

Contacts – West Midlands

Spring 2007

About the Refugee Council One Stop Service in Birmingham

The Refugee Council One Stop Service in the West Midlands region is a charity independent from the Borders and Immigration Agency (BIA) at the Home Office and primarily serves asylum seekers and refugees in Birmingham, Warwickshire, Staffordshire, Hereford, Worcester and Shropshire by offering the following services:

- 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 with BIA accommodation
- Assisting those receiving welfare benefits and community care
- 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 on training, employment and education, health care, and accommodation.
- Providing information on family reunion
- Provide advice and information on life in the UK
- Running a fortnightly Women's Project for asylum seeking and refugee women and children
- Running community activities with volunteers for clients. These include Creative Art Classes, community English classes and Introductory Health Workshops
- Assisting where possible if experiencing destitution and homelessness

Refugee Council One Stop Service

First Floor, Smithfield House, Digbeth, Birmingham, B5 6BS

Office opening hours: Mondays, Wednesday, Thursdays and Fridays: 9.30am to 5.00pm

Tel: 0121 622 1515

Fax: 0121 622 4061

Advice line 0121 622 1515 (Monday, Wednesday, Thursday, Friday 10am - 1pm and 2pm – 5pm)

Children's Panel Surgery

The Children's Panel runs a surgery for unaccompanied minors on Tuesdays and Wednesday 10-1pm and 2pm-5pm. Please call 0121 622 1515 to book an appointment.

Please note: The Refugee Council West Midlands office only sees clients through a same day drop in service (except new arrivals). For further details about this please call the Refugee Council West Midlands telephone advice line on 0121 622 1515 every weekday except Tuesday. We advise clients to present themselves early in the morning if possible.

Asylum advice and services

ASIRT (Asylum Support and Immigration Resource Team)

Free advice, representation and training.

Place of Welcome, 172 Herbert Road, Small Heath, Birmingham, B10 OPR

Tel: 0121 772 6700

Fax: 0121 722 3900

www.asirt.org.uk/

ARROW (Action for Relief of Refugees in Wolverhampton)

Provides advice and support to asylum seekers

182 Chervil Rise, Heath Town, Wolverhampton, WV10 0HE

Tel: 01902 552595

Coventry Refugee Centre

The Coventry Refugee Centre offers information and support to asylum seekers and refugees. The Centre runs a befriending scheme, women's group, youth group and counselling.

Contact times: Monday to Friday 9.00 a.m. to 5.00 p.m. (Appointment is necessary)

Emergency Appointments 9.00 a.m. to 12.00 p.m.

15 Bishop Street, Coventry CV1 1HU

Tel: 024 7622 7301/7622 7254

Email: info@coventry-refugee-centre.org

www.coventry-refugee-centre.org

Federation of Independent Advice Centres (FIAC)

Main office

13 Stockwell Road, London SW9 9AU

Tel: 020 7274 1839

Karis Neighbour Scheme

Karis Neighbour Scheme seeks to offer practical support, friendship and advocacy in the local community through volunteers. We aim to promote community links and address needs unmet by other organisations.

Community Room, Balfour House, Cawdor Crescent, Ladywood, Birmingham, B16 8XH

Tel: 0121 689 6081

Fax: 0121 455 7524

Email: info@karisneighbourscheme.org

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:

NACAB

Myddelton House 115-123 Pentonville Road London N1 9LZ

www.nacab.org.uk

Red Cross

The Red Cross run a destitution project in Birmingham for destitute asylum seekers and run an Orientation Project for BIA supported clients and refugees.

Bradbury House, 7 Lowe Street, Camp Hill, Birmingham, B12 0ER

Tel: 0121 766 5444

Fax: 0121 772 4944

Open Monday - Friday, 9am to 5pm

RESTORE

Restore is a Birmingham Churches project supporting refugees and asylum seekers. If you wish to refer a client to Restore, please contact the office and request a referral form:

The Place of Welcome, 172 Herbert Road, Small Heath, Birmingham B10 OPR

Tel: 0121 766 8764

restore@birminghamchurches.org.uk

www.birminghamchurches.org.uk/

Sycamore Centre

Social services centre for adult asylum seekers who have exhausted all appeal rights and are at the end of the asylum process.

Sycamore Road, Aston, Birmingham, B6 5UH

Tel: 0121 303 4003

West Midlands Consortium

The West Midlands Consortium is made up of local authorities across the region and co-ordinates the housing and support services for asylum seekers and refugees.

