to see proof of identity with your name and date of birth (such as your Biometric Residence Permit) and proof of address (such as your tenancy agreement). However, they cannot refuse to register you if these are not available. More information about registering with a GP can be found here: <https://assets.nhs.uk/prod/documents/how-to-register-with-a-gp-asylum-seekers-and-refugees.pdf>

After you have registered with your new GP you might be asked to have a health check. This will usually be carried out by a nurse. It is important that you go to this appointment even if you are well.

If you move to a different part of the UK you will need to register with a new GP.



Biometric Residence Permit



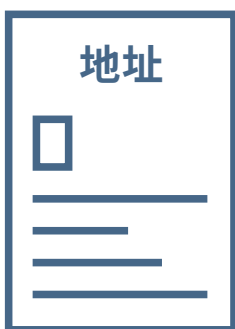
Proof of address



Health check



签证卡



地址证明



健康检查

我如何注册GP?

即使您目前没有生病,您也需要尽快在您住的地方的全科医生诊疗室,也称为诊所注册。

NHS Choices网站 (www.nhs.uk/Service-Search/GP/LocationSearch/4) 列出了英国所有的GP诊所。您应该在线查看最近的诊所位置以及如何在那里注册。

全科医生诊所一般在周一至周五上午8:30至下午6:30开放,部分诊所也在周六开放。

要注册GP,您需要提供您的姓名、出生日期、地址和电话号码(如果有)。GP诊所可能会要求查看您的身份证明,例如姓名和出生日期证明(例如您的签证卡)和地址证明(例如您的租赁协议)。但是,如果没有这些证明,他们也不能拒绝注册。有关在GP的更多信息,请访问: <https://assets.nhs.uk/prod/documents/how-to-register-with-a-gp-asylum-seekers-and-refugees.pdf>

在您注册新的GP后,可能会要求您进行健康检查。这通常由护士进行。即使您很健康,您也可以进行这项检查预约。

如果您搬到英国的其他地方,您需要注册新的全科医生。



What if a GP refuses to register me?

A GP surgery can refuse your application to register if they have reasonable grounds for doing so, but a surgery cannot refuse an application on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition. A GP surgery cannot refuse to register a patient because they do not have identification or proof of address.

If a GP refuses to register you, they must provide, free of charge, any immediately necessary treatment that is requested for a period of up to 14 days (this can vary according to circumstances).

If a GP surgery refuses to register you the surgery must notify you, in writing, of the refusal and the reason for it, within 14 days of its decision.

A GP surgery may not be able to register you if they have no space, but you will always be able to find another surgery near to your home that can register you.

If you have difficulty registering with a GP you can contact your local NHS England area team:

www.nhs.uk/Service-Search/Area-Team/LocationSearch/1839

如果GP拒绝注册我该怎么办？

如果他们有合理的理由，GP诊所可以拒绝您的注册申请，但是诊所不能以种族、性别、社会阶层、年龄、宗教、性取向、外貌、残疾或医疗状况为由拒绝申请。GP诊所不能因为患者没有身份证明或地址证明而拒绝他们注册。

如果全科医生拒绝为您注册，他们必须免费提供最长14天的任何必要治疗（这可能因情况而异）。

如果全科医生诊所拒绝为您注册，则诊所必须在决定后的14天内以书面形式通知您拒绝及其原因。

如果因为没有位置，GP诊所可能无法为您注册，但您总能在您家附近找到可以为您注册的另一个诊所。

如果您在注册GP时遇到困难，可以联系您当地的NHS英格兰地区团队：

www.nhs.uk/Service-Search/Area-Team/LocationSearch/1839



- Your local Patient Liaison Service: [www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)
- Doctors of the World: www.doctorsoftheworld.org.uk/pages/UK-Programme



Male or female GP

How do I make an appointment?

To see a GP or nurse, you must make an appointment in person in the GP surgery or by telephone or online.

You can ask to see a male or female GP or nurse and your GP surgery will do their best to accommodate this.

You may have to wait a few days for a non-urgent appointment. If you think you need to see the doctor urgently tell the receptionist when you make the appointment that you need an emergency appointment. You will be seen that day if appropriate.

If the GP thinks you are too ill to come to the surgery, they may visit you at home.

GP appointments are usually 10 minutes long and occasionally longer if appropriate.

You must make a separate appointment for each family member as the GP or nurse will only be able to see one patient in each appointment.

Please make sure you arrive on time for your appointment or cancel it if you are unable to attend.



