

Asylum Seeker, Refugee and Non-UK Resident Advice and Help

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Definition of an asylum seeker/a person claiming asylum:

An asylum seeker is a person who has left their country and is seeking protection from persecution and serious human rights violations in another country but who hasn't yet been legally recognised as a refugee and is waiting to receive a decision on their asylum claim.

This person would have applied for asylum on the grounds that returning to his or her country would lead to persecution on account of race, religion, nationality or political beliefs.

Asylum seekers are unable to claim benefits or work.

Definition of a refugee:

The definition of a refugee according to the 1951 United Nations Convention Relating to the Status of Refugees is:

"A person who owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it."

In the UK, a person becomes a refugee when government agrees that an individual who has applied for asylum meets the definition in the Refugee Convention they will "recognise" that person as a refugee and issue them with refugee status documentation.

Usually refugees in the UK are given five years leave to remain as a refugee. They must then must apply for further leave, although their status as a refugee is not limited to five years.

Definition of a migrant:

Someone who has moved to another country for other reasons, such as to find work.
Above details and more information can be found: <https://www.refugeecouncil.org.uk/>

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Asylum Support

Website:

<https://www.gov.uk/asylum-support>

You may be able to get housing and money to support you and your family while you're waiting to find out if you'll be given asylum.

This also means your children will go to a free state school and you may get free healthcare from the National Health Service (NHS).

You can still apply for short-term support if you've been refused asylum and are preparing to leave the UK.

Call an asylum helpline for free help with asylum support or short-term support.

Call Migrant Help UK if you're an adult asylum seeker or the dependant of an adult asylum seeker.

Migrant Help UK

Tel: 0808 801 0503

Monday to Friday, 8.00am to 8.00pm
(24-hour service for emergencies)

Website:

<https://ellis.custhelp.com/app/home>

Call Children's Panel if you're a child in the UK on your own and applying for asylum.

Children's Panel (England only)

Tel: 020 7346 1134

Monday to Friday, 9.00am to 5.30pm
(limited service at other times)

How to claim for housing and cash:

<https://www.gov.uk/asylum-support/how-to-claim>



Welcome: A guide for new Refugees

Link:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/962463/English_web_accessible.pdf



What to do if you can't stay in the UK legally

Government help:

<https://www.gov.uk/return-home-voluntarily>

Voluntary Departures and Assisted Voluntary Returns

Tel: 0300 0040202

Call the above number only if:

you have already booked your flight and it is in the next 7 days

you currently have no fixed place to live

you are unable to set up an email address (an email address is required to complete this form)

Apply online: <https://visas-immigration.service.gov.uk/product/vrs>



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No Recourse to Public Funds (NRPF)

This means that you are not able to claim most benefits, tax credits or housing assistance that are paid by central Government. NRPF is a condition imposed on people who are subject to immigration control in the UK, unless an exception applies.

NRPF
NETWORK

No
Recourse
to Public
Funds

NRPF Network

Islington Council
222 Upper Street
London
N1 1XR

Email: nrpf@islington.gov.uk

Website: <https://www.nrpfnetwork.org.uk/>



Chelmsford

Citizens Advice

Burgess Well House,
Coval Lane,
Chelmsford, Essex,
CM1 1FW

Tel: 0800 1448848

Website: <https://chelmsfordcab.org/>

Offers legal advice in person or by phone:
Open 9.00am – 4.30pm Monday – Friday

Vast range of immigration help:

<https://www.citizensadvice.org.uk/immigration/>



Joint Council for the Welfare of Immigrants

Tel: 0800 1601004 (Helpline)

Open Monday, Tuesday and Thursday, 10.00am to 1.00pm

Website: <https://www.jcwi.org.uk/>

Offers help and support for EU nationals after Brexit
Legal aid and fees
Legal advice services
Toolkits and guides – about the UK immigration rules



Refugee Council

PO Box 68614

London

E15 1NS

General enquiries **Tel:** 02073466700

Email: info@refugeecouncil.org.uk

Website: <https://www.refugeecouncil.org.uk/>

For help and support in, resettlement, accessing healthcare, refugee employment, and mental health support amongst others (including help for children).