The Regionalisation Partnership Centre, Albert House, Quay Place, Edward Street, Birmingham B1 2RA

Tel: 0121 678 1013

Wardlow Road Centre

The Wardlow Road Centre brings together statutory and voluntary partners working with refugees to build better lives in the city. Many refugee community organisations hold regular advice surgeries within the centre.

Wardlow Road, Nechells, Birmingham B7 4JH

Tel: 0121 464 3555/3548

adviceline@birmingham.gov.uk

WARS (Wolverhampton Asylum Seeker and Refugee Services)

To provide for the relief of asylum seekers and refugees through provision of information, advice and support.

1st and 2nd Floor Offices, 20/21 Cleveland Street, Wolverhampton, WV1 3HT

Tel: 01902 311554

Fax: 01902 311906

www.wolverhampton.gov.uk/community_living/ethnic/support_groups/wars.htm

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

West Midlands

2nd & 3rd Floor, Chadwick House, Blenheim Court, Warwick Road, Solihull, B91 2AA

Tel: 0121 345 8000

Fax: 0121 345 8094

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

Tel: 0870 606 7766

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

Destitution

Many asylum seekers and refugees now find themselves in a destitute situation. Refused asylum seekers at the end of the process may not be able to access any statutory services. The following agencies may be able to offer some very limited support.

Fireside

Provide hot meals at lunchtimes, clothing and support sessions for all people in need in the Birmingham area.
The Fireside Day Centre, 122 Pershore Street, Birmingham B5 6PA
Tel: 0121 666 6866
Fax: 0121 622 4775
Email info@fireside.org.uk

The Soup Kitchen

Free soup and bread
carpark of St Michael's Church,
behind Carr's Lane Centre, near Bull Ring, city centre
Every evening at 8pm

Irish Welfare Drop-in Centre

Will serve anyone, including asylum seekers
Advice and hot meal (50p)
Monday – Friday - 12-2.00
106 Moseley Rd, Balsall Heath, Birmingham B12

Red Cross

The Red Cross run a destitution project in Birmingham and Coventry. This service includes sometimes being able to provide clients with food vouchers. Please see contact details listed previously.

Salvation Army

Can provide food parcels and furniture

Birmingham City Mission

Provide food parcels but require a referral

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/

Community Integration Partnership

Education centre for women refugees and asylum seekers. Offers ESOL classes, IT courses, childcare facilities and more.

9 George St, Edgbaston, Birmingham, B15 1NP

Tel: 0121 454 3519

Fax: 0121 454 8251

EMAG teams in Birmingham

Some EMAG teams have refugee co-ordinators, teachers or consultants. However, even if not, many teams will be able to offer advice on accessing school places. The EMAG team will also be able to offer information, advice and support regarding school-based issues.

BIRMINGHAM

Birmingham Advisory and Support Service

Room 31, Martineau Centre, Balden Road, Harbourne, Birmingham B32 2EH

Tel: 0121 303 8095

COVENTRY

Minority Group Support Services

Prior Derehard Walk, Camley, Coventry CV4 8FT

Tel: 01203 717800

DUDLEY

Multicultural Support Service

Saltwell Education Development Centre, Bowling Green Road, Dudley DY2 9LY

Tel: 01384 813802

SANDWELL

Education Development Centre, Popes Lane, Oldbury, West Midlands B69 4PJ

Tel: 0121 469 4400

SHROPSHIRE

Multicultural Development Service

Hollinswood Junior School, Dale Acre Way, Hollinswood, Telford, Salop

Tel: 01952 291 293

SOLIHULL

EAL Co-ordinator

Chapelfields Centre, Richmond Road, Solihull, B92 7RZ

Tel: 0121 707 9488

STOKE ON TRENT

Ethnic Minority Achievement Service

Lander Place North, Bentilee, Stoke on Trent ST2 0QL

Tel: 01782 235085

WARWICKSHIRE
Intercultural Support Service
The Benn Centre, Claremont Road, Rugby CV21 3LU
Tel: 01788 562 841

Employment

Action Teams for Jobs

Pertemps Employment Alliance
636A Stratford Road, Sparkhill, Birmingham B11 4AD
Tel: 0121 325 6082
Fax: 01676 525 643
Email: atfj@pertemps.co.uk

National Centre for Volunteers

General enquiries: 0845 305 6979
Fax: 020 7520 8910
Email: volunteering@volunteeringengland.org
www.volunteering.org.uk > search "asylum"

The Trellis Project

The Trellis Project aims to transform the experience of refugee jobseekers in Birmingham through a new and dynamic partnership between:

- Birmingham City Council
- Employability Forum
- Jobcentre Plus
- Learning & Skills Council
- Refugee Employment, Training and Advocacy Forum (RETAF)
- West Midlands Local Government Consortium

