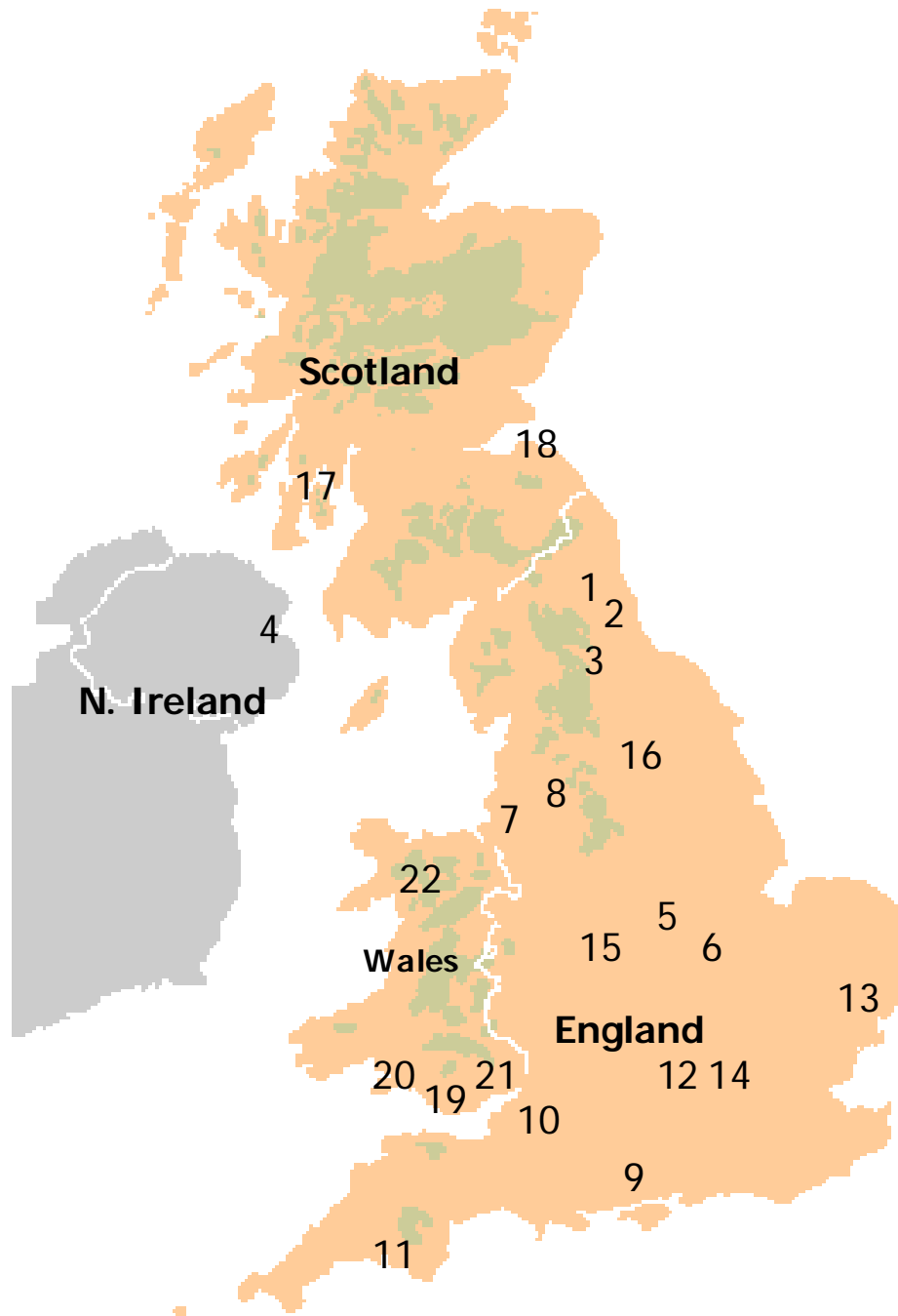


# Asylum Support Partnership



## One Stop Service Locations



### July 2009

ASP is a partnership project hosted by the British Refugee Council  
British Refugee Council, (commonly called the Refugee Council) is a company limited by guarantee registered in England and Wales, [No 2727514] and a registered charity, [No 1014576]. Registered office: 240-250 Ferndale Road, London SW9 8BB, United Kingdom