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Migrant Help Asylum Services

Free asylum helpline: 0808 8010 503

Email: info@migranthelpuk.org

Website: <https://ellis.custhelp.com/app/home>

Migrant Help exist to protect people affected by displacement and exploitation, helping them thrive as individuals and recover from their trauma. They support those most in need and least likely to find support elsewhere, whilst aiming to bridge community gaps and bring services and support together.

Those seeking asylum in the UK can seek help with applying for accommodation and financial support, to report issues with asylum accommodation and any other advice needed during their asylum journey. They also provide support during the post-decision period, whether the decision has been positive or negative.

Parent Company of 'Clear Voice' translation services

Tel: 08005200380

Email: sales@clearvoice.org.uk

Website: <https://clearvoice.org.uk/>

Barnardos – Asylum Seekers Support

Helpline: 0800 1512605

Email: Boloh.helpline@barnardos.org.uk

Open Monday - Friday 10.00am - 8.00pm and Saturday 10.00am - 3.00pm

Make a referral:

https://helpline.barnardos.org.uk/professionals/boloh_referral_for_m

Website: <https://www.barnardos.org.uk/get-support/support-for-parents-and-carers/children-seeking-asylum>

The Helpline will offer advice, signposting, emotional support and 8 free sessions of therapy by qualified Barnardo's therapists. These sessions can take place remotely via telephone or online. Barnardo's has a long history of providing mental health support to children, young people and adults and has a large pool of culturally informed therapists who speak a range of languages. Sessions can take place in your own language at a time that works for you.

Helpline Advisors can also offer practical support such as food vouchers and access to digital devices. We are continuing our partnership with Vodafone to ensure that asylum seekers can access support by providing digital devices.

You will be allocated a dedicated Advisor who will work with you over a series of calls to ensure that you have someone to talk to and access to all the support that you need.

Calls are confidential and we will not share personal information with the Home Office.

We welcome referrals from professionals via our referral form, as well as direct contact from asylum seekers by telephone, email or online chat.



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British Red Cross – Asylum and Refugee Help and Support

Tel: 0344 8711111 (general enquiries)

Website: <https://www.redcross.org.uk/get-help/get-help-as-a-refugee>

Advice line: 01245 291011

(Open Monday, Wednesday, Friday 10.00am – 12.00pm)

Email: RSenquiresessex@redcross.org.uk

The British Red Cross offers practical help (food, small amounts of money and toiletries), has specialist services for young refugees and asylum seekers, offers help with life in the UK and getting the services that are needed, support in navigating the government's support pages and process and support in applying for Citizenship and Humanitarian Protection if leave to remain is not granted.

The Red Cross helps refugees of every religion, and none, and will not report individuals to the authorities.

Drop in:

Chelmsford

The Arts Place, Meadows Shopping Centre

Alternate Tuesdays 11.00am – 1.00pm (2023 - Nov 28th, Dec 12th, Dec 26th and so on)

Basildon

Happy Hub, East Gate Shopping Centre

Alternate Wednesdays 11.00am – 3.00pm (2023 - Nov 29th, Dec 13th, Dec 27th and so on)

Epping

Epping Council District Council Civic Offices, 323 High Street

Monday 1.00pm – 4.00pm (may change to alternate weeks in 2024)



DNA Networks

(Essex Integration)

The Rectory

76 East Hill

Colchester

CO1 2QW

Tel: 01206 861180

Email: info@dnanetworks.org

Website: <https://www.dnanetworks.org>

Open: Monday – Friday: 9.00 – 17.00

Essex Integration runs a drop-in advice and advocacy service offering free advice and support on a broad range of subjects from housing entitlement, benefits, employment, how to make friends and learning English. This service is for Refugees, and migrant workers throughout Essex.

Website: <https://www.dnanetworks.org/essex-integration>

Drop-in Opening times: Monday – Friday 10.00am – 5.00pm

Also helps with social interaction, speaking English practise and a sense of being part of the community through

Befrienders initiative.