**Appointments
are usually
10 minutes long**



男性或女性GP

- 您当地的患者联络服务处：
[www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient-advice-and-liaison-services-(PALS)/LocationSearch/363)
- 世界医生组织：www.doctorsoftheworld.org.uk/pages/UK-Programme



就诊时间
通常为
10分钟

我该怎么预约？

要看全科医生或护士，您必须亲自到GP诊所或通过电话或在线预约。

您可以要求看男性或女性GP或护士，您的GP诊所将尽力满足这一要求。

您可能需要等待几天才能进行非紧急预约。如果您认为需要看医生，请在预约时告诉接待员您需要紧急预约。如果合适的话，您在当天就可以看医生了。

如果全科医生认为您病得太重，不能去诊所，他们可能到您的家里拜访您。

GP看诊的时间通常为10分钟，如果合适，偶尔会延长。

您必须为每位家庭成员单独预约，因为全科医生或护士只能在每次预约中为一名患者看诊。

请确保您准时就诊，如果您无法就诊，请取消预约。



What if I do not speak English?

If you need an interpreter you must tell the receptionist when you make the appointment. Tell the staff which language you speak and they will book an interpreter for you or get an interpreter on the phone.

It is important that you and the doctor understand each other so that he/she can make an accurate diagnosis of your problem.

You will not be charged if you require an interpreter. Everything discussed in the consultation is confidential including anything discussed in the presence of an interpreter.

What do I do if my GP surgery is closed?

If your GP surgery is closed:

- For minor illness or injury (cuts, sprains, or rashes), you can visit a walk-in centre, minor injuries unit or urgent care centre. Visit NHS Choices online (www.nhs.uk/pages/home.aspx) to find your nearest centre.
- You can also get medical help for problems that cannot wait by calling the NHS non-emergency number, 111. This number is free to call and the service is available 24 hours a day. You will be asked for some details, such as your name and address. If you do not speak English, you will need to either request an interpreter in English at the beginning of the call or ask a friend or relative to make the call for you to ask for an interpreter.

如果我不会说英语怎么办？

如果您需要口译员，您必须在预约时告诉接待员。告诉工作人员您说的是哪种语言，他们会为您预订口译员或通过电话获得口译员。

重要的是，您和医生相互理解，以便他/她能够准确诊断您的病症。

如果您需要口译员，我们不会向您收取费用。咨询中讨论的所有内容都是保密的，包括在口译员面前讨论的任何内容。

如果我的全科医生诊所关闭了怎么办？

如果您的GP诊所已关闭：

- 对于轻微的疾病或伤害（割伤、扭伤或皮疹），您可以紧急门诊、轻伤门诊或紧急护理中心就诊。在线访问NHS Choices (www.nhs.uk/pages/home.aspx) 查找离您最近的门诊中心。
- 您还可以通过拨打NHS非紧急电话号码111来获得紧急问题的医疗帮助。这个号码可以免费拨打，全天24小时提供服务。系统会要求您提供一些详细信息，例如您的姓名和地址。如果您不会说英语，您需要在通话开始时请求提供英语口语译员或请朋友或亲戚拨打电话帮您要求提供口译服务。



How do I access specialist services?

Your GP will decide if you need to see specialist services (for example, a specialist doctor in a hospital). A specialist doctor can also be called a consultant.

Everyone has to wait to see a specialist; the waiting time can vary from two weeks to a number of months.

The hospital will write to you with details of your appointment.

If you need an interpreter, contact the hospital and let them know.

It is very important that you tell your doctor that you have either Humanitarian Protection or refugee status so that you do not get charged for any part of your hospital stay and treatment.



Specialist





专科医生

我如何获得专家服务？

您的全科医生将决定您是否需要专家服务（例如，医院的专科医生）。专科医生也可以称为顾问。

每个人都必须排队看专科医生；等待时间可能从两周到几个月不等。

医院会给您写信，告知您预约的详细信息。

如果您需要口译员，请联系医院并告知他们。

非常重要的一点是，您告诉您的医生您有人道保护或难民身份，这样您就不需要支付住院和治疗的任何部分的费用。



Mental Health Services

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. Anxiety, post-traumatic stress disorder and depression are the most common problems. If you have been feeling depressed for more than a few weeks or your anxiety is affecting your daily life, make an appointment to speak to your doctor.

Advice is also available on the NHS website to support you on your way to feeling better. The NHS website also gives details of support organisations and their helplines that you can contact for help and advice.

The helplines are staffed by specially trained volunteers who will listen to you, understand what you are going through and help you through your immediate crisis.

Please visit www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx

How to access these services:

Help is also available from the Samaritans, a charitable organisation operating a 24-hour service available every day of the year. www.samaritans.org/how-we-can-help/contact-samaritan/. You can telephone them on 116 123 or email them at jo@samaritans.org.

You can check on the Directory of Mental Health and Wellbeing Services at to see what your local area offers.

