

**International Recruitment East aims 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**

### **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:

[IRSsupport@peterborough.gov.uk](mailto:IRSsupport@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](mailto: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](mailto: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 cover 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 **1<sup>st</sup> February to 30<sup>th</sup> June**. Contact **01202 786104** or email [eastproviderlegal@la-law.com](mailto: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.

The 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

These sessions are for all workers, 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](#)

### **Assisting Social Care businesses to tackle modern slavery**

The learning outcomes:

- Improved awareness of modern slavery within a business and supply chain context
- Core understanding of relevant legislation
- Improved understanding of which due diligence measures businesses should implement
- Understanding of measures businesses can take to reduce risk within operations and supply chain

This session is for social care providers and those working within local authorities responsible for onboarding and managing third party providers and suppliers, such as: Commissioners, Quality Monitoring Officers.

Wednesday 2 April, 14:00 – 15:00. Book [here](#).

If you have any questions, please email [business@unseenuk.org](mailto:business@unseenuk.org)

<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](mailto: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.



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 1<sup>st</sup> 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](mailto: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@norfolkandsuffolkecaresupport.co.uk](mailto:phil@norfolkandsuffolkecaresupport.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](mailto:coursebookings@hcpa.co.uk)

**Bedfordshire Care Association** (Bedfordshire, Central Bedfordshire, Luton & Milton Keynes)

Enquires to [Claire@bedscaregrouppltd.co.uk](mailto:Claire@bedscaregrouppltd.co.uk)

**Bedford Borough:-**

Enquires to [Claire@bedscaregrouppltd.co.uk](mailto:Claire@bedscaregrouppltd.co.uk)

**Central Bedfordshire:**

Enquires [jo.flippance@centralbedfordshire.gov.uk](mailto:jo.flippance@centralbedfordshire.gov.uk)

**Milton Keynes:**

Enquires [jo.flippance@centralbedfordshire.gov.uk](mailto: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**

Are you an international recruit working in the care sector in the East of England? Have you been impacted by your employer's licence revocation? If the answer is yet to both questions – there is help available!

Working in partnership with us, The Care Workers Charity have funds available to help those who have been affected by licence revocations. They can help reimburse the cost associated with your visa change once you have found a new sponsor, or they can help with work related expenses if you have started or are trying to find new employment.

The application process is 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](mailto: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](mailto: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

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Tues 15 July, 2:00pm – 3:30pm

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Please contact [equalities@norfolk.gov.uk](mailto: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: <b>0300 123 7000</b>
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 <b>020 7215 4477</b> to speak to an EAS inspector  By email: <a href="mailto:eas@beis.gov.uk">eas@beis.gov.uk</a>
Care Quality Commission	If you have any concerns about the quality of care provided by an employer.	By phone: <b>03000 616 161</b>  By email: <a href="mailto:enquiries@cqc.org.uk">enquiries@cqc.org.uk</a>
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: <b>0800 432 0804</b> By email: <a href="mailto:intelligence@gla.gov.uk">intelligence@gla.gov.uk</a>