

Fact Sheet

Advice for Asylum Seekers, Migrants and Refugees



This fact sheet has been produced by

Islington Central Reference Library
2 Fieldway Crescent,
London
N5 1PF
E: centralref.library@islington.gov.uk
T: 020 7527 6931
F: 020 7527 6939
W: www.islington.gov.uk/libraries

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Advice

For Legal Advice, ask for a copy of our fact sheet called 'Local Legal Advice Agencies'. You can download it at:

http://www.islington.gov.uk/DownloadableDocuments/LeisureandCulture/Pdf/fs_legal_advice_agencies10_10.pdf

See also the section on Immigration on page 8, below.

Members of Parliament (MPs)

The two MPs representing Islington residents are:

Emily Thornberry MP (Labour) representing Islington South and Finsbury.

Jeremy Corbyn MP (Labour) representing Islington North.

They hold advice surgeries for Islington residents. For details visit any Islington library or access

<http://www.islington.gov.uk/askislington/findmynearest3col.asp> and put in your post code.

Councillors

You can meet your councillor to discuss a problem. You can find out who your councillor is by telephoning 020 7527 2000, by visiting your local Islington library or by visiting this link:

<http://www.islington.gov.uk/askislington/findmynearest3col.asp>

Benefits

You may be entitled to make a claim for benefits from the council. For more information or for help contact:

Benefits Service

London Borough of Islington

PO Box 34750

N7 9WF

T: 020 7527 4990

E: benefits.service@islington.gov.uk

W: www.islington.gov.uk/advice/asylum.asp

You can also get advice on claiming benefit payments by contacting a Jobcentre Plus Office. Find the address and telephone number of your local office at:

<http://www.direct.gov.uk/en/MoneyTaxAndBenefits/index.htm>

Council Tax Benefit / Housing Benefit

You may be entitled to council tax or housing benefit. See a housing officer at your local housing office. You can find the address by putting your address or postcode into 'Find my nearest'

<http://www.islington.gov.uk/askislington/findmynearest3col.asp>

Grants

Grants are available for individuals in need, small voluntary groups and community groups. For more information visit Islington Central Reference Library or see the Council website at <http://www.islington.gov.uk/> and search for 'funding'.

Citizenship

If you are applying to become a British citizen or for permanent UK residency, you will need to show that you know about life in the UK. If you live in England, Scotland, Wales or Northern Ireland, you can do this in two ways: by taking the Life in the UK Test or by taking combined English for Speakers of Other Languages (ESOL) and Citizenship classes.

You should take the test before you apply to become a British citizen or before you apply for permanent UK residency.

Information about the 'Citizenship Test' and how to book a test (with a list of Test Centres) can be found at: <http://www.lifeintheuktest.gov.uk/>

This site helps you to prepare for taking the 'Life in the UK' test. You can find the information you need to take the test in the 'Life in the United Kingdom: A Journey to Citizenship' handbook, available in Islington libraries.

You can practice for your British Citizenship test in any Islington library using the online course 'Life in Great Britain'. This resource includes official course material plus tips and useful background information to help you prepare for the test. You can also take practice tests. You will need your library membership number (on your card) to log in. You can also access the course from home using your own computer provided you are a library member: <http://www.220soft.com/islington/login.php>

You can contact the Life in the UK Test Helpline on 0800 0154245 for more help.

For more information on how to become a British citizen or on how to apply for permanent UK residency go to: <http://www.bia.homeoffice.gov.uk/britishcitizenship/>

Further support on citizenship is available from:

The Nationality Contact Centre

T: 0845 010 5200

E: ukbanationalityenquiries@ukba.gsi.gov.uk

Open Mon-Fri, 9am-5pm.

You can also ring one of the help-lines:

UK Border Agency

T: 0845 010 5200 – for more information about British citizenship (naturalisation)

Immigration Enquiry Bureau

T: 0870 606 7766 – for more information about permanent UK residency (indefinite leave to remain)

Community

Community Groups

If English is not your first language, there are community groups in Islington that you may find helpful.