Further advice can be found at:

www.nhs.uk/conditions/Suicide/Pages/Getting-help.aspx

Migrant Health

Website: <https://migrant.health/>



心理健康服务



心理健康问题从我们作为日常生活一部分所经历的担忧到严重的长期状况，不一而足。焦虑、创伤后应激障碍和抑郁是最常见的问题。如果您已经感到抑郁超过几周或者您的焦虑影响了您的日常生活，请预约与您的医生交谈。

在NHS网站上也可以提供建议，以便为您提供支持，让您感觉更好。NHS网站还提供了支持组织及其帮助热线的详细信息，您可以联系以获取帮助和建议。



帮助热线由经过专门培训的志愿者组成，他们会倾听您的问题，了解您正在经历的事情并帮助您度过紧迫的危机。

请访问 www.nhs.uk/livewell/mentalhealth/Pages/Mentalhealthhome.aspx

如何获得这些服务：

Samaritans也提供帮助，这是一家慈善组织，每年全天提供24小时服务，其网址是www.samaritans.org/how-we-can-help/contact-samaritan/。您可以拨打116 123或发送电子邮件至jo@samaritans.org与他们联系。

您可以查看心理健康和幸福感服务目录，了解您所在地区的提供的服务。

有关进一步的建议，请访问：

www.nhs.uk/conditions/Suicide/Pages/Getting-help.aspx

移民健康

网站：<https://migrant.health/>

Mind

Tel: 0300 123 3993

Website: <https://www.mind.org.uk/>

Priory Group

Tel: 0800 6911552

Website: <https://www.priorygroup.com/>

Psychiatry – UK

Tel: 0330 1241980

Website: <https://www.psychiatry-uk.com/>

Refugee Council

Website: <https://www.refugeecouncil.org.uk/>

Traumatic Stress Service – South London and Maudsley

NHS Foundation Trust

Tel: 020 322829 69

Kooth (for children and young people)

Tel: 0845 3307090

心理咨询

电话: 0300 123 3993

网站: <https://www.mind.org.uk/>

Priory Group

电话: 0800 6911552

网站: <https://www.priorygroup.com/>

英国精神病学

电话: 0330 1241980

网站: <https://www.psychiatry-uk.com/>

难民理事会

网站: <https://www.refugeecouncil.org.uk/>

南伦敦创伤压力服务和Maudsley NHS基金会信托

电话: 020 322829 69

Kooth (儿童和青少年)

电话: 0845 3307090



What services do I access in an emergency?

If you or a family member has an accident or a sudden serious illness you should go to your nearest hospital with an A&E department which is free for everyone.

If it is an extreme emergency call 999 and ask for an ambulance to transport you to a hospital. This service is free of charge and should only be used in an emergency.

If you are able to, you may also make your own way to the A&E department.

Do not use A&E for minor medical problems.

Once your medical situation has been stabilised in the Accident and Emergency department you may need to stay in a specialist department of the hospital until you have fully recovered and can return home.

If you are admitted to hospital it is very important that you tell your doctor that you have either Humanitarian Protection or refugee status so that you do not get charged for any part of your hospital stay and treatment.

在紧急情况下我可以使用哪些服务？

如果您或您的家人发生意外或突发严重疾病，您应该前往离您最近的医院的A&E部门就诊，该部门为每个人提供免费服务。

如果是极端紧急情况，请呼叫999并要求救护车将您送往医院。此服务是免费的，只能在紧急情况下使用。

如果您能够，您也可以自行前往A&E部门。

不要因轻微的医疗问题而使用A&E。

一旦您的病情在急症室得到稳定，您可能需要留在医院的专科病房，直到您完全康复后才可以返回家中。

如果您住院，那么告诉您的医生您有人道保护或难民身份是非常重要的，这样您就不需要支付住院和治疗的任何部分的费用。



How do I access medication from the pharmacy?



Pharmacy

Your GP may want you to take medicines and will write you a prescription. Take your prescription to the pharmacy or chemist.

You can visit NHS Choices to find your local pharmacy: www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10 or ask for advice at your GP surgery.

The pharmacist can also give free advice on treating minor health problems, such as colds and coughs.

You can buy some medicines from the pharmacy without a prescription, including some painkillers and cough medicines however you will have to pay for these medicines.

You may be charged for prescription medicines (see next section).





药房

我如何从药房获取药物？

您的全科医生可能会要求您服用药物，并会给您开处方。将您的处方带到药房或药剂师处。

您可以访问NHS Choices找到您当地的药房：
www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10 或向您的GP诊所寻求建议。

药剂师还可以提供有关治疗轻微健康问题的免费建议，例如感冒和咳嗽。

您可以在没有处方的情况下从药房购买一些药物，包括一些止痛药和止咳药，但是您必须支付这些药物的费用。

您可能需要支付处方药费用（参见下一节）。



How do I access financial support for health costs?

Although treatment on the NHS is free at the point of delivery, prescriptions, dental treatment, sight tests, wigs and fabric supports are not free to everyone in some parts of the UK.

