

6. Useful Helplines, websites and resources



Content

All Immigration and NRPF: information and/or legal advice

Asylum Seekers and Refugees

Children's Rights

European Law / EU Settlement Scheme

Family Law, Criminal Law, Immigration

Healthcare and Immigration

Housing and Homelessness

Interpretation Services

Modern Day Slavery and Human Trafficking

Specialist support for Black and minoritized survivors

Welfare Rights

All Immigration and NRPF: information and/or legal advice

Asylum Justice Wales

Asylum Justice is a pan-Wales charity which provides free legal advice, support, and representation to migrants living in Wales. Some issues they can help with are:

- Applying to the Home Office to have the NRPF condition on migrants' leave to remain lifted;
- Representing women to apply for leave to remain and the Destitution Domestic Violence Concession;
- Pursuing the Home Office where there is an unreasonable delay in making immigration decisions;
- Helping to secure legal aid immigration solicitors for survivors.

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

Advice Line: Monday evenings 6:00 - 8:00pm: 07983176230 or 07395959299
Thursday evenings 6:00 - 8:00pm: 07983176230 or 07752274065

Joint Council for the Welfare of Immigrants

They provide free legal advice on a range of immigration issues. See in particular the advice line for migrants in the UK without status who need free and confidential legal advice:

Irregular migrant's helpline:

Mondays, Tuesdays and Thursdays 10:00am - 1:00pm: 020 7553 7470.

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

Migrant Help

Advice on asylum support, modern slavery and trafficking, refugee resettlement, and the EU Settlement Scheme.

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

NRPF Network

A national network safeguarding the welfare of destitute families, adults and care leavers who are unable to access benefits due to their immigration status

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

Rights of Women

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

Advice line for survivors: the details of all the advice lines for survivors can be found [here](#). They include family law, criminal law, immigration and asylum law.

Advice line for professionals: see details [here](#).

Updates to Advice Lines Opening Hours: From 4th October 2021, ROW's Immigration and Asylum Law Line will be operating on Mondays and Thursdays between 10am to 1pm and from 2pm to 5pm.

Their Professionals' Advice Line will be open as follows in 2021:

- 8th and 22nd of October
- 5th and 19th November
- 3rd and 17th December

Southall Black Sisters

SBS runs a national helpline for Black and minoritised women and a helpline for professionals seeking advice on immigration-related issues, including the Domestic Violence Rule, the DDVC, NRPF, and sources of support.

General Advice Line (9:00am - 5:00pm): 0208 571 9595

Click [here](#) for the online form

NRPF/Immigration Surgery for Professionals: see details [here](#).

UK GOV - Regulated Immigration Advisors Search

The only people who are legally allowed to provide immigration advice are solicitors regulated by the Law Society or advisers registered with the Office of the Immigration Services Commissioner.

You can find a list here: <https://www.gov.uk/find-an-immigration-adviser>

UK Gov - Updated Directory of Legal Aid Providers

The UK Gov has updated this directory of Legal Aid providers. It provides details about which area/s of law they can help clients with under legal aid.

You can find a list here: <https://www.gov.uk/government/publications/directory-of-legal-aid-providers>

Asylum Seekers and Refugees

Asylum Safeguarding Hub (Wales)

E-mail: ashswsw@homeoffice.gov.uk

Team Lead: Siân Kirk or Wendy Parry

Contact number: 02920 924 425 or 02920 924 630

Asylum Safeguarding Hub (UK Management Contacts)

Gemma Barlow, RASI Safeguarding & Community Sponsorship Lead

Gemma.Barlow@homeoffice.gov.uk

07768 025809

Nicola Hey, Safeguarding Hub Operational Lead

Nicola.Hey6@homeoffice.gov.uk

07747 532787

Robert Warrington, Safeguarding Hub Strategic Lead

Robert.Warrington@homeoffice.gov.uk

07468 473968

Asylum Support Appeals Project (ASAP)

ASAP is an independent charity that provides legal advice and representation to asylum seekers at the Asylum Support Tribunal, run an advice line for advice services advocating for asylum seekers, and produce a wealth of accessible information on asylum seekers' rights.

ASAP does not give immigration advice and is unable to give advice directly to individual asylum-seekers via the advice line.

Website: <http://www.asaproject.org/>

Advice line for services: 020 3716 0283 (Mondays, Wednesdays and Fridays, 2-4pm)

Support for Afghan nationals

The Welsh Government has compiled a list of helplines and support for Afghan nationals and their families as well as information about the resettlement scheme, the Afghan Relocation and Assistance Policy (ARAP).

See here: <https://gov.wales/afghanistan-support-people-affected>

Children's Rights

Coram Children's Legal Centre

Provides legal advice and information about a range of issues affecting children, including education, social services and community care, and immigration, asylum and nationality.

Website: <https://www.childrenslegalcentre.com/>

Just for Kids Law

Provides youth advocacy and legal support for children on a range of issues affecting them, from problems at school and issues with immigration status to trouble with the police.

