



Claiming asylum and living in the UK



A guide for young people arriving alone

Welcome

You may have a lot of questions now that you have arrived in the United Kingdom (UK). For example, how do you apply for asylum? Who can help? Where will you live?

This booklet will answer some of your questions. It tells you what help you can get and where to get it. It also tells you what your rights and responsibilities are while you are living in the UK. At the back it lists useful names and addresses.

This booklet provides basic information for young people under 18 years that will be useful to you when you first arrive in the UK. Please keep it safe. However, you may require more detailed information on some issues later on.

The text of this booklet was researched and written by Save the Children. Save the Children is an independent charity, which has no connection with Home Office policy. A major part of Save the Children's work in the UK is protecting and promoting the rights of refugee and asylum-seeking children.

The information in this booklet was correct at the time of going to print.

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1 Just arrived in the UK

Who can help?

The main person who can help you as soon as you arrive is a social worker. Social workers will help you to find somewhere to live, provide money to live on and a legal representative to help you with your asylum claim. Social workers are employed by social services, which are part of local government. (See page 18 for further information on how a social worker can support you.)

It's a good idea to get an adviser from the Refugee Council Children's Panel to help you find a legal representative and a social worker. The Refugee Council is another organisation that can help you that is independent from the UK Government and the Home Office.

An adviser will also

- explain what you need to do to claim asylum
- come with you to an interview with the Home Office, if the Home Office decide they want to interview you
- help you get general help and advice

Action point: For help with what you need to do next and to get an adviser, contact the Refugee Council as soon as possible on 020 7346 6777.

What is a legal representative?

A legal representative - also known as a lawyer or solicitor - will give you legal advice on claiming asylum. They will help you fill in your asylum application form and will help you if you need to make an appeal against the decision on your claim.

This page shows the basic steps to claiming asylum. More detailed information follows in the form of questions and answers.

Step 1: Making a claim for asylum

- You will have a 'screening' interview.
- You will receive an Application Registration Card (ARC).
- You will have your fingerprints taken.
- You or your legal representative will send a Statement of Evidence Form (SEF) to the Home Office
- The Home Office may challenge your age.

Step 2: Your claim is considered

- The Home Office will consider the information provided on your Statement of Evidence Form (SEF).
- You may be interviewed by the Home Office.
- You may get your age assessed by social services.

Step 3: The Home Office makes a decision

- The Home Office will try to make a decision on your claim within two months.
- You will receive a response which either gives you a temporary right to stay in the UK (which will be subject to review) or no right to stay in the UK.
- The Home Office will inform you, your legal representative and your social worker of the decision.

Step 4: If you don't agree with the decision

- If you don't agree with the decision talk to your legal representative immediately.
- You must appeal within 10 working days.

2 Claiming asylum in the UK

How do I apply for asylum?

The Immigration and Nationality Directorate (IND) of the Home Office decide if you can enter the UK. They will also make a decision on whether to treat you as a child or an adult if your age is in doubt and you do not have documents to prove your age.

As a child arriving in the UK, you can make an asylum claim in your own right, whether you arrive on your own or with your family. It is important to make your claim as soon as possible. If you arrive in the UK without your parents or someone to look after you, and you are under 18 years old, and you claim asylum you will be called an unaccompanied asylum-seeking child. Your details will be entered on the National Register of Unaccompanied Children. You need to tell the Home Office if you change your address.

Action point: Keep all your documents safe. It is against the law to destroy your passport or other identity papers. Your passport or identity card will be kept while your asylum application is considered.

What is the Home Office and Immigration Nationality Directorate (IND)?

The Home Office is the department in the UK Government that will deal with your asylum claim. The Immigration and Nationality Directorate - or IND - is the part of the Home Office that deals with asylum issues.

What will happen when I apply for asylum?