These groups offer recreational and cultural events for adults and children; advice and support; ESOL and mother tongue classes. Some groups can be found at:

<http://www.islington.gov.uk/Housing/housingadvice/commorgs.asp>

Education

Adult Education

Information on the many opportunities for adult education and learning can be found on the Council's website at:

<http://www.islington.gov.uk/Education/AdultEducation/>

Adult and Community Learning Service

Islington Council has five main learning centres. Each is equipped with computers, printers and broadband internet. Courses include Learning English as a Second Language (ESOL), Everyday English and Maths, IT, skills for employment and career planning. The courses are for Islington residents or parents with children in Islington schools. You must be over 18, unemployed or on a low wage, or receiving Jobseeker's Allowance, Income Support, Housing Benefit or Incapacity Benefit.

T: 020 7527 5782

E: acl@islington.gov.uk

W: http://www.islington.gov.uk/Education/Adult_and_Community_Learning/

City and Islington College

Course Information Unit

The Marlborough Building

383 Holloway Road

N7 0RN

T: 020 7700 9200 (course information)

020 77009333 (other enquiries)

F: 020 7700 9222

E: courseinfo@candi.ac.uk

W: <http://www.candi.ac.uk>

City & Islington College has 5 main learning centres. They provide courses for all levels and help you find a course that suits you. Contact the College for advice and help. They also offer courses for the International Standardised Test of English Language Proficiency (IELTS). The Academic test level prepares students for undergraduate or postgraduate admission to English speaking universities:

W: <http://www.ielts.org/default.aspx>

ESOL (English for speakers of other languages)

English for speakers of other languages is available in a variety of settings for adults and young people 16-18 years old. ESOL support is also available for students who want to study on any other college course.

For more information about ESOL courses and support, contact Islington Libraries or City and Islington College (see above for contact details)

You can get a copy of our fact sheet '**ESOL courses in Islington and surrounding boroughs**' from Central Reference Library, 2 Fieldway Crescent, N5 1PF.

First Steps Learning Centre

Holloway Road Entrance

Islington Central Library

2 Fieldway Crescent

N1 1PF

T: 020 7527 7002

E: firststeps@isonline.org

Provides learning opportunities to Islington residents aged 18 or over. Courses include ICT, literacy support and ESOL. Telephone for opening times or to book a course.

Refugee Assessment and Guidance Unit (RAGU)

London Metropolitan University

The Learning Centre

236-250 Holloway Road

N7 6PP

T: 020 7133 2110

F: 020 7133 2419

E: ragu@londonmet.ac.uk

W: <http://www.londonmet.ac.uk/ragu/>

Provides advice and guidance to refugees and asylum seekers on accreditation of prior learning. Also available are employment/workplace support service; training; specialist workshops; ESOL courses.

St Mary Magdalene Centre for Refugees and Asylum Seekers

St Mary Magdalene Church

Holloway Road

N7 8LT

T: 020 7609 2616

F: 020 7609 2616

W: www.stmarymagdalene.org.uk

Main work of the Centre is the provision of ESOL classes. Classes run from 10am to 2pm and last for 6 months. All students have the opportunity to take accredited exams. Free to people on benefit but proof of entitlement needed at enrolment.

Children's Education in Islington

Information is available at Islington Libraries and the Council website:

<http://www.islington.gov.uk/Education/>

Here you will find useful information about education and services available for very small children through to secondary school children. The Family Information Service (FIS)

<http://www.islington.gov.uk/Education/FamilyInformationService/> gives free advice,

information and guidance about services for children, young people and families in Islington. You can contact the FIS helpline on 020 7527 5959 9am to 5pm, Monday to Friday.

