

WHERE TO GET HELP: A COMPREHENSIVE LIST OF AGENCIES TO ASSIST YOU:

ORGANISATION	WEBSITE	TELEPHONE	DESCRIPTION
Advisory, Conciliation and Arbitration Service (ACAS)	www.acas.org.uk	020 7210 3613	The national organisation to solve problems at work.
Age Concern	www.ageconcern.org.uk	0800 00 99 66	Helps old people.
Asylum Support	www.asylumsupport.info		Helps refugees, asylum seekers and more.
British Council	www.britishcouncil.org	0161 957 7755	Educational and cultural body.
British Red Cross	www.redcross.org.uk	0870 170 7000	Refugee and other help.
Child Poverty Action Group	www.cpag.org.uk	020 7837 7979	Helps poor families with children.
Citizens Advice Bureaux (CAB)	www.citizensadvice.org.uk		Citizens Advice Bureaux have an office in most towns to give people free advice on almost anything!
The Equality and Human Rights Commission	www.equalityhumanrights.com	0845 604 6610	Race relations and much more! The big government agency.
Community Action Network – Enterprise & Employment for Refugees	www.can-online.org.uk	020 7785 6226	Support for business start-ups.
Community Legal Services	www.justask.org.uk	0845 608 1122	Advice on getting legal help.
COMPAS (Centre for Migration, Policy and Society)	www.compass.ox.ac.uk	01865 274 711	Specialists in migration information.
Connexions	www.connexions.gov.uk		Helps teenagers aged 13 to 19.
Council for Assisting Refugee Academics (CARA)	www.academic-refugees.org	020 7021 088	Helps refugees with academic backgrounds.
Council for Ethnic Minority Voluntary Organisations (CEMVO)	www.CEMVO.org.uk	020 8432 0410	Networking organisation for ethnic voluntary sector organisations.
Council for INTERNATIONAL EDUCATION (UKCOSA)	www.ukcosa.org.uk	020 7107 9922	Advice and information on studying in the UK.
Department for Communities and Local Government (DCLG)	www.communities.gsi.gov.uk	020 7944 4400	Now government body responsible for communities, race, faith and equality.
Department for Education and Skills (DfES)	www.dfes.gov.uk		Government department.
Department of Trade and Industry (DTI)	www.dti.gov.uk/er	020 7215 5000	Employment relations for foreign workers.
Disability Rights Commission (DRC)	www.drc.gb.org	08457 622 633	Helps disabled people.

Driver Vehicle Licensing Authority (DVLA)	http://forms.dvla.gov.uk/forms/ordering_forms_dg.htm		This link lets you order forms to do with vehicles and driving.
Education Action International	www.education-action.org	0800 389 6843	Helps foreign children and adults who need educating.
Educational Grants Advisory Service (GAS)	www.egas-online.org/fwa	020 7254 6251	Helps people to identify trusts that might provide funding.
Employability Forum	www.employabilityforum.co.uk	020 7785 6270	Promotes the use of refugees and other migrant workers.
Employment Agency Standards Inspectorate (EASI)	www.dti.gov.uk	0845 955 5105	Run by the Department of Trade and Industry, this lets you report any agency that is treating you badly.
Employment Tribunal service (ETS)	www.ets.gov.uk	0845 795 9775	Settles employment disputes.
EntitledTo	www.entitledto.co.uk		Web-based calculators to work out entitlements to benefits and tax credits.
EQUAL	www.ecotec.co.uk	0121 616 3660	An EU-funded body that helps foreigners to integrate.
Equal Opportunities Commission	www.eoc.gov.uk	0845 601 5901	A government body that principally fights sex discrimination.
Equality Direct	www.equitydirect.org.uk	0845 600 3444	Advice service for businesses on ensuring equality.
Eurotunnel	www.eurotunnel.com/ukcP3Main/ukcPassengers/		UK – France tunnel.
Forex (Foreign Exchange)	www.forex.ch/converter.htm		Currency converter
Gangmasters Licensing Authority	www.gla.gov.uk	0845 602 5020	
Guidance Council	www.guidancecouncil.com	0870 774 3744	Career guidance.
ICAR (Information Centre about Asylum and Refugees in the UK)	www.icar.org.uk	020 7040 4596	Increasing knowledge and understanding of asylum issues.
Immigration Advisory Service (IAS)	www.iasuk.org	020 7378 9191	Free individual advice and assistance.
Immigration and Nationality Directorate (IND)	www.ind.homeoffice.gov.uk	0845 600 0184	Asylum support.
The Initiative	www.the-initiative.org.uk	0800 027 2628	Training and volunteering opportunities for refugees and asylum seekers.