When you claim asylum you will have a screening interview, which will be carried out at the port or the Asylum Screening Unit (ASU). In this interview you will be asked questions about yourself - your name, your age, where you are staying and who with, and who your family are. You will be asked how you travelled to the UK and how long you have been in the UK. You will not be asked details about why you are claiming asylum.

You will have your fingerprints taken and be given an Application Registration Card (ARC). This shows that you have claimed asylum and that you are allowed to be in the UK. It is an important document – look after it.

You will also be given a Statement of Evidence Form (SEF). This is the form where you give your reasons why you want to claim asylum in the UK. The SEF must be completed in English and returned to the address given on the form and by the date stated on it. If you don't do this then your claim could be refused.

Action point: You should not fill in the Statement of Evidence Form (SEF) by yourself - get a legal representative to help you. Include as much information as you can on the form. You need to tell the Home Office what has happened to you or your family. Throughout your asylum claim it is very important that you tell the truth, as this will help the Home Office in deciding your claim as fairly as possible.

What happens if they don't believe my age?

If the Home Office do not believe that you are a child then you will be 'age-disputed' by them. This means that you will be treated as an adult, and this will have an effect on your asylum claim and what services are available to you.

If the Home Office decide that you are over 18 you can go to your nearest social services and ask them to carry out an age assessment. If they believe that you are a child, then the Home Office usually accepts this decision and will consider your asylum application as a child.

If social services think that you are an adult they will not help you and you will have to get assistance from Asylum Support (formerly known as the National Asylum Support Service (NASS)). They can provide you with accommodation and a weekly allowance.

Action point: It is up to you to 'prove' your age. Original documents such as a birth certificate or other identity papers are the strongest proof. Also, ask your legal representative to arrange for a doctor to examine you to try to find out your age.

Will I be interviewed as part of my asylum claim?

Most applications from unaccompanied children are decided without an interview and so it is very important that you give as much information as possible when completing your Statement of Evidence Form (SEF). However, you may also need to have a full interview about your asylum claim. If you are interviewed it will be by an official working in the Immigration and Nationality Directorate (IND).

If you are interviewed you should not be alone. You can have your legal representative with you if you have one and if you don't there must be another adult with you – this person is called a responsible adult. A responsible adult could be a social worker, befriender or an adviser from the Refugee Council Children's Panel. A responsible adult can attend as well as your legal representative. Your responsible adult must be someone you trust. Their job is to make sure you are treated fairly and well throughout the interview. You can also have an interpreter if you need one.

Action point: If your legal representative cannot go to your interview then ask him or her to speak to the responsible adult who is going with you.

A written record is made of your interview. You will be given a copy when your interview ends.

Action point: You should look at this written record with your legal representative or responsible adult following the interview. If you disagree with what has been written you should tell IND as soon as possible.

2 Claiming asylum in the UK

How long will it take to get a decision on my asylum claim?

The Home Office tries to make a decision on your asylum claim based on the information you have given them within two months of receiving your Statement of Evidence Form (SEF).

Action point: The Home Office may not be able to process your claim within two months. If you haven't heard from the Home Office within 2 months keep in regular contact with your legal representative.

There are four possible decisions:

- Limited Leave (Refugee status): You will receive Limited Leave to Remain and this will enable you to stay in the UK for five years, subject to review. After this, unless you wish to return to your country, you will be required to apply for further leave and may be granted permanent stay in the UK.
- Humanitarian Protection (HP): You can stay temporarily in the UK, for a period up to five years, for special reasons. After this, unless you wish to return to your country, you will be required to apply for further leave and may be granted permanent stay in the UK.
- Discretionary Leave (DL): This is a period of limited leave which is usually granted where no protection needs exist but removal is delayed until suitable conditions are identified for your return.
- Refusal: No right to remain in the UK

For more information on these options see page 11.

Action point: If you receive Discretionary Leave or a refusal you should think about what this means to you and talk to adults who can help you plan for the possibility of going home.

