International Recruitment East *a*ims to support care providers of adult social care services with international recruitment, and international social care workers in the eastern region. Partnering local authorities: Bedford Borough, Central Bedfordshire, Cambridge, Essex, Hertfordshire, Luton, Milton Keynes, Norfolk, Peterborough, Suffolk, Southend & Thurrock.

All resources are fully funded and can be accessed via IRE website
International Recruitment East - Norfolk County Council

Please use this in conjunction with the Challenges Resources document that sets out the issues experienced by Providers and International Recruits and the resources shown here that support those areas.

Provider Support

The new immigration rules came into effect on 9 April, which means employers will have to consider recruiting from the displaced worker pool, before recruiting from overseas. The guidance on this process has now been published: Sponsor-a-Skilled-Worker-04-25-v1.0__1_.pdf

1. Sponsorship management, compliance and obligations

Weblink: Recorded webinars and resources - Sponsorship, licenses and visas - Norfolk County Council

Resource Guides:

- SMS Step by Step Guide Manuals 1 – 12
- Step by Step Certificate of Sponsorship Process Guide

Webinar slides

- Certificate of Sponsorship
- Provider support workshop: Home Office compliance & your responsibilities
- Visa application process
- How to use the Home Office Sponsor Management System (SMS)
- Compliance and sponsor duties
- Leadership and Culture
- Sponsor Licence Compliance Audits & Revocations
- Dealing with third Parties in social care (managing cultural diversity)
- Building a Team in Social Care (addressing cultural barriers in team building)
- Welfare of International Recruits in social care
- UK Laws and Regulations for UKVI
- Adapting your training and induction programme

Bookable resources

Solicitor Support Workshops

Suffolk Care Associations have created workshops to build employer awareness on:

- Importance of Sponsorship Management System (SMS) compliance – overview of sponsor duties and responsibilities
- Sponsorship obligations – record-keeping and documentation requirements
- Effective use of Sponsorship Management System (SMS) for sponsored migrants

- Reporting duties, including when and how to report changes or issues related to your organisation or migrant employees

Places are limited to a maximum of 6 providers per workshop.
To book Solicitors Support Workshop, Home Office Compliance, Suffolk Care Association

Mock UK Visa & Immigration Compliance Audits

This is an offer for providers to support UKVI compliance and to help reduce risk of revocations linked to record keeping. If you have recently had a mock UKVI compliance audit, or are planning one, you may qualify for a full or partial refund of the cost. Eastern Region Care Association Alliance (ERCAA) point of contact for information, criteria and refunds UKVI Mock Audits – ERCAA

If you are an adult social care provider in one of these local authority areas, please contact ERCAA to apply for a refund: Cambridge, Essex, Hertfordshire, Norfolk, Southend, Suffolk, Milton Keynes. If you are not one of these LA areas, see below:

Peterborough
If you are a provider in Peterborough, please contact this email address to register interest:
IRSupport@peterborough.gov.uk
Bedford Borough and Central Bedfordshire
If you are a provider in Bedford Borough and Central Bedfordshire, please contact this email address to register interest **IR.DISPLACEDWORKERSUPPORT@BLCB.CO.UK**

Luton
Further information coming soon, audit support to be offered via Luton Borough Council.

Thurrock
Audit support to be offered via Thurrock Council as part of compliance visits for providers that hold a sponsorship licence. If you are provider in Thurrock and have any queries, please contact IR@thurrock.gov.uk

SMS Legal Webinars

Suffolk Care Association are offering exclusive SMS Webinars with immigration experts SL&V, giving you the knowledge you need to apply for and manage a sponsor. The webinars over provider immigration support: compliance duties and SMS reporting (compliance duties, right to work checks inc. supplementary work and students, reporting duties SMS). Book here to secure your place!

Yorkshire and Humber Self-Assessment Tool

Our colleagues in Yorkshire and Humber have worked hard to develop a self-assessment tool for care providers so they can determine they have everything needed in place to be compliant with their Sponsorship Licence. Please visit their page here and look at the section titled “We work with regional local authority partners to deliver” and you will find it in the second bullet point down. We hope you find this useful.

