

FAQ Afghanistan Crisis

Version control:

Version	Date	Change(s)	By
1	22/08/2021	Initial release	Harshita Notyal
1.1	27/08/2021	Initial release	Harshita Notyal
1.2	7.09.21	Update	Vanessa Cowan

1. Can BRC help with arranging for flights -for my family to leave Afghanistan?

Unfortunately, BRC has not been involved in the evacuation from Afghanistan. In addition, our Refugee Family Reunion Travel Assistance service (FRTA) is currently suspended due to the situation; we will be updating our processes and website as things change.

2. Where do I route calls from British Nationals who are enquiring about their families in Afghanistan?

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

British Nationals in Afghanistan in need of assistance should call +44 (0)1908 516666 and select the option "Consular services for British nationals."

They can also email: help@fco.gov.uk.

3. Where do I route calls from non-British Nationals who are enquiring about their families in Afghanistan?

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

This states that for non-British Nationals in Afghanistan, or family members of a non-British Nationals in Afghanistan who need assistance, there is a phone line available: +44 (0)2475 389980. However, please monitor the web page for updates.

4. Where do I signpost for queries about missing family members?

Please signpost the enquirer to BRC's [International Family Tracing \(IFT\)](#). You can search for the contact details of the nearest IFT office to the enquirer by putting in their post code [here](#).

5. Where do I route calls from callers who have been relocated to the UK under the Afghan Relocation scheme (ARAP) and are enquiring about their families in Afghanistan?

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

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, we would advise you 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/>

6. Who do we signpost to if the caller is a refugee in the UK and is calling regarding their family in Afghanistan?

In case they are not able to get in touch with their family in Afghanistan please signpost them to [International Family Tracing](#) as suggested above.

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

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7. Can I create a local referral for Afghan callers in case they are in a need of food, medication and other Refugee support-related issues.?

They will have to be signposted to their local Refugee Support team/office. The contact details of the nearest RS office can be found [here](#).

8. Where do I redirect queries related to donations towards Afghanistan Crisis?

You can donate to our Afghanistan Crisis Appeal on our website redcross.org.uk/afghanistanappeal. At this point, we are not looking for donations of clothes or other items for Afghan people from the public. In case someone does not have internet access they can donate by phone on 0300 023 0816.

9. What should I do if I receive a call or email asking who they should contact about offering accommodation to an Afghan refugee?

We are not able to help with this request but can offer the following options:

- Contact your local authority
 - Contact a charity connecting people with refugees needing a home, such as <https://www.refugeesathome.org/> or <https://www.roomforrefugees.com/>
10. What to advise external agencies making contact to ask who can assist Afghan families within the UK who have received news of families who have been murdered?

Unfortunately, BRC will not be able to assist with this situation. The service user can contact our National Support Line and our operators will be able to provide emotional support.

11. Calls and emails received where caller wishes to volunteer specifically for Afghan response?

We are currently not offering specific volunteer opportunities related to Afghanistan; however, they can be signposted to general refugee volunteer opportunities here: <https://www.redcross.org.uk/get-involved/volunteer>

12. Where do I signpost calls that are regarding the explosion at Kabul airport on 26th August?

Following the explosion at Kabul airport on 26th August, if anyone is worried about family in Kabul, please visit the [UK Government's](#) dedicated webpage, which has support for British and non-British nationals in Afghanistan.

13. How can I support myself and other colleagues who have been responding to the Afghan crisis?

A 'Caring for British Red Cross staff and volunteers responding to the Afghanistan Relocation and Assistance Programme' document has been put together by the Psychosocial and Mental Health team with suggestions of strategies and support for those responding to this crisis. It can be found [here](#) on RedRoom.

The Employee Assistance Programme (24/7, your local psychosocial practitioners, and the resources on the Psychosocial and Mental Health Redroom [page](#) (the "CALMER framework" and "Supporting Colleagues Exposed to Intense Events" procedure) may all be helpful to draw on. In the event of a serious incident and you are in need of more urgent support from the Psychosocial and Mental Health Team, please do contact CALMER@redcross.org.uk.