

Contacts – Eastern Region

Spring 2007

About the Refugee Council One Stop Service in Ipswich

The Refugee Council One Stop Service in the Eastern region is a charity independent from the Borders & Immigration Agency (BIA) at the Home Office and primarily serves asylum seekers and refugees in Suffolk, Norfolk, Essex, Cambridgeshire, Bedfordshire and Hertfordshire by offering the following services:

- Providing advice on applying for asylum
- Helping asylum seekers to apply for accommodation and subsistence support from the BIA
- Assisting with queries and problems with asylum support
- Helping asylum seekers to engage with appropriate legal advice
- Provide advice and assistance once someone's received a decision on their application for asylum
- Brief asylum seekers and refugees of their rights and entitlements
- Providing volunteering opportunities within the Refugee Council to asylum seekers and refugees
- Advice and assistance with applications for section 4 asylum support for those people who have been refused asylum and exhausted all appeals, but may be eligible for further support
- Assistance with completion of various applications to BIA including naturalisation, travel documents and extension of discretionary leave to remain
- Providing information and referrals for:
 - Training, employment & education, health care and accommodation
 - Other services in the region that assist asylum seekers and refugees
 - Family reunion
 - Life in the UK
 - Returning to one's home country with the International Organisation for Migration Voluntary Assisted Returns Programme.

Refugee Council One Stop Service

First Floor, 4-8 Museum Street, Ipswich, IP1 1HT

Tel: 01473 297 900

Fax: 01473 217 334

Opening hours

Mondays, Tuesdays, and Thursdays: 10 am to 1 pm, 2 pm to 4 pm; Fridays: 10 am to 1 pm

Advice line

Tel: 01473 297 900 (Open during regular office hours)

The One Stop Service advice line is operated by advisers with experience in asylum and support matters. It aims to provide comprehensive advice and information on a range of issues relating to asylum support (see above). We welcome enquiries from both individuals and organisations.

Asylum advice and services

East of England Consortium for Asylum and Refugee Integration (EECARI)

East of England Local Government Conference
Flempton House, Flempton, Bury St Edmunds, Suffolk, IP28 6EG
Tel: 01284 729 449/433

EECARI is the regional enabling body for the co-ordination of services to asylum seekers and refugees in the East of England. EECARI provides support, advice and representation to organisations working with asylum seekers and refugees across the statutory, voluntary and private sectors.

Multikulti website

Provides translated information and advice on immigration and asylum, welfare benefits, employment, housing, health and debt. The chosen languages are Albanian, Arabic, Bengali, Chinese, Farsi, Gujerat, Somali, Spanish and Turkish.

www.multikulti.org.uk

National Association of Citizens Advice Bureau, (NACAB)

NACAB is the regional umbrella organisation for all Citizens Advice Bureau. For further information please contact your local CAB, or contact NACAB directly at:

www.nacab.org.uk

Voluntary Sector Refugee Network – East of England (VSRN-EE)

The VSRN-EE is the umbrella group for the voluntary sector in the Eastern Region, and able to provide details of voluntary organisations in the region. For further information please contact:

Voluntary Sector Refugee Network - East of England

38 St Matthew's St, Ipswich, Suffolk, IP1 3EP

Email: office@vsrn-ee.org.uk

Tel/Fax: 01473 406432

Federation of Independent Advice Centres (FIAC)

Main office

13 Stockwell Road, London SW9 9AU

Tel: 020 7274 1839

Asylum support from the Home Office – Borders and Immigration Agency (BIA)

www.ind.homeoffice.gov.uk

Lunar House, 40 Wellesley Road, Croydon CR9 2BY

Tel: 0870 606 7766

Asylum Support Enquiry Line

For enquiries regarding asylum support applications call the Asylum Support Enquiry Line (previously known as TEB) on: 0845 602 1739 (Open from 9am - 9pm Monday to Friday).

