

## Written evidence submitted by Migrant Help (RJ0092)

### Summary:

The response to the call for evidence discusses the role and effectiveness of Jobcentre Plus (JCP) and its services. Migrant Help, a not-for-profit organisation, provides independent advice and guidance to asylum seekers, victims of human trafficking, and vulnerable people in the UK. This response highlights the experiences of Migrant Help's service users and staff with JCP. It emphasises the need for JCP to support vulnerable groups, such as those with disabilities, older workers, and migrants, and suggests improvements in training, resources, and coordination with external partners.

The response also addresses the image problem of JCP, the need for a more ambitious approach, and the importance of providing ongoing support to individuals once they are in employment.

### Introduction:

Migrant Help is a not-for-profit organisation who exists to protect people affected by displacement and exploitation. Helping them thrive as individuals and recover from their trauma. Supporting those most in need and least likely to find support elsewhere, whilst aiming to bridge community gaps and bring services and support together.

Migrant Help provides independent advice and guidance to assist people seeking asylum in the UK, it provides specialist support and accommodation to victims of human trafficking and modern slavery and their dependants. Migrant Help delivers Refugee Resettlement support across parts of the UK, assisting vulnerable people with their EUSS settled or pre-settled claims following BREXIT.

We have several reasons for participating in this call for evidence. Many of the people supported by Migrant Help will be provided with the right to work, while awaiting a response on their asylum claim and/or once they have been granted protection or refugee status. Some employees within the organisation have at one time or another during their career required the support of the JCP while seeking employment, and as an employer, Migrant Help works with JCPs to recruit staff within the local areas.

### **The purpose of Jobcentre Plus: Are the aims and purpose of Jobcentre Plus (JCP) sufficiently ambitious? How effectively is it meeting its aims?**

The Department for Work and Pensions state their responsibilities as “helping people to move into work and supporting those already in work to progress, with the aim of increasing overall workforce participation” with the role of JCP to “help people move from benefits into work and helps employers advertise jobs<sup>1</sup>.” However, an article ‘What does the Jobcentre do?’<sup>2</sup> where a Work Coach (WC) is interviewed, states the main purpose of the Jobcentre is “to assist those in receipt of Universal Credit (UC) in their return to work or

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<sup>1</sup> [Department for Work and Pensions: Responsibilities](#)

<sup>2</sup> [Blue Arrow: What does the Jobcentre do?](#) Published 2025

starting to work journey, in whatever form it may take and however long it may take,” implying that all clients using JCP services are already in receipt of benefits such as UC and have some familiarity with the role of JCP.

WCs meet claimants weekly or fortnightly to monitor both their progress and their compliance with the conditions attached to their benefit payments. They are also meant to provide advice on employment matters, discuss career goals, signpost training opportunities, review CVs or applications, make decisions on sanctions and maintain claimants’ records. In practice, each coach is responsible for upwards of 100 claimants and each appointment may last as little as ten minutes<sup>3</sup>.”

Two discussion groups held with existing and former service users of Migrant Help, shared their experience of JCP services. Their responses highlighted the various roles of JCP, and reasons for requiring their services including helping people to move into work and provision of support to achieve this (e.g. creating CVs, support for clothing and transport for interviews, access to job fairs, interview preparation) and providing information on entitlements advice. There was however confusion about the achievement of JCP, its aims due to inconsistent services and advice provided and received by WCs, leading both groups to question the role and purpose of JCP. It was seen as an organisation that is understandably target driven, eliminating and/or reducing the need for reliance on the welfare state by getting people into employment.

The Get Britain Working White Paper<sup>4</sup> states the JCP network includes 639 Jobcentres across Great Britain, that the JCP is separate from careers support and advice which is delivered in England by the National Careers Service and devolved in Wales and Scotland. The separation of duties between JCP and National Careers Service was not known by any group participants and is not promoted as an additional resource on DWP websites.<sup>1,5</sup>

Both groups identified the need for the aims of JCP to be more ambitious – with a more focused approach which supports the whole person throughout their work life. The current aims and purposes of JCP were generally found to be inadequate, with inconsistent services, information, insufficient resources in terms of WCs and access to equipment (computers and wi-fi) by those referred to JCP who are looking for employment. There was also confusion with services being outsourced, where clients were unaware the referral was a continuation of JCP support to providers such as Reed in Partnership and programmes like Re-Start. Participants were unsure of when the referral would take place, the support that would be provided and frequency of appointments.

