

Contacts – Yorkshire and Humberside Spring 2007

About the Refugee Council One Stop Service in Leeds

The Refugee Council One Stop Service in the Yorkshire & Humberside region is a charity independent from the Borders and Immigration Agency (BIA) at the Home Office and primarily serves asylum seekers and refugees in North East Lincolnshire, South and West Yorkshire and Humberside by offering the following services:

- Providing guidance on applying for asylum (this does not include legal advice)
- Helping asylum seekers to apply for accommodation and subsistence support from the BIA
- Assisting with queries about the support received from the BIA
- Negotiating with the BIA to ensure full access to entitlements available
- 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 and community care
- Signposting asylum seekers to appropriate legal advice
- Providing information about other services that assist asylum seekers and refugees
- Signposting for emergency clothing and hot meals
- Briefing asylum seekers before dispersal about what services are available
- 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
- Provide advice and information on life in the UK
- Providing assistance to asylum seekers victims of racial harassment (this includes helping someone relocate if needed)
- Providing assistance to minors who turn 18 and whose support is terminated by Social Services
- Appealing against termination or withdrawal of asylum support
- Assisting where possible if experiencing destitution and homelessness

Refugee Council One Stop Service

1 Dewsbury Road, Hurley House, Leeds, LS11 5DQ

Tel: 0113 244 9404

Fax: 0113 246 5229

Advice line: 0113 386 2210 (open Monday, Tuesday, Thursday, Friday from 10am to 4pm)

Opening hours: Mondays, Tuesdays, Thursdays and Fridays: 9 am to 4 pm
We are closed Wednesdays, weekends and bank holidays.

Contacts

Asylum advice and services

Bradford Immigration and Asylum Support and Advice Network (BIASAN)

Offers a range of services for asylum seekers at the Resource Centre

Services offered in central Bradford:

- Safe place to meet people and enjoy coffee or tea, social events and exchange ideas
- Information about rights and legal concerns
- Where to find out about education, health and places to go

Bradford Resource Centre, 17-21 Chapel Street, Bradford BD1 5DT

Tel: 01274 779003

Email: biasan@bigfoot.com

Information and social meetings are held on Thursday evenings, 6.00 – 8.30 at:
Northwing Community Centre, 167 North Wing, Bradford

Bradford Action for Refugees

Provides advice for individuals in Bradford about housing and immigration issues. Also:

- Family and children project
- Food vouchers
- Advising asylum seekers who have had a decision on their asylum claim
- Women's group/social afternoon (Wednesdays 1.30pm in Green Lane)

Carlisle Business Centre

Unit 2, 60 Carlisle Road, Manningham, Bradford BD8 8BD

Tel: 01274 223240

www.bafr.org.uk

Barnsley Refugees and Asylum Seekers Support (BRASS)

- English Classes
- Refreshments
- Trips out

Mondays 2 – 5pm and Tuesdays 10am – 1pm at Barnsley YMCA

1 Blucher Street, Barnsley, S70 1AP,

Club 6.30

Social evening for asylum seekers on a Wednesday night from 6.30 pm – 9.00 pm.

St. Mary's Community Centre

Lister Lane, Halifax

Hull Asylum Seekers Support Group (HASSG)

Offers groups for men and women, health advice, asylum advice and befriending. See the website for more information about the centre and opening hours.

167 Centre, 167 Spring Bank, Hull

Tel: 01482 217 874

E-mail: centre167@yahoo.co.uk

www.the167centre.co.uk

Kirlees Refugee and Friends Together (KRAFT)

- Offers access to legal help (including appeals and applications for reconsideration)
- Provides advice on asylum and support issues
- Offers cultural activities
- Organises befriending schemes

24 Queen Street HD1 2SP

Tel: 01484 352 050 or 01484 353 489

Fax: 01484 423 411

Open: Mon- Fri 10am- 4pm (Fri appointments only)

Leeds Asylum Seekers' Support Network (LASSN)

Currently running:

- 'English at home' and befriending schemes specifically for asylum seekers who have child care constraints and people with disabilities.
- 'Shortstop': group of volunteers offering a bed in their house for asylum seekers without somewhere to stay, normally for one or two nights.

233 Roundhay Road, Leeds LS8 4HS

Tel: 0113 380 5690

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:

www.nacab.org.uk

Northern Refugee Centre

Services offered:

- Advice for people with a decision on their application for asylum
- Information on community groups
- Community development
- Volunteer opportunities
- Information on refugee/asylum seeker issues; media; refugee library
- Womens groups
- English classes
- Asylum Advice drop ins, at various locations

Scotia Works, Leadmill Road, Sheffield S1 4SE

Tel: 0114 241 2780

www.nrcentre.org.uk

Positive Action for Refugees and Asylum Seekers (PAFRAS)

Drop in for asylum seekers and refugees, including destitute asylum seekers. Offers hot food, clothing, advice and a safe place to meet people.