Specifically, this number can be used for the following types of queries:

- application form requests;
- progress on asylum support applications and questions about when asylum support will begin;
- support queries, including accommodation and financial support;
- reporting anti-social behaviour or public harassment;
- requesting and renewing HC2 certificates;
- questions in relation to accommodation; and
- change of circumstances relating to support (such as changes of address, addition and removal of dependants, health / illness / hospitalisation,, maternity, or reaching a significant birthday that affects support, for example, 18 or 25)

Support and Discontinuation of Support Enquiry line

For those going through the NAM system, contact your Case Owner for enquiries relating to support and discontinuation of support.

For those who applied for asylum before 5 March 2007 and do not have a Case Owner, call the Support and Discontinuation of Support Enquiry line is (Open from 9am – 4.45pm daily from Monday to Thursday and 9am – 4.30pm on Friday).

Tel: 0845 600 0914

Lost or stolen application registration cards (ARC)

For reporting lost or stolen cash support or a lost or stolen ARC please contact your Case Owner.

If you applied for asylum before 5 March 2007 and you do not have a Case Owner fax crime reference number and other evidence (see Asylum Support section)

Fax: 020 8633 0653

Regional Asylum Team offices

For case worker issues as mentioned in *Asylum Support* section

East of England

3rd Floor, Stuart House, St John's Street, Peterborough, PE1 1QF

Tel: 01733 847 826/801/802/813/840/808/809/810 (direct through to each of the case workers)

Fax: 01733 847 800

For the contact details of other BIA regional asylum teams, see the BIA website:

www.ind.homeoffice.gov.uk > contact us > asylum support queries > regional offices

Support Discontinuation and Restart

The Support Discontinuation and Restart (SDR) team is responsible for discontinuation of asylum support. The team issues Emergency Support Tokens (EST's); responds to status updates and authorise the restart of asylum support in the event support was discontinued erroneously.

8th Floor East & 5th Floor West, Block C Whitgift Centre

Fax: 020 8760 4253

For more information about when and how to contact SDR, see the BIA website:

www.ind.homeoffice.gov.uk > contact us > asylum support queries > status discontinuation and restart team

Immigration enquiries

For immigration telephone enquiries, contact the Immigration Enquiry Bureau (IEB)

Tel: 0870 606 7766

(Monday-Thursday 9am - 4.45pm and on Friday from 9am -4.30pm)

Nationality enquiries

For enquiries regarding nationality (British citizenship)

Nationality correspondence team

Border and Immigration Agency

PO Box 12, L69 2UX

Tel: 0845 010 5200 (9am - 9pm, Monday to Friday)

E-mail: nationalityenquiries@ind.homeoffice.gsi.gov.uk

Detention

Association of Visitors to Immigration Detainees (AVID)

AVID is the national umbrella charity for groups visiting immigration detainees.

Box 7 Oxted RH8 0YT

Tel: 01883 717 275

www.aviddetention.org.uk/aviddefault.htm

Bail for Immigration Detainees (BID)

BID provides a free dedicated bail service for those detained under immigration legislation:

- prepare and present bail applications
- provide training on bail and detention
- work to improve the bail process so that people can live freely while their application to stay in the UK is being processed

London: 020 7247 3590

Portsmouth: 023 9258 7567

Oxford: 0845 3304536

www.biduk.org/index.htm

Detention Advice Service

Offers advice and support to Immigration Act detainees and foreign nationals in prisons, and provides information and support to other organisations and groups working with immigration detainees.

Unit B3, 62 Beechwood Road, London E8 3DY

Tel: 020 7254 6888

Fax 020 7254 8555

E-mail: das@detentionadvice.org.uk

National Coalition for Anti Deportation Campaign (NCADC)

Can assist with campaigning, assist with advice on how to run an anti deportation campaign, and provide useful advice on what to do if you are detained

110 Hamstead Road, Birmingham B20 2QS

Tel: 0121 554 6947

ncadc@ncadc.org.uk

www.ncadc.org.uk

No Borders

National Campaign group against detention and deportation of asylum seekers. See website for further information on your local group.