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<sup>3</sup> Tony Blair Institute for Global Change: [Governing in the age of AI: reimagining the UK Department for Work and Pensions](#) 9 July 2024 Accessed 23 February 2025

<sup>4</sup> [Get Britain Working White Paper: Chapter 5, summary of the existing system](#) November 2024

<sup>5</sup> [Jobcentre Plus Services Guide](#) Accessed 24 February 2025

**Are there any groups that JCP should be supporting that it is not currently? If so, how should DWP engage with these groups?**

Discussions identified that more vulnerable groups may not be fully supported including those with physical disabilities, limited mobility (e.g. wheelchair bound, sight impaired and/or deaf) or due to language barriers. Specific support was identified as being needed for those aged 45 and above who need re-training and or additional support in finding employment with the technological advances and changes that are now in place.

It was suggested that specific services should be geared towards people who are migrants/immigrants, people seeking asylum with the right to work and those who have no recourse to public funds. This would also support in reducing people falling into exploitative situations due to a lack of awareness. It was not possible to identify support available specifically for these groups, nor does there appear to be a strategy supporting people seeking asylum with the right to work, placing the burden of navigating the system at the discretion of WCs.

A successful way to engage with the above groups would be for JCP to engage in its own practice of co-producing service design for the different groups of clients supported. At Migrant Help, our Lived Experience Advisory Panel (LEAP), made up of members from across the various contracts support us to improve our services and have supported service improvements within the Home Office Asylum Mental Health and Wellbeing Team, Scottish Government, the UK Health Security Agency and NHS engagement departments.

**To what extent does JCP have an “image problem”? How might this be addressed?**

The JCP is seen as ‘uninviting’.<sup>3</sup> The intention of the JCP to have face-to-face opportunities to provide support – is strong, however, in practice, JCP suffers from a lack of capacity, which means that work coaches are “effectively reduced to UC monitoring and compliance service. This focus on compliance with eligibility and job-search requirements also harms their relationship with claimants, making it more difficult to provide targeted advice that cuts through<sup>3</sup>.” The visible presence of security guards within JCP spaces contributes to a heightened sense of tension<sup>6</sup> and there is a lack of equipment available for clients to use (e.g., laptops, access to wi-fi).

Many of the discussions and solutions relating to JCP identified the need for significant training to be completed internally and with providers where services are outsourced.

The following areas were identified as being urgent:

- Review the organisational culture of JCP and implement a cultural shift that includes respect and valuing others. A balanced approach in terms of being client focused, supporting people into sustainable work based on their individual circumstances while ensuring compliance of the benefit payments received.

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<sup>6</sup> Department for Work & Pensions: [Work Coach Provision of Employment Support. A work coach focused interim report.](#) May 2023

- Training provided for all internal staff and service providers with a focus on Equality, Diversity and Inclusion (EDI). Cultural awareness and unconscious bias were identified as being key.
- All JCP staff and service providers receive appropriate training, including customer service training, are knowledgeable and know where and how to access information relevant to their cohorts before being allowed to support clients.
- Training for JCP staff and service providers is on-going and updated as necessary.
- Better defined roles within JCP and their providers, ensure information is readily known among JCP staff, external providers and frequently communicated and promoted, so clients know where to go for the relevant support and information.

It was noted that where WCs shared the same background, life experiences of their clients or had completed cultural awareness training, the support received was adapted to better suited their client's individual needs, *"If you speak the same language or are identified by the Work Coach as being the same [as them], then you receive better support, otherwise minimal effort is given. I've been in wearing a headscarf and a Work Coach is surprised when I speak English."* Group participant 2.

### **What should be the role of JCP in getting those who have been out of the workforce in the long-term ready to begin a journey into work?**

One group suggested an assessment be completed by all who are referred to JCP which would incorporate the needs of all looking to begin and/or continue their work journey, regardless of the reason or length of time they were out of work.

- Request information on individual's skills, qualifications, hobbies and interests
- Require individuals to identify their 'work readiness' based on the information provided.
- Require individuals to identify any training/skills/qualification top ups needed to support them into work.
- Require individuals to identify any barriers preventing them from being 'work ready' including soft skills such as literacy and/or numeracy issues. The National Literacy Trust identifies 1 in 6<sup>7</sup> people (18% of 6.6million people) aged between 16 and 65 in England have very poor literacy skills.
- Differentiate between those who are digitally able and those needing support (including extent), lack of confidence, childcare support needed for specific days/times, financial support in covering costs of working (clothing, transport, lunch etc.,).

