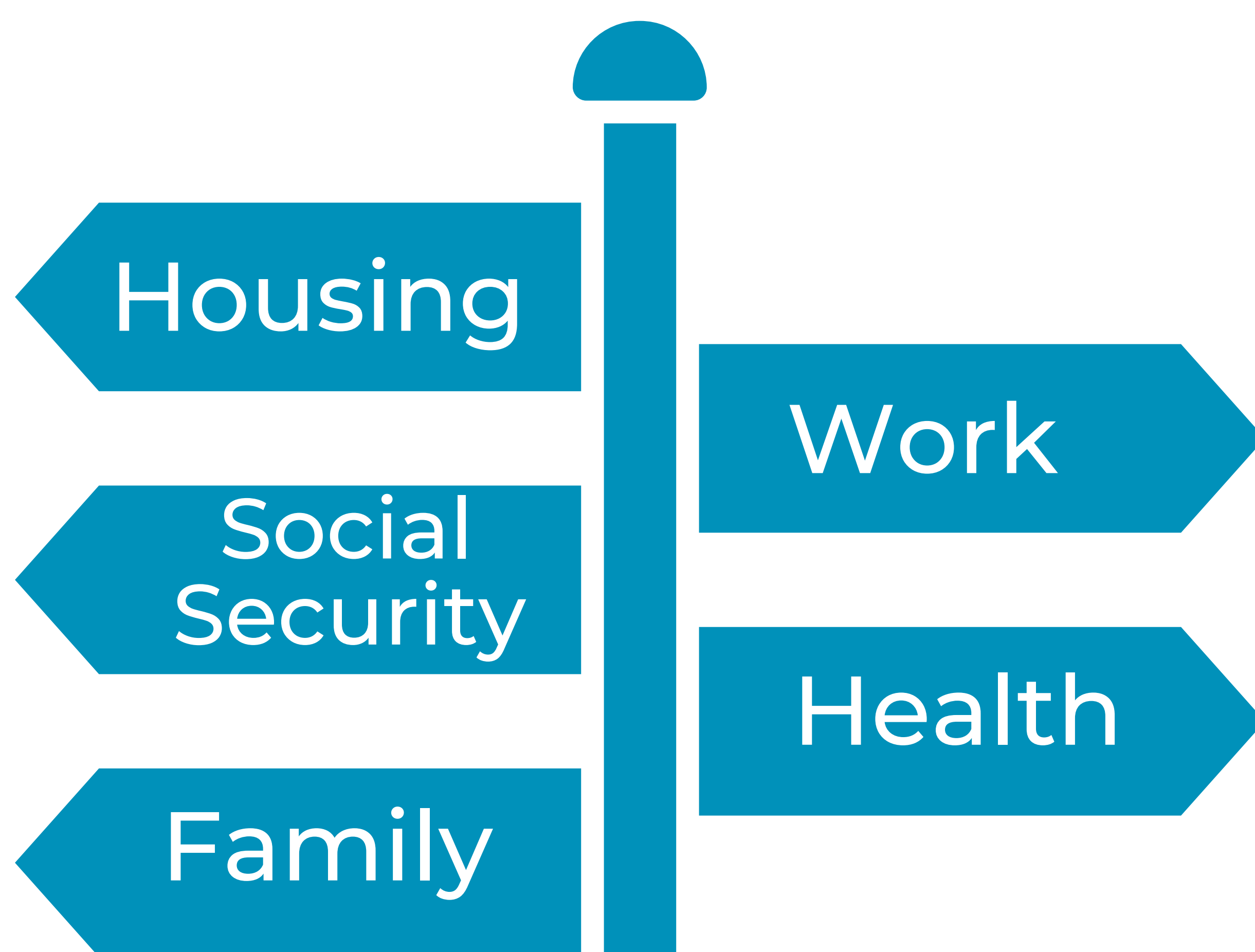


Refugee Transition Guide

Northern Ireland

December 2023

A guide for people who have recently received refugee status, humanitarian protection or discretionary leave.



Supported by
**Belfast
City Council**

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This Refugee Transition Guide Update was commissioned by Belfast City Council and developed by Law Centre NI. The information in this guide was updated in December 2023 and represents the most accurate account of rights and processes for newly granted refugees in Northern Ireland.