Some people are automatically entitled to free prescriptions and dental care including children, pregnant women and people receiving certain benefits. NHS eye tests are also free for some people (for example children or those aged 60 or over).

If you are no longer receiving benefits but have a low income, you can get financial help by filling in an HC1 form. You will be asked to explain your current sources of income and to provide payslips if you have a job. You will then get an HC2 certificate which is normally valid for one year. The HC2 certificate covers:

- Prescription costs
- Dental costs
- Eye care costs
- Healthcare travel costs
- Wig and fabric supports

HC1 forms are available from your GP surgery, Jobcentre Plus, most NHS hospitals and may be available from your dentist or optician. You can also get an HC1 form by calling 0300 123 0849.

Visit NHS Choices for more information: www.nhs.uk/NHSEngland/Healthcosts/Pages/nhs-low-income-scheme.aspx



Prescription costs



Dental costs



Eye care costs



Travel costs



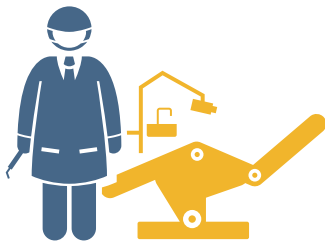
Wig and fabric supports



处方费用

我如何获得保健成本的财政支持？

虽然NHS的治疗在分娩时是免费的，但英国某些地区的处方、牙科治疗、视力测试、假发和织物支撑件并非免费的。



牙科费用

某希尔可以自动获得免费处方和牙科护理，包括儿童、孕妇和享受某些福利的人。对于某些人（例如儿童或60岁或以上的人），NHS视力测试也是免费的。

如果您不再享受福利但收入较低，您可以通过填写HC1表格获得经济帮助。如果您有工作，您将被要求解释您当前的收入来源并提供工资单。然后，您将获得HC2证明，该证明的有效期通常为一年。HC2证明包括：

- 处方费用
- 牙科费用
- 眼部护理费用
- 医疗旅行费用
- 假发和织物支撑件



眼部护理费用

HC1表格可从您的GP诊所、Jobcentre Plus、大多数NHS医院获得，也可以从您的牙医或配镜师处获得。您也可以致电0300 123 0849索取HC1表格。

访问NHS Choices了解更多信息：www.nhs.uk/NHSEngland/Healthcosts/Pages/nhs-low-income-scheme.aspx



差旅费



假发和织物支撑件

Service	Description of service	How to access
Dental care	<p>Regular check-ups allow your dentist to see if you have any dental problems and help to keep your mouth healthy. Your dentist will suggest how frequently you should have your next check-up based on how good your oral health is.</p> <p>Dental surgeries provide both private care and care under the NHS. If you are not entitled to a HC2 certificate you will have to pay for NHS dental care.</p>	<p>You can register at a dental surgery as an NHS patient. You can find your nearest dental surgery at www.nhs.uk/pages/home.aspx or ask the organisation supporting you for advice.</p> <p>If you require urgent dental care either:</p> <ol style="list-style-type: none"> 1) Call your dentist 2) Call NHS 111 3) If it is an emergency go to your nearest hospital with an A&E department
Eye care services	<p>If you need your eyes tested or need new glasses, make an appointment to see an optician.</p> <p>If you are not entitled to a HC2 certificate you will have to pay for eye sight tests and services.</p>	<p>There are opticians in most town centres.</p> <p>If you require urgent eye care either:</p> <ol style="list-style-type: none"> 1) Call NHS 111 2) If it is an emergency go to your nearest hospital with an Accident and Emergency department.

服务	服务描述	如何获得
牙齿护理	<p>定期检查可以让您的牙医看看您是否有任何牙齿问题并帮助您保持口腔健康。您的牙医会根据您的口腔健康状况,建议您下次检查的频率。</p> <p>牙科诊所根据NHS的规定提供私人护理和保健服务。如果您无权获得HC2证明,则必须支付NHS牙科护理费用。</p>	<p>您可以在牙科诊所注册为NHS患者。您可以在 www.nhs.uk/pages/home.aspx 找到离您最近的牙科诊所,或者向为您提供支持的组织寻求建议。</p> <p>如果您需要紧急牙科护理:</p> <ol style="list-style-type: none"> 1) 打电话给您的牙医 2) 致电NHS 111 3) 如果是紧急情况,请到离您最近的医院的急症室就诊
眼部护理服务	<p>如果您需要测试视力或需要新眼镜,请预约看配镜师。</p> <p>如果您无权获得HC2证明,则必须支付视力测试和服务费用。</p>	<p>大多数城镇中心都有配镜师。</p> <p>如果您需要紧急眼部护理服务:</p> <ol style="list-style-type: none"> 1) 致电NHS 111 2) 如果是紧急情况,请到最近的医院的急症室就诊。

Sexual health services

Sexual health services are free and available to everyone regardless of sex, age, ethnic origin and sexual orientation.