Once completed, the information can be reviewed by the relevant team with referrals made to the necessary JCP partners to support each client in a timely manner, instead of weeks or months

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<sup>7</sup> [National Literacy Trust: Adult literacy statistics](#) Accessed 23 February 2025

passing by. This could also prevent further despondency, empowering clients to work towards supporting themselves.

**How effective is the support provided by Work Coaches, particularly to groups that experience disadvantages or particular challenges in the labour market (e.g. young people, disabled people, older workers)?**

“The average caseload per work coach exceeds 100 claimants in “intensive work search”, leaving very little time to engage with each one individually – often as little as 10 minutes per meeting. In that time, the work coach is expected to review the claimant’s job-search efforts, assess their vulnerability, identify barriers and agree a job-search progression plan ideally linked to local opportunities<sup>3</sup>.”

Experiences over the last 20 years of JCP services varies significantly among immigrants, migrants, people seeking asylum with the right to work, refugees and staff. Reinforcing some of the findings identified by the Institute for Employment Studies and Ipsos (2023)<sup>8</sup>, Joseph Rowntree Foundation (2016)<sup>9</sup>

*“People attend [JCP] every two weeks or every week, the Work Coach is not that helpful. My wife has had three or four different work coaches. Going every week giving the same information repeatedly and not getting any help. It’s not geared to her specific circumstances. She was referred to another provider... there is too much bureaucracy to get anything done.”* Group participant 1

*“They were friendly back then. I had no recourse to public funds and was on a spouse visa. I used the JCP to find work and was told as I was pregnant there was some financial support I was entitled to. Had I not been told this, I would not have known I was entitled.”* Later, I was attending a Mother and Baby group and a course for self-improvement was advertised. I enrolled and learnt how to do a CV and things like that. This was my starting point, not the JCP.” Group participant 2

*“I didn’t get much help from the jobcentre. I went to the website and started to check everything myself. I read about the benefits or what things I can apply for, so I have been doing that. I applied for a job with the Ministry of Justice, I was offered the role however my nationality was an issue. I asked four different people at the JCP what I could do or who I should ask for information. They didn’t know so I asked the Ministry of Justice directly. I was doing everything on my own. I find out things and ask them, sometimes they say yes, you can do this, or you can get help or apply for this thing. But it’s been always me, who does the job. People need to be*

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<sup>8</sup> [Work Coach Provision of Employment Support: A work coach-focused interim report from the research project ‘Cross-Cutting Evaluation of Plan for Jobs’](#) May 2023

<sup>9</sup> [Joseph Rowntree Foundation written evidence Implementation of Universal Credit](#) May 2016

*empowered to make an effort to achieve things. But some support is needed.”* Group participant 1

*“I used to use the local JCP in Liverpool. I’m told to wait a minute... In a minute, let me finish this, let me finish that. You attend your appointment on time, they keep you waiting and there is no other client they are dealing with. There is no client there. When you’ve waited 30 minutes an hour they’re like, ‘ok what can I do for you?’ I ask for help with a CV and finding a job, they say they can’t help me find work but will help with my CV. You think the information you give them they will use to make a proper CV, suitable so you can get a job. There have only put a few things... When you apply for jobs there’s not much to work with e.g. working in a restaurant, they put she cooks or washes pots... you can’t get a job because your skills or expertise is purposefully limited. I now go to the larger one [JCP] in the area as I’m not getting the service at the one closer to where I live. When I mention why I travel, I’m told ‘all my colleagues are great. Use the one closer to where you live’.*

Group participant 3

Migrant Help also supports survivors of modern slavery and human trafficking. Q3 National Referral Mechanism (NRM) and Duty to Notify (DtN) statistics for July to September 2024<sup>10</sup> confirms 4,758 potential survivors of modern slavery were referred to the NRM over this period, 23% of which are British nationals. A report from Hope for Justice<sup>11</sup> identifies the needs of survivors of modern slavery and human trafficking; being able to fully live free, not living in fear, not feeling hindered by their experience of exploitation. Having somewhere safe to live, being able to work or go back to education. The basic needs of us all. There are however barriers and challenge to this in that many survivors of modern slavery and human trafficking become street homeless due to their situation not being fully understood by JCP and local authorities and the time taken to process benefit claims to those who are entitled. It is not known whether the DWP and therefore JCP have a specific strategy for supporting survivors of modern slavery other than the training requests made as part of 2017 debates on modern slavery and DWP<sup>12</sup>.