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Integration Thro Language

Website: <https://www.dnanetworks.org/integration-thro-language>

Asylum seekers can only be offered online or face to face English lessons.

Face to face English classes Tuesdays and Thursdays 10.30am – 1.00pm

Online English Classes Mondays and Wednesdays 10.30am – 12.00pm

For more info or to sign up please contact us via email at info@essexintegration.org

Also offers:

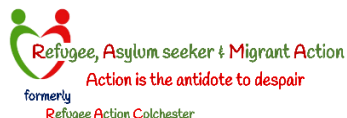
The Free School Uniform Project

Website: <https://www.dnanetworks.org/the-free-school-uniform-project>

Well-Being & Work for Refugee Integration

Job skills, IT skills, Study skills, Driving theory, Confident women and industry-specific courses

Website: <https://www.dnanetworks.org/news-and-events>



RAMA (Refugee, Asylum seeker & Migrant Action)

(Formally known as Refugee Action)

15 Queen Street,
Colchester,
CO1 2PH

Tel: 01206 638454

Email: rama@rama.org.uk

Website: <https://rama.org.uk/>

***Visitors strictly by appointment only**

RAMA provide support with the complexities of a new life in a foreign country, at all the different stages of the integration process. They help people get basic support to enable them to recover their dignity. They also give advice and guidance on the asylum process. RAMA assist with everything from school applications, doctors' visits, signposting, transport, job applications, English lessons and sourcing furniture to finding toys. They also offer a befriending service and run a programme of sessions in computing, crafts, gardening and many other activities.



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Integration Support Services

Office 37, Latton Bush Centre,
Harlow, Essex,
CM18 7BL

Tel: 01279 639442

Email: info@iss.org.uk

Website: <https://www.iss.org.uk/>

Integration Support Services offer:

Information Advice and Guidance sessions

Trained Support Workers can help individuals and families with the following issues:

Education, Employment, Health provision, Housing, Domestic Violence, Help with filling forms

Interpreting, Hate crime and other support. (Includes immigration advice).

***You must book an appointment to attend an advice session.**

Social Interaction

English lessons, reading sessions and other groups and clubs.

Website: <https://www.iss.org.uk/social-interaction>

Facing Homelessness



Chelmsford City Council

If you are threatened with homelessness people should contact Chelmsford City Council's housing solutions team

Website: <https://www.chelmsford.gov.uk/housing/advice-about-homelessness/tell-us-if-you-are-homeless-or-threatened-with-homelessness/>

Tel: 01245606400

Out of hours: 01245606644

(or online contact via website)

Translation



Ideas Hub Chelmsford

The Art Place
The Meadows Shopping Centre, High Street
Chelmsford
CM1 1QH

Tel: 07880990443

Email: Hosts@IdeasHubChelmsford.org

Website: <https://www.ideashubchelmsford.org/contact/>

Open: Monday – Saturday: 9.00am – 5.30pm and Sunday: 10.30 – 16.30

If a translator is needed, Ideas hub can access volunteers and have over 15 languages spoken fluently.

Ideas Hub Chelmsford is accredited by the government to provide digital support for visa applications.

Ideas Hub Chelmsford offers a free legal service on **Mondays 10.00am – 1.00pm**

To book call: 07964805397

(**Please note:** this service **does not** include immigration.)



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Sayhi App

Have a conversation in two languages and easily understand each other.

<https://www.sayhi.com/en/translate/>

Learning English



ACL

English – Functional Skills

Free online courses to improve everyday English
(Not in school holidays. Adult learning)

Website:

<https://courses.aclessex.com/AvailableCoursesList.Asp?COL=SessionStartDate&SRT=ASC>

Tel: 03456037635



Chelmsford College

English Functional Skills – Short 14 week courses available

(Tuition costs are **FREE** if you have a grade 3 (or equivalent grade) or below in English already)

Website:

<https://www.chelmsford.ac.uk/courses/section.asp?sectionid=11>

Tel: 01245293031

(Contact for advice on courses to choose)

YMCA

16 Victoria Road

Chelmsford

CM1 1NZ

*By appointment only (Spaces limited)