Tuesdays and Thursdays 10.30 – 12.30

St Aidens Community Hall, Elfröd Place West, Leeds, LS8 5QD,

Tel: 0113 248 4147

pafraemail@yahoo.co.uk

RASA Advocacy Project

Independent Community organisation, advising asylum seekers on family problems, healthcare, housing, employment and racial harassment. Staff speak Arabic, Farsi, Kurdish, and Albanian. Monday, Tuesday and Wednesday 10am – 5pm; Thursday 10am – 12.30pm; Friday 10am – 2.30pm; and Agbrigg Community Centre Thursday 1pm – 3pm

8a King Street, Wakefield, WF1 2SQ

Tel: 01924 368855

rasadvocacy@uk2.net

www.rasa-advocacy.org.uk

Refugee Action

- Community development (including marketing project to help refugee communities to market themselves)
- Choices - voluntary return project

Suite 7, Floor C, Joseph Well, Hanover Walk, Leeds LS3 1AB

Tel: 0113 244 5345

Fax: 0113 243 5448

Email: leeds@refugeeaction.org.uk

Refugee Council Yorkshire and Humberside

See opening page above for more details about the services provided.

Open Monday, Tuesday, Thursday, Friday 9 – 4pm

Ground Floor, Hurley House, 1 Dewsbury Road, Leeds LS11 5DQ

T 0113 244 9404

F 0113 246 5229

Advice line: 0113 386 2210 (Open 10 – 4pm Monday, Tuesday, Thursday and Friday)

www.refugeecouncil.org.uk

Refugee community organisations

For a listing of refugee community organisations in Yorkshire and Humberside, please contact:

Northern Refugee Centre

South Yorkshire

Tel: 0114 2815719

Refugee Action (Leeds)

West Yorkshire

Tel: 0113 244 5345

St. Georges Crypt Refugee Drop In

- Advice and support around health issues
- Free tea and coffee
- English classes
- Clothes shop
- Free Internet facilities

Monday, Wednesday and Friday afternoons: 3.30 – 4.30pm; Thursday afternoon: 2.30 – 4.30pm

Great George Street, Leeds LS1 3BR

Tel: 0113 2952740

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.

Yorkshire and Humberside

Waterside Court, Kirkstall Road, Leeds, LS4 2QB

Tel: 0113 341 2076

Fax: 0113 341 2170

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

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

335 Roundhay Road, Harehills, LS8 4HT

Tel: 0113 240 7320

Email: retas-leeds@education-action.org

www.education-action.org/

EMAG teams

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.

DONCASTER

Refugee Education Co-ordinator

Multicultural Education Service

Carr House Centre, Dayrum Road

Doncaster DN4 5HE

Tel: 01302 734 2235

HULL

Bilingual Support Service

Priory Centre, Priory Road, Hull HU5 5RU

LEEDS

EAL Team

Elmete Professional Development Centre

Elmete Lane, Leeds LS8 2LJ

Tel: 0113 214 4068

ROTHERHAM
Multicultural Resource Centre
Clifton Upper School, Cranworth Road Site
Rotherham S65 1LN
Tel: 01709 828 608

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 - Refugee Support Service

- International tracing and message services
- Volunteer befriending scheme

Carlisle Business Centre, Carlisle Rd, Manningham Lane, Bradford
Tel: 01274 223 293

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 Access Team at St Georges Crypt

Doctors and nurses available for asylum seekers who cannot find a doctor
(Contact details as above)

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

Solace

Solace is a new charity which provides counselling and psychotherapy to asylum seekers and refugees in the Yorkshire region, many of whom have been traumatised by torture, rape and consequences of war and persecution.

Rooms 220-222, City House, New Station Street, Leeds LS1 4JB

Tel: 0113 242 4010

Email: info@solace-uk.org.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

Housing providers in Yorkshire and Humberside

ANGEL GROUP

Leeds: 0113 240 6622

South Yorkshire: 0114 244 9411

Head office: 0207 536 8688

Out of hours: (Leeds only) 07816 292744

PRIORITY PROPERTIES

Tel: 0161 708 0370

REFUGEE CARE

Tel: 0114 243 1155

Fax: 0114 243 1188

UPM – United Property Management Limited

Tel: 0161 202 0201

Local authority asylum teams

Barnsley: 01226 284 053

Bradford: 01274 757 429

Calderdale: 01422 393 331 (Friday morning drop-in at Calderdale College, Francis Street)

Doncaster: 01302 736 131

Hull: 01482 211 100

Kirklees: 01482 223 444
Leeds: 0113 395 0747
Rotherdam: 01709 838 484
Sheffield: 0114 273 5259
Wakefield: 01924 302 113

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.

Zicon House, Wade Lane, Leeds, LS2 8NL

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/

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