Peer to Peer support meetings for social care providers sponsoring international care staff

Aims of the meetings:

- Strengthen ethical practices in international recruitment and the employment of staff working in adult social care
- Share best practice and good news stories
- Develop shared solutions to prevent and respond to exploitative employment issues
- Increase employment opportunities for impacted displaced Care workers
- Reflect on the journey of sponsorship and what we have learnt and improved

Tuesday 20th May 2025, 13:30-15:30- book here
Wednesday 9 July 2025, 10:30-12:30- book here
Tuesday 23 September 2025, 14:30-16:30- book here

2. Legal services & support

Weblink: Recorded webinars and resources - Legal services and support - Norfolk County Council

Provider Legal Helpline
Lester Aldridge will be providing up to 30 minutes of free advice from immigration experts. This support runs from **1st February to 30th June.** Contact **01202 786104** or email eastproviderlegal@la-law.com.

They can offer advice on:

- Sponsorship licences
- Certificates of Sponsorship (CoS)
- Sponsorship management
- UKVI compliance
- Immigration and sponsorship related topics

Phone lines are open: 8:30 - 18:00 Monday to Friday.

3. Ethical recruitment

Weblink: Recorded webinars and resources - Ethical recruitment recorded webinars and resources - Norfolk County Council

Resources:

- Ethical recruitment tool - BA Healthcare.
- Ethical recruitment: frequently asked questions - BA Healthcare.

4. Modern Day Slavery

Recorded Webinars:

- Using the IRE Ethical Recruitment Tool
- Modern Slavery: insights from within the care sector
- First Responder Training
- Modern Slavery Working with Third Parties

Bookable webinars:

Understanding modern slavery and exploitation.

A foundational session to provide a core understanding of modern slavery and exploitation and how this relates to the care sector.

Wednesday 7 May, 14:00 – 15:00.
Wednesday 14 May, 14:00 – 15:00.
Wednesday 4 June, 14.00 – 15.00

Wednesday 6 August, 14.00 – 15.00

Helping International Recruits to Understand Modern Slavery & Exploitation

Wednesday 30 April, 14:00 – 15:00.
Wednesday 16 July, 14.00 – 15.00.

Assisting Social Care Business to Tackle Modern Slavery

An intermediate session to improve understanding of modern slavery within a business and supply chain context. We recommend completing 'Understanding Modern Slavery & Exploitation' course before attending this session.

Wednesday 18 June, 14.00 – 15.00

Local Authorities as Modern Slavery First Responders

An intermediate session for Local Authority members to better understand the statutory duties of Local Authorities as modern slavery First Responders, the Duty to Notify process, and National Referral Mechanism referral process.

21 May 2025 – time TBC
07 July 2025 – time TBC

To book any of these sessions**:** https://info.unseenuk.org/international-recruitment-east-0-0

5. Eliminating racism in the workplace

Weblink: Recorded webinars and resources - Eliminating racism in the workplace (Anti-racist practice) - Norfolk County Council

Resources:

Managers guidance and interactive e-learning

Bookable webinars:

How to eliminate racism in the workplace:

- Wednesday 9 April: 10:30am – 12:00pm
- Thursday 1 May: 10:30am – 12:00pm
- Tuesday 20 May: 2:00pm – 3:30pm
- Wednesday 4 June: 10:00am - 11:30am
- Tuesday 24 June: 10:00am – 11:30am
- Thursday 10 July: 10:30am – 12:00pm
- Tues 15 July: 2:00pm – 3:30pm
- Tues 9 Sept: 10:30am – 12:00pm

In addition to this training:

- 20 x 60 minutes 1 to 1 practice support sessions on race equality, for provider managers or workers in the sector. These confidential **practice sessions** enable workers to seek support on practice issues by an experienced trainer.

Please contact equalities@norfolk.gov.uk to express your interest in attending a webinar and specify the date you wish to attend.

6. Pastoral care

Weblink: Recorded webinars and resources - Cultural orientation and pastoral care - Norfolk County Council

Resources:

Pastoral care good practice guidelines to help prepare international recruits:

- Pre-arrival engagement
- UK arrival collections
- Buddying
- Local area knowledge
- International recruitment network meet ups
- Accommodation finding
- Access to local services and community
- UK orientation

Recorded webinars:
To support good pastoral care.