Sexual health services are provided by GPs and specialised sexual health clinics. You can visit any sexual health clinic; it doesn't have to be one in your local area. For sexual health services, you do not have to give your real name or tell staff who your GP is if you do not want to.

You can find your nearest sexual health service at www.nhs.uk/pages/home.aspx

Maternity services

You can access maternity services for free care including during pregnancy, childbirth and postnatal care.

It is very important that you tell your midwife or doctor that you have either Humanitarian Protection or refugee status so that you do not get charged.

After the birth of your child extra support will be given in the form of child health visitors. These are qualified nurses who provide free support and advice to new mothers. They may come to visit you and your baby at your home.

When you first learn that you are pregnant book an appointment to see your GP as soon as possible and your GP will give you the details of NHS help and services available.

性健康服务

性健康服务是免费的，人人都可以获得，无论其性别、年龄、种族和性取向如何。

全科医生和专业性健康诊所提供性健康服务。您可以访问任何性健康诊所；而不必是您当地的诊所。对于性健康服务，如果您不想，则不必提供您的真实姓名，也不必告诉工作人员您的全科医生是谁。

您可以在 www.nhs.uk/pages/home.aspx 找到离您最近的性健康服务

孕产服务

您可以免费获得孕产服务，包括怀孕、分娩和产后护理。

告诉您的助产士或医生您拥有人道保护或难民身份非常重要，这样您就不需要支付费用。

孩子出生后，将以儿童健康访视的形式提供额外支持。由合格的护士为新妈妈提供免费支持和建议。他们可能会到您的家中拜访您和您的宝宝。

当您该得知您怀孕时，请尽快预约您的全科医生，您的全科医生将为您提供有关NHS帮助和服务的详细信息。

Mental health

Mental health services in England deal with a wide range of issues including depression, anxiety and post traumatic stress disorder. There are services for children, young people and adults including older adults.

How and what services are available in each area may differ.

Your GP will be able to provide information on what services are available in your area. You can also look on NHS Choices: <https://www.nhs.uk/pages/home.aspx>

You can access NHS mental health services for free.

There are a number of ways to access support for mental health problems.

You can make an appointment with your GP and ask them to refer you or a child to a mental health service.

There may be local mental health services provided by the voluntary sector, either ask your GP or look on NHS Choices for what is available in your area.

If you are an adult with depression or anxiety, your local Improving Access to Psychological Therapies services may allow you to refer yourself without seeing your GP. Look on NHS Choices to see what is available in your area:

www.nhs.uk/pages/home.aspx

If you are dealing with a mental health crisis, you can:

- 1) Look on NHS Choices for crisis services in your area
- 2) Contact NHS 111
- 3) You could go to your nearest hospital with an A&E department

精神健康

英格兰的心理服务涉及广泛的问题，包括抑郁、焦虑和创伤后应激障碍。为儿童、青少年和成年人（包括老年人）提供服务。

每个地区的服务方式和服务内容可能有所不同。

您的全科医生可以为您提供您所在地区的可用服务的信息。您还可以查看NHS Choices: <https://www.nhs.uk/pages/home.aspx>

您可以免费使用NHS心理健康服务。

有许多方法可以获得对精神健康问题的支持。

您可以与您的全科医生预约，并要求他们将您或您的孩子转介到心理健康服务中心。

志愿服务部门可以在当地提供心理健康服务，您可以向您的全科医生询问，或查看您所在地区的NHS Choices。

如果您是一位患有抑郁症或焦虑症的成年人，您当地的改善心理治疗发展路径项目服务可能会让您在没有看全科医生的情况下自行转诊。查看NHS Choices，了解您所在地区的可用信息：

www.nhs.uk/pages/home.aspx

如果您正在处理心理健康危机，您可以：

- 1) 查看NHS Choices，了解您所在地区的危机服务
- 2) 联系NHS 111
- 3) 您可以去最近的医院的急症室就诊

Drugs, alcohol and smoking

It is illegal to:

- Buy alcohol when under 18, or sell alcohol to anyone under 18
- Sell tobacco products to anyone under 18
- Smoke in an indoors public place or workplace
- Drive or sit in the driving seat of a vehicle when you have been drinking alcohol or taking illegal drugs and some prescribed medicines
- Possess or sell some drugs

There are many organisations that can give you confidential, non-judgemental advice on reducing or stopping the use of alcohol, nicotine or drugs.

You can visit your GP or pharmacy for further support and information.