Important



The 'transition' from asylum seeker to refugee involves navigating a number of new systems of support. It is vital that you act immediately to ensure that the appropriate supports are in place for you and your family when you leave Mears accommodation. This Guide explains what happens next. The most important things you must do quickly are:

Start a Universal Credit claim online or go to the Jobs and Benefits Office and ask them to help you. The sooner you do this the sooner you will start to receive payments. It is recommended that you open a UC account immediately after you receive your leave to remain. More information on Page 15.

Open a bank account - you will need this to receive Social Security payments or wages from employment. More information on Page 16 and Page 19.

Find accommodation or present to the Northern Ireland Housing Executive and tell them what date you are required to leave your asylum accommodation. More information on Page 11.

About this Guide

This guide is intended to help you understand the process of transitioning from being an asylum seeker to having leave to remain. It is not a substitute for advice, but it explains some basic principles, such as:



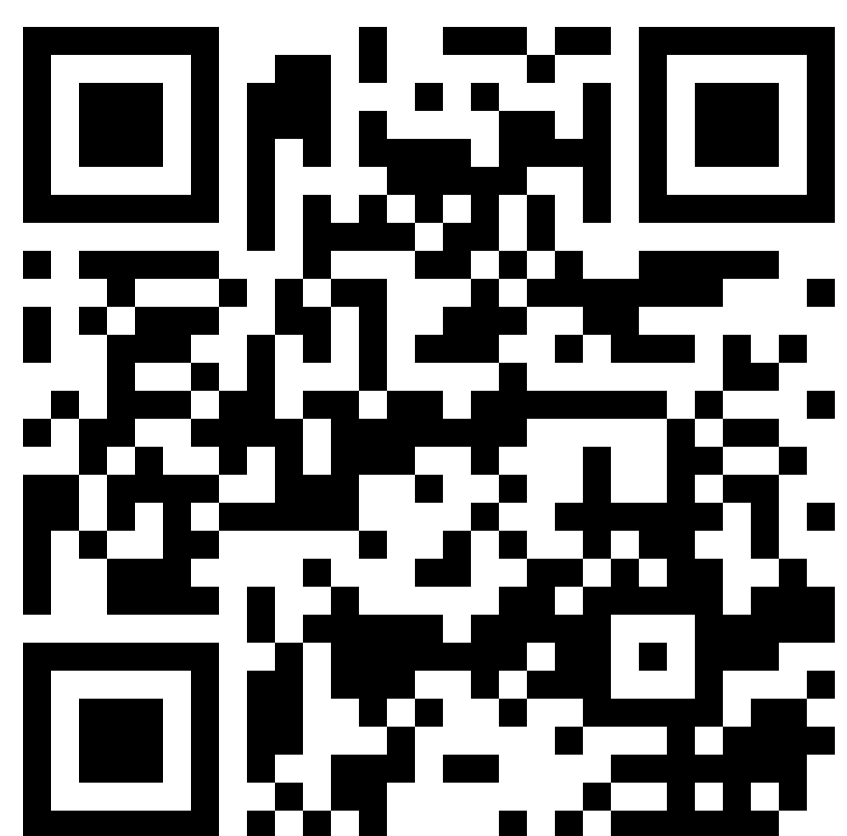
How to use this Guide

Important action/info

This symbol indicates that there could be serious consequences if you do not complete a task or if you do not understand your responsibilities.



QR codes



Scan the code with the camera on your phone. It will open a website that contains useful information.

Interpreters available

This symbol tells you when you can request an interpreter. You should always use a professional interpreter when discussing rights and entitlements.



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This symbol tells you that you can find more information on this topic on the government's **nidirect** website. You can auto-translate the website using this button at the bottom of the webpage.

[How to translate this page](#)

www.nidirect.gov.uk

On your phone or computer, click any link in this guide and it will open the webpage directly.





Congratulations!

You have been granted refugee status , humanitarian protection or discretionary leave to remain (Permission to Stay). You can now:

- work
- study
- claim social security benefits



It is your job to make sure that you understand your entitlements and responsibilities while living in Northern Ireland/UK.