If you passed through another European Union (EU) country before arriving in the UK you may be returned to that EU country to have your asylum claim considered. If you have a close family relative in an EU country you may be able to join them. These laws are part of the 'Dublin Regulations'.

Action point: Ask your legal representative for more information about this.

The decisions you could get from the Home Office

Limited Leave (Refugee status)

To be recognised as a refugee you must be outside your own country and be able to prove that you have 'a well founded fear of persecution, owing to your race, nationality, religion, political opinions or membership of a particular social group.' If you can show the Home Office that you have been persecuted in your own country you will be considered as a refugee and given limited leave to remain. If you are given refugee status you will receive five years limited leave to remain in the UK. This limited leave may be reviewed in the following circumstances:

1. If you demonstrate that you no longer need, or are no longer entitled to, protection in the UK;
2. If there is a significant and non-temporary change in the conditions in the country in which you are entitled to live and/or
3. At the end of your five years' limited leave, if you apply for Indefinite Leave to Remain (ILR). If you are granted ILR there is no time limit on your stay in the UK.

As a refugee with either limited leave or ILR you have the same right to access healthcare, housing, education, training and benefits as British citizens. You can apply to the Home Office straight away for a travel document, which allows you to travel to other countries, but you cannot use it to travel back to your home country, or the country from which you claimed asylum, if this is different. Some countries may require you to obtain a visa prior to travel.

Humanitarian Protection

If you are not recognised as a refugee but the Home Office feels that it is too dangerous for you to return to your country at the moment you will be granted Humanitarian Protection (HP). HP is usually granted for five years. In the same way as Limited Leave, a grant of HP can be reviewed in the following circumstances:

1. If you demonstrate that you no longer need, or are no longer entitled to, protection in the UK;
2. If there is a significant and non-temporary change in the conditions in the country in which you are entitled to live and/or
3. At the end of your five years limited leave, you apply for Indefinite Leave to Remain (ILR). If you are granted ILR there is no time limit on your stay in the UK.

You won't automatically get ILR – it depends on what is happening in your home country and your circumstances here.

You can apply for, and may be given, a Home Office travel document but some countries may not accept it.

2 Claiming asylum in the UK

Discretionary Leave

Unaccompanied children who are refused asylum but who cannot return to their home country, because there is nobody there to look after them are given Discretionary Leave (DL) to stay in the UK. DL is granted for three years or one year, depending upon which country you come from, or until you turn 18, whichever comes first. As this leave runs out you can apply for an extension of DL. You can also apply for ILR, but only after you have had DL for six years. Again, extensions are not automatic - it depends what is happening in your home country and what your circumstances are here.

You can apply for, and may be given, a Home Office travel document, but some countries may not accept it.

Refusal

Your claim may be refused outright. This means that you have not met the Home Office criteria to allow you to stay here and they will make plans to return you home.

How do I appeal if I don't agree with the Home Office decision?

Once a decision is made the Home Office will write to your legal representative, or directly to you and your social worker telling you what decision they have made. If you think that the decision about your asylum claim is wrong you may be able to appeal against it.

If you are granted Humanitarian Protection or Discretionary Leave to remain you can still appeal but only if the length of your temporary stay is for more than one year.

Action point: You must make this appeal within 10 working days. It is really important that you tell the Home Office of any change of address, so you get their letter quickly and you can appeal in time.

Making an appeal

You should get your legal representative to make the appeal for you. If they refuse you can get another representative. Your appeal will be heard by an independent court called the Asylum and Immigration Tribunal (AIT). This should take place within four months of receiving it. You can get more information about this from your legal representative or the Home Office IND website (www.ind.homeoffice.gov.uk).

If your country of origin is called a 'non-suspensive appeal' (NSA) country by the UK government, this affects your right to make an appeal. Check with your adviser whether your country of origin is an NSA country and, if it is, ask them to explain to you how this affects your right to appeal.

What happens if the Home Office decides to send me back to my home country?

