



Department for Levelling Up,
Housing & Communities



英國港僑協會
HONGKONGERS IN BRITAIN



South East
Strategic Partnership
for Migration

Practical Life- in-the-UK Guide

實用在英生活資訊指南 2022

香港英國國民(海外)來英須知流程圖

P.1 Hong Kong BN(O) - Coming to the UK Info Flowchart

個案查詢常見問題

P.9 Casework FAQs



English Version

Mission PERM
移英港人家園計劃

香港英國國民(海外)
Hong Kong BN(O)

來英須知流程圖

Coming to the UK Info Flowchart

第一部份 PART 1

起程來英國之前需要進行的步驟
Steps to take before coming to the UK

第二部份 PART 2

剛抵達英國時至一年內要考慮的關鍵事項
Key things to consider immediately upon arrival up to year 1

第三部份 PART 3

預備申請永久居留及成為英國公民 (如有意申請)
Preparing for Indefinite Leave to Remain(ILR) and Citizenship

香港英國國民(海外)
Hong Kong BN(O)

來英須知流程圖

Coming to the UK Info Flowchart

此流程圖由英格蘭東南移民策略合作夥伴 (SESPM) 及英國港僑協會 (HKB)，以及根德郡西北Citizens Advice Bureau 幫助下共同協作的成果。在這個流程圖內所列出的步驟是協助打算或已循香港英國國民(海外)簽證移英的人士，只是於計劃過程中作參考之用。移民入境條例經常變更，閣下如有疑問，請查閱政府官方指引及尋求法律意見。

This flowchart is the result of a collaboration between the South East Strategic Partnership for Migration (SESPM) and Hongkongers in Britain (HKB) with help from the North West Citizens Advice Bureau Kent. Whilst the steps in this document are intended to assist with planning, they are a guide only. Immigration rules change regularly and official guidance should be checked and legal advice sought if you have any queries.

掃描二維碼會帶你到 SESPМ 網頁上載的流程圖，圖內列出步驟是協助打算或已循香港英國國民(海外)簽證移英的人士，只在計劃過程中作參考之用。

By scanning the QR code, it will bring you to the flowchart uploaded on SESPМ's website. Whilst the steps in this document are intended to assist with planning, they are a guide only.

SESPM 網頁
SESPM's website



流程圖(中文)
Flowchart (CHI)



流程圖(英文)
Flowchart (ENG)



第一部份 PART 1

起程來英國之前需要進行的步驟
Steps to take before coming to the UK

四至五個月前 搜集資料及申請簽證
4 - 5 months before Research & visa submission

兩至三個月前 執行
2 - 3 months before Logistics

一個月前 最後階段
1 month before Final steps

第一部份 PART 1

起程來英國之前需要進行的步驟 Steps to take before coming to the UK

四至五個月前

4 - 5 months before

搜集資料及申請簽證

Research & visa submission

- 考慮定居的區域(怎樣確定居所?)
Where to live (how to secure accommodation?)
- 準備/ 提出簽證申請
Prepare for / submit visa application

兩至三個月前

2 - 3 months before

執行

Logistics

- 安排運送家居及個人物資到英國
Arrange shipping belongings to UK
- 開納英國銀行戶口
Open UK bank account
- 計劃起程前往及到達英國的先後次序
Plan travel & order of arrival into UK
- 與行動不便、長期病患或長者同行
Travel with disabled or elderly
- 帶同寵物
Bringing pets
- 準備文件
Documentations preparation

一個月前

1 month before

最後階段

Final steps

- 安排運送家居及個人物資到英國
Arrange shipping belongings to UK
- 開納英國銀行戶口
Open UK bank account
- 計劃起程前往及到達英國的先後次序
Plan travel & order of arrival into UK
- 與行動不便、長期病患或長者同行
Travel with disabled or elderly

第二部份 PART 2

剛抵達英國時至一年內要考慮的關鍵事項
Key things to consider immediately upon arrival up to year 1

即時
Immediately

基本需要
Basic necessities

到達後一個月內
1st month

準備開始
Getting started

一個月至三年
1 month to 3 years

融入
Integration

第二部份 PART 2

剛抵達英國時至一年內要考慮的關鍵事項 Key things to consider immediately upon arrival up to year 1

即時

Immediately

- 怎樣計算為第一日？
What counts as day 1?

到達後一個月內

1st month

- 尋找居所
Find accommodation
- 登記普通科醫生服務
Register with GP
- 青少年及兒童註冊學校學位
Enrol school for young people
- 在你當區的地方議會登記
Register in your local council
- 登記地區性公共費用賬單
Registration for regional utility bills
- 轉換/獲取專業資格
Convert/obtain professional qualifications
- 在英國創業/尋找工作機會
Set up a business in UK / look for job opportunities

一個月至三年

1 month to 3 years

- 了解稅務安排
Understand tax implications
- 英國語文訓練
English language training
- 融入英國生活
Integration