毒品、酒精和吸烟

以下是违法的：

- 18岁以下的人购买酒精，或向18岁以下的人出售酒精
- 向18岁以下的人出售烟草产品
- 在室内公共场所或工作场所吸烟
- 当您饮酒或服用非法药物和一些处方药时，驾驶或坐在车辆的驾驶座位上
- 拥有或出售某些药物

有许多组织可以为您提供减少或停止使用酒精、尼古丁或药物的保密、非评判性建议。

您可以访问您的全科医生或药房以获得进一步的支持和信息。

Summary

A General Practitioner (GP) is the first doctor you will usually visit when accessing healthcare – you should register with a GP as soon as possible



If someone is seriously ill or injured and their life is at risk call 999







If you urgently need medical help or advice but it's not a life threatening situation call NHS 111



As a refugee, you will be able to access National Health Services including GPs, hospitals and maternity services without charge



总结

	全科医生 (GP) 是您在获得医疗保健服务时通常会访问的第一位医生 - 您应该尽快向全科医生注册	
	如果某人病重或受伤, 或他们有生命危险, 请致电 999	
	如果您迫切需要医疗帮助或建议, 在不危及生命的情况下, 请致电 NHS 111	
	作为难民, 您将可以免费使用英国国民医疗保健服务系统, 包括全科医生、医院和孕产服务	

Chapter 9

Contacts and Further Information



第9章

联系方式及详细 信息





Emergency contact details

Emergency services

Call **999** and ask for the police, an ambulance or the fire service

National Grid

If you smell gas in or near your home, call **0800 111 999**

Other useful contacts and information

Police

To report crime and other concerns that do not require an emergency response, please call **101**

Website for England: www.police.uk

Healthcare

If you urgently need medical help or advice but it's not a life-threatening situation, you can contact:

- **NHS England**
Website: www.nhs.uk
Tel: **111**

紧急联系信息

紧急服务

拨打 999 向警察、救护车或消防部门求援

国家电网

如果您在家中或附近闻到煤气味, 请致电 0800 111 999

其他有用的联系方式和信息

警察

若要举报不需要紧急响应的犯罪和其他问题, 请致电 101

英格兰网站: www.police.uk

医疗保健

如果您迫切需要医疗帮助或建议, 但这不是危及生命的情况, 您可以联系:

- NHS 英格兰
网站: www.nhs.uk
电话: 111





For less urgent health needs, contact your GP or local pharmacist.

- **Doctors of the World**

Provides help to register with a GP and access healthcare

Website: www.doctorsoftheworld.org.uk

Email: clinic@doctorsoftheworld.org.uk

Tel: **0808 1647 686**

- **Freedom from Torture**

Medical and social care, practical assistance and psychological and physical therapy for survivors of torture

Website: www.freedomfromtorture.org

- **Helen Bamber Foundation**

Medical and social care, practical assistance and psychological and physical therapy for survivors of torture

Website: www.helenbamber.org

Emotional support

- **Samaritans**

Support for those in emotional distress or struggling to cope

Website: www.samaritans.org

Email: jo@samaritans.org

Tel: 116 123

对于不太紧急的健康需求, 请联系您的全科医生或当地药剂师。

- **世界医生组织**

提供向全科医生注册并获得医疗保健服务的帮助

网站 www.doctorsoftheworld.org.uk

电子邮件: clinic@doctorsoftheworld.org.uk

电话: 0808 1647 686

- **Freedom from Torture**

为酷刑幸存者提供医疗和社会关怀、实际援助以及心理和物理治疗

网站: www.freedomfromtorture.org

- **Helen Bamber基金会**

为酷刑幸存者提供医疗和社会关怀、实际援助以及心理和物理治疗

网站: www.helenbamber.org

精神支持

- **Samaritans**

为精神抑郁和难以应对精神问题者提供支持

网站: www.samaritans.org

电子邮件: jo@samaritans.org

电话: 116 123





Refugee agencies and charities

- **UNHCR UK**

Website: www.unhcr.org.uk

Tel: **0203 761 9500**

Email: gbrlo@unhcr.org

- **Refugee Action**

Website: www.refugee-action.org.uk

- **Refugee Council**

Website: www.refugeecouncil.org.uk

- **British Red Cross**

Advice and support for family tracing and reunion

Website: www.redcross.org.uk/What-we-do/Refugee-support/Our-services-for-refugees