If the Home Office do not believe that you are a refugee or that you need any other form of temporary protection then they will remove you from the UK. The Home Office will not return you to your country of origin unless they consider there are adequate reception and care arrangements in place.

Action point: If you are going to be removed, contact your legal representative as quickly as possible. Also contact your social worker quickly to talk about plans for your future.

2 Claiming asylum in the UK

What is immigration detention?

The authorities in the UK are able to detain a person in an 'immigration detention centre' at any stage of their asylum claim. However, unaccompanied children should not be held in detention. If you arrive late at night and there is nowhere else for you to stay, you may be detained overnight for your own safety. You may also be detained if you are in the process of being 'age-disputed' (see page 9).

Action point: If you are detained you should get a legal representative straight away. Phone the Refugee Legal Centre (020 7780 3200) or the Refugee Council (020 7346 6777) who can arrange for you to get a legal representative. Get Connected can also help put you in touch with people who can help (0808 808 4994)

What if I decide I want to return home?

You can decide to return to your home country voluntarily at any time. You can apply for support and assistance to do this. You can contact the Home Office and they can help make arrangements for your journey to go back home.

For independent advice and information on voluntary return, see page 28 in the 'Useful contact information' section.

Can anyone help me get in touch with my family?

If you were separated from your family in your country, you may want to trace them to find out if they are OK or as a step to being reunited with them.

If you want to try to trace your family then go to the Red Cross. They run a confidential international family-tracing programme. Your social worker may also be able to help you with this.

Can my family join me in the UK?

Asylum seekers cannot make an application to have their family join them in the UK. Even if you have been recognised as a refugee in the UK there is no right to have your family join you. Only in exceptional circumstances would your parents, brothers and sisters be able to join you.

2 Claiming asylum in the UK

What will happen to me when I become 18?

Once you turn 18 you will be treated as an adult. If your status is temporary until your 18th birthday you will need to consider whether you want to apply for further leave to stay in the UK, or think about voluntary return. If your asylum claim has failed or you don't extend your leave to remain you could be removed, and you could be detained before you are removed. There may be changes to the support you get from your social worker once you turn 18.

Action point: You should talk to your social worker, or another adult who you trust if you don't have a social worker, at least 6 months before your 18th birthday so that you can begin to make plans.

3 Getting help

This section gives you advice on who can help you while you are living in the UK

Legal advice

You are entitled to free legal advice to help you with your asylum claim. Make sure you get a good legal representative to help you, particularly with filling in your Statement of Evidence Form (SEF). Some legal representatives are much better than others. Check that your legal representative is registered with OISC (Office of the Immigration Services Commissioner) and CLS (Community Legal Service).

Action point: If you don't think your representative is doing a good job you can change to another one.

If you are appealing against a refusal of your asylum claims you can usually get free help if your appeal has a chance of succeeding. Even if you are told that you cannot have your legal fees paid during an appeal then the Refugee Legal Centre or the Immigration Advisory Service may still be able to help you for free.

3 Getting help

What a legal representative should do for you:

- Explain about asylum and what a representative can do for you
- Get an interpreter in your first language
- Ask you questions about your asylum story
- Help you to answer questions from the Home Office
- Try to find information about the problems you have in your home country
- After the representative has written down the information that you have provided they should read it through with you so that you can check it and they should give you a copy in your own language
- Go with you to an interview if you are asked by the Home Office

Social services*

Social services is part of local government that provides help, care and support to people who need it.

Action point: If you haven't got a social worker contact the Refugee Council Panel of Advisers 020 7346 6777

In the UK there are laws about how children and young people should be cared for and protected. If you are under 18 and there is no adult to care for you then the law says that social services will assess your needs and decide what support you will be given. This is called making a 'needs assessment'.

There are two different types of support young people can receive from social services - known as section 20 and section 17 of the Children Act. Your social services assessment will decide which type of support you receive. So it's important that you understand the differences in support between section 20 and section 17. You can ask your social worker about this.