基本需要

Basic necessities

準備開始

Getting started

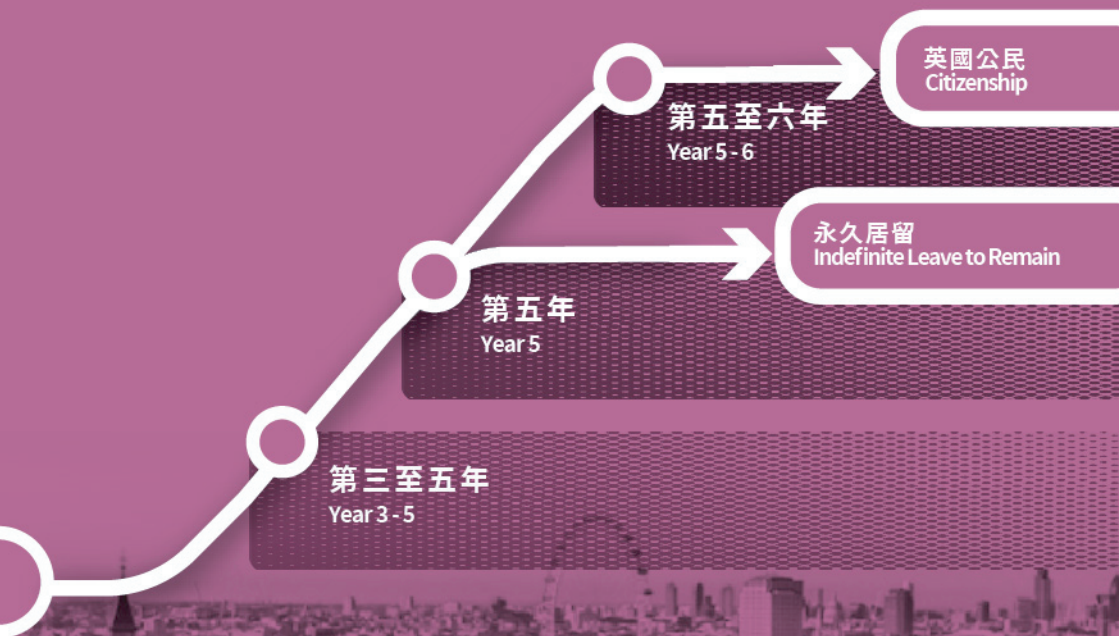
- 登記成為選民
Register to vote
- 登記駕駛執照
Driving licence registration
- 登記牙科診所
Register with dental clinic
- 申請國民保險號碼
Apply for National Insurance Number

融入

Integration

第三部份 PART 3

預備申請永久居留及成為英國公民 (如有意申請)
Preparing for Indefinite Leave to Remain(ILR) and Citizenship



英國公民
Citizenship

第五至六年
Year 5 - 6

永久居留
Indefinite Leave to Remain

第五年
Year 5

第三至五年
Year 3 - 5

第三部份 PART 3

預備申請永久居留及成為英國公民 (如有意申請) Preparing for Indefinite Leave to Remain(ILR) and Citizenship

三年後 After 3 years

- 了解申請資格
Understand the eligibility
- 在到期申請永久居留前: 報考**生活在英國測試及英語能力測試**
Undertake **Life in the UK test and English language test**
ahead of the ILR application deadline
- 計算居留日期及在英國境外時間
Calculating time outside of the UK for ILR
- 申請永久居留需要的持續居留證明
Continuous residence demonstration for ILR
- 申請永久居留
Apply for Settlement
- 申請英國公民身份
Applying for British Citizenship

請注意

本資料列出步驟是協助打算或已循香港英國國民(海外)簽證移英的人士，只在計劃過程中作一般參考之用，並非法律建議。移民入境條例經常變更，如有疑問，請查閱政府官方指引及向獨立法律或相關專業人士諮詢尋求意見。

Please Note

Whilst the steps in this document are intended to assist with planning, they are a guide and only for general reference and not legal advice. Immigration rules change regularly. Should you have any queries, official guidance should be checked and should seek independent legal advice from legal or other relevant professionals.

英國港僑協會個案組常見問題集

Frequently Asked Questions in HKB casework

English Version

- 10 **General enquiry**
- 11 **BN(O) Visa related**
- 12 **Housing**
- 14 **Education**
- 17 **Public services**
- 20 **Hate crime**
- 21 **Employment**
- 24 **Mental health**
- 26 **Legal**
- 27 **HKB Casework team contact**

DISCLAIMER

This document is only for general reference and not legal advice.
Please seek independent legal advice from legal or other relevant professionals.

GENERAL ENQUIRY

I (and my family) want to immigrate to the UK, can you provide help?

You could learn more about the UK with “**Welcome: a guide for Hong Kong British National (Overseas) visa holders in the UK**” which is prepared by the UK Government:

^{10A} <https://www.gov.uk/guidance/welcome-a-guide-for-hong-kong-british-national-overseas-visa-holders-in-the-uk.zh-hk>

You could also refer to the flowchart co-produced by us and the South East Strategic Partnership for Migration with help from the North West Citizens Advice Bureau Kent. It contains simple flowcharts that list the preparatory steps to assist with the planning when immigrating to the UK:

^{10B} <https://www.southeastspm.org.uk/wp-content/uploads/2022/04/Cocreation-Flowchart-Event-Chinese-AfterEvent.pdf>

I do not speak English or my English is terrible. Hence I cannot handle daily life matters in the UK. Does HKB have personalised services to assist with areas e.g. property search/airport pick-up/assistance in making applications?

The requested services are currently not being provided due to our limited resources. Your understanding would be much appreciated.

If language barriers make you unable to handle daily matters in mainstream daily lives, you could consider requesting language support when using public services. You could use a simple phrase to request assistance by saying: Cantonese interpreting/translation please. However, due to the time and procedures required to arrange translation, it is likely that it will pose a delay of your appointment for the services required.

If you need the services of a qualified translator/interpreter, you could consider using the services from professionals registered in the UK and with the relevant expertise:

^{10C} <https://www.ciol.org.uk/interpreter?from=17&to=31>

^{10D} <https://www.nrpsi.org.uk/for-clients-of-interpreters/searching-the-register.html>

^{10E} https://www.itl.org.uk/iti-directory.html?directory_type=interpreter&translate_from=chinese-cantonese&translate_to=english

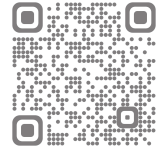
In order to plan ahead and apply for settlement after residing in the UK for 5 years, considering that it is required by the UK government to meet the English language requirements and pass the Life in the UK test, it is advised that you make plans to learn/improve English as soon as you can.