Tel: 07575904098

Email: admin@englishforwomen.org.uk

Website:

<https://www.englishforwomen.org/locations/chelmsford-tue-wed-thursdays/>

English For Women

Tuesday, Wednesday & Thursday

(Not school holidays)

10.00am – 12.00pm

Learn English & make friends. Free. Pre-school children welcome



A project of English for Women

The Learning Centre

Cathedral Office

53 New Street

Chelmsford, CM1 1TY

*By appointment only (Spaces limited)

Tel: 07575904098

Email: admin@englishforwomen.org.uk

Website: <https://www.englishforwomen.org/locations/chelmsford-mondays/>

English for All

Monday

(Not school holidays)

9.30am – 11.30am

Free, friendly, men welcome



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Help to get a job and for learning resources



The Salvation Army Chelmsford Citadel

70 Baddow Road
Chelmsford
CM2 0DL

Tel: 01245490998 / 08006524276

Email: employmentplus@salvationarmy.org.uk

Website: <https://www.salvationarmy.org.uk/employment-plus>

(Also offers various child friendly coffee mornings and groups)

Actively involved with both refugee resettlement programmes and asylum seeker support.

Employment Plus

*By appointment only

Helping people to find work and stay in work. The Salvation Army's Employment Plus service offers tailored support to help people become job-ready.



Jobcentre

The Gemini Centre
88 New London Road
Chelmsford
CM2 0PD

Tel: 0800 1690190

Website: <https://www.jobcentreguide.co.uk/>

(Open Monday – Tuesday & Thursday – Saturday 9.00am – 5.00pm, Wednesday 10.00am – 5.00pm)

Offers Jobcentre Plus services, job searching, CV preparation, and interview techniques. The Jobcentre are dedicated to providing you with all the information you need to secure a rewarding job. Go to them to get advice on benefits and services, CV advice, or the latest job vacancies.

Also offer extended appointments to overcome language barriers.



Get Set (East of England)

Tel: 0808 1756868

Email: rep-eastofengland@getset.co.uk

Website: <https://getsetuk.co.uk/repeastofengland/> (sign up online)

Funded by the government The Refugee Employment Programme (REP) is designed to support individuals in gaining suitable employment. Once accepted onto the programme, A Case Manager will be allocated to assess your needs and work with you to develop a tailored plan to improve your employability, support community integration or access further ESOL training.



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While enrolled onto the programme you will be guided through a support package based around your individual needs. This may include CV writing support, interview practice, access to employment-specific language courses and work experience opportunities. They can also signpost you to mainstream services (such as a GP or Jobcentre), local community groups or mental-health services.



For a guide to choosing a school for your child, please use this link:

<https://www.gov.uk/schools-admissions>

For a guide to enrolling a child into a school, please use this link:

<https://www.gov.uk/schools-admissions/how-to-apply>

Other Help:



Street Support Chelmsford

For help with bills / Cost of Living please use this link:

<https://streetsupport.net/chelmsford/money-help-services/>

For help with food, children's clothes and furnishings for a new home please use this link:

<https://streetsupport.net/chelmsford/chelmsford-advice-for-families.pdf>

Food Rota – Where to get food in Chelmsford each day please use this link:

<https://streetsupport.net/chelmsford/chelmsford-food-rota.pdf>

For mental health help please use this link:

<https://streetsupport.net/chelmsford/chelmsford-addiction-and-mh.pdf>

For domestic abuse (and other forms of abuse) help please use this link:

<https://streetsupport.net/chelmsford/da-advice-chelmsford.pdf>

If you are worried about Modern Slavery and would like advice, please use this link:

<https://streetsupport.net/chelmsford/advice/>



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Chelmsford Community Centres