Section 20

Most unaccompanied children are helped under section 20 of the Children Act. If you are under 16 years old you will usually live with a family – your foster carers - but you may live in a home with other children and adults who work there. If you are 16 or over you may live independently with perhaps one or two other young people. As a temporary arrangement you may have to live in a hostel or small hotel, sometimes called a 'bed and breakfast'. You may also get help when you are over 18, up until the age of 21.

Section 17

If your assessment says that you can look after yourself, you will get less support from social services. However, they will help you find somewhere to live and will give you a fixed amount of money. Under section 17, you are less likely to get help from social services when you become 18 years old.

*** this legislation only applies to England and Wales. In Scotland and Northern Ireland the legislation will be different.**

A social worker from social services can help you:

- get somewhere to live
- get money to live on
- get a place in school or college
- get a doctor
- by doing an age assessment
- if you are feeling lonely, confused and in need of support.

A social worker will make a plan with you looking at where you live, your health, education and training and you must be consulted about this plan. You can discuss this plan with your legal representative or another adult who you trust.

Healthcare

You have a right to free National Health Service (NHS) care and you should register with a doctor, also known as a GP (General Practitioner), as soon as you can. Your social worker or adult carer can help you with this. You may be asked to produce your Home Office papers when you register with a doctor.

Under the NHS you are normally* entitled to free medical treatment, dental treatment, eye sight tests, family planning services and mental health services.

Action point:* If you are over 16 and not in full-time education you will need to complete an HC1 Form to show you have little money. This will allow you to get free NHS treatment. Your social worker will help you with this. If you are eligible for free treatment you will receive a HC2 certificate which shows that you are exempt from paying for NHS services.

If you need medicine you can get this free but you will need a prescription from your doctor. If you feel anxious, worried or depressed you can get help, for example, counselling. Ask your doctor about this. You can also get advice from ChildLine (tel. 0800 1111).

Medical advice

For non-emergency and general medical advice you can phone the NHS Direct 24 hour help-line on 0845 4647. In an emergency you can go directly to a hospital which has an 'Accident and Emergency' (A&E) Department.

3 Getting help

School and college

You must go to school up to the age of 16. Your social worker will help you find a school place. Social services may assist in paying for travel to school, the cost of school meals, or buying a uniform.

Action point: If you are refused a school place get an adult, for example your social worker, to help you appeal to the local education authority.

If you are over 16 you can apply to go to school or college for further education but the education authority or the college itself are allowed to decide if you can have a place. Whether you pay fees or not is complex and depends on your immigration status, whether the course is full-time or part-time and where you get financial support from.

Action point: Get advice and support on accessing further education from your social worker or a Connexions Personal Advisor (see box) or the local education authority's education welfare service.

Connexions

In England and Wales there is a programme called Connexions which operates in schools, colleges and from high-street centres. Connexions Personal Advisors help all young people aged between 13 and 19. You can get free advice and information on education, training and employment, as well as benefits and other issues.

In Scotland, for advice on these issues contact Careers Scotland. In Northern Ireland, contact the Careers Service.

Action point: If you need to borrow books or use a computer you can do this for free at your local library. To register at a library, you'll need to produce two pieces of identity, such as your Home Office document and a bill that gives proof of your address.

Other organisations that can help you

You can get help from some voluntary organisations which are independent from the government. They can usually give you advice or phone people on your behalf if you are not getting help. They often run activities for young people, where you can meet other young people like yourself and British young people, and they have staff that will listen to your problems and offer ideas to deal with them.

Refugee Community Organisations offer support, advice and cultural activities to refugees and asylum seekers from specific communities.

Action point: Find out what is going on where you live – there might be youth groups or befriending projects in your area that you can join. Your social worker will be able to support you to do this, or contact your local youth services for more information on local youth groups and projects.