难民机构和慈善机构

- **UNHCR UK**

网站: www.unhcr.org.uk

电话: 0203 761 9500

电子邮件: gbrlo@unhcr.org

- **难民行动**

网站: www.refugee-action.org.uk

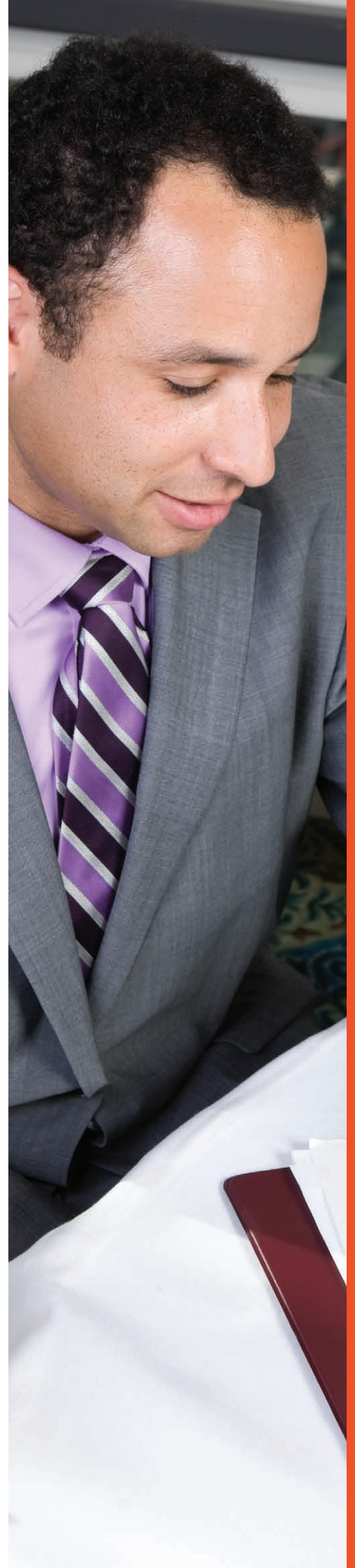
- **难民事务议会**

网站: www.refugeecouncil.org.uk

- **英国红十字会**

为家庭查索和团聚提供建议和支持

网站: www.redcross.org.uk/What-we-do/Refugee-support/Our-services-for-refugees





Education and employment

- **National Careers Service**
Information, advice and guidance to help you make decisions on learning, training and work opportunities
Website: www.nationalcareersservice.direct.gov.uk
Tel: **0800 100 900**
- **ACAS (Advisory, Conciliation and Arbitration Service)**
Advice on employment law in Great Britain (Scotland, Wales and England)
Website: www.acas.org.uk
Tel: **0300 123 1100**
- **Modern Slavery Helpline**
Website: www.modernslaveryhelpline.org/
Tel: 0330 0552 2200

Equality

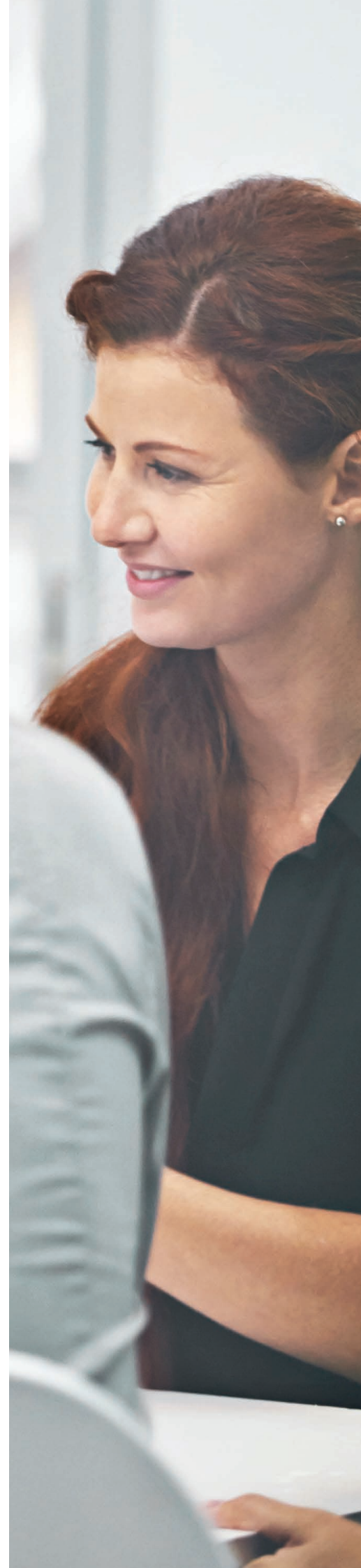
- **Equality Advisory Service**
Advice and assistance on issues relating to equality and human rights
Website: www.equalityadvisoryservice.com
Tel: **0808 800 0082**

教育和就业

- **国家职业服务**
帮助您做出学习、培训和工作机会决策的信息、
建议和指导机构
网站: [www.nationalcareersservice.
direct.gov.uk](http://www.nationalcareersservice.direct.gov.uk)
电话: 0800 100 900
- **ACAS (咨询、调解和仲裁服务机构)**
提供关于英国 (苏格兰、威尔士和英格兰) 就业
法的建议
网站: www.acas.org.uk
电话: 0300 123 1100
- **现代奴隶制帮助热线**
网站: www.modernslaveryhelpline.org/
电话: 0330 0552 2200