Feedback from some of our Modern Slavery Team:

“My manager linked me in with a job centre partnership officer previously, who was amazing. We could go to her with our questions or clients who need extra support, and she would answer our queries/ ensure appropriate support is provided through the job centre. She sadly left the post in the last few months. Examples of things she would help us with include informing job centre staff reasons why a SU [service user] didn’t have ID/ making provisions for his expired ID to be accepted and additional support to be provided at the job centre.”

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<sup>10</sup> Home Office: [National Referral Mechanism and Duty to Notify statistics, UK Q3 2024 July-September](#) published 7 November 2024. Accessed 24 February 2025

<sup>11</sup> Hope for Justice [Beyond survival: living free, not in survival mode and being able to dream again](#) 15 October 2024

<sup>12</sup> [Victims of modern slavery - Work and Pensions Committee - House of Commons](#)

Other cases:

Service User A: I attended Job Centre with SU A, I had shown my ID badge at prior appointment. During this appointment, the staff asked, 'I noticed your title is MSVC adviser' and then turned to client and asked if they're a victim of modern slavery. Thankfully there were not any other people around but equally it wasn't a private space. I hadn't been able to explain my role during our previous appointment as there were so many people around. The staff said they would make a note on her file and said this would mean she would get additional support.

Service User B: went to job centre with her e-visa, which was not accepted. They accepted it the following week when they arranged another appointment.

Service User C: newly recognised refugee, was street homeless and he felt the job centre was putting a lot of pressure on him to find work, and he was having to repeatedly tell them that he's living in a tent so not able to go to work [without first having permanent accommodation].

### **How suitable is the JCP estate for achieving the Government's aims, and meeting the needs of different claimants?**

Feedback from the groups suggests the JCP is not effectively meeting the needs of different claimants. A lack of privacy, with clients expected to discuss their personal circumstances within earshot of other WCs and clients. Within the groups it appears the JCP is more geared towards young people and those who can use technology and be online confidently.

*"The system doesn't support those who don't know how to use a computer. There is the expectation/assumption this was taught at school, the same with creating a CV. However, an older person who left work forever ago. When they go to the jobcentre it's hard work for them to teach an older person."* Group participant 3

It was commented that WCs were generally able to answer questions relating to benefit entitlements including housing, but not the employment aspect of being a WC.

*"They offer limited opportunities and choices for employment, why is that? People with limited experience are told they should look for cleaning jobs..."* Group participant 5

There is little cohesion between services offered by JCP and for example the council for signposting and actual information relating to housing benefits entitlements and/or allowances. Where conflicting information can be provided by the WC compared to what is provided by the housing team at local councils. The functionality and facilities at JCP estates across the UK are not consistent. Interpreters are not always available or provided for those whose first language is not English. Discussions mentioned WCs using Google translate at appointments, or it being the responsibility of the client to bring an appropriate person with them to translate.

*“Some groups receive more targeted help while others feel the system isn’t working for them. There is the pressure to take any job this is the main problem. I’ve been pushed to low pay or insecure jobs to meet a target. It doesn’t help people build long term careers or gain relevant experience for example.... I have a PhD I keep telling them. I would like to work in the tertiary level [education]. I know the sector I would like to work in, but I am told to take an admin job. It’s supposed to be somehow easier for me. But I don’t like staying behind a desk, I would like to stay in front of the whiteboard. This is my job. [They’re] pushing me into low paid insecure jobs just to meet the target.”* Group participant 8

Concern was raised at the lack of interest received from WCs once an individual was in employment. The ‘in-work support’ mentioned did not materialise.