Trafficking

Many young people are brought into the country and nobody knows they are here. Many of them will be forced to work, commit crimes or sell themselves for sex with adults. These young people are often threatened with harm to themselves or their families if they do not do as they are told, or if they tell anybody about what is happening to them. This is called 'trafficking'. Traffickers are committing a crime and if you have been trafficked the law will protect you.

Trafficking is different to smuggling. Smugglers (also known as agents) let people go after they are in the country.

Action point: If you were trafficked then you should tell someone you can trust, the Police, a social worker, Immigration staff or somebody who works in a voluntary organisation. This could be a very difficult and frightening thing to do but it is the only way to stop what is happening to you. If you have a friend who you think is being harmed in this way let them look at this booklet, or you could ask for help.

4 Living in the UK

This section is about your rights and responsibilities while you are living in the UK.

Your right to be treated fairly

You have the right to be treated fairly at school and elsewhere. If you are being picked on at school by other pupils or made to feel frightened, tell your teacher or another member of staff. All schools have to have a way of dealing with bullying and of making sure that all pupils are safe. You can also phone ChildLine on 0800 1111

If you are threatened, picked on or being made to feel frightened by members of the public, because you are an asylum seeker or because of your skin colour then you should tell the police. An adult will help you with this if you need them to. Racial harassment is a crime and the police have a duty to try to prevent it.

Respecting other people

Show consideration for people - even if you find the culture and some of the ways people behave different from what you are used to. For example, it is not acceptable to drop litter or to make a lot of noise that disturbs others.

Obeying the law

It is important that you obey the laws of the UK. For example, it is against the law to drive a car if you don't have a licence, your vehicle is dangerous or you haven't paid road tax. If you are in the country without permission or are working without permission the police will tell the Immigration Service.

Everybody is expected to behave in a responsible way. Disturbing other people, upsetting them or frightening them is called anti-social behaviour. It is against the law and the police can arrest people for this.

If you break the law this may reduce your chances of being allowed to stay in the UK.

4 Living in the UK

The police

The police are separate from the asylum process. Their job is to see that the laws in the UK are followed and to take action to stop people breaking the law. The police can help you if someone commits a crime against you. The police do not make decisions on asylum claims or remove people from the country.

Work and volunteering

If you do not have Limited Leave (refugee status), Humanitarian Protection or Discretionary Leave you cannot take paid work in the UK. You can do voluntary work (that means it is unpaid). If you do have a temporary or permanent status then you can work though remember that you have to be 16 or older to work full time in the UK. If you are under 16 you must go to school.

Emergency services

In the UK you dial 999 free from most telephones, mobiles and public call boxes if you need:

- an ambulance
- the fire service
- the police
- the coastguard.

The 999 number is for emergencies only. Don't use it unless you have to.

Last word

Remember that you need to look after yourself. Eat well, take exercise, try to make friends and get in touch with your own community, think about your safety, try to go to school or college and get registered with a doctor.

5 Useful contact information

National organisations

Refugee organisations

The Refugee Council www.refugeecouncil.org.uk Panel of Advisers for Unaccompanied Children	020 7346 6777 020 7346 1134
Refugee Action www.refugee-action.org.uk	020 7654 7700
Refugee Arrivals Project www.refugee-arrivals.org.uk	020 8607 6888

Legal advice

The Refugee Legal Centre www.refugee-legal-centre.org.uk Appointments and Advice Line	020 7780 3200
Immigration Advisory Service www.iasuk.org	020 7967 1200
Asylum Aid www.asylumaid.org.uk	020 7247 8741
Children's Legal Centre www.childrenlegalcentre.com	0845 456 6811
The Office of the Immigration Services Commissioner www.oisc.co.uk	0845 000 0046
Community Legal Service www.clsdirect.org.uk	0845 345 4345

General advice for children and young people

National Youth Advocacy Service www.nyas.net	0800 616 101
Childline www.childline.org.uk	0800 1111
Get Connected www.getconnected.org.uk	0808 808 4994
Kidscape www.kidscape.org.uk	08451 205204
Voice for the Child in Care www.voiceyp.org.uk	020 7833 5792
National Society for the Prevention of Cruelty to Children www.nspcc.org.uk	0808 800 5000