You must obey the law, and abide by any requirements placed upon you by the agencies you engage with, such as the Jobs & Benefits Office or the NI Housing Executive. It is your responsibility to update them of changes to your circumstances.



Changes to the Asylum System

On 28 June 2022 the Nationality and Borders Act 2022 became law. This Act makes some key changes to the UK asylum system and it is important to understand how it affects you. The changes will affect you if you claimed asylum on or after 1 July 2022. The Act has changed some of the entitlements you are granted with different immigration statuses. Your entitlements might be different from what you were entitled to if you have been granted any of the following statuses:

Refugee Status (Group 1) or Group 2 Refugee Status (Group 2)

Humanitarian Protection (Group 3) or Discretionary Leave

NEW

While the categories above allow you to work and study - there are some differences in the length of leave granted, and whether you can apply for Family Reunion. You can find out more about these differences on page 25 - Status Entitlements.

The Home Office has "paused" awarding Group 2 Refugee Status. This could be reintroduced. Please check your Home Office Grant Letter, or with your solicitor, to understand what status you have. If you have been granted "Group 2 Refugee Status" this should be upgraded to "Group 1 Status" - speak to your solicitor.

What happens now?

When a positive decision has been made on your asylum claim:

- You will receive a "*determination of asylum claim*" letter from the Home Office, telling you that you have been granted permission to stay. There are three different types i.e. refugee, humanitarian protection or discretionary leave.
- You will receive your Biometric Residence Permit (see page 9).
- You will receive a "*discontinuation of support*" letter from Home Office and you will be told that your asylum support (money & accommodation) will stop on "X" date.
- You will receive a letter from Mears telling you that you must leave your accommodation by "X" date.

If Mears ask you to leave your accommodation before you have received your Biometric Residence Permit notify Migrant Help immediately and ask that your move-out is delayed. You can contact Migrant Help on 0808 8010 503 or via their webchat:

www.timeforstorm.com/CustomChat/MigrantHelp/1/ 

Biometric Residence Permit



You should receive your Biometric Residence Permit (sometimes abbreviated to “BRP”) from the Home Office within 2-4 weeks. This is your official ID card and it confirms your right to access services and to work. Keep it safe. Your BRP should have a National Insurance number on the back. If it does not, see more information on page 17.



You should check that all your details on the card are correct. If there is a problem with your BRP when it arrives, for example an incorrect spelling, report it within 10 days. Use this link to report a problem, or your solicitor might be able to help you.

www.gov.uk/biometric-residence-permits/report-problem

If you lose your BRP, you must report it to the Police, (PSNI ☎️ 101) and apply to the Home Office for a replacement.

www.gov.uk/biometric-residence-permits/lost-stolen-damaged

End of Support



You will receive a "*discontinuation of support*" letter advising you that your asylum support (Mears accommodation & Aspen payments) will stop.

In autumn 2023 the Home Office reduced the move-on period from 28 days to 7 days in some cases. It is therefore vital that you take action immediately.

Now you must:

- find accommodation
- secure an income
- open a bank account



Extern have specialist staff who help people to transition out of the asylum system. You should register with Extern without delay.



118-122 Royal Avenue,
Belfast
BT1 1DL
028 9033 0433
hst@extern.org



www.extern.org/refugee-floating-support-belfast





Temporary Accommodation

You are entitled to homelessness assistance (short-term) from the Northern Ireland Housing Executive (NIHE) and can also apply for “social housing” (permanent). It is important that you contact the Housing Executive to discuss your housing options as soon as you receive a decision from the Home Office. Mears or Migrant Help can direct you to the Housing Executive or you can “drop in” to one of the NIHE offices.

A Housing Advisor from the Housing Executive will assess your application for homelessness assistance and can provide you with temporary accommodation. The Housing Executive will try to find the most suitable type of temporary accommodation based on your household needs but this can be offered anywhere in Northern Ireland. The types of accommodation available could be a house, an apartment, a room within a house, a hostel or hotel type accommodation and this will be based on what is available when you leave your Mears accommodation.

If you refuse an offer of temporary accommodation, the Housing Executive may not make you another offer. You should not take housing advice from people who are not qualified as you risk becoming homeless.



