



Safe spaces for lesbian, gay,
bisexual and trans people

Information for refugees and asylum seekers

Please note that Stonewall Housing is not legally permitted to give advice on asylum or immigration issues or cases with regards to their asylum claim. However we do advise callers to contact specialist organisations some of which are listed within this factsheet.

Refugee Council

240-250 Ferndale Road

Brixton

London SW9 8BB

T: 020 7346 6700

W: www.refugeecouncil.org.uk

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees. They not only give direct help and support, but also work with asylum seekers and refugees to ensure their needs and concerns are addressed.

The Refugee Council also has advice lines which are part of their One Stop Service, which provides impartial advice on the asylum process, support and entitlements to refugees and asylum seekers, and those who work with them such as refugee community organisations and local authorities.

UK Lesbian & Gay Immigration Group (UKLGIG)

PO Box 51524

London SE1 7ZW

T: 020 7922 7811

E: admin@uklgig.org.uk

W: www.uklgig.org.uk

Formerly the Stonewall Immigration Group, this is a charity that promotes equality and dignity for lesbian, gay, bisexual and transgender (LGBT) people who seek asylum in the UK, or who wish to immigrate here to be with their same-sex partner.

Refugee Legal Centre

153-157 Commercial Road

London E1 2DA

T: 020 7780 3200 (10.00AM - 4.00PM)

F: 020 7780 3201

E: RLC@Refugee-Legal-Centre.org.uk (Advice is NOT given by email)

W: www.refugee-legal-centre.org.uk

The Refugee Legal Centre (RLC) provides legal advice and representation for people seeking asylum. They are not specifically specialised in LGBT cases, women's cases or HIV/AIDS cases, but they have experience with these cases and will normally take them on. RLC has offices in London, Leeds and Dover. To make an appointment, call the Advice Line on 020 7780 3220 (between 9.30AM - 1.00PM every weekday (except Thursday)). Please note this is a very busy line and it may be some time before your call is answered.

Telephone advice for Detained Asylum Seekers is available from 9.30AM until 1.00PM on weekdays (except Thursdays) on 0800 592398. In extreme emergencies outside office hours, if you are in an extreme emergency regarding your immigration status, and are threatened with imminent removal from the United Kingdom, you can contact RMJ on 07831 598057.

Asylum Aid

28 Commercial Street

London E1 6LS

T: 0207 377 5123

E: advice@asylumaid.org.uk

W: www.asylumaid.org.uk

Provides free legal representation and advice to asylum seekers and refugees and is specialised in casework for vulnerable asylum seekers. You can also ask for free advice by e-mail or letter.

Immigration Advisory Service

IAS Central London 2nd Floor

County House

190 Great Dover Street

London SE1 4YB

T: 020 7967 1200

F: 020 7378 0665

W: www.iasuk.org

IAS is the largest charity in the UK giving a free legal advice and representation in both immigration and asylum cases to persons eligible for public funding. They are not specialised in LGBT cases, women's cases or HIV/AIDS cases but are normally able to take these on.

National Asylum Support Service - NASS

Greater London Regional Office

11th Floor Block B

Whifgift Centre

Croydon CR9 1AT

T: 0208 6330503

F: 0208 6330896

NASS Telephone Enquiry Bureau: 0845 602 1739

Opening times: Monday to Friday 9:00am - 16:45pm

The National Asylum Support Service is the government body that is usually responsible for looking after people who are seeking asylum in the UK. If you are 18 years of age or older, have you applied for asylum in the UK, are still waiting for a decision on your asylum claim or you need help with your living costs or somewhere to live you may be entitled to NASS support. However, if you didn't apply for asylum at the port of entry, you may have to prove your arrival date in the UK. This could affect your support entitlements.

To apply for NASS support, you must fill in an application form called NASS1 at a One Stop Service or Induction Centre. You will be directed to an Induction Centre if you arrive at an appropriate port. For your nearest One Stop Service, contact the Migrant Helpline on 020 8774 0002.

The Community Legal Advice

0800 0856 643 - Mon-Fri 9-5.

W: www.communitylegaladvice.org.uk

The advice line and website offers information and advice about your legal rights. Such as:

- Family & Personal i.e. Children, Divorce, Domestic Abuse.
- Debt, Money & Tax.
- Employment i.e. Redundancy, Unfair Dismissal, Discrimination.
- Housing & Homelessness i.e. Renting, Repossession, Disrepair.
- Education & Training i.e. Bullying, Attendance, Exclusion.
- Benefits & Tax Credits i.e. Income Support, Job Seekers Allowance.
- Police & Crime i.e. Been Arrested, At Court, Victims.

Free, confidential legal advice can be obtained from the helpline on: 0845 345 4 345

Mon – Fri: 9am - 8:00pm, Sat: 9am - 12:30pm.

Calls from 4p/min - or get us to call you back

Migrant Helpline

Charlton House

Dour Street

Dover

Kent CT16 1AT

T: 01304 203977

F: 01304 203 995

W: www.migranthehelpline.org.uk

E: mhl@migranthehelpline.org

Mobile Phone: 07813795524

Monday to Thursday 08:30 to 17:00 Friday 08:30 to 16:30

Providing advice and support for asylum seekers & refugees entering and living in the UK,

Facilitating the integration of asylum seekers and refugees into the community,

Promoting awareness of asylum issues.