Family tracing

British Red Cross www.redcross.org.uk	0870 170 7000
International Social Service www.issuk.org.uk	020 7735 8941

5 Useful contact information

National organisations

Returning home

Choices, Refugee Action

London

020 7654 7700

Manchester

0161 233 1200

Leicester

0116 261 6200

Leeds

0113 244 5345

www.refugee-action.org.uk/ourwork/choices

Freephone:

International Organisation for Migration

0800 783 2332

Voluntary Assisted Return and Reintegration Programme

020 7233 0001

www.iomlondon.org

Detention

The Association of Visitors to Immigration Detainees

01883 717 275

www.aviddetention.org.uk

Bail for Immigration Detainees

020 7247 3590

www.biduk.org

Specific advice and services for refugee girls and young women

Refugee Women's Resource Project

020 7377 5123

www.asylumaid.org.uk

Muslim Women's Helpline

020 8908 6715

www.mwhl.org

Rape Crisis Federation

www.rapecrisis.co.uk

Housing advice

Shelter

www.shelter.org.uk

0808 800 4444

Refugee Housing Association

www.refugeehousing.org.uk

020 7501 2200

Homeless Pages

www.homelesspages.org.uk

020 7939 0641

Health advice

National Health Service

www.nhs.uk

NHS Direct

www.nhsdirect.nhs.uk

0845 4647

The Medical Foundation for the Care of Victims of Torture

www.torturecare.org.uk

020 7697 7777

5 Useful contact information

National organisations

Advice on employment, education and training

Connexions www.connexions.gov.uk/contactus.cfm	Helpline: 0808 0013 219
Refugee Council Training and Employment Section www.refugeecouncil.org.uk	020 7840 4484
Refugee Education and Training Advisory Service/Education Action International www.education-action.org	Freephone: 0800 389 6843
Refugee Assessment and Guidance Unit www.londonmet.ac.uk/ragu	020 7133 2110
Educational Grants Advisory Service www.egas-online.org.uk	020 7254 6251

Advice on benefits and money

Citizens Advice Bureau
www.citizensadvice.org.uk

Job Centre Plus
www.jobcentreplus.gov.uk

Home Office

Immigration and Nationality Directorate
www.ind.homeoffice.gov.uk 0870 606 7766

Asylum Support
Telephone enquiry helpline 0845 602 1739

Regional contacts

North-West England

General advice and support for refugees

Refugee Action

www.refugee-action.org.uk

Liverpool

0151 702 6300

Manchester

0161 233 1200

Red Cross Refugee Unit

0161 888 8900

Advice with legal representation

Immigration Advisory Service

www.iasuk.org

Liverpool

0151 242 0920

Manchester

0161 214 4310

Greater Manchester Immigration aid Unit

0161 740 7722

www.irr.org.uk

Health advice

42nd Street (Emotional Health Support)

Helpline:

0161 832 0170

The Medical Foundation for the Care of Victims of Torture

www.torturecare.org.uk

North West Office

0161 236 5744

St Mary's Sexual Assault Referral Centre

0161 276 6515

5 Useful contact information

Regional contacts

Support services

Barnardo's Manchester Leaving Care Service	0161 226 6722
City Centre Project - Young Separated Refugee Project	0161 228 7655

North-East and Yorkshire

General advice and support for refugees

The Refugee Council www.refugeecouncil.org.uk Leeds	0113 386 2210
Refugee Action www.refugee-action.org.uk Leeds	0113 244 5345
North of England Refugee Service www.refugee.org.uk	0191 245 7311

Support services

Newcastle YMCA (Mentoring Services)	0191 276 9935
Newcastle - The Rights project (Advice and information)	0191 273 1838