BN(O) VISA RELATED

Please note that visa application is a legal matter which HKB is not qualified to advise on. Please seek independent legal advice from legal or other relevant professionals. In addition, Migration Yorkshire has published a set of BN(O) visa related FAQs, containing information on the application process, BN(O) visa rights, and settlement. Please visit

11A <https://www.migrationyorkshire.org.uk/?page=bno-visa-hk> to access the information.

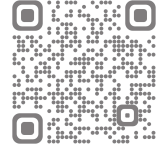


11A

If I complete the BN(O) visa application through the “UK Immigration: ID Check” application, due to [any reasons] I need to get a physical Biometric Residence Permit (BRP). Could you provide any assistance?

It is listed clearly that the visa applied via the application is not going to receive a BRP.

11B <https://www.gov.uk/british-national-overseas-bno-visa/apply-from-outside-the-uk>

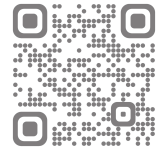


11B

I do not meet the eligibility of applying for the BN(O) visa, are there any other ways to apply to come to the UK?

For other visa routes to come to the UK, please refer to:

11C <https://www.gov.uk/apply-to-come-to-the-uk>



11C

The UK Government announced that they are extending the BN(O) visa scheme to more people. Where can I see the information? When will the policy come into effect?

A. It was announced on 24/02/2022 that the Government has made the decision to enable individuals aged 18 or over who were born on or after **1 July 1997** and who have at least one BN(O) parent to apply to the route independently of their BN(O) parent. Further details are potentially to be announced by **October 2022** at the earliest. Please keep an eye on the latest information if it is relevant to your situation. Source:

11D <https://questions-statements.parliament.uk/written-statements/detail/2022-02-24/hcws635>



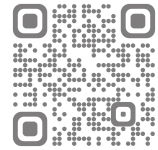
11D

There is an issue with my visa application. How can I contact the Home Office directly?

To our knowledge, the only way to contact the Home Office with regards to BN(O) visa related issues would be through the designated email service. HKB does not have any alternative means to contact the Home Office.

For enquiries about visa applications, you must contact UK Visas and Immigration of HM Government:

11E <https://www.gov.uk/contact-ukvi-inside-outside-uk/y>



11E

HOUSING

To our general understanding, housing is one of the areas that Hongkongers find challenging when they arrive in the UK. The reasons that they find it challenging to find more long-term accommodation often include: no local credit score, no secured job, no local guarantor, etc. The Minister of State for DLUHC issued a letter in Feb 2022, which aimed to provide further information regarding the legal status of Hong Kong BN(O) visa holders, which they may find helpful when settling in the UK with processes such as finding housing, employment, or opening a bank account. Please see:

12A https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1062391/To_Whom_it_may_concern_-_Cantonese_and_English.pdf

Hence, it would be advised that if BN(O) visa holders face challenges when looking for accommodation, they can consider presenting this letter to the landowner or estate agency for their consideration.

... [due to various reasons] we are coming to the UK soon/just arrived in the UK. We are worried that we are unable to find accommodation in [a specific area]. Could you provide any assistance?

With the majority of the cases that we assisted, the most common option is to initially rent Airbnb, and with the permission of the host, they may be able to use the address to find employment and search for more long-term accommodation.

The public generally uses major letting online platforms to look for properties to let. If you have not tried this already, you could search [location] flat to rent or room to rent on major search engines.

I am a tenant and I want to make an enquiry about a rental dispute.

If it is a rental related dispute, we would advise you to make an enquiry with Shelter first. Shelter is a charity that specialises in housing related advice. Their website is:

12B https://england.shelter.org.uk/get_help

This organisation might be able to provide legal advice related to tenancy.

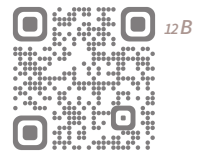
This advice is applicable to England only. If you are in other nations in the UK, the legislation and ways to resolve issues might differ.

The landowner is increasing the rent and I can no longer afford it, but I do not want to move. Is there any way to help me?

A. If your rent is being increased, you can visit the link for more information:
12C https://england.shelter.org.uk/housing_advice/private_renting/rent_increases

If you want to challenge the rent increase, you can visit the link for more information:
12D https://england.shelter.org.uk/housing_advice/private_renting/how_to_challenge_a_rent_increase

This advice is applicable to England only. If you are in other nations in the UK, the legislation and ways to resolve issues might differ.



HOUSING

The landowner is asking me to move out by a certain date, what can I do?

If you are served a notice from your landowner, you should contact Shelter as soon as you can. This is to verify if the notice served to you is legally valid or not. Shelter is a charity that specialises in housing related advice. Their

^{13A} website is: https://www.england.shelter.org.uk/get_help.

This organisation might be able to provide legal advice related to tenancy.

This advice is applicable to England only. If you are in other nations in the UK, the legislation and ways to resolve issues might differ.

I am homeless, how do I seek help?

If you face homelessness, you should contact the local authority. Due to the fact that the BN(O) Visa is attached with the clause of **No Recourse to Public Funds** (NRPF), this will limit the assistance the local authority can provide. However, if you have the means of obtaining accommodation but then cannot meet other essential living needs, or do not have adequate accommodation or any means of obtaining it, you may make an application that aims to remove this status. For more information and the policy in practice, you need to seek help from the homeless service in your local authority.

