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**Europaia works with EU nationals who speak English as a second language; to help them make their own choices about their lives. An informed decision is a better decision...**

At Europaia, we believe that to make any decision, the most important thing is understanding the options. In Salford, there was a Roma national; his English was very poor, and his situation was vulnerable. He was referred to Europaia from Salford Loaves and Fishes, combatting food poverty in Salford.

When the lockdown began due to COVID-19 in March 2020, he, like many other migrants, lost his **cash-in-hand job** at a car wash. Moreover, he had to live with a friend as he couldn't pay the rent anymore. Europaia suggested he apply for Universal Credit. Still, it was essential for him to fully understand the situation before making a claim. He did not have payslips or evidence of paying Income Tax or National Insurance, as his employer paid him cash only.

Europaia welfare advisers and experienced volunteer interpreters worked closely with him to translate the whole process and help him with the decision making. It required several telephone conversations; eventually, he decided not to make a claim or report his employer. Our staff translated information for him, and he took a **well-informed decision**.

Finally, Salford City Council helped him find temporary accommodation while Salford Loaves and Fishes kept sending him food-parcels. Also, he could have applied to **Europaia's Covid-19 Emergency Fund**. It is a small grant to help European nationals in these tough times. Applicants need to fill an online form, which can be found in several languages.

Europaia Support Team were satisfied that he made this decision based on the information provided in **his own language**. He felt safe and trusted Europaia's translator. As many organisations offer help to vulnerable people, one of the most important and confidential services Europaia offer is to EU nationals who have English as a second language, to understand the situation and what options they have. One decision or another has not to be necessarily good, but it's pretty sure that a lack of information and understanding the choice probably won't be the best.

For information about free services and support for EU nationals in Greater Manchester, visit [www.europia.org.uk](http://www.europia.org.uk) | <https://www.facebook.com/EuropaiaMcr> | <https://twitter.com/EuropaiaMcr>

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