



18 November 2003

## Update on changes to Refugee Council Emergency Accommodation in London

This is an update on the Refugee Council plans for provision of Emergency Accommodation (EA) to asylum seekers in London. A previous briefing outlining the reasons for these changes can be found on the Refugee Council website at [www.refugeecouncil.org.uk/publications/pub014.htm](http://www.refugeecouncil.org.uk/publications/pub014.htm).

As previously stated, it has been the Refugee Council strategy for some time to cease this aspect of our service provision in London. In order to start this process, the following changes will be taking place from 30th November 2003:

- **the Refugee Council will no longer be providing EA for newly arrived asylum seekers.** Eligible asylum seekers, who require accommodation, will be referred to either Refugee Arrivals Project or Migrant Helpline. Appendix A can be used as a leaflet to direct clients to these agencies. Translated copies of individual leaflets will be available on the Refugee Council website from 1<sup>st</sup> December 2003.
- **the Refugee Council will continue to accommodate those who remain in the existing Refugee Council EA as of 30th November 2003.**

### Improvements to existing provision of EA

- We will review the standards in all the remaining EA and ensure that there are robust contracts in place. Providers will have to demonstrate that they are able to meet the health and safety and environmental health standards that would be required for clients who will be staying for indefinite length of time.
- All clients who remain in the EA will be assessed to determine their existing status and to establish appropriate arrangements. A considerable number of these clients may now have status and should be assisted to access permanent accommodation. Some may not have compelling reasons to stay in London and could be dispersed.

Eventually, we wish to wind down the EA as the remaining clients move on. This is likely to take at least a year to achieve.

The principles underlying the changes are:

- The quality of accommodation for clients currently in EA will be improved and we will work with those clients to identify the most appropriate future option for them.
- All changes will be planned, communicated and implemented within a realistic timescale.
- Particular attention will be given to ensuring effective arrangements for the most vulnerable clients.

You may have specific questions or concerns in relation to these developments and if you wish to discuss anything further please contact Margaret Lally, Deputy Chief Executive on 020 7346 6708 or email at [margaret.lally@refugeecouncil.org.uk](mailto:margaret.lally@refugeecouncil.org.uk)



# Refugee Council Help and advice



November 2003

## **What to do if you require accommodation and cash support**

From 1<sup>st</sup> December 2003 the Refugee Council does not provide emergency accommodation whilst you apply for accommodation and cash support from the National Asylum Support Service (NASS).

If you are eligible for accommodation and cash support please go to the Refugee Arrivals Project (RAP) or Migrant Helpline. They will be able to provide you with emergency accommodation and help you apply for accommodation and cash support from NASS.

### Addresses:

#### **Refugee Arrivals Project**

**RAP Heathrow Office  
Room 1116, First Floor  
Queens Building  
Heathrow Airport**

**Tel: 020 8759 5740**

#### **Opening times:**

**Monday to Friday: 09.30 – 22.00  
Saturday and Sunday: 14.30 – 22.00  
All public holidays: 14.30 – 22.00**

**Website: [www.refugees-arrivals.org.uk](http://www.refugees-arrivals.org.uk)  
E-mail: [mail@refugees-arrivals.org.uk](mailto:mail@refugees-arrivals.org.uk)**

#### **By Underground:**

London Underground's Piccadilly Line provides you with a quick route to Heathrow Airport

#### **Migrant Helpline Croydon**

**45 Friends Road,  
Croydon,  
CR0 1ED**

**Tel: 020 8774 0002  
Fax: 020 8774 0003**

#### **Opening times:**

**Monday to Friday 10.00-23.30  
Saturday and Sunday: 10.00 – 16.15**

**Website: [www.migranthepline.org.uk/](http://www.migranthepline.org.uk/)  
Email: [information@migranthepline.org](mailto:information@migranthepline.org)**

#### **Nearest train station:**

East Croydon or Croydon Central