Erdington Job Centre, 196 High Street, Birmingham, B23 6TL
Tel: 0121 480 36 21/74
trellis@employabilityforum.co.uk

Family

British Red Cross

The Red Cross provide tracing and message services and orientation schemes in some counties.
Branch headquarters
Bradbury House, 7 Lowe Street, Camp Hill, Birmingham B12 0ER
Tel: 0121 766 5444
Fax: 0121 772 4944
Web site: www.redcross.org.uk

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

ARCH

Lansdowne Health Centre
Lansdowne Street
Winson Green
Birmingham
B18 7EE
Tel: 0121 4654297

BASHOT

Bashot is a team of health visitors involved in assisting asylum seekers and refugees.
50 Percy Road, Greet, Birmingham B11 3ND
Tel: 0121 766 5550

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

My Time Counselling

The Place of Welcome, 172 Herbert Road, Small Heath, Birmingham, B10 OPR

Tel: 0121 7666699

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

For a listing of local neighborhood associations and local housing providers, please contact the Refugee Council West Midlands office (see contact details above).

Local authority asylum teams

BIRMINGHAM CITY COUNCIL

Room 702, Auchinleck House, Broad Street, Birmingham

www.birmingham.gov.uk

COVENTRY CITY COUNCIL

Asylum Seekers Support Team

City Graphics Building, Much Park Street, Coventry

www.coventry.gov.uk

DUDLEY METROPOLITAN BOROUGH

Asylum Seekers Team

15 St James Road, Dudley DY1 1HT

www.dudley.gov.uk

STOKE ON TRENT CITY COUNCIL

A&F Developments, Parklands, 10 Pitt Green Lane, Wolstanton, Stoke on Trent

www.stoke.gov.uk

Shelter

The national campaigning charity for homeless and badly housed people. Appointments made for Mondays to Fridays 2pm - 4pm (except Wednesdays)

West Midlands Housing Aid Centre

Room 30, 2nd Floor, Ruskin Buildings, 191 Corporation Street, Birmingham B4 6RP

Tel: 0121 236 6668

Email: info@shelter.org.uk

www.shelter.org.uk/

ST BASILS

St Basils run a homeless shelter for 16-25 year olds in Birmingham centre. They also provide advice, information and support services to young people aged 13-25 years.

St Basils, Heath Mill Lane, Deritend, Birmingham, B9 4AX

Tel: 0121 772 2483

Fax: 0121 766 8420

www.stbasils.org.uk

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

ASIRT

Place of Welcome, Small Heath, Birmingham, B10 OPR

Tel. 0121 772 6700

Fax. 0121 722 3900

<http://www.asirt.org.uk/>

Free legal drop-in surgery every Thursday 10-4pm.

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.

3rd Floor, King Edward House, 135A New Street, Birmingham

Tel. 0121 6163540

Fax. 0121 6162444

E-mail: ukadvice@iasuk.org

www.iasuk.org

Free drop-in service 1.30-2.00pm Mon-Thurs.

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/

Racial harassment

Many asylum seekers or refugees are hesitant in approaching the police directly for a variety of reasons. An alternative to reporting at a police station is to have someone else report on their behalf. To report a racial attack or for details on reporting centres, please call the police contacts below:

Birmingham Racial Attacks Monitoring Unit: 0121 303 2545

Burton on Trent: 01283 540 005/510 456

Coventry: 01203 632 236

Dudley: 01384 456 166

Redditch: 01527 64252

Rugby: 01788 576 424

Sandwell: 0121 500 5727

Solihull: 0121 712 6111

Staffordshire, Stafford: 01785 232 285

Stoke-on-Trent: 01782 201 234/219 427

Telford: 01952 290 888

Walsall: 01922 654 705

Warwickshire, Warwick: 01926 421 447

Wolverhampton: 01902 444 615

Worcestershire, Worcester: 01905 292 283

The investigation is often long, therefore we recommend advisers help the client contact a support group. Some support groups and contacts for the West Midlands include:

Commission for Racial Equality

Tel: 0121 632 4544

Race Equality Council

Wolverhampton

Tel: 01902 773589

Race Equality Sandwell

28 Birmingham Street, Oldbury, B69 4DS

Tel: 0121 541 1775

Fax: 0121 541 1385

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

WARS (Wolverhampton Asylum Seeker and Refugee Services)

Runs an IOM choices project in Wolverhampton

1st and 2nd Floor Offices, 20/21 Cleveland Street, Wolverhampton, WV1 3HT

Tel: 01902 311554

Fax: 01902 311906

www.wolverhampton.gov.uk/community_living/ethnic/support_groups/wars.htm