Useful links

GOV.UK How to Rent Guide

^{13B} <https://www.gov.uk/government/publications/how-to-rent>

GOV.UK How to Buy Guide

^{13C} <https://www.gov.uk/government/publications/how-to-buy-a-home/how-to-buy>

NRPF Network information on destitution and BNO policy

^{13D} <https://www.nrpfnetwork.org.uk/news/hong-kong-bno-destitution-funding>

^{13E} <https://www.nrpfnetwork.org.uk/news/hong-kong-bno-route>

Shelter Housing (Legal) Charity Shelter

^{13F} **England:** <https://www.shelter.org.uk>

Scotland: <https://www.scotland.shelter.org.uk>

Wales: <https://www.sheltercymru.org.uk>

Housing Advisory Body (Northern Ireland)

Housing Advice for Northern Ireland: <https://www.housingadviceni.org>

Citizen Advice - Housing advice

^{13G} **England:** <https://www.citizensadvice.org.uk/housing>

Scotland: <https://www.citizensadvice.org.uk/scotland/housing>

Wales: <https://www.citizensadvice.org.uk/wales/housing>

Northern Ireland:

<https://www.citizensadvice.org.uk/about-us/northern-ireland>



13A



13B



13C



13D



13E



13F



13G



EDUCATION

Education is a devolved matter; issues relating to education and children's social care is the responsibility of the devolved nations, Scotland, Wales and Northern Ireland. If you are in devolved nations, you should refer to the information of the devolved government for the relevant policies.

The Welcome Pack for arrivals from Hong Kong on the British Nationals (Overseas) visa has already given the advice on accessing education in England (P.29-32). Please refer to the welcome pack. For any further information or enquiry, you should access information or make enquiries with the relevant authority or organisation via -

Childcare for children aged 3 to 4:

14A <https://www.gov.uk/get-childcare>

Schools for children aged 5 to 16:

14B <https://www.gov.uk/find-local-council>

(Contact the local council in the location that plans to or already settled)

Further education for children aged 16 or above, non-higher education:

14C <https://www.gov.uk/further-education-courses> or

14D <https://www.gov.uk/courses-qualifications>

Moreover, 16 to 18-year-old children of BN(O) status holders who have leave to remain will also be eligible for apprenticeship funding in England, but may have to have been ordinarily resident in the UK for at least the previous three years before the start of the apprenticeship. Devolved governments also have their own apprenticeship schemes. Please access the relevant webpage for more information. <https://www.apprenticeships.gov.uk>

14E <https://www.apprenticeships.gov.uk>

It is difficult to apply for a school place for my child. What can I do?

Education should be a matter under the portfolio of the local authorities. (Depending on where you are in the UK, the structure of the authorities might differ) To locate the website of the relevant council, please visit:

14F <https://www.gov.uk/find-local-council>

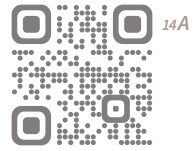
Moreover, when you are applying for a school place, you will have to use English language to complete forms and communicate with the council. If you require assistance, you can contact our casework team.

...[Due to various reasons] we are unable to afford international tuition fees for my child(ren). Can BN(O) Visa holders apply for subsidies or loans? What options are available? How can we apply for them?

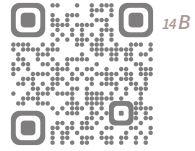
Generally speaking, before you are granted Indefinite Leave to Remain (ILR), you are not considered as someone that has settled status. To our knowledge, before you are granted ILR status after 5 years via the BN(O) visa route, your child(ren) would have to pay the full international tuition fee.

Moreover, student finance falls under public funds, while the BN(O) visa has the No Recourse to Public Funds (NRPF) clause, hence it is not a feasible option.

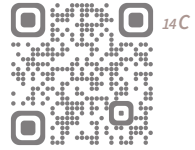
Normally universities would have scholarships available, each has individual criteria for consideration. You may make enquiries with the relevant department in the academic institutions that you wish to apply for.



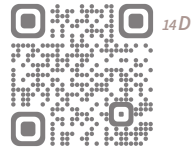
14A



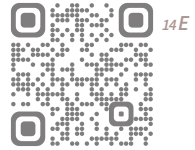
14B



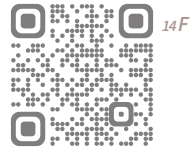
14C



14D



14E



14F

EDUCATION

I want to improve my English, what options do I have?

The Welcome Hubs - Strategic Migration Partnerships (SMPs) have approved ESOL course information in different local authorities. You could find the corresponding SMP in your area with this map:

^{15A} https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1006473/SMP_UK_map.pdf



Nevertheless, not every local authority has ESOL classes in their area. If your area does not have any ESOL classes, you might need to find other ways to learn English.

Would there be any universities willing to take BN(O) visa students with home fees?

Even British Nationals would have to fulfil the criterion of normally residing in the UK in the past 3 years to be entitled to home fees before enrolling to the courses. This is the standard procedure of the British education system, it is unlikely that there will be any discretions. Generally speaking, before you are granted Indefinite Leave to Remain (ILR), you are not considered as someone that has settled status. To our knowledge, before you are granted ILR status after 5 years via the BN(O) visa route, your child(ren) would have to pay the full tuition fee.

My child(ren) has special needs, what support on education is available in the UK?

Page 33 of “Welcome: a guide for Hong Kong British National (Overseas) visa holders in the UK” has the information on Children and young people with Special Educational Needs and Disability (SEND):

^{15B} https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1013269/Cantonese_Translation_Welcome_Pack_August.pdf



You could inform the school admission team about such needs when you are applying for a school place. You should also contact the SEN co-ordinator (SENCo) to understand the arrangements that can be provided by the school. We also recommend you to let the GP staff know about the SEND needs of your child. This includes but is not limited to demonstrating your child’s medical records, reports from physicians, therapists, social workers or schools from Hong Kong or other places. These can all help the school and the GP understand the needs of your child. If applicable, it can also allow consideration on whether an “Education, Health and Care Plan” (EHC Plan or EHCP) is required for your child, so that it can help parents, schools, social workers, and carers understand how to best support your child to grow and develop.

