

If you only have a specific one-off problem, just need advice or feel you do not need on-going direct support:

The Refugee Support Worker will assist you with your problem or direct you to the person or organisation that is most suited to give you the best advice.

Service Standards

Please pick up a copy of our Service Standards leaflet, which sets out how we will deliver and monitor the services we provide for you. Or visit our website at: www.gateshead.gov.uk/housing

Other leaflets in this range

Other related leaflets in this range:

- Housing Options
- Homelessness Advice
- Asylum Team
- Tenancy Support Service
- Medical Priority
- Single Gateway Scheme
- Debt Advice
- Gateshead Homeless Prevention Service for 16-17 year olds
- Young Persons Support Service
- Occupational Therapy Service
- Getting Involved with Housing Services
- Service Standards

Different formats

This information is available on request in a different language, in large print, audio tape/cd or in Braille call 433 2735.



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HOUSING SERVICES



Are you a refugee
who wants to stay in Gateshead?



If you are a refugee and want to remain in Gateshead, you may be interested in the Move On Service that the Council provides. You can also get further information from our website at www.gateshead.gov.uk/housing

What is the Move On Service?

The Move On Service was established by Gateshead Council in January 2003. The service helps refugees to:

- Access the services they require
- Integrate into their new life in Gateshead
- Contribute to the community
- Advice and assistance to access doctors and health services
- Advice and assistance with work/employment or volunteering.
- Assistance with benefits/income and general budgeting
- Assistance to obtain furniture and white goods

The Move On Service is part of Gateshead Council's Housing Services and is located in Community Based Services in Gateshead Council's Civic Centre. There are four Refugee Support Workers on the team.

Who is eligible to use the Move On Service?

You must be allowed to remain in the UK and want to live in Gateshead in order to use the services provided by the Move On team.

The Move On Service is for asylum seekers who have been awarded refugee status and Leave to Enter/Leave to Remain/Humanitarian Protection or Discretionary Leave. The Move On team can advise you if you are not sure of your status or whether or not you are eligible to use their services.

Where do I go?

If you have received a positive decision from the Home Office on your asylum application and require advice and assistance to remain in Gateshead you should take all your original Home Office documentation and contact:

The Refugee Move On Service
Asylum and Refugee Team
Community Based Services
Civic Centre
Regent Street
Gateshead
NE8 1HH

Tel: 0191 433 2633
Fax: 0191 433 3230

E-mail the Move on Service
moveonservice@gateshead.gov.uk

Duty Worker

The Refugee Move on service also provides a duty worker who is available without appointment at the civic centre during the following times:

Monday - Thursday 1pm to 5pm
Friday - 1pm to 4.30pm

What will happen after I have contacted the team?

The team will use a points system to prioritise you as there is often a waiting list for the service. If we can't support you straight away we will write to you and with your consent, may consider contacting another support agency who could help you.