<p>Beaulieu Community Centre 17 Centenary Way Beaulieu Square Chelmsford CM1 6AU</p>	<p>Tel: 01245468911 Email: secretary@beaulieustrust.co.uk Website: https://beaulieucommunitycentre.org/</p> <p>Classes for fitness and fun, for babies, children and adults. Regular events and a free community meal every last Sunday of the month by St Francis Community Church.</p>
<p>Broomfield Village Hall 158 Main Road Broomfield Chelmsford CM1 7AH</p>	<p>Tel: 01245443902 Email: bookings@broomfieldessex.co.uk Open: Monday, Wednesday and Friday 9.00am – 2.00pm Website: https://broomfieldvillagehall.com/</p> <p>Local events plus: Monday: Stay and Play 9.00am – 11.00am (£3 per child £5 per family – term time only) Wednesday: Coffee Morning 9.30am – 11.30am Thursday: Lunch Club 12.30pm – 3.00pm (everyone welcome, suggested donation £5) Friday: Woodland Warriors - Stay and Play 10.00am – 11.00am (£5 per child – term time only)</p>
<p>Parkside Community Hub Melbourne Avenue Chelmsford CM1 2DX</p>	<p>Tel: 03005550500 (Monday – Friday 8.00am – 5.00pm) Email: community@chp.org.uk (to book a course) Website: https://www.chp.org.uk/parkside-community-hub/ (live chat available Monday – Friday 9.00am – 4.00pm)</p> <p>Hosts Career, Peabody, Welfare & Benefits, and Citizens Advice drop-ins. Holds IT sessions, English (ESOL) and maths lessons, courses and community events.</p>
<p>Moulsham Lodge Community Trust 99 Gloucester Avenue Chelmsford CM2 9DS</p>	<p>Tel: 01245602272 Email: enquiries@mlct.uk Website: https://www.mlct.org.uk/</p> <p>Tuesdays: The Copper Pot café (not for profit) open 8.00am - 4.00pm</p> <p>Walking group - start at MLCT for local walks 9.30am -10.30am</p> <p>The Copper Potters friendship group meet from 10.00am</p> <p>Wednesdays: The Copper Pot café (not for profit) open 8.00am – 4.00pm</p> <p>Community Games Group (over 60s) 1.45pm - 3.45pm</p> <p>Menopause Cafe (booking essential: julie.harding@homeinstead.co.uk) Second Wednesday of each month, 6.00pm – 8.00pm</p> <p>Thursdays: The Copper Pot café (not for profit) open 8.00am – 4.00pm</p>

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<p>Moulsham Lodge Community Trust (Cont.)</p>	<p>Fridays: The Copper Pot café (not for profit) open 8.00am – 4.00pm</p> <p>Wl Community Games/Crafts - every first and third Friday of each month 12.00pm – 3.00pm</p> <p>Computer Club with the 'IT Man' - every second and fourth Friday of each month 10.00am – 12.00pm</p> <p>Saturdays: The Copper Pot café (not for profit) open 9.00am to 3.00pm</p>
<p>North Avenue Christian Centre North Avenue Chelmsford CM1 2AL</p>	<p>Tel: 01245351022 Email: admin@northavenuecc.org Website: https://northavenuecc.org/</p> <p>North Avenue Youth Centre (For 8-18 years) Monday: 6.00pm – 8.00pm (14-18 years) Wednesday: 4.00pm – 6.00pm (8-11 years) Friday: 6.00pm – 8.00pm (12-15 years) £1 entry Tel: 01245351022 Email: admin@northavenueyouthcentre.co.uk Website: https://northavenueyouthcentre.co.uk/</p> <p>Little Free Pantry plus community events</p>
<p>Highwood Village Hall Highwood Road Loves Green Chelmsford CM1 3QG</p>	<p>Tel: 07305580329 Email: enquiries@highwoodvillagehall.org Website: https://www.highwoodvillagehall.org/</p> <p>Fitness classes (Yoga, Pilates, Tai Chi, Sound Bath and dance), Table Tennis League</p> <p>The Catch Up Café First Friday of each month 10.00am – 12.00pm A Community Coffee morning with cakes, hot drinks, stalls and lots of opportunities to meet friends, neighbours and other members of the community (For more information: email lesley.lkbridgman@btinternet.com or call 07944518598)</p> <p>The Highwood Hub Third Friday of each Month where residents can come together and have a chat, drink, a game of snooker or cards and have a good time. (for more information: Contact Tracey Poole email posies0912@gmail.com)</p>