



## Making Halton Our Home

### What is this report about?

This report shares the experiences of refugees, asylum seekers, and vulnerable migrants in Halton. It looks at the challenges they face and gives ideas on how to make things better. The goal is to help these individuals settle into the community and live happy, successful lives.

**citizens  
advice**

**Halton**

## What we found out?

### Language Barriers:

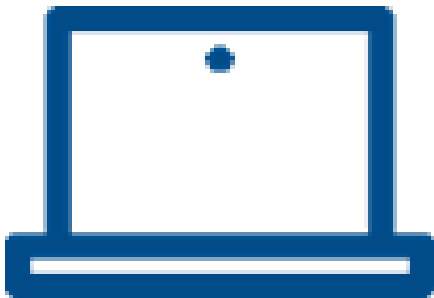


Many refugees struggle to speak and understand English, even after taking classes.

They find it hard to understand official documents, talk to doctors, or use local services.

There aren't enough translators available when needed.

### Digital Exclusion:



Refugees often don't have reliable internet access or skills to use online services.

This makes it hard to apply for housing, benefits, or jobs.

### Housing Problems:



Finding a safe, affordable place to live is a big issue.

After leaving temporary housing, some are left homeless or must move far away, causing more stress.

### Education and Culture:



Learning English is a start, but refugees also want to understand UK customs and culture.

Some fear authorities like the police or doctors, which stops them from getting help.

### Finding Jobs:



Many refugees want to work but struggle with language, lack of UK work experience, and employers not recognising their qualifications.

### Using Support Services:



Services can be confusing, hard to access, and not tailored to individuals needs.

Refugees often rely on others within their community for guidance, which isn't always accurate.

## What Can Be Done? (Recommendations)

### Create Advice Hubs:

- Set up places where refugees can get help with immigration, housing, and benefits all in one place.
- Recruit staff with lived experience of the asylum process.
- Ensure access to translation services.

### Better Language Support:

- Offer more frequent and practical English lessons, including cultural and job-specific language.

### Housing Help:

- Make it easier to find housing and provide clear guidance on how to apply for homes.

### Change Housing Policies:

- Help refugees evidence their priority need for housing and work with landlords to encourage them to rent to migrants.

### Help with Jobs:

- Provide targeted job training and support, including CV writing, interview prep, and hands-on work experience.

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If you want to read more a full version of this report can be accessed at web link: [bit.ly/Refugee-Asylum-Seeker-research](https://bit.ly/Refugee-Asylum-Seeker-research)