<http://makebordershistory.org/workspace/Noborders>

Education

Advisory Centre for Education (ACE)

Offers information about state education in England. They also offer free telephone advice on many subjects like exclusion from school, bullying, special educational needs and school admission appeals.

The general advice line is open from 2-5pm Monday-Friday

1c Aberdeen Studios, 22 Highbury Grove, London N5 2DQ

General advice line (Mon-Fri 10am-5pm): 0808 800 5793

Exclusion information line (24hr answer phone): 020 7704 9822

Exclusion advice line (Mon-Fri 10am-5pm): 0808 800 0327

www.ace-ed.org.uk/

Council for Assisting Refugee Academics (CARA)

London South Bank University, Technopark, 90 London Road, SE1 6LN, London

Tel: 0207 021 0880

Fax: 0207 021 0881

Email: info.cara@lsbu.ac.uk

www.academic-refugees.org

Refugee Education and Training Advisory Service (RETAS)

Education Action International

14 Dufferin Street, London EC1Y 8PD

Tel: 020 7426 5800

Email: info@education-action.org

www.education-action.org/

EMAG teams in the Eastern region

Some EMA Teams have Refugee Co-ordinators/Teachers/Consultants. However, even if not, many Teams will be able to offer advice on accessing school places. The EMA Team will also be able to offer information, advice and support regarding school-based issues.

BEDFORDSHIRE

Minority Achievement Support Service

Education Department

County Hall, Cauldwell Street

Bedford MK42 9AD

Tel: 01234 408454

CAMBRIDGE

County Multicultural Education Service

Gazely House, Princes Street, Huntingdon

Cambridgeshire PE18 6NS

Tel: 01480 375584

NORFOLK

Boardman House,

Redwell Street, Norwich NR2 4SL

Tel: 01603 764 707

PETERBOROUGH

Multicultural Education

165a Cromwell Road, Peterborough PE1 2EL

Tel: 01733 703 746

SUFFOLK

Multicultural Resource Centre

South Suffolk DDC

Pauls Road, Ipswich IP2 0AN

Employment

National Centre for Volunteers

General enquiries: 0845 305 6979

Fax: 020 7520 8910

Email: volunteering@volunteeringengland.org

www.volunteering.org.uk > search "asylum"

Family

British Red Cross

The Red Cross provide tracing and message services, and orientation schemes in some counties. For further information contact your local Red Cross office or contact:

www.redcross.org.uk > your local area

Health

Department of Health

www.dh.gov.uk

(See also > policy and guidance > international > asylum seekers and refugees)

Asylum Seekers' Co-ordination Team

Tel: 0113 254 6605

Fax: 0113 254 5481

Health for asylum seekers and refugees portal (HARP)

HARP is a new web resource for health professionals and volunteers working with asylum seekers and refugees. It has a directory of information and resources concerning the health needs of refugees and asylum seekers. The site includes a multilingual appointment card – translating basic appointment letters into many languages for clients.

www.harpweb.org.uk

Medical Foundation for the Care of Victims of Torture

Provides care and rehabilitation to survivors of torture and other forms of organised violence.

Head office: 111 Isledon Road, London N7 7JW

Also has centres in Manchester, Newcastle and Glasgow (see website for details)

Tel: 020 7697 7777

www.torturecare.org.uk

NHS Direct

The 24 hour nurse-led telephone advice service run by the NHS. Provides information on the diagnosis and treatment of common conditions.