*“I have been in work for about six or seven months now and have received one call from JCP to check if I am still in work. I am not receiving the ‘in-work support’ expected.”* Group participant 1

Re-enforcing that the JCP is not geared to support and/or assist clients once they are in work with any challenges and/or issues that may be experienced.<sup>13</sup> As stated by Group participant 2; *“It’s not known what the purpose of the JCP is. Focus is short termism, getting 50 people into employment per week, per month. It would be more beneficial to look at something different. You lose the actual goal of helping people. More beneficial to find a different way to measure the effectiveness of Work Coaches also. Would take longer to achieve but it’s going to be better for the individual.”*

It was suggested were the JCP to provide career support, on-going training enabling opportunities for advancement or to support a move into a desired or more appropriate role based on the individuals’ skillset and qualifications there may be the potential for those who are unemployed to take a role where it met their financial responsibilities if they could be supported to advance to a role they ideally wanted. This would require forward planning on the part of JCP.

In terms of being able to quickly update and process claimants change in circumstances one of our Modern Slavery Advisers stated, *“a client who reported a change of circumstances to UC as she was requesting her UC amount be changed to include the allowance for her children and also to be allocated child benefit. This amount was being received by her husband who she separated from. She waited over 4 months for them to move the funds over to her account, having already attended in person with her children and explained the situation, provided proof of identity. This was a real struggle for her financially, providing for a 3-person-household with the funds allotted to a single adult”*.

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<sup>13</sup> [What is the JobCentre Plus?](#) Accessed 25 February 2025



### **What models could it look at to improve its facilities?**

One stop hub: located in shared spaces supported by local councils which are fully resourced, readily able to signpost people as needed.

The understanding that while the majority of clients are self-sufficient and able to use technology, the need for one-to-one support and a more personalised service will continue to be required for those who are vulnerable, have financial limitations where they cannot afford a laptop or smart device and/or data. JCPs need to have the resources to meet the requirements of its clients and will need to work with them to identify those needs across all groups and cultures that may potentially require its services.

### **How well does JCP connect with external partners? For example, schools, further education, employment support organisations and the third sector?**

Our Talent Acquisition Adviser stated; *“I have had a great connection with the local DWP and have frequent communication with the key contacts. I have attended most of the job fairs organised by the DWP over my 1.5 years in this role. These events are well organised and have several job seekers meeting with a variety of different education providers and organisations. I think in the local area their connection with external partners has been a positive experience for me.”*

### **How could JCP improve the way that it works with those employers who already use its services?**

Working with business partners to identify skills and/or qualifications gaps within the local areas. Enabling JCPs or service providers to identify existing customers that have the skills/qualifications required, where training can be provided or collaborations put in place with local businesses providing mentoring, volunteering and/or work experience schemes allowing skills to be refreshed, honed and clients to become work ready.

Joint funded training schemes could be offered to support people into work or keep them in work e.g. people with a basic level of English, they are supported while in work, encouraged and/or able to continue attending classes to improve their language skills where they could be expected to attain a specific level within a year. Helping to improve their life chances being able to move onto an alternate role. It was stated several times how people with limited English are automatically pushed towards cleaning roles, the above would build on this and not result in permanently working in a ‘dead end job’.

### **Careers services: What change should a new jobs and careers service prioritise to move beyond the support currently offered by JCP and the National Careers Service?**

Consideration needs to be given to whether the JCP remains a service which is used to identify benefit entitlements and compliance, with all employment related services continuing to be outsourced to specialist providers. The National Careers Service would require better promotion and could through specialist providers, provide face to face careers support where needed. An effective internal and external promotion and communication campaign is required across all nations and regions to ensure consistency in personalised services received and information provided – that the correct information is provided the first time or followed up on in a timely manner.

The focus should be getting into sustainable work. If a role is taken, support should be provided to the individual to remain in work and have a career. This may mean a continuation of welfare support for an additional month or two. The current focus is on finding work to get off benefits, thereby reducing the welfare burden. To an individual it may just be a ‘job’. There needs to be a shift in focus.

- Longevity would be for an individual to be supported into finding alternate work while already in employment, through additional training/upskilling to help them progress and access to relevant job opportunities.
- Move from metrics only being on length of time in work or not claiming benefits to job satisfaction
- Transition to career changes and mid-life career changes e.g. carer in 50s should be up skilled and able to change careers to other employment areas that are not as physically demanding and/or requiring 12-hour shifts.

### **How can a new jobs and careers service support people to progress in their careers?**

Free conversion of overseas qualifications, opportunities while within existing employment to continue training whether it be in the same or a different field, ensuring their skills/knowledge is relevant and up to date. Transferable skills/knowledge and support to move into other roles instead of falling out of employment and needing support from the State.