7. Other resources

Home Office Adult Social Care Sector (England) Sponsorship Q&A responses
Download the Home Office's Q&A document (PDF, 422 KB)

Skills for Care Toolkit- International recruitment toolkit - March 2024

Community Care - Social Work News & Social Care Jobs
Community Care covers:
Knowledge and practice hubs, Practice guidance, Research, Case law, Podcasts, Legislation, Learning tools

International recruit support

1. Care Zone APP

The Care Zone App is designed to assist International social care recruits in transitioning to the vibrant communities of the East of England. Location based resources: select which area in the East of England you live in to access specific information for your area. Housing options, transport links, local amenities as well as signposting you to training and job opportunities.

Apple international recruitment zone

Google play international recruitment zone

2. Sponsored workers: eVisa, switching sponsorship, supplementary hours, visa extensions
Weblink: Recorded webinars and resources - Sponsorship, licenses and visas - Norfolk County Council

Switching sponsorship, supplementary hours, visa extensions

Webinar slides
Sponsored Worker – information on eVisa, switching sponsorship, supplementary hours, visa extensions

3. Cultural orientation & pastoral care
Weblink: Recorded webinars and resources - Cultural orientation and pastoral care - Norfolk County Council

Resources:

Cultural orientation

A cultural awareness toolkit for international recruits and a recorded webinar to assist those working in adult social care.

Pastoral care

Pastoral care good practice guides to help prepare international recruits, guides cover:

- Pre-arrival engagement
- UK arrival collections
- Buddying
- Local area knowledge
- International recruitment network meetups
- Accommodation finding
- Access to local services and community
- UK orientation

Recorded webinars:

Scam awareness training

Bookable webinars:

Communities 1st are running scam awareness webinars which will cover the following:

- Navigating UK systems and processes

- Unethical employment practices
- Safe housing
- Financial and online scams
- Global context for scams
- Seeking help and reporting scams
- Interactive knowledge-building activities

To book a place here: **https://www.communities1st.org.uk/ire**

Cultural adaption: building on the care certificate.

This training is open to all international care workers in the eastern region who have passed the care certificate.

- Your experience so far
- UK Etiquette
- Phrases and Sayings
- Understanding UK food, recipes
- The 6 C's of working in Health & Social Care
- Personal Development

Suffolk Care Association (Suffolk, Cambridge & Peterborough)
This training session is for individuals working in social care in *Suffolk, Cambridge & Peterborough* who have completed their care certificate.
14 April 2025
6 May 2025
20 May 2025
2 June 2025
7 June 2025
14 July 2025
28 July 2025
4 August 2025
12 August 2025
15 September 2025
To register email: admin@scaservices.org.uk

Norfolk Care Association (Norfolk)
Thursday 17 April, 10am-1pm
More dates will be added.
Get in touch today if you'd like to arrange an in-house session at your own training room.
To book email phil@norfolkandsuffolkcaresupport.co.uk

Essex Care Association (Essex, Thurrock & Southend)
Bookings via website https://essexcare.org.uk/events

Hertfordshire Care Providers Association (Hertfordshire)
11 sessions currently available
contact coursebookings@hcpa.co.uk

Bedfordshire Care Association (Bedfordshire, Central Bedfordshire, Luton & Milton Keynes)
Enquires to Claire@bedscaregroupltd.co.uk

Bedford Borough:-
Enquires to Claire@bedscaregroupltd.co.uk

Central Bedfordshire:
Enquires jo.flippance@centralbedfordshire.gov.uk

Milton Keynes:
Enquires jo.flippance@centralbedfordshire.gov.uk

4. Driving skills
Weblink: Recorded webinars and resources - Driving skills - Norfolk County Council

Resources:

Road Safety Adaptation Lessons
Funded UK Road Safety Adaptation Lessons for international recruits. **To access this offer must have a UK provisional licence & International driving licence and need to drive for your role**. Please remember that you have a maximum of 12 months in which to book your UK driving test, otherwise you may be driving illegally. Find further information and the application process at the Suffolk Care Association website.

International Worker Driving Lesson Offer, Suffolk Care Association

ESOL (English for speaker of other languages) - driving theory self-learning resource
Free online self-study learning Driving theory - EELGA SMP

5. Accommodation
Weblink: Recorded webinars and resources - Online accommodation resources - Norfolk County Council

Resources:

Accommodation guides will provide links to local resources in the East of England. This includes letting agents and public transport. This will help international recruits to make informed and supported choices around housing.