Housing



The Housing Advisor from the Housing Executive will also assist you with an application for permanent social housing in Northern Ireland. It is important to understand that there are large numbers of people on the social housing waiting lists for certain areas in Northern Ireland and that you will be subject to the same rules and process as any other applicant. Your Housing Adviser will explain how the process works, how your needs will be assessed and help you choose areas in which you would like to live.

Housing
Executive

www.nihe.gov.uk

2 Adelaide Street
Belfast

BT2 8PB

03448 920 900



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If your family move to an area away from your child's school, it is likely they will need to find a new school as free school transport is only available in limited circumstances. See page 26.

A person who rents a property from a private landlord or NIHE is called a "tenant". As a tenant you have certain rights and responsibilities. You can find out more about Landlord and Tenant obligations on **nidirect**. You should also receive a copy of your signed tenancy agreement which tells you more about your rights and responsibilities: www.nidirect.gov.uk/articles/landlord-and-tenant-obligations





Challenging an unsuitable housing offer

You might think that the accommodation the Housing Executive offers does not meet your needs or is 'unsuitable'. When deciding if accommodation is suitable, the Housing Executive should consider the accommodation's:

- size
- safety
- location
- affordability

The Housing Executive also considers how long you are likely to stay in the accommodation.

Get advice before rejecting temporary accommodation

If you reject an offer of temporary accommodation for this reason, the Housing Executive is unlikely to offer you different accommodation. This means you will have nowhere to live. But if you accept the offer, you can:

- tell the Housing Executive why the accommodation is unsuitable, and
- ask them to provide different accommodation

It is not a good idea to reject an offer of temporary accommodation. If you are not happy with the offer, speak to Housing Rights, see Page 14.



Housing Rights



www.housingrights.org.uk 

Housing Rights is a charity that provides free, specialist support and advice on housing & debt issues. If you have a problem, you can phone their helpline at any time. You can also find useful information on their website.

028 90 245640: Housing & Debt Helpline for Northern Ireland

Private Rental

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Most people in NI rent accommodation from private landlords, or eventually buy their own home. You might wish to speak to friends about finding a property to rent together. Depending on your employment situation, you could be entitled to claim UC Housing Costs which will help you to pay rent.


You can find more information about renting privately from nidirect website:

www.nidirect.gov.uk/articles/private-rent-and-tenancies



Social Security



You are entitled to apply for social security benefits like Universal Credit (UC) – this is money from the government to support you while you look for work, or because you cannot work. You can apply online (www.gov.uk/universal-credit/how-to-claim ), or Extern can help you. UC is managed by an online account. You should keep your account login details safe. If you have difficulty using your online account you should tell your Universal Credit "Work Coach". You are entitled to request an interpreter.

Your Work Coach will explain any conditions of your benefits payments and your responsibilities. Your Work Coach can also advise you on Housing Costs, Child Benefit, and applying for a National Insurance Number if you need one.