## One Stop Service Locations

	<b>ORGANISATION</b>	<b>OPENING TIMES</b>	<b>ADDRESS</b>	<b>TELEPHONE</b>
1	<b>NERS</b> (North of England Refugee Service)	Mon – Fri: 09:30 – 13:00 Appointments only: Mon-Fri ( <i>not Wed</i> ) 14:00 – 16:30	19 The Big Market Newcastle NE1 1UN	Tel - 0191 222 0406
2	<b>NERS</b> (North of England Refugee Service)	Mon – Fri: 09:30 – 13:00 14:00 – 16:30 ( <i>not Wed</i> )	19 Villiers Street Sunderland Tyne & Wear SR1 1EJ	Tel - 0191 510 8685
3	<b>NERS</b> (North of England Refugee Service)	Mon – Fri: 09:30 – 13:00 Appointments only: Mon-Fri ( <i>not Wed</i> ) 14:00 – 16:30	3 <sup>rd</sup> Floor, Sylvan House 12-16 Woodlands Road Middlesbrough TS1 3BE	Tel - 01642 217 447  Fax - 01642 232414
4	<b>MCRC</b> (Multi-Cultural Resource Centre)		9 Lower Crescent Belfast BT7 1NR	Tel - 02890 238 645
5	<b>REFUGEE ACTION</b> Nottingham	Mon - Fri ( <b>Not Wed</b> ) 10:00 - 12:30 14:00 - 16:00  Mon & Thur: Drop in (am) / Appt's (pm) Tue: Appt's Fri: Appt's (am)  Advice Line - Nottingham Office (Mon, Tues, Thurs, Fri) 10:00 - 12:30 14:00 - 16:00  Derby outreach service (appt's. only) Tue & Thur 10:00 - 13:00 14:00 - 16:00	Castle Court, 59 Castle Boulevard, Nottingham, NG7 1FD	Tel: 0115 941 8552  Fax: 0115 950 9980
6	<b>REFUGEE ACTION</b> Leicester	Office hours 0900-1300 & 1400-1700 Monday - Thursday 0900-1300 & 1330- 1630 Friday  Open to clients Mon: Drop In 1000- 1230 & 1400-1600  Tue: Appts/Advice Line 1000-1300 & 1400- 1600	Chancery House 7 Millstone Lane Leicester LE1 5JN	Tel - 0116 261 6200  Fax - 0116 261 6226  Telephone Advice Line - 0116 261 6223

## One Stop Service Locations

		<p>Wed: Emergencies only</p> <p>Thu: Appointments 1000-1300 &amp; 1400-1600</p> <p>Fri: Advice Line 1000-1300 &amp; 1400-1600</p>		
7	<b>REFUGEE ACTION</b> North West	<p>Monday: 9.45 - 12.30 and 2 - 3.30 for drop in sessions and appointments.</p> <p>Tuesday: 9.45 - 12.30 and 2-3.30 for drop in sessions and appointments.</p> <p>Wednesday - closed.</p> <p>Thursday: 9.45 - 12.30 and 2-3.30 for drop in sessions and appointments.</p> <p>Friday: 9.45 - 12.30 - drop in session and appointments.</p>	64 Mount Pleasant Liverpool L3 5SD	<p>Tel - 0151 702 6300</p> <p>Fax – 0151 709 6684</p>
8	<b>REFUGEE ACTION</b> North West	<p>Mon-Fri (not Wed): 10:00 – 13:00 14:00 – 16:30 Closed Wed</p> <p>Drop in service on Monday and Thursday from 9.30 a.m. and 2.00 p.m.</p> <p>Appointments only on Tuesday, Wednesday and Friday.</p> <p>Our advice line is open Mon - Fri 10.00 a.m. - 4.30 p.m. and will return messages left on this number later that day or the next working day.</p>	23-37 Edge Street, Manchester M4 1HW	<p>Free client advice line: 0800 917 2719</p> <p>Main Tel – 0161 831 5420</p> <p>Casework Fax – 0161 831 5496</p> <p>Office Fax – 0161 834 7715</p>
9	<b>REFUGEE ACTION</b> South Central	<p>PORTSMOUTH Mon - Fri 10:00-13:00</p>	Third Floor Venture Tower Fratton Road	<p>Tel: 023 9229 7407 Fax: 023 9285</p>

## One Stop Service Locations

		<p>14:00-16:30 (except Wed mornings)</p> <p>SOUTHAMPTON (outreach)</p> <p>Tuesdays: 10:00 - 12:40 13:40 - 16:00</p> <p>Fridays 10:00 - 15:00</p>	<p>Portsmouth PO1 5DL</p> <p>SOUTHAMPTON Avenue St Andrew's Church, The Avenue, Southampton, SO17 1XQ</p>	<p>7560</p>
10	<p><b>REFUGEE ACTION</b> South West - Bristol</p>	<p>Drop in: Monday and Thursday, 10:00-12:00</p> <p>Advice Line: Monday &amp; Thursday 14:00- 16:30 Tuesday &amp; Friday 10:00-12:30</p>	<p>9 Hide Market West Street St Phillips' Bristol BS2 0BH</p>	<p>Main telephone number (non client advice) 0117 941 5960</p> <p>Telephone advice 0117 941 5962</p> <p>Fax: 0117 955 5036</p>
11	<p><b>REFUGEE ACTION</b> South West - Plymouth</p>	<p>Monday &amp; Friday appointments and advice line 2-4pm Tuesday &amp; Thursday drop in 10am-12pm</p> <p>Phone advice: Mon and Fri, 2-4pm</p>	<p>4<sup>th</sup> Floor Prideaux Court Palace Street Plymouth PL1 2AY</p>	<p>Client advice line: 01752 235 037 (Monday &amp; Friday, 2pm- 4pm)</p> <p>Main tel: 01752 235 030 (Monday-Friday, 10am-1pm, 2pm-4:30pm)</p> <p>Fax: 01752 268 805</p>
12	<p><b>BRITISH REFUGEE COUNCIL</b> (the 'Refugee Council') West London Office</p>	<p>Mon, Tue, Thurs &amp; Fri: 09:30 – 13:30 14:00 – 17:00 Weds 09.30 – 13.00</p>	<p>Units 4 &amp; 5 Hounslow Business Park Alice Way Hounslow Middlesex TW3 3UD</p>	<p>Tel - 0208 607 6888 Fax - 020 8607 6850</p>
13	<p><b>BRITISH REFUGEE COUNCIL</b> East of England Office</p>	<p>Mon, Tues &amp; Thurs: 10.00 – 13.00 &amp; 14:00 – 16:00 Fri: 10:00 – 13:00</p> <p>Wed (all day) &amp; Fri (pm): Emergencies &amp; appointments only</p>	<p>1<sup>st</sup> Floor 4-8 Museum St Ipswich IP1 1HT</p>	<p>Tel - 01473 297 900 (advice line)</p> <p>Fax – 01473 217334</p>