Advice with legal representation

Immigration Advisory Service www.iasuk.org Leeds	0113 244 2460
Middlesbrough	01642 219 222

Health services

Newcastle – Streetwise (information, advice & counselling)
www.streetwisenorth.co.uk

0191 230 5400

South and South-East England

General advice and support for refugees

Refugee Action

www.refugee-action.org.uk

Plymouth

01752 235 030

Portsmouth

02392 857 561

Bristol

0117 941 5060

Migrant Helpline

www.migranthelpline.org.uk

01304 203 977

Redbridge Refugee Forum

020 8478 4513

Support groups

Albanian Youth Action

www.albanianyouthaction.org.uk

020 8674 0800

Specific advice and services for refugee girls and young women

Women's Health London

www.womenshealthlondon.org.uk

5 Useful contact information

Regional contacts

Advice with legal representation

Immigration Advisory Service www.iasuk.org Hounslow	020 8607 6570 020 8814 1115
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Advice on benefits and money

London Advice Service Alliance www.lasa.org.uk	020 7377 2748
Benefits Advice Line	020 7247 1735

Midlands

General advice and support for refugees

The Refugee Council www.refugeecouncil.org.uk Birmingham	0121 622 1515
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Refugee Action www.refugee-action.org.uk Birmingham	0121 464 3548
Leicester	0116 261 6200
Nottingham	0115 941 8552

British Red Cross www.redcross.org.uk Birmingham	0121 766 5444
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Support services

Save the Children's Befriending Unaccompanied Minors Project (BUMP) 0121 555 8888

Birmingham Information Shop for Young People 0121 303 4441

Advice with legal representation

Immigration Advisory Service

www.iasuk.org

Birmingham

Derby

Leicester

0121 616 3587

01332 371 385

0116 262 9899

Health services

Birmingham Asylum Seekers Outreach Team 0121 327 8901

Asylum Seeker & Refugee Centre for Health 0121 456 1551

Eastern England

General advice and support for refugees

The Refugee Council

www.refugeecouncil.org.uk

01473 297 900

5 Useful contact information

Regional contacts

Advice with legal representation

Immigration Advisory Service

www.iasuk.org

Norwich

01603 666 661

Peterborough

01733 555 317

Cambridge

01223 575 489

Scotland

General advice and support for refugees

Save the Children and the University of Glasgow

www.savethechildren.org.uk/caris

Scottish Refugee Council

0800 085 6087

www.scottishrefugeecouncil.org.uk

British Red Cross

0131 557 9898

www.redcross.org.uk

Citizen's Advice Bureau advice guide

www.adviceguide.org.uk/scotland.htm

Immigration Advisory Service

0141 248 2956

www.iasuk.org

Bridging the Gap (Glasgow Gorbals)

0141 418 0241

www.bridging-the-gap.org

Advice with legal representation

Ethnic Minority Law Centre

0141 204 2888

www.emlc.org.uk

Health services

NHS Scotland
www.show.scot.nhs.uk

0800 22 44 88

Advice on employment, education and training

Careers Scotland
www.careers-scotland.org.uk

0845 8 502 502

Wales

General advice and support for refugees

Welsh Refugee Council

029 2048 9800

Citizen's Advice Bureau advice guide
www.adviceguide.org.uk/wales.htm

5 Useful contact information

Regional contacts

Northern Ireland

General advice and support for refugees

Citizen's Advice Bureau advice guide
www.adviceguide.org.uk/nireland.htm

NICEM (Northern Ireland Council for Ethnic Minorities) 0289 023 8645
www.nicem.org.uk

Northern Ireland Commissioner for Children and Young People 028 9031 1616
www.niccy.org

Jobcentre Online 0800 353 530
www.jobcentreonline.com

General advice for children and young people

Childline Northern Ireland 0870 336 2945
www.childline.org.uk

Advice with legal representation

Northern Ireland Law Centre 0289 024 4401
www.lawcentreni.org

