

Newly Arrived from Afghanistan

Frequently Asked Questions

Who do I contact about support available under the Afghan Relocation and Assistance scheme (ARAP)?

To contact the Home Office for information about the support available to you under the Afghan Relocation Scheme please phone: +44 (0)2475 389980.

If you have any unmet support needs, please inform your accommodation provider or the local authority (<https://www.gov.uk/find-local-council>), who should be able to help or signpost you to the relevant organisation.

Who do I contact if my family in Afghanistan needs assistance?

If you are a non-British national, please call the Government number on +44 2475 389 980 (or 02475 389 980 in the UK).

If you are a British national, or family member of a British national, call the Government number on +44 1908 516 666 (or 01908 516 666 in the UK) and select the option 'Consular services for British nationals'.

Please see the Government guidance on this: <https://www.gov.uk/guidance/support-for-british-and-non-british-nationals-in-afghanistan>

Who do I contact if I would like to bring my family members to the UK?

At this point it is not clear what is people's entitlement to bring family to the UK. However, people coming under the ARAP (Afghan Relocations & Assistance Policy) scheme can contact the Government for advice on +44 2475 389 980 (or 02475 389 980 in the UK). The Ministry of Defence also has an email address for general advice: localstaff-afghanistan@mod.gov.uk

You may also wish to contact your local Member of Parliament to ask for their support. You can find out who that is by entering your postcode at the following address: <https://members.parliament.uk/members/commons>

For other routes to the UK, please see the government factsheet: <https://homeofficemedia.blog.gov.uk/2021/08/19/factsheet-resettlement-routes-for-afghan-nationals/>

If applying for a visa, you may wish to seek legal advice. You can look for an immigration advisor on the Office for the Immigration Services Commissioners website (OISC) on <https://www.gov.uk/find-an-immigration-adviser> or ILPA at <https://ilpa.org.uk/find-immigration-advice/>

How do I know if my family members are eligible for the new Afghan resettlement scheme?

The details of the identification process for people under this scheme have not been fully published yet. However, you can access the Government Home Office factsheet on this: <https://homeofficemedia.blog.gov.uk/2021/08/19/factsheet-resettlement-routes-for-afghan-nationals/>



What can British Red Cross do?

Can British Red Cross (BRC) help with arranging flights out of Afghanistan?

Unfortunately, BRC has not been involved in the evacuation response. In addition, our Refugee family reunion travel assistance service is currently suspended; we will be updating our processes and website as things change.

Who do I contact if I have lost contact with my family members?

If you have lost contact with your family members as a consequence of the recent events, please contact your local British Red Cross International family tracing service at: redcross.org.uk/trace.

If you do not have access to the internet or cannot access the links above, or for emotional support, please call the British Red Cross National support line on 0808 196 3651.