Cambridge Education @ Islington

Cambridge Education @ Islington works in partnership with Islington Council to provide schools' services. There are 44 primary schools, 8 secondary schools and 3 special schools in Islington. Their website address is:

<http://islington.camb-ed.com/>

If you want information about a school or how to get your child into a school in Islington contact:

Schools Admissions Team

Municipal Buildings

222 Upper Street

N1 1XR

T: 020 7527 5515

E: admissions.camb-ed@islington.gov.uk

Health

You can find a doctor or dentist by contacting your local Islington library, or contact:

NHS Islington

338-346 Goswell Road

EC1 V 7LQ

T: 020 7527 1000 (switchboard)

W: <http://www.islington.nhs.uk/your-nhs-services.htm>

Eye Tests

Opticians can be found on any high street. You do not have to register with an optician but you have to pay for eye tests and for glasses. If you need help to pay, see Benefits (page 3-4)

Details of your nearest optician are available on the Islington Primary Care Trust website:

<http://www.islington.nhs.uk/your-nhs-services.htm>

NHS Direct

T: 0845 4647

W: <http://www.nhsdirect.nhs.uk/>

This is a national telephone helpline that you can phone for advice on health issues at any time of the day or night.

Islington Sign Language Interpreting Service

23-26 St Albans Place

N1 0NX

T: 020 7527 3962

SMS: 07816 820 795

Minicom: 020 7527 6067

F: 020 7527 3275

E: interpreter.signlanguage@islington.gov.uk

W:

http://www.islington.gov.uk/advice/community_advice/sign_language_interpreter/default.asp

The Sign Language Interpreting Service has a team of in house interpreters who provide services to Islington Council, Islington PCT and some other local service providers. They work from Mon –Fri, 9am to 5pm. Advance notice is necessary if an interpreter is needed outside these hours.

NHS Interpreting and Language Support Service

St Pancras Hospital

4 St Pancras Way

London NW1 0PE

Interpreting Service

T: 020 3317 2935/2936/2937;

F: 020 3317 2940

E: interpreting@nhs.net

Based at St Pancras Hospital, the service provides interpreting for health professionals working within Camden and Islington PCTs, Camden and Islington Mental Health Trust and others. It enables effective communication between service users whose first language is not English and health professionals. The service operates on an appointment basis and offers flexible times, including early mornings, evenings and weekends. Appointments must be booked within office hours (9am – 5pm, Mon - Fri).

Language Support Service

T: 020 3317 2939/2941

E: interpreting service@nhs.net

Language support workers aim to bridge the gap between service users from Greek, Turkish and Bengali communities and health professionals and services. Sessions are held primarily in GP surgeries and give users advice and information to help them access health services

Homelessness

Housing Aid Centre

38 Devonia Road

N1 8UY

T: 020 7527 2000

F: 020 7527 6307

E: contact@islington.gov.uk

This is a starting point for advice and assistance. Open Monday, Tuesday, Thursday, Friday, 9am– 4pm; Wednesday 12 - 4pm. If you are visiting the centre it is best to go in the morning.

Immigration

This section gives details of organisations that give advice and support to Refugees and Asylum Seekers.

Asylum Aid

Club Union House

253-254 Upper Street

N1 1 RY

T: 0207 354 9631 (office)

Advice Line: 020 7354 9264, Tuesdays 1pm-4pm

F: 0207 354 5620

E: info@asylumaid.org.uk

W: <http://www.asylumaid.org.uk/>

Provides free legal advice and representation for those seeking asylum. The Advice Line offers free one-off legal advice to asylum-seekers, refugees and individuals as well as individuals or organizations working with them.

Asylum Seekers Service

Irene Watson Office

299 Hornsey Road

N19 0AP

T: 020 7527 1701

F: 020 7527 7110

Provides advice and support for asylum seekers who cannot support themselves financially. Mon – Fri, 9am-5pm.

Asylum Support Appeals Project (ASAP)

Oxford House

Derbyshire Street

Bethnal Green

E2 6HG

T: 020 7729 3056; **Advice Line:** 020 7729 3042 (Mon, Wed, Fri 2-4pm).

W: www.asaproject.org

Small national charity which aims to reduce destitution amongst asylum seekers by protecting their legal rights to food and shelter. It provides free legal advice and representation for asylum seekers at the Asylum Support Tribunal to those who have been refused support from the United Kingdom Borders Agency.

