

Contacts – Greater London

Spring 2007

About the Refugee Council One Stop Service in London

The Refugee Council One Stop Service in Greater London is a charity independent from Border and Immigration Agency (BIA) at the Home Office and primarily serves asylum seekers in London by offering the following services:

- Provide a one-day induction for newly arrived asylum seekers who need subsistence support, but are not in need of accommodation
- Helping asylum seekers to apply for accommodation and subsistence support from the BIA
- Assisting with basic queries about the support received from the BIA
- Dealing with all issues surrounding section 4 support
- Dealing with housing problems which asylum applicants may experience when accommodated by the BIA
- Assisting those receiving welfare benefits, community care
- Accessing relevant health services
- Signposting asylum seekers to appropriate legal advice
- Providing information about other services that assist asylum seekers and refugees
- Advising on what to do once someone has received a decision on their application for asylum
- Providing volunteer and befriending services to asylum seekers
- Providing information and referral sessions for training, employment and education, health care and accommodation
- Providing information on family reunion and travel documents for those with a positive decision
- Provide advice and information on life in the UK
- Hosting English support sessions (Mon, Tues, Thurs: 10am – 12pm; Wed 2pm - 4pm)
- Informing asylum seekers and refugees of their rights and entitlements
- Assisting where possible if experiencing destitution and homelessness
- Provides a day centre with hot meals
- Services for destitute asylum seekers in the day centre: shower and laundry services; food parcels)

Refugee Council One Stop Service

240-250 Ferndale Road, London SW9 8BB

Tel: 020 7346 6700

Fax: 020 7840 4389

Advice line: 020 7346 6777 (open 10am-1pm, 2pm-4pm Mon, Tue, Thu and Fri and 2-4 on Wed)

Opening hours

Mondays, Tuesdays, Thursdays and Fridays: 9am to 5.30pm; Wednesdays: 2pm – 5.30pm (please arrive early)

Contacts

Asylum advice and services

Federation of Independent Advice Centres (FIAC)

Main office
13 Stockwell Road, London SW9 9AU
Tel: 020 7274 1839

London Asylum Seekers Consortium

The London Asylum Seekers Consortium (LASC), led by the Association of London Government (ALG) and Westminster City Council, provides a variety of related services for London's local authorities. These include asylum seeker accommodation and support services, integration, central government lobbying, data collection and information provision.

59 1/2 Southwark Street, London SE1 0AL
Tel: 020 7934 9657

www.westminster.gov.uk/socialservices/lasc

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, Gujarati, 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:

NACAB
Myddelton House 115-123 Pentonville Road London N1 9LZ
Web site: www.nacab.org.uk

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

Greater London

11th Floor, Block B, Whitgift Centre, Croydon, CR9 1AT

Tel: 0208 633 0503

Fax: 0208 633 0896

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/

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

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 advisers 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/

Barnet Law Centre

9 Bell Lane
NW4 2BP
Tel: 020 8203 4141

Greenwich Community Law Centre

187 Trafalgar Road
SE10 9EQ
Tel: 020 8305 3350

Battersea Law Centre

14 York Road
SW11 3QA
Tel: 020 7585 0716

Hackney Community Law Centre

8 Lower Clapton Road
E5 0PD
Tel: 020 8985 8364

Brent Community Law Centre

389 High Street, Willesden
NW10 2JR
Tel: 020 8451 1122

Hammersmith & Fulham Law Centre

142/144 King Street
W6 0QU
Tel: 020 8741 4021

Cambridge House Legal Centre

137 Camberwell Road
SE5 0HF
Tel: 020 7703 3051

Hillington Law Centre

12 Harold Avenue
Hayes UB3 4QW
Tel: 020 8561 9400

Camden Community Law Centre

2 Prince of Wales Road
NW5 3LQ
Tel: 020 7284 6510

Hounslow Law Centre

51 Lampton Road
TW3 1JG
Tel: 020 8570 9505

Central London Law Centre

19 Whitcomb Street
WC2H 7HA
Tel: 020 7839 2998

Islington Law Centre

161 Hornsey Road
N7 6DU
Tel: 020 7607 9780

Enfield Law Centre

Unit 9, Centre Way
Montague Road, Edmonton
N9 0AP
Tel: 01983 373 2722

Lambeth Law Centre

Unit 47, Eurolink Business Centre
49 Effra Road
SW2 1BS
Tel: 020 7737 9780

Lewisham Law Centre

28 Deptford High Street
SE8 3NU
Tel: 020 8969 7473

North Kensington Law Centre

74 Goldborne road
W10 5PS
Tel: 020 8969 7473

Paddington Law Centre

439 Harrow Road
W10 4RE
Tel: 020 8960 3155

Plumstead Community Law Centre

105 Plumstead High Street
SE18 1SB
Tel: 020 8855 9817

Southwark Law Centre

Hanover Park House
14-16 Hanover Park
SE15 5HS
Tel: 020 7732 2008

Springfield Law Centre

Springfield Hospital

Glenburnie Road

SW17 7DJ

Tel: 020 8767 6884

Surrey Law Centre

Room 1, Unit 15A
Monument Way Depot
Woking GU21 5LY
Tel: 01483 215000

Thamesmead Law Centre

St Paul's Church
Bentham Road
SE28
Tel: 020 8311 0555

Tottenham Law Centre

754-758 High Road
N17 0AL
Tel: 020 8800 5354

Tower Hamlets Law Centre

214 Whitechapel Road
Stepney E1 1BG
Tel: 020 7247 8998

Wandsworth & Merton Law Centre

101A Tooting High Street
SW17 0SU
Tel: 020 8767 2777

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

Other Refugee Council publications are available at www.refugeecouncil.org.uk

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