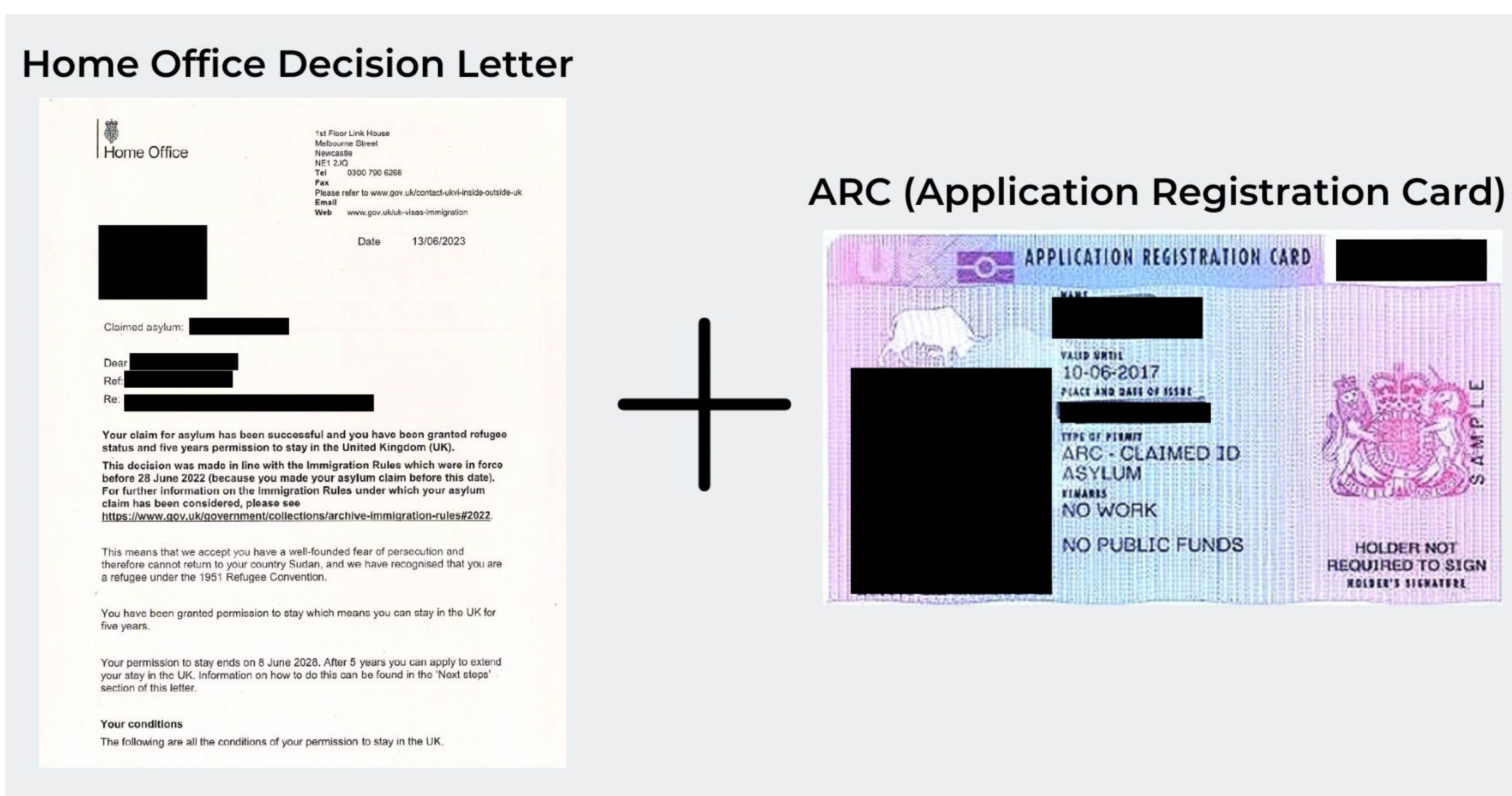
You must show your BRP to prove your entitlement to claim social security benefits. You should apply as soon as you receive your decision letter.

You will find a list of Jobs and Benefits Offices on nidirect: www.nidirect.gov.uk/contacts/jobs-and-benefits-offices 



Possible Problems with BRP delays

Some people experience delays receiving their Biometric Residence Permit. If you have not received your BRP, you can open a Universal Credit account using your Home Office Decision Letter and your Asylum ID - the Application Registration Card (ARC). Bring both documents to your local Jobs & Benefits Office and ask for help to open an account.



If you have not received your BRP, you might also have difficulty opening a Bank Account (See page 19). Without bank details it can be difficult to open a UC claim. You should visit your local Jobs & Benefits Office to ask if it is possible to open a UC account and provide your bank details at a later date, or if you can receive your payments through a voucher until you have opened a bank account.



Advance Payments

There is normally a 5-week wait for your first UC payment so you should apply as soon as possible to avoid being left with no income. Once you have made a UC application, and completed all of the "To Dos" on your account, you can apply for an Advance Payment. Advance Payments will be deducted from future payments - this means you will receive a reduced amount until you have repaid the debt. Your Work Coach can help you to apply for an Advance Payment.