International Organisation for Migration	www.iomlondon.org	0800 783 2332	Migration-related advice on all sorts of issues including health.
Institute for Public Policy Research (IPPR)	www.ippr.org.uk	020 7470 6100	Think-tank on migration, asylum, equality and citizenship issues.
JobCentre Plus	www.jobcentreplus.gov.uk	0845 6060 234	The government system for job-hunting and benefit claims.
Joint Council for the Welfare of Immigrants (JCWI)	www.jcwi.org.uk	020 7251 8708	Free advice, course, publications etc.
Language Line	www.languageline.co.uk	0800 169 2879	24-hour interpreting and translating service in 100 languages.
Language and Learning Literacy Unit	www.lsbu.ac.uk/lluplus/	020 7815 6290	Linked to the South Bank University, it runs many courses including English for Speakers of Other Languages and Refugee Awareness.
LearnDirect	www.learndirect.co.uk		National network of centres and online courses.
Learning and Skills Council (LSC)	www.lsc.gov.uk	0845 019 4170	Funds and plans training for students over 16 years old.
Medical foundation for the Care of Victims of Torture	www.torturecare.org.uk	020 7697 7777	Advises on working with victims of torture and organised violence.
Migrant and Refugees Community Forum (MRCF)	www.mrcf.org.uk	020 8964 4815	Assists any incoming health professionals with training, qualifications and registration.
Migrant Helpline	www.migranthepline.org.uk	01304 203 977	Assists asylum seekers and refugees.
Migrants Qualifications Project	www.lda.gov.uk/server/show/c onWebDoc.499	020 7954 4500	Scheme to employ migrants.
Migrants Resource Centre	www.migrantsresourcecentre.org.uk	020 7834 2505	Multilingual advice for migrants and refugees.
Multikulti	www.multikulti.org.uk		Multilingual website advising on welfare law, debt, employment, health, housing, immigration and benefits.

National Centre for Vocational Qualifications	www.uknvp.org.uk		Works with NARIC to prove what your qualifications are worth.
National Europass Centre	www.uknec.org.uk		Helps you use qualifications and get into work or further studies in the UK.
National Institute of Adult Continuing Education (NIACE)	www.niace.org.uk	0116 204 4200	Advice for refugees and asylum seekers regarding learning.
National Institute for Careers Education and Counselling (NICEC)	www.crac.org.uk	01223 460 277	Educational guidance for institutions.
National Academic Recognition Information centre (NARIC)	www.naric.org.uk	0870 990 4088	Compares international qualifications.
New Vision	www.newvision.org.uk		An online publication for refugees by refugees.
Positive Action in Housing	www.piah.org	0141 353 2220	Affordable housing charity.
Post Office PRAXIS	www.postoffice.co.uk www.praxis.org.uk	020 7729 7985	Post Office. Information and assistance to secure education including for health professionals and linguists.
Prince's Trust	www.princes-trust.org.uk	0800 842 842	A range of assistance for young people aged 18 – 30.
Racial Equality Councils (RECs)	www.cre.gov.uk		A listing of the many UK councils.
Recruitment and Employment Confederation	www.rec.uk.com/rec/home/index.aspx	0207 009 2100	
Refugee Action	www.refugee-action.org.uk	020 7654 7700	National assistance for refugees.
Refugee Assessment and Guidance Unit (RAGU)	www.londonmet.ac.uk/ragu/home/cfm	020 7753 5044	Unit helping refugees and asylum seekers to improve their employment prospects.
Refugee Council	www.refugeecouncil.org.uk	020 7346 6700	The biggest UK organisation to help refugees and asylum seekers. It has its own Learning and Integration Unit.

Refugee Legal Centre	www.refugee-legal-centre.org.uk	020 7780 3200	Legal advice and representation.
Refugees Arrivals Project (RAP)	www.refugee-arrivals.org.uk	020 8607 6888	Assists at airports and can also provide emergency accommodation.
Resource Information Service	www.ris.org.uk	020 7939 0641	Links to websites, directories and information systems.
RETAS (Refugee Education and Training Advisory Service)	www.education-action.org	020 7426 5800	Supports the social and economic development of refugees.
Refugee Net	www.refugeenet.org		Website for the EU Network on reception, integration and voluntary repatriation of refugees.
Refugees Online	www.refugeesonline.org.uk		Free training for online writing.
Refugee Resource	www.refugeeresource.org	0845 458 0055	Work placement and recruitment programme for refugees.
Refugee Women's Association	www.refugeewomen.org	020 7923 2412	Mentoring scheme.
Roma Support Group	www.romasupportgroup.org.uk	020 7511 0822	Services for Roma refugees and migrants.
Royal National Lifeboat Institution	www.rnli.org.uk	999 or 112	Lifeboats!
The Ruth Hayman Trust Shelter	www.ruthhaymantrust.com www.shelter.org.uk		Grants to learn English.
SOVA (Supporting Others Through Volunteer Action)	www.sova.org.uk	020 7793 0404	Volunteer mentoring and works with the Criminal Justice System
STAR (Student Action for Refugees)	www.star-network.org.uk		A network of university groups and others to raise awareness.
Time Together	www.timebank.org.uk	020 7401 5420	Matches refugees with mentors.
Trades Union Congress (TUC)	www.tuc.org.uk	020 7636 4030	Representative body for unions in the UK.
UK Advice Finder	www.advicefinder.org.uk		Accurate information on a range of organisations.
UK Parliament UKCOSA (The Council for International Education)	www.parliament.uk www.ukcosa.org.uk	020 7288 4330	The government website. Advice and information for students and teachers (leaflets only).

Umbrella Bodies Forum	www.askNCVO.org.uk/umbrella		A searchable information database.
United Nations High Commissioner for Refugees – UK (UNHCR)	www.unhcr.org.uk	020 7828 9191	Worldwide support for refugees.
UNHCR Evaluation and Policy Analysis Unit	www.unhcr.ch/cgi-bin/taxis/vtx/research		Latest research findings.
Volunteering (England)	www.volunteering.org.uk	020 7520 8900	All things voluntary!
Western Union	www.westernunion.co.uk		Cash transfers abroad.
Working Lives Research Institute (WLI)	www.workinglives.org	020 7320 3042	Researches working lives.
World Refugee	www.worldrefugee.com		Up-to-date world news.