

## Problems experienced by clients of Citizens Advice Guernsey during 2016 apparently due to the fact that they were non-local

### Method

Case records from 2016 were reviewed and 51 cases were identified where their treatment at work, in their accommodation or elsewhere appears to be due specifically to their vulnerability from being non-local. Some clients were experiencing problems in more than one area.

One client reported someone as being racially abused within her family, 38 clients had problems at work while 19 had housing problems. The data has some limitations as the nationality, type of employment and type of accommodation were not always recorded.

### Nationality

Of the 25 clients where nationality was noted 6 were Portuguese, 6 Latvian and 3 Polish. Others included English, Irish, Swiss, Moroccan, Malaysian, Italian, Bangladeshi, Russian, French and S.African.

### Employment

The employment sector was noted or relevant in 38 cases with the most common being hospitality (25) and cleaning (9). There were also 2 in construction and 2 who were employed within professions.

The problems ranged quite widely with some clients experiencing more than one. 17 clients had not been paid for all the hours they had worked, 6 said their employers' social security had not been paid and 6 reported that promises made prior to work starting had not been kept. 7 reported racism and another 8 said they were bullied due to their nationality. 9 were threatened with job loss for little or no cause and 5 had been dismissed without reason.

Examples include unauthorised deductions from wages, withholding passport and refusal to issue a contract of employment. Some have been charged for the cost of their travel to the Island or for the cost of their housing licence, particularly if the client wanted to leave their employment because they are unhappy.

### Accommodation

The type of housing was mentioned in 19 cases. Of these 9 lived in tied accommodation, 7 were in houses of multiple occupancy while three were in private rental housing.

3 clients experienced abuse from their landlord and 5 were owed money (usually unreturned deposits). 7 reported lack of repairs or bad housing conditions and 7 disputes over leases that were not issued, not adhered to or were terminated without reasonable cause.

Examples include the rent being double without notice and apparent collusion between employers and landlords to force clients to accept changes or risk losing their housing licence.