*“Help people to find their passion in terms of work. I’ve been working in a warehouse role for almost a year and am stuck. I have customer service skills and like to help people. If the JCP could call me as they said they would every two to three months to support me, ask if I’m looking for a different career, do I need anything else and not just asking if I’m still in work that would be beneficial. Helping people grow, not just make money.” Participant 1*

Access to alternate career pathways within organisations and external opportunities through government incentives should become a standard expectation for people to grow/develop within a role or sector should they choose.

Drop in once a month/pop up in specific community areas, the careers advisor service can be pre-bookable, with the potential to be supported through volunteer organisations. Consideration

should be given to how the public access these services, especially those without access to a laptop and/or wi-fi.

Creation of a scheme to help people progress to qualifications e.g. those who have vocational skills or practical skills from hobbies but not the certificate to confirm their competence.

**To what extent will the new jobs and careers service anticipate future skills gaps, and take action to address those gaps before they are realised?**

Until regular conversations, partnerships and collaborations are had with all business and industry sectors, including NGOs and their needs are understood any anticipated future skills gaps will not be realised. Substantial trust in the role and abilities of JCP to deliver needs to be established.

There is a lack of incentive and support for people to change career. Any support provided should enable progression within an existing career and/or the opportunity to retrain for a career change. A policy change towards lifelong learning through schemes will help bridge future skills gaps ensuring citizens are best prepared and equipped to be successful in gaining, changing and remaining in sustainable employment.

**Are there any international examples that the Department should draw on for the new jobs and careers service?**

**Denmark**

Has a long-standing tradition of lifelong learning providing education and training for adults at all levels.<sup>14</sup> The education system aims to ensure that all people acquire knowledge and competencies that qualify them to take an active part in society and contribute to its further development. education is open to all, and generally free of charge. From courses leading to formal qualifications within education or the labour market. Preparatory adult education, improving basic literacy and numeracy skills of adults, enabling them to attend education and training programmes or cope with the demands of working and everyday life; to strengthening opportunities for further education. And vocational training targeted at unskilled and skilled workers needing to update and/or develop their competencies. Programmes are developed and adapted to the needs of the labour market, including non-formal courses intended to broaden general, social and democratic competencies of adults. Any learnings adopted from the Danish education system are likely to require a joined-up approach with the Department for Education and funded appropriately.

**Finland**

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<sup>14</sup> [Denmark Ministry of Higher Education and Science: Adult education and continuing training](#) accessed 23 February 2025

The job market in Finland offers a wide range of career opportunities across various sectors, with a competitive salary level. As of 2023, the employment rate is around 72.3<sup>15</sup>%, and it is expected to increase in the coming years. Finland is recognised for its equality and fairness in workplaces. Finland provides different options to develop skills and study something new if unemployed. The training also instructs participants in the job seeking process and is available to:

- Participants over 18 years old.
- those unemployed or about to become unemployed.
- Those who are entitled to use the employment services

providing the opportunity to:

- study a new profession or complete a part of a qualification.
- gain more professional knowledge and skills.
- study Finnish or Swedish.
- receive training for job searching.
- gain further training in your own field or receive continuing education.
- receive coaching for entrepreneurship or entrepreneurship training.

Integration into Finland<sup>16</sup> is a good example of the advice and integration support available to immigrants, migrants and refugees to the country.

### **South Africa: Harambee Youth Employment Accelerator<sup>17</sup>**

A not-for-profit social enterprise that works with partners to find solutions for the challenge of youth unemployment. Partners are committed to results that can work at scale – include government, the private sector, civil society, and over 4 million youth. Working to unlock jobs and break down the barriers that keep millions of young South Africans unemployed. The vision is of a growing economy and a society that works, powered by the potential of young people. Harambee is an anchor partner in a breakthrough platform called [SA Youth](#) which brings together many partners to create a single national network to allow young people to access a wide selection of jobs and skilling opportunities, and for opportunity holders to access young engaged work-seekers – for free! This programme can be adapted to support other age groups across the UK.

*March 2025*

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<sup>15</sup> [www.infofinland.fi](http://www.infofinland.fi) Accessed 25 February 2025

<sup>16</sup> [www.infoFinland.fi/integration into Finland](http://www.infoFinland.fi/integration-into-finland) Accessed 25 February 2025

<sup>17</sup> [Harambee Youth Employment Accelerator](#) Accessed 25 February 2025