6. Grants
Weblink: Recorded webinars and resources - Grants for international recruits - Norfolk County Council

The Care Workers Charity Funding

For international recruits working in the care sector in the East of England. The Care Workers Charity have funds available to help those who have been affected by licence revocations or need help with reimburse of the cost associated with your visa change. They can help with work related expenses if you have started or are trying to find new employment, including **driving lessons** once you have used the entitlement to free adaptation lessons via SCA.

The application process if straightforward, and there is lots of information available to help with applying, just visit their website: https://www.thecareworkerscharity.org.uk/international -recruiting-east-of-england/ or you can email the grants team at grants@thecwc.org.uk

7. Modern day slavery
Weblink: Recorded webinars and resources - Modern slavery - Norfolk County Council
Recorded Webinars:

- Modern Slavery: Insights from within the care sector
- First Responder Training
- Modern Slavery Working with Third Parties

Bookable webinars:

https://info.unseenuk.org/international-recruitment-east-0-0

Understanding modern slavery and exploitation

Learning outcomes:

- Improved awareness of modern slavery
- Confidently able to identify the signs of modern slavery
- Understand the risks within the care sector
- Confidence in reporting a case of exploitation

This session is for care providers, frontline care workers and local authority staff.
Wednesday 7 May, 14:00 – 15:00. Book here.
Wednesday 14 May, 14:00 – 15:00. Book here.

This session is for internationally recruited care workers only.
Wednesday 30 April, 14:00 – 15:00. Book here

If you have any questions, please email business@unseenuk.org

8. Eliminating Racism
Weblink: Recorded webinars and resources - Eliminating racism in the workplace (Anti-racist practice) - Norfolk County Council

Resources:

Eliminating racism at work (anti-racism in practice) [IRE]
20 min interactive e-learning which explains the actions to take and policies to follow if you, a colleague, a co-worker or someone you manage is affected by racism at work.

Bookable webinars:

Eliminating racism in the workplace

Wednesday 9 April, 10:30am – 12:00pm
Thursday 1 May, 10:30am – 12:00pm
Tuesday 20 May, 2:00pm – 3:30pm
Wednesday 4 June, 10:00am - 11:30am
Tuesday 24 June, 10:00am – 11:30am
Thursday 10 July, 10:30am – 12:00pm
Tues 15 July, 2:00pm – 3:30pm
Tues 9 Sept, 10:30am – 12:00pm

Please contact equalities@norfolk.gov.uk to express your interest in attending a webinar, please specify the date you wish to attend.

9. Other resources

Community Care - Social Work News & Social Care Jobs

Website covers:
Knowledge and practice hubs, Practice guidance, Research, Case law, Podcasts, Legislation, Learning tools

Free, independent, legal advice is available through Citizens Advice: Contact us - Citizens Advice or by calling their Adviceline (England) on 0800 144 8848.

Free legal advice is available through Law Centres: List of Law Centres | LCN

A list of regulated immigration advisers is available on Gov.UK Adviser Finder (oisc.gov.uk) and includes details of advisers who do not charge fees.

Care workers can also access support from trade unions and diaspora groups or associations for advice and help. A list of organisations available here: Part 2: living and working in the UK - what you need to know as a health and care worker - GOV.UK (www.gov.uk)

Helpline	**Purpose**	**Contact**
UK Visas and Immigration, Immigration Enforcement Hotline	If you have concerns about the conduct of an employer holding a sponsorship licence.	By phone: **0300 123 7000**
Department for Business and Trade, Employment Agency Standards	For any concerns about the conduct of a recruitment agency, organisation or collaboration based in Great Britain.	Call DBT on **020 7215 4477** to speak to an EAS inspector By email: eas@beis.gov.uk
Care Quality Commission	If you have any concerns about the quality of care provided by an employer.	By phone: **03000 616 161** By email: enquiries@cqc.org.uk
Gangmasters and Labour Abuse Authority	You can report to GLAA in confidence about an employer who may be exploiting the welfare and rights of their staff.	By phone: **0800 432 0804** By email: intelligence@gla.gov.uk