Children's Asylum Team

Children and Families

292 Essex Road

N1 3AZ

T: 020 7527 7000

Duty Line: 020 7527 7938

F: 020 7527 7045

Specialist team within the Children's Social Care Division. It is responsible for the assessment and on-going support of young people who are unaccompanied asylum seekers aged 18 or under. Self referral in person, by letter or by phone. Referrals from practitioners by phone call or letter.

The Equality and Human Rights Commission

London Office

3 More London

Riverside

Tooley Street

SE1 2RG

T: 020 3117 0235 (non-helpline calls only)

Helpline: 0845 604 6610

F: 020 3117 0237

E: info@equalityhumanrights.com

W: <http://www.equalityhumanrights.com/>

The Equality and Human Rights Commission's job is "to promote equality and human rights and to create a fairer Britain".

Equality and Human Rights Commission Helpline

The helpline gives information and guidance on discrimination and human rights issues.

You can contact the helpline by telephone, text, letter, email or fax.:

Freepost RRLL- GHUX- CTRX

Arndale House, Arndale Centre

Manchester

M4 3AQ

T: 0845 604 6610

Textphone: 0845 604 6620

F: 0845 604 6630

E: englandhelpline@equalityhumanrights.com

W: <http://www.equalityhumanrights.com/about-us/advice-from-our-helpline/>

Office open: Monday – Friday 8am -6pm.

Islington Refugee Forum (IRF)

Unit 212, Aberdeen House

22/24 Highbury Grove

N5 2EA

T: 020 7359 3928

E: info@islingtonrefugeeforum.org

W: www.islingtonrefugeeforum.org

IRF is a refugee-led independent umbrella organisation for refugee agencies in the London Borough of Islington.

Joint Council for the Welfare of Immigrants

115 Old Street

EC1V 9RT

T: 020 7251 8708

F: 020 7251 8707

E: info@jcwi.org.uk

W: <http://www.jcwi.org.uk/>

JCWI is an independent national charity which exists to campaign for justice in immigration, nationality and refugee law and policy.

It offers free legal advice on immigration, nationality and asylum matters to immigration law professionals and to individuals.

Office of the Immigration Services Commissioner (OISC)

5th Floor,

Counting House

53 Tooley Street

SE1 2QN

T: 0845 000 0046

F: 020 7211 1553

E: info@oisc.gov.uk

W: www.oisc.gov.uk

OISC regulates immigration advisors working in the UK. This site has a link to a database of regulated advisors, and it also provides information in languages other than English.

Refugee Action

Head Office

The Old Fire Station

150 Waterloo Road

SE18 8SB

T: 020 7654 7700

F: 020 7401 3699

W: <http://www.refugee-action.org.uk/>

Provides support to asylum seekers who have made an asylum application and are receiving Asylum Support from the United Kingdom Border Agency. Helps with asylum support, the application process, welfare benefits, employment and housing problems.

The **Choices Service** provides independent and confidential advice and assistance for people who would like to return or who may be considering returning voluntarily.

E: choices@refugee-action.org.uk

Refugee Council - Head Office

240-250 Ferndale Road

SW9 8BB

T: 020 7346 6700

London Advice Line: 020 7346 6777

F: 020 7346 6701

W: <http://www.refugeecouncil.org.uk/>

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees.

Advice line is open Mondays, Tuesdays, Thursdays, Fridays 10am - 1pm and 2 - 4pm, Wednesdays 2 - 4pm by appointment only.

St Mary Magdalene Centre for Refugees and Asylum Seekers

St Mary Magdalene Church

Holloway Road

N7 8LT

T: 020 7609 2616

F: 020 7609 2616

W: www.stmarymagdalenecentre.org.uk

Offers advice and practical support to refugees and asylum seekers. See the website for more information.

Refugee Services Directory

<http://www.islington.gov.uk/Directories/>

This is an online guide provided by Islington Council. It is for refugees and asylum seekers living in Islington.