EDUCATION

Useful links

UK National Information Centre for the recognition and evaluation of international qualifications and skills (ENIC)

^{16A} <https://www.enic.org.uk>

Information on further study and employment

^{16B} **England/UK:** <https://nationalcareers.service.gov.uk>

^{16C} **Scotland:** <https://www.skillsdevelopmentscotland.co.uk/>

Wales: <https://careerswales.gov.wales/>

Northern Ireland: <https://www.nidirect.gov.uk/campaigns/careers>

SEN supporting charities

England/UK:

IPSEA

^{16D} <https://www.ipsea.org.uk>

NASEN

^{16E} <https://www.nasen.org.uk>

SOS SEN hotline

<https://sossen.org.uk>

Scotland:

Enquire

^{16F} <https://enquire.org.uk>

Wales:

SNAP Cymru

<https://www.snapcymru.org>

Northern Ireland:

SENAC

<https://senac.co.uk>

Carer Supporting charities

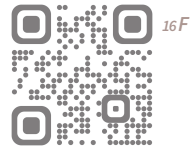
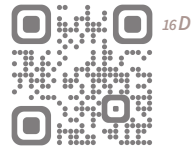
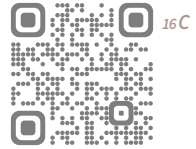
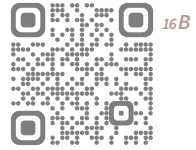
UK:

Carers UK

^{16G} <https://www.carersuk.org>

Carers Trust

<https://carers.org>



PUBLIC SERVICES

With regard to the public services in the UK, it was previously explained by Welcome Pack for arrivals from Hong Kong on the British Nationals (Overseas) visa (P.10) that “In the UK, local government is responsible for a range of vital services for people and businesses in defined areas. Among them are well known functions such as social care, schools, housing and planning and waste collection, but also lesser known ones such as licensing, business support, registrar services and pest control.” If you are looking for services within these categories, you can find your local council at:

17A <https://www.gov.uk/find-local-council>.

For other services provided by the UK Government, please check the

17B information via links for the services or department/ministry at www.gov.uk. If you are in Scotland, Wales or Northern Ireland, you might have to look for the information on the devolved government website.

Scotland : <https://www.gov.scot/>

Wales : <https://gov.wales/>

Northern Ireland: <https://www.nidirect.gov.uk/>

I am not happy about the service/reply/handling of [local authority / public services], what can I do?

If you are unhappy about the decisions or procedures of the authority, please file a complaint or ask for a way to make a complaint as soon as possible. If the issue persists after making a complaint, you could contact the ombudsman for assistance. The mechanism of ombudsman in different nations might differ. If you are in Scotland, Wales or Northern Ireland, you should be mindful of this and contact the correspondent ombudsman in your nation.

What is the general process of registering for council tax please?

The processing time and procedures of each council might defer. Generally you would receive a letter or an email after applying. If you already applied / registered for council tax, it is recommended that you email/call the local authority to check on the progress and the procedures (i.e. waiting time).

If I have issues with COVID vaccination, how do I seek help?

NHS Nation Back Office (NBO) is the unit that is responsible to arrange and manage NHS number. (For details please visit

17C <https://digital.nhs.uk/services/national-back-office-for-the-personal-demographics-service/management-of-nhs-numbers-and-pds-records>).

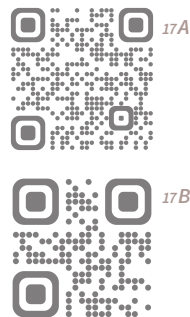
Their Personal Demographics Service stated:

1 If one suspects that their vaccination records are incorrect, they can call 119 and request assistance from the Vaccine Data Resolution Service

17D <https://www.england.nhs.uk/contact-us/privacy-notice/national-flu-vaccination-programme/#vaccine-data-resolution-service>

2 If there is any inaccuracy in your personal information, you need to contact the GP that you registered with to follow up. For more information, please visit:

17E <https://digital.nhs.uk/services/national-back-office-for-the-personal-demographics-service/contact-the-personal-demographics-service-pds-national-back-office-nbo#top>



PUBLIC SERVICES

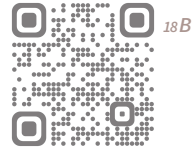
I am suffering from toothache, the hospital advised me to seek help from a dentist. But all NHS dental clinics are not taking new patients and asked me to use private services. It is too expensive for me to use, is there any other way to seek help?

Please visit the link below on NHS emergency dental service:
 18A <https://www.nhs.uk/nhs-services/dentists/how-can-i-access-an-nhs-dentist-in-an-emergency-or-out-of-hours>

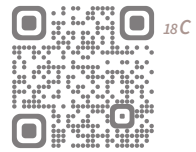


I plan to set up a company here. But I am not good at English and I am not familiar with the rules and legislations about running a business. Could I ask how I can set up a company limited to running a business?

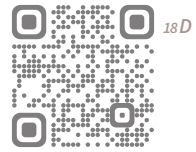
UK Government has the guidance below on setting up business and a limited company:
 18B <https://www.gov.uk/set-up-business>
<https://www.gov.uk/set-up-limited-company>



There are also relevant departments across the UK to provide support. Contacts and websites can be found at:
 18C <https://www.gov.uk/business-support-helpline>



There are designated business hubs among local authorities in England, to support small to medium scale business on operation and entrepreneurship. For more information, please visit:
 18D <https://www.lepnetwork.net/local-growth-hub-contacts>



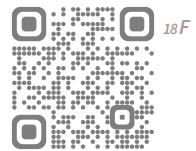
Local authorities might also have support available, you can visit <https://www.gov.uk/find-local-council> to locate your local authority.