Smith Stone Walters Ltd

1a Palace View

Bromley

Kent BR1 3EJ

T: 0208 461 6660

F: 0208 461 6661

E: info@smithstonewalters.com

W: www.smithstonewalters.com/

Smith Stone Walters Ltd provides advice and guidance on matters relating to living and working in the United Kingdom. Our membership with the Office of the Immigration Services Commissioner (OISC) permits us to lodge Highly Skilled Migrant

Programme (HSMP) applications, work permit and visa petitions and advice clients in all aspects of permit law and British immigration law.

Adviceguide

Info. Department, Citizens Advice

Myddelton House

115-123 Pentonville Rd

London N1 9LZ

W: www.adviceguide.org.uk

The Adviceguide website is the main public information service of Citizens Advice, providing people with round-the-clock access to CAB information on their rights - including benefits, housing and employment, immigration etc. The website aims to empower people by providing them with the information they need to solve their own problems and to signpost them as necessary.

The Office of the Immigration Services Commissioner (OISC)

Fleetbank House

2-6 Salisbury Square

London EC4Y 8JX

T: 020 7211 1500 Helpline: 0845 000 0046

F: 020 7211 1553

W: www.oisc.gov.uk

OISC is an independent public body responsible for ensuring that all immigration advisers in the UK fulfil the requirements of good practice. If you want to make a complaint about your legal adviser or representative, you can contact the OISC.

London Detainee Support Group

Leroy House

Unit 3R

436 Essex Road

London N1 3QP

T: 020 7226 3114

F: 020 7226 3016

E: info@ldsg.org.

W: www.detainedlives.org

Free-Phone for detainees: 0800 587 2096

LDSG aims to improve the welfare of immigration detainees, primarily those held at Harmondsworth and Colnbrook Immigration Removal Centres near Heathrow Airport in London.

Immigration detainees can be held indefinitely, and their detention is not automatically reviewed by the courts. Most detainees are asylum seekers whose claims have been refused. Many experience extreme isolation and distress, knowing no-one in the UK and with very limited understanding of the language, law, their rights and entitlements. Many are traumatised by their experiences in their home country, by finding themselves detained with no release date, and by the prospect of being forcibly returned.

Amnesty International (AI) - LGBT Network

W: www.ai-lgbt.org

AI has a dedicated LGBT Network. On their website you can find action alerts for specific countries, links to AI contact persons working on LGBT issues and links to other organisations. It is available in English, Spanish and French.

Refugee Action

The Old Fire Station

150 Waterloo Road

London SE1 8SB

T: 0207 654 7700

Fax: 0207 401 3699

W: www.refugee-action.org.uk

Refugee Action is an independent national charity that enables refugees to build new lives in the UK. They provide practical advice and assistance for newly arrived asylum seekers. Within the organisation they have a scheme called “choices” which is a service that provides independent advice to asylum seekers considering returning voluntarily to their country of origin.

General advice organisations for women

Refugee Women's Resource Project, Asylum Aid

Club Union House

253-254 Upper Street

London N1 1RY

T: 020 7354 9631

Fax: 020 7354 5620

An organisation for women seeking asylum, it covers all aspects of the asylum process.

For free legal advice and representation on asylum matters, call the advice line on:

0207 354 9264 or email info@asylumaid.org.uk

The advice line is open on Mondays 2.00 pm – 4:30pm and Thursdays 10.00 am –12:30pm.

Femigration

E: info@femmigration.net

W: www.femmigration.net

This organisation operates via their website and is a project that informs about the legal and social situation for migrant sex workers and women that were victims of trafficking in women. It includes issues such as: migration, labour law, rights of trafficked women, social security and health insurance.

Iranian and Kurdish Women's Rights Organisation (IKWRO)

PO Box 65840

London EC2P 2FS

T: 0207 920 6460 (9.30-5.00)

W: www.ikwro.org.uk/

IKWRO is a registered charity founded in 2002. We provide advice, support, advocacy and referral in Arabic, Kurdish, Turkish, Dari and Farsi to women, girls and couples living in Britain, in particular helping women facing domestic violence, forced marriage and 'honour'-based violence.

You can also try the following:

Honour Network Helpline: 0800 5999 247 or

Domestic Violence Helpline: 0808 2000 247

The Poppy Project (Part of Eaves for Women)

Unit 2.03, Canterbury Court

1-3 Brixton Road

London SW9 6DE

T: 020 7735 2062

F: 020 7820 8907

W: [www.eaves4women.co.uk/POPPY_Project/](http://www.eaves4women.co.uk/POPPY_Project/POPPY_Project.php)

POPPY_Project.php

E: info.poppy@eaveshousing.co.uk

The POPPY Project was set up in 2003. It is funded by the Office for Criminal Justice Reform (reporting to the Ministry of Justice) to provide accommodation and support to women who have been trafficked into prostitution. It has 54 bed spaces in houses nationally.

The POPPY Outreach Service works to improve the safety and wellbeing of women from all over the UK who have been trafficked and who are in need of short-term support and advocacy.

Southall Black Sisters

21 Avenue Road

Southall

Middlesex UB1 3BL

Helpline T: 020 8571 0800 - Mon-Fri 10am–5pm -

Closed Wed 12.30pm to 1.30pm.

General Enquiries T: 020 8571 9595 - Mon-Fri

9am–4pm - Closed 12.30pm to 1.30pm for lunch

F: 020 8574 6781

E: info@southallblacksisters.co.uk

Sojourner Project, which gives women with immigration and no recourse to public funds (NRPF) problems access to housing and subsistence costs for up to 40 days for those who apply to remain in the UK under the ‘domestic violence rule,’

Refugee Women’s Association (RWA)

W: www.refugeewomen.org/rwa.htm

RWA is an organisation based and working in London, aiming to empower refugee women through advice, guidance, information and lobbying. They only have a website.