The UK Border Agency (UKBA)

Lunar House

40 Wellesley Road

Croydon

Surrey

CR9 2BY

T: 0870 606 7766 (Main enquiry number)

W: <http://www.ind.homeoffice.gov.uk/>

Home Office site has official advice on immigration, permission to stay, work permits, citizenship, and asylum. Opening hours are Monday – Thursday, 0900-16.45; Friday, 0900 -16.30.

Social Services

Adult Services

Central Locality Team

Drayton Community Care Centre

52D Drayton Park

N5 1NS

T: 020 7527 8800

F: 020 7527 8807

For people living in Islington who need advice and information about welfare services.

Children and Families

Children in Need Service

222 Upper Street

N1 1RX

T: 020 7527 7400

F: 020 7527 7042

Provides support and assistance to children in need, their parents or carers. Services include family care and support, disability services for children, children's rights. Monday to Friday 9am – 5pm.

Women

Action for Refugee Women

T: 020 7654 7705

E: info@refugee-action.org.uk

W: www.refugee-action.org.uk/campaigns/Women.aspx

Action for Refugee Women (AfRW) is a strategic network of individuals and organisations interested in developing policy and services for refugee women in the UK.

AfRW is a branch of Refugee Action. See page 9

Asylum Aid's Women's Project aims to meet the particular needs of women refugees who have fled their homes in search of safety:

http://www.asylumaid.org.uk/pages/the_projects_purpose.html

The British Red Cross Refugee Services

T: 020 7704 5692

W: <http://www.redcross.org.uk/>

Provides practical/emotional help to vulnerable asylum seekers and refugees and specialist support for refugee women.

Refugee Women's Association

Print House

18 Ashwin Street

E8 3DL

T: 020 7923 2412

F: 020 7923 3929

E: info@refugeewomen.org

W: www.refugeewomen.org.uk

Provides advice, guidance and counselling in confidence to refugee women.

Advice service is open Monday to Friday 9.30am - 5.30pm

Refugee Women's Resource Project

Club Union House

253-254 Upper Street

N1 1 RY

T: 0207 354 9631

F: 0207 354 5620

W: http://www.asylumaid.org.uk/pages/the_projects_activities.html

Provides free legal representation and advice to asylum seekers and refugees. It aims to enable women fleeing serious human rights violations to gain protection in the UK.

Women for Refugee Women

c/o Womankind Worldwide

2nd Floor, Development House

56-64 Leonard Street

EC2A 4LT

T: 020 7549 0360

E: wrw@womankind.org.uk

W: www.refugeewomen.com

WfRW promotes the rights of women seeking asylum in the UK.

Every attempt has been made to ensure the information included is accurate. We cannot accept responsibility if an organisation no longer exists or if information has changed.

Islington Library & Heritage Services

Archway Library
T: 020 7527 7820

Hamlyn House, Highgate Hill N19 5PH
E: archway.library@islington.gov.uk

Central Library
T: 020 7527 6900

2 Fieldway Crescent N5 1PF
E: centrallending.library@islington.gov.uk

Finsbury Library
T: 020 7527 7960

245 St John Street EC1V 4NB
E: finsbury.library@islington.gov.uk

John Barnes Library
T: 020 7527 7900

275 Camden Road N7 0JN
E: johnbarnes.library@islington.gov.uk

Lewis Carroll Library
T: 020 7527 7936

166 Copenhagen Street N1 0ST
E: lewiscarroll.library@islington.gov.uk

Mildmay Library
T: 020 7527 7880

21-23 Mildmay Park N1 4NA
E: mildmay.library@islington.gov.uk

N4 Library
T: 020 7527 7800

26 Blackstock Road N4 2DW
E: n4.library@islington.gov.uk

North Library
T: 020 7527 7840

Manor Gardens N7 6JX
E: north.library@islington.gov.uk

South Library
T: 020 7527 7860

115-117 Essex Road N1 2SL
E: south.library@islington.gov.uk

West Library
T: 020 7527 7920

Bridgeman Road N1 1BD
E : west.library@islington.gov.uk