.....[Due to various reasons] I am unable to afford my daily life expenses in the UK. How can BN(O) visa holders apply for support?

Hongkongers under the BN(O) visa route are subject to the "No Recourse to Public Fund" clause. Hence, you are not eligible for any benefits in the first 5 years. Moreover, the financial requirements for the BN(O) visa is to show you have enough money to pay for your housing and to support yourself and your family for 6 months. After the first 6 months, according to the existing mechanism, you could declare that your circumstances have changed. The authority will determine if they would waive your NRPF clause on a case-by-case basis. For more information please visit:
 18E <https://www.gov.uk/government/publications/application-for-change-of-conditions-of-leave-to-allow-access-to-public-funds-if-your-circumstances-change>



You could also consider using the services provided by local or national charities, they might be able to provide you with other means of help. If you wish to have more information, you can email the casework team for enquiry.



I have a family member who passed away in the UK, how could I get funeral related information?

A guidance is provided by the UK Government on "When someone dies":
 18F <https://www.gov.uk/when-someone-dies>



Generally funerals in the UK are commissioned to funeral directors. You can access more information at:
 18G <https://www.gov.uk/after-a-death/arrange-the-funeral?step-by-step-nav=4f1fe77d-f43b-4581-baf9-e2600e2a2b7a>

PUBLIC SERVICES

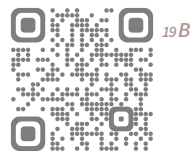
At the same time, National Association of Funeral Directors also has an FAQs for your reference:

19A <https://www.nafd.org.uk/funeral-advice/arranging-a-funeral/>

Useful links

Find the ombudsman for your situation
(Please note, in general before you approach the ombudsman, you have to complain formally with the organisation involved)

19B <https://www.ombudsmanassociation.org/find-ombudsman>



HATE CRIME

In the UK it is illegal to treat anyone differently because of their gender, race, religion, age, disability or sexual orientation. Whilst Hongkongers in the UK are protected in this area, it is also crucial to pay attention to personal actions and speech. Everyone needs to respect diverse values and accept the differences between people, so as not to become a perpetrator of hate crime.

If you or someone you know face any kind of hate crime, please ensure your own safety first. Do not try to confront the hate crime perpetrator, and report to the police as soon as possible. If you cannot report immediately, it is advised to record the incident and details as soon as you are safe, it can facilitate reporting the crime. If possible, you can also use your phone to record the incident with video or audio. The built, hair colour or plate number are all useful information for reporting the crime.

Your local police force has the function to report crime online. Alternatively you can call 101 to report non-urgent crime. When in an emergency, please call 999 to seek help. If you do not wish to contact police for any reason, or wish to remain anonymous when reporting, you can visit

^{20A} <https://crimestoppers-uk.org/keeping-safe/personal-safety/hate-crime> and make use of their service.

I am not sure if my current circumstance is being racially discriminated against. I would like to have more information and opinion.

If you are unsure if you are being racially discriminated against, we would recommend you to contact the UK-wide charity Victim Support for their expert advice, as they are specialised in this area. They work closely with the UK police, and they can also help you to report (if required it could be an anonymised report). They can also provide other types of support according to your situation. Please visit

^{20B} <https://www.victimsupport.org.uk/crime-info/types-crime/hate-crime> for more information.

Useful links

UK Government information on reporting hate crime

^{20C} <https://www.gov.uk/report-hate-crime>

Online crime report website for the UK (UK Police)

^{20D} https://www.report-it.org.uk/your_police_force

Victim Support - Charity that supports victims of crime

England/UK:

Hotline: 08 08 16 89 111

^{20E} <https://www.victimsupport.org.uk>

Scotland:

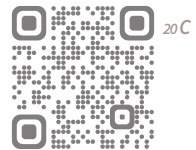
<https://victimsupport.scot>

Wales:

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/wales/>

Northern Ireland:

<https://www.victimsupportni.com>



EMPLOYMENT

With regard to the basic statutory rights that an employee is entitled to in the UK and more related information, they are listed in details in the Welcome Pack for arrivals from Hong Kong on the British Nationals (Overseas) visa (P.15-18). Please refer to the document. If your job is not providing your entitled rights as required by the law, you should consider seeking help. Employment rights is a legal matter which HKB is not qualified to advise on. Please seek independent legal advice from legal or other relevant professionals.

21A Trade unions in the UK can also provide you with protection or legal support when needed. Generally you have to pay a fee to join a union. If you wish to join a trade union, you can visit <https://www.tuc.org.uk/join-a-union> to find the union for your profession.

For general knowledge, both the long-established charity Citizens Advice and the UK Government subsidised Acas can provide employment related free advice. On their websites, there is also information and advice on various employment rights related scenarios. If needed, you can contact them for help.

I noticed that there are issues with my payslips. Could you provide assistance or how can I seek help?

If you are unable to get back your salary after communicating with your manager, please refer to the advice from Citizens Advice and take actions accordingly:

21B <https://www.citizensadvice.org.uk/work/rights-at-work/pay/problems-getting-paid/>

Is there any governmental department in the UK similar to the Labour Department in Hong Kong?

I am experiencing issues at work and want to seek help.