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

Advice Line: 0203 174 2279 / info@justforkidslaw.org

Together with Migrant Children

Provides support primarily to migrant and refugee children, young people and families across the UK through advocacy, specialist assessment, family & youth work, social work and mentoring.

Advice for service users: 01865 528658 (Mon-Fri 9-5) or online form [here](#).

Advice for professionals: 01865 528658 (Mon-Fri 9-5) or email referrals@togethermigrantchildren.org.uk.

Project for the Registration of Children as British Citizens (PRCBC)

When supporting a family who has insecure immigration status, it's important to consider what the status and rights of the children are, as well as the parents. Some children will be eligible for British citizenship, even if their parents are not. As usual, such immigration advice needs to be sought from a qualified immigration advisor / lawyer. This can be difficult!

At PRCBC, as well as influencing policy and practice, they run monthly advice surgery slots for young persons who are destitute, isolated or have very limited income; and provide pro bono legal advice and casework for young persons.

You can find out more information as well as useful resources on their website: <https://prcbc.org/>

This [leaflet](#) provides a general explanation of children's eligibility for British citizenship.

This [leaflet](#) provides an explanation about the rights of children of EEA/Swiss Nationals.

European Law / EU Settlement Scheme

Aire Centre

Advice on Individual Rights in Europe.

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

Advice Line on European Law Rights: 020 7831 4276 (Mon-Friday - 10:30-18:00)
info@airecentre.org

EU Citizens Immigration Advice Service

Free advice and support service for any EU citizen living in Wales in connection with the EU Settlement Scheme.

Website: <https://www.eusswales.com/en/index.html>

Family Law, Criminal Law, Immigration

FLAWS – Finding Legal Options for Women Survivors

FLAWS Forum is an online community for legal professionals and frontline domestic abuse service professionals to connect and share expertise on law and policy relating to family law. Among other things, FLAWS Forum provides a space to:

- Seek advice on family law issues arising for survivors of domestic abuse.
- Share experiences and get advice on accessing family law legal aid.
- Share good practice and highlight gaps in provision.
- Stay updated on changes to the law.
- Share news and updates on your services.

FLAWS also invites domestic abuse services to become a Partner and join their network which will enable services to access their CourtNav system; find legal advice solicitors; and access other services and resources.

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

Rights of Women (see details under "All Immigration and NRPF")

Healthcare and Immigration

Maternity Action

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

Advice line on rights at work and benefits: 0808 802 0029
(open Mondays to Fridays, from 10 am to 1 pm)

Advice line on NHS charging for maternity care: 0808 800 0041
(open on Wednesdays, Thursdays and Fridays 10 am–12 noon)

Migrant Help (see details under "All Immigration and NRPF")

Housing and Homelessness

Project 17 - Emergency Hotel Fund

Project 17's Emergency Hotel Fund covers the cost of up to 3 nights emergency accommodation where a family or individual is refused statutory support, leaving them homeless or with no safe accommodation available. Find out more about eligibility and referral processes on their website.

Website: <https://www.project17.org.uk/advice-support/hotel-fund/>

Interpretation Services

Language Line

Language Line offers an instantaneous interpretation and translation service over the phone or video. There is a one-off set-up fee, after which the service is charged per minute.

Website: <https://www.languageline.com/uk>

Contact number: 0800 169 2879

BAWSO

Bawso is the national VAWDASV Service for Black and minoritized women in Wales. They also provide an interpretation service in several languages. Full contact details can be found under "Specialist support for Black and minoritized survivors".

Modern Day Slavery and Human Trafficking

BAWSO

Bawso is the national VAWDASV Service for Black and minoritized women in Wales. They also provide an interpretation service in several languages. Full contact details can be found under "Specialist support for Black and minoritized survivors".

New Pathways

As well as being the specialist sexual violence service for Mid, West and South Wales, New Pathways is a Modern Slavery and Human Trafficking First Responder organisation.

Website: <http://www.newpathways.org.uk/>

Advice Line: 01685 379 310

Salvation Army - Modern Slavery & Human Trafficking 24/7 Advice Line

The Salvation Army provides specialist support for all adult victims of modern slavery in England and Wales, together with key partners.

Website: <https://www.salvationarmy.org.uk/modern-slavery>

Advice Line 24/7: 0800 808 3733

Specialist Support for Black and minoritized survivors

BAWSO

BAWSO is the national VAWDASV specialist service for Black and minoritized women in Wales. They offer outreach, refuge, and advocacy support to survivors and communities, and can provide advice to other professionals on supporting Black and minoritized survivors. BAWSO operates a 24/7 helpline and also offers an interpretation service; they are also a first responder for the National Referral Mechanism.

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

Advice Line 24/7: 0800 731 8147

Email: info@bawso.org.uk

Welfare Rights

Child Poverty Action Group

CPAG provides a free consultancy service on welfare benefits and tax credits law. It can be used by advisers in any not-for-profit organisation helping the public with welfare benefit and tax credit problems.

Helpline number: 020 7812 5231

Advice by email: advice@cpag.org.uk

Website: <https://cpag.org.uk/welfare-rights/advice-service>