Tel: 0845 4647

www.nhsdirect.nhs.uk

Housing

Shelternet

Shelternet is a new online housing information service which will enable people with housing problems to access information about their rights and to begin addressing their problems.

www.shelternet.org.uk

Peterborough Property Management (previously Adelphi House)

Olympia House, 172 Park Road, Peterborough, Cambridgeshire, PE1 2UF

Tel: 01733 341 902

Clearsprings

26 Brook Road, Brook Road Business Park, Rayleigh, Essex SS6 7XL

Tel: 01268 740 200

Legal advice

Asylum Support Appeals Project (ASAP)

ASAP is a charity that aims to prevent destitution amongst asylum seekers through the provision of free legal representation and advice and information about entitlement to BIA support, including the right to appeal when this support is refused or withdrawn.

Advice line: 0845 603 3884 or 020 8684 5972

www.asaproject.org.uk

Community Legal Service (CLS)

New service working to improve access to good quality legal information and advice by building networks of solicitors and advice organisations across the UK. CLS replaces the Legal Aid Board. The CLS website directs users to the most appropriate source of help in their area, including solicitors who are franchised to do asylum and immigration work.

Directory: 0845 345 4345

www.clsdirect.org.uk

Immigration Advisory Service (IAS)

Provides free legal advice and representation on asylum and immigration. IAS has offices across the country – see the website for the contact details of your local office. You can download useful publications, including translated leaflets, from the website as well.

E-mail: ukadvice@iasuk.org

www.iasuk.org

Joint Council for the Welfare of Immigrants (JCWI)

JCWI provides free advice and casework, training courses, and a range of publications on immigration, refugee or nationality related issues.

Advice line for advisers who are Legal Service Commission quality mark holders: 0845 602 1020 (Monday to Friday 10am – 1pm)

Advice line for all others, including individuals: 020 7251 8706 (Tuesday and Thursday 2pm – 5pm)

E-mail: info@jcwi.org.uk

www.jcwi.org.uk

Legal Services Commission (LSC)

The LSC is the contact point for all accredited legal services within the UK. For case specific queries, contact your local LSC office (see the website for a listing)

Tel: 020 7759 000

www.legalservices.gov.uk

Office of the Immigration Services Commissioner (OISC)

The OISC is responsible for ensuring that all immigration advisers fulfill the requirements of good practice. We are committed to the elimination of unscrupulous advisers and the fair and thorough investigation of complaints. For a list of regulated adviser see their website. Note: The OISC is unable to give advice on immigration or asylum issues.

www.oisc.gov.uk

Refugee Legal Centre

Provides legal advice and representation for those seeking protection under international and national human rights asylum law.

Appointment and advice line: 020 7780 3220 (10.30 am to 4.30 pm on Monday, Wednesday and Friday, closed for lunch between 1.00 pm and 2.00 pm)

Detention advice line: 0800 592 398 (same opening hours)

Out of hours emergency line: 07831 598 057 (6 pm to 8 am)

RLC@refugee-legal-centre.org.uk (for general enquiries only)

www.refugee-legal-centre.org.uk/

Racial harassment

The Racial Harassment Initiative

Alexandria House, Rope Walk, Ipswich, IP4 1LR

Tel: 01473 584 998

Returns

International Organisation for Migration (IOM)

Programme that benefits asylum seekers wishing to return to their country of origin, but do not have the means to do so. You can download forms for the return programmes from the website.

Tel: 020 7233 0001

Freephone: 0800 783 2332

www.iomlondon.org

Refugee Action – Choices project

If someone is considering return to their home country on a voluntary basis, refer to Refugee Action's Voluntary Return Project. This provides confidential and independent advice, helping people to look at the available options. Choices respects clients decisions.

The Old Fire Station, 150 Waterloo Road, London SE1 8SB

Tel: 020 7654 7713

Fax: 020 7401 3699

Email: choices@refugee-action.org.uk

www.refugee-action.org.uk > asylum advice > choices

Refugee Council Voluntary Return Project

The Refugee Council's Voluntary Returns Project provides information on voluntary returns for refugees, asylum seekers, advisers, policy makers and others interested in assisted and voluntary returns. See website for more information and contact details.

www.refugeecouncil.org.uk > how we help > helping directly > voluntary returns