## One Stop Service Locations

14	<b>BRITISH REFUGEE COUNCIL</b> London Office (Head Office)	Mon-Fri (not Wed a.m.): 09.00 – 17.00  Wed: 09:00 – 14:00 emergencies & appointments only	240-250 Ferndale Rd Brixton London SW9 8BB	Tel - 020 7346 6700/ 020 7346 6777 (advice line)  Fax – 0207 346 6774
15	<b>BRITISH REFUGEE COUNCIL</b> West Midlands Office	Mon, Tues, Thurs, Fri 0930–1300; 1400–1730  Wednesday emergencies only  Outreach in Stoke-on- Trent (in various locations, please contact OSS)  Drop-in Tues & Fri 0930–1300; 1400–1730  Fortnightly on Monday, appointments only	3 Lionel Street Birmingham B3 1AG	Tel - 0121 234 1950 (switchboard/ advice line)  Fax – 0121 236 7864
16	<b>BRITISH REFUGEE COUNCIL</b> Yorkshire & Humberside Office	Mon, Tues, Thurs. & Fri. – 09:00 to 16:00 Wed. – Emergencies or appointments only	Ground Floor Hurley House 1 Dewsbury Road Leeds LS11 5DQ	Tel - 0113 244 9404  Advice Line - 0113 386 2210  Fax – 0113 246 5229
17	<b>SCOTTISH REFUGEE COUNCIL</b>	Mon, Tues, Thurs & Fri: 09:30 – 13:00 & 14:00 – 16:00 Wed: 13:00 – 16:00	5 Cadogan Square (170 Blythswood Court) Cadogan Street Glasgow G2 7PH	Tel - 0141 248 9799  Free phone number - 0800 0856 087  Fax number - 0141 243 2499
18	<b>SCOTTISH REFUGEE COUNCIL</b>	Monday AM Thursday ALL DAY	Citizens Advice Bureau 58 Dundas Street Edinburgh	Appointments via freephone number: 0800 085 6087
19	<b>WELSH REFUGEE COUNCIL</b>	Monday Drop – in between 10.30am – 12.30pm and 2pm – 3.30pm  Tuesday Appointments only	Phoenix House 389 Newport Road Cardiff CF24 1TP	Tel - 02920 489 800 Fax - 02920 432 980

## One Stop Service Locations

		<p>Wednesday Women's Only Drop-in between 10.30am – 12.30pm</p> <p>Thursday Drop – in between 10.30am – 12.30pm and 2pm – 3.30pm</p> <p>Friday Appointments only</p> <p><i>Ring 029 2048 9800 to make an appointment or for general queries between 9am – 1pm and 2pm – 5pm</i></p>		
20	<b>WELSH REFUGEE COUNCIL</b>	<p>Mon, Tue, Thu: 10:00 – 12:30 14:00 – 15:30</p> <p>Fri:10:30 – 12:30</p> <p>Telephone advice: Mon – Fri 9:00 – 13:00 14:00 – 17:00</p>	3 <sup>rd</sup> Floor, Grove House Grove Place Swansea SA1 5DF	<p>Tel - 01792 630 180 Fax - 01792 630 181</p>
21	<b>WELSH REFUGEE COUNCIL</b>	<p>Monday 10:00 – 12:30 14:00 – 15:30</p> <p>Tuesday 11.00 – 12.30 2.00 – 3.30</p> <p>Wednesday : Closed</p> <p>Thursday 10:00 – 12:30 14:00 – 15:30</p> <p>Friday 10:00 – 12:30 PM Closed</p>	High Street Chambers 51 High Street Newport NP20 1GB	<p>Tel – 01633 266 420 Fax - 01633 266 421</p>
22	<b>WELSH REFUGEE COUNCIL</b>	<p>Mon, Tue, Thu: 10:00 – 12:30 14:00 – 15:30 Fri:10:00 – 12:30</p>	Trinity House Trinity Street Wrexham LL11 1NL	<p>Tel - 01978 367890 Fax - 01978 367 891</p>