平等

- **平等咨询服务机构**
关于平等和人权问题的咨询和协助
网站: www.equalityadvisoryservice.com
电话: 0808 800 0082





Domestic violence

- **England Domestic Violence Helpline**
Website: www.nationaldomesticviolencehelpline.org.uk
Tel: **0808 2000 247**
- **National Centre for Domestic Violence**
Website: www.ncdv.org.uk
Tel: **0800 970 2070**
- **Men's Advice Line**
Website: www.mensadvice.org.uk
Tel: **0808 801 0327**

Sexual violence

- **Rape Crisis England**
Information and advice for those who are experiencing or have experienced sexual violence in the past
Website: www.rapecrisis.org.uk
Tel: 0808 802 9999
- **Survivors UK**
Help for men who have experienced sexual violence
Website: www.survivorsuk.org
Tel: 020 3598 3898
Text: 020 3322 1860

家庭暴力

- **英格兰家庭暴力热线电话**
网站: www.nationaldomesticviolencehelpline.org.uk
电话: 0808 2000 247
- **国家家庭暴力中心**
网站: www.ncdv.org.uk
电话: 0800 970 2070
- **男士咨询热线**
网站: www.mensadviceline.org.uk
电话: 0808 801 0327

性暴力

- **英格兰强奸危机组织**
为过去曾经历过或正在经历性暴力的人提供信息和建议
网站: www.rapecrisis.org.uk
电话: 0808 802 9999
- **英国幸存者组织**
为遭受性暴力的男性提供帮助
网站: www.survivorsuk.org
电话: 020 3598 3898
文字: 020 3322 1860





Forced marriage

- **Karma Nirvana**

Support for victims and survivors of forced marriage and honour based abuse

Website: www.karmanirvana.org.uk

Tel: **0800 5999 247**

- **Forced Marriage Unit**

UK government helpline providing advice and support to victims of forced marriage.

Email: fmufco.gov.uk

Tel: **020 7008 0151**

Children

- **National Society for the Prevention of Cruelty to Children**

Website: www.nspcc.org.uk

Tel: **0808 800 5000**

- **Childline**

Website: www.childline.org.uk

Tel: **0800 1111**

LGBT

- **Broken Rainbow (for lesbian, gay, bisexual and transgender people)**

Website: www.brokenrainbow.org.uk

Tel: **0845 2604 460**

强迫婚姻

- **Karma Nirvana**
为强迫婚姻和基于名誉的虐待的受害者和幸存者提供支持
网站: www.karmanirvana.org.uk
电话: 0800 5999 247
- **强迫婚姻工作小组**
英国政府帮助热线为强迫婚姻的受害者提供建议和支持。
电子邮件: fmufco.gov.uk
电话: 020 7008 0151

儿童

- **国家防止虐待儿童协会**
网站: www.nspcc.org.uk
电话: 0808 800 5000
- **儿童热线:**
网站: www.childline.org.uk
电话: 0800 1111

LGBT

- **英国反同志家暴团体 (Broken Rainbow UK)**
(适用于女同性恋、男同性恋、双性恋和变性人)
网站: www.brokenrainbow.org.uk
电话: 0845 2604 460



General information and advice

- **Migrant Help**

Advice and support for migrants in the UK

www.migranthelpuk.org

0808 8010 503

- **GOV.UK**

The UK government website, where you can find further details on topics included within this guide, such as benefits, taxes and your rights and responsibilities: www.gov.uk

- **Education UK**

Information about the UK's weather, food and drink, language, clothing, religion and more:

www.educationuk.org/global/sub/welcome-to-the-uk/

- **Expat Arrivals**

Information on life in the UK for global expats

www.expatarivals.com/the-united-kingdom/culture-shock-in-the-united-kingdom

- **Citizen Advice**

Free, independent, confidential and impartial advice on your rights and responsibilities

Website for England:

www.citizensadvice.org.uk

Tel for England: **0344 111 444**

一般信息和建议

- **移民帮助**

为在英国的移民提供建议和支持

www.migranthelpuk.org

0808 8010 503

- **GOV.UK**

英国政府网站, 您可以在其中找到有关本指南所包含主题的更多详细信息, 例如福利、税收以及您的权利和责任: www.gov.uk

- **英国教育**

有关英国的天气、食物和饮料、语言、服装、宗教等信息:

www.educationuk.org/global/sub/welcome-to-the-uk/

- **外籍人士**

全球外籍人士在英国的生活信息

www.expattarrivals.com/the-united-kingdom/culture-shock-in-the-united-kingdom

- **公民建议**

关于您的权利和责任的免费、独立、保密和公正的建议

英格兰网站:

www.citizensadvice.org.uk

英格兰电话: 0344 111 444

