

**The Refugee Council is an independent charity with many years of experience of working with asylum seekers and refugees. We provide a wide range of services free of charge in many different languages to help meet your needs.**

### **What do we do?**

The Refugee Council One Stop Service in the West Midlands helps asylum seekers and refugees in and around Birmingham, Wolverhampton, Stoke-on-Trent and Coventry.

We can assist you with issues relating to subsistence and accommodation, which are provided by the government's UK Border Agency (UKBA).

**Please note that the Refugee Council is not responsible for decisions made about your applications to UKBA or about your asylum application.**

### **If you are an asylum seeker who has just arrived in the UK, we can:**

- Help you consider options for help with subsistence and/or accommodation and explain the government support system.
- Place you in initial accommodation if you are eligible.
- Tell you what happens when you are given accommodation somewhere else in the UK (called 'dispersal').

- Provide information about other services that can help you.

### **If you are an asylum seeker who already receives support from UKBA, we can:**

- Help with problems that may arise under the UKBA system.
- Inform UKBA of any changes in your situation.
- Help you with problems related to accommodation.
- Tell you about refugee community organisations or other agencies offering longer-term support.

We can help you appeal if the government rejects your application for subsistence and accommodation. Please note that the Refugee Council is not responsible for the outcome of an appeal.

**UK Border Agency (UKBA) is a government body responsible for providing subsistence support and accommodation to asylum seekers.**

### **We can also:**

- Provide advice and assistance to separated children who are under 18 years of age.
- Inform you of your rights and entitlements once you have received a decision on your asylum application.
- Provide telephone advice.

### **If you need legal advice**

We don't provide legal advice and legal representation but can advise you on your entitlements and the meaning of laws. If we can't help, we will provide a contact list of legal representatives or will refer you to them.

**Interpreters  
We have on-site interpreters and bi-lingual staff to meet your language needs.**

### How to use our services

You can visit our Birmingham office on Monday, Tuesday, Thursday and Friday between 9.30am and 5pm. Our drop-in service is restricted to emergencies only on Wednesdays.

If you are based in **Stoke-on-Trent** you can visit our weekly Friday drop-in service open between 10am and 4pm at:

#### Refugee Council Stoke-on-Trent outreach service

Piccadilly Centre, 59 Piccadilly, Hanley, Stoke-on-Trent ST1 1HR

Please bring your UKBA and immigration documents related to your query when visiting our office.

**Please note:** We operate on a first come, first served basis and are only able to see a limited number of clients with appointments on a particular day. If you wish to be seen on the day of your visit we strongly recommend that you arrive between 9.30am – 10am. If your query is not urgent, please visit our office on a Thursday or Friday. Our busiest days are Mondays and Tuesdays.

If you wish to make a complaint about any aspect of our service, please ask for a copy of the complaint procedure and complaint form. All complaints will be fully investigated.

Refugee Council translated leaflets are available at: <http://languages.refugeecouncil.org.uk>

### How to find us

#### Refugee Council Birmingham office

3 Lionel Street  
Birmingham B3 1AG

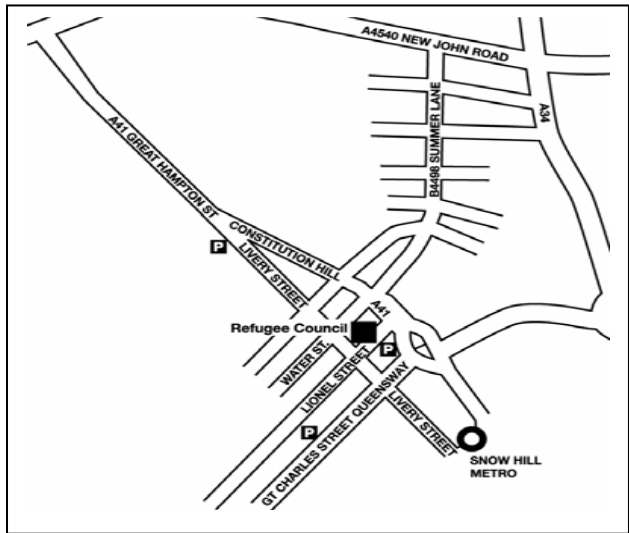
**Switchboard: 0121 234 1950** open Monday, Tuesday, Thursday and Friday 9.30am - 5pm

**Advice Line: 0121 234 1971** open Monday to Friday 9.30am – 5pm

**www.refugeecouncil.org.uk**

**Buses:** 7, 16, 16A, 46, 46A, 91, 74, 79, 91, 424

**Trains:** twenty minute walk from New Street or 10 minute walk from Snow Hill stations. Refugee Council is opposite the Lionel Street NCP car park.



# How can the Refugee Council in the West Midlands help you?



British Refugee Council (commonly called the Refugee Council) is a company limited by guarantee registered in England and Wales, [No. 2727514] and a registered charity, [No. 101445776]  
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