For general employment related issues, you can seek help and make enquiries with Acas, which is funded by the Government. Website:

21C <https://www.acas.org.uk/>

In addition, the charity Citizens Advice / Citizen Advice Bureau can also provide free and independent advice on employment issues. Website:

21D <https://www.citizensadvice.org.uk/>

I suspect that I am being sexually harassed at work, what should I do?

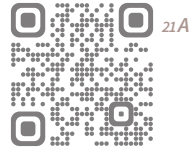
For information on sexual harassment at work, please visit:

21E <https://www.victimsupport.org.uk/crime-info/types-crime/sexual-harassment>.

You should also consider seeking help from them.

If it is related to making a complaint at work, e.g. due to bullying, harassment or unfair dismissal, employees can seek help from www.acas.org.uk. For more information, please visit:

21F <https://www.acas.org.uk/dealing-with-workplace-problems>



21A



21B



21C



21D



21E



21F

EMPLOYMENT

Useful links

UK Government information on pay and work rights
22A <https://www.gov.uk/pay-and-work-rights>

UK Government information on trade unions
22B <https://www.gov.uk/join-trade-union>

Migrant help Hong Kong Welcome Programme
22C <https://www.migranthehelpuk.org/hongkong-welcome-programme>

Acas Hotline and other resources

Hotline: 0300 123 1100 (Monday to Friday, 8am - 6pm)

If you speak another language, call the helpline and Acas can provide an interpreter

<https://www.acas.org.uk/advice>

Citizens Advice on rights at work
22D <https://www.citizensadvice.org.uk/work/rights-at-work>

Trade Union Congress - Find the trade union of your profession
22E <https://www.tuc.org.uk/join-a-union>



MENTAL HEALTH

I am feeling emotionally unstable when I am in the UK. I am on regular follow up for my condition in Hong Kong, but I am unable to find the right service when I am in the UK.

Specialist services in the UK are unable to take new cases directly. If you feel that you are emotionally unstable, you should seek medical attention from your GP immediately and request a referral from your doctor. Considering that mental health assessment usually requires answering many questions, if required, please ask for an interpreter when you are seeking medical attention.

If do not feel confident in expressing yourself, you can show the below sentence when seeking help:

Hi, I am not confident that I can fully express myself for my mental health assessment. Can you please arrange a Cantonese interpreter for me, so that I can express myself accurately in order to be correctly assessed please?

I am emotionally distressed after I arrived in the UK, but I don't think I need intervention yet. However, I want to look for supporting organisations, what available resources are there for me?

There are various charities in the UK that can provide different degrees of support, they are also specialised in different domains. You could make contact with relevant organisation(s) according to your needs. Another point that requires attention is that general mainstream mental health supporting charities might not have resources to provide language support. If you are worried about communication due to language barriers, you may wish to contact the organisations in advance, and determine if you can use the services.

Useful links

Barnado's Boloh helpline

^{23A} <https://helpline.barnardos.org.uk/hong-kong-bno>

NHS mental health resources webpage

^{23B} <https://www.nhs.uk/mental-health/>

Mental health supporting organisation

Anxiety UK - Providing support if you have been diagnosed with an anxiety condition

^{23C} www.anxietyuk.org.uk

Bipolar UK - Helping people living with manic depression or bipolar disorder

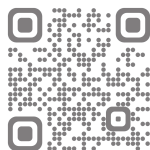
^{23D} <http://www.bipolaruk.org.uk/>

CALM (Campaign Against Living Miserably) - for men aged 15 to 35

^{23E} www.thecalzone.net

Men's Health Forum - 24/7 stress support for men by text, chat and email

^{23F} www.menshealthforum.org.uk/beatstress.uk



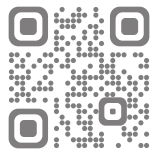
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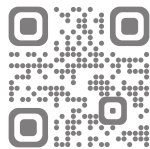
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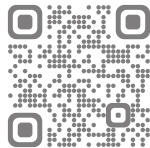
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MENTAL HEALTH

- Mental Health Foundation** - Provides information and support for anyone with mental health problems or learning disabilities
 24A www.mentalhealth.org.uk
- Mind** - Promotes the views and needs of people with mental health problems, also provides information on mental health.
 24B www.mind.org.uk
- No Panic** - Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD)
www.nopanic.org.uk
- OCD Action** - Support for people with OCD. Includes information on treatment and online resources
www.ocdaction.org.uk
- OCD UK** - A charity run by people with OCD, for people with OCD. Includes facts, news and treatments
www.ocduk.org
- PAPYRUS** - Young suicide prevention society
 Hotline: HOPElineUK 0800 068 4141 (9am to midnight, every day of the year)
 24C www.papyrus-uk.org
- Rethink Mental Illness** - Support and advice for people living with mental illness
 24D www.rethink.org
- Samaritans** - Confidential support for people experiencing feelings of distress or despair.
 Hotline: 116 123 (free 24-hour helpline)
www.samaritans.org/
- SANE** - Emotional support, information and guidance for people affected by mental illness, their families and carers
 24E www.sane.org.uk/support
- YoungMinds** - Information on child and adolescent mental health, services for parents and professionals
www.youngminds.org.uk
- Abuse support organisations** (child, sexual, domestic violence)
- NSPCC** - Children's charity dedicated to ending child abuse and child cruelty
 Hotline: 0800 1111 (24-hour helpline for children)
 0808 800 5000 for adults concerned about a child (24-hour helpline)
 24F www.nspcc.org.uk
- Support services for sexual abuse and domestic violence victim**
 (24-hour hotline)
- England:** Refuge's National Domestic Abuse Helpline
 Hotline: 0808 2000 247
 24G <https://www.nationaldahelpline.org.uk>



MENTAL HEALTH

Scotland: Domestic Abuse and Forced Marriage Helpline

Hotline: 0800 027 1234

^{25A} <https://sdafmh.org.uk>

Wales: Live Fear Free

Hotline: 0808 80 10 800

<https://gov.wales/live-fear-free>

Northern Ireland: Domestic and Sexual Abuse Helpline

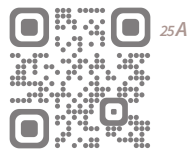
Hotline: 0808 802 1414

<https://dsaahelpline.org>

The UK: Respect - Confidential helpline specifically for male victims

Hotline: 0808 8010327

^{25B} <https://mensadviceline.org.uk>



LEGAL

In the UK, providing legal advice falls under the reserved legal activities (section 12(3)(b) Legal Services Act 2007). Moreover, the provision of immigration related advice or service is not allowed unless the person is qualified. HKB is not qualified to advise on legal matters. Please seek independent legal advice from legal or other relevant professionals.

Do you have any recommendations for any local lawyers in the UK?

26A Please visit <https://solicitors.lawsociety.org.uk/> and enter your location to look for a solicitor near you.

Finding a Solicitor is run by the Law Society, it is a free service for anyone looking for information about organisations or people providing legal services in England and Wales that are regulated by the Solicitors Regulation Authority (SRA).

The laws in Scotland and Northern Ireland are different from England and Wales. If you require legal services, you have to employ the services of the local law firms. The law society in the nation also has a similar search engine:

26B Scotland: <https://www.lawscot.org.uk/find-a-solicitor/>

Northern Ireland: <https://www.lawsoc-ni.org/solicitors>

How do I take an oath in the UK, to prove that I left Hong Kong?

You might need to find a law firm that can provide the service of notarisatio. This is a legal matter which HKB is not qualified to advise on. Please seek independent legal advice from legal or other relevant professionals. Please

26C visit <https://solicitors.lawsociety.org.uk/> and enter your location to look for a solicitor near you.

The laws in Scotland and Northern Ireland are different from England and Wales. If you require legal services, you have to employ the services of the local law firms. The law society in the nation also has a similar search engine:

26D Scotland: <https://www.lawscot.org.uk/find-a-solicitor/>

Northern Ireland: <https://www.lawsoc-ni.org/solicitors>

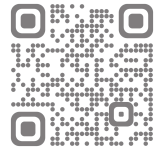
How do I find a lawyer that speaks Chinese in the UK?

Generally in the UK, legal firms will not advertise that they have Chinese services. If they do, it is likely that they wish to target the Chinese market. It is not excluding the possibility that certain lawyers might have Cantonese language ability due to their upbringing. However, HKB does not have a list of firms that can provide Cantonese services, nor information on the political stance of law firms. We are also unable to recommend any particular service provider. If you wish to use law firms that can provide Chinese services, please carry out your own evaluation and determine if you should use the services. If you need the services of a qualified translator/interpreter, you could consider using the services from professionals registered in the UK and with the relevant expertise:

26E <https://www.ciol.org.uk/interpreter?from=17&to=31>

26F <https://www.nrpsi.org.uk/for-clients-of-interpreters/searching-the-register.html>

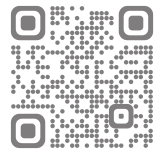
26G https://www.iti.org.uk/iti-directory.html?directory_type=interpreter&translate_from=chinese-cantonese&translate_to=english



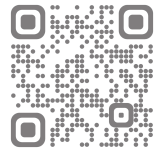
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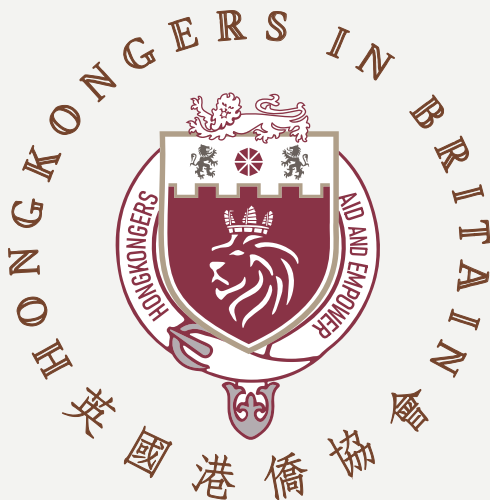
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HKB CASEWORK TEAM CONTACT

Currently the service is delivered by part-time staff only and only provides online support. We will reply at the earliest convenience. Thank you for your patience and understanding.
hkbcasework@protonmail.com



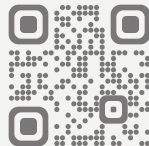
HKB Casework Team Service

- | | |
|--|---|
| <p>✓ Casework team CAN provide you with</p> <ul style="list-style-type: none">Information from reliable sourcesSignpost to suitable organisationsMaking referrals as neededGeneral advice about the life in the UK | <p>✗ Casework team CANNOT provide advice in some professional areas</p> <ul style="list-style-type: none">Legal advice on visa application or any other mattersEnquiries or referral service for real estates or property rental agenciesEnquiries or referral service for property salesInterpreting, certified translation, professional translation related services |
|--|---|

The casework team is unable to interfere with the government's operations and procedures, nor does it have special communication channels with any governmental departments. Please contact the relevant departments for follow-up / enquiry / complaint as needed. If suitable, the casework team could refer you to our partnering organisations. Please contact the casework team for more information.

To download this e-booklet and other e-publications

- ↓ 下載此電子版小冊子及其他刊物 請瀏覽 英國港僑協會網站 並點擊「出版刊物」欄目。
please visit HKB's official website (www.hongkongers.org.uk) and click 'Publications'.



二〇二二年 2022

實用在英 生活資訊指南 / Practical Life-in-the-UK Guide

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