Discretionary Support

You may also be entitled to apply for a one-off Universal Credit Discretionary Support Contingency Fund payment, or a Discretionary Support Loan for help with living expenses or household items. Speak to your Work Coach about this, or apply on nidirect. If you have difficulty applying online, contact Finance Support on 08005872750.

www.nidirect.gov.uk/services/claim-discretionary-support

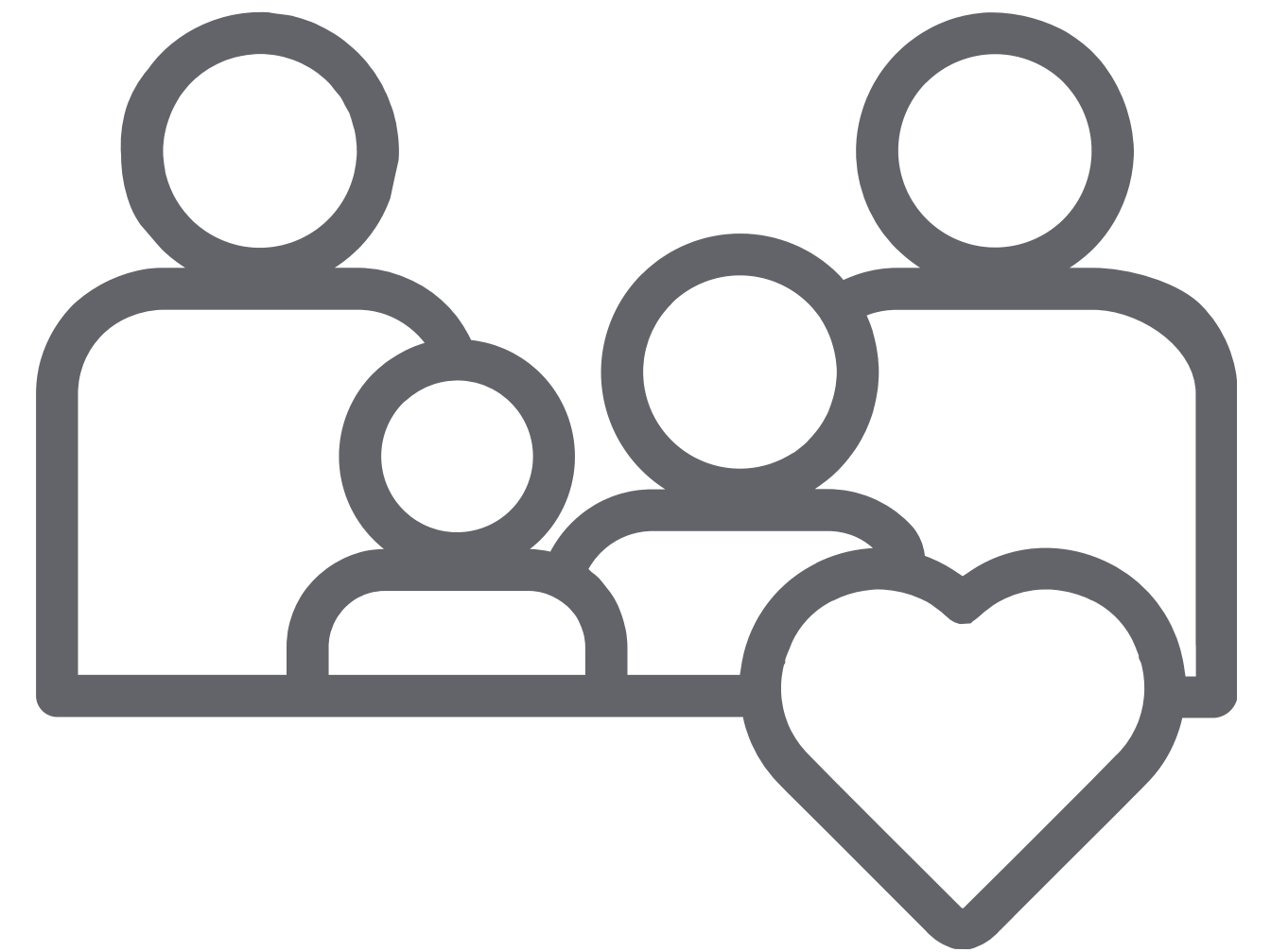
For enquiries about UC or support with your claim call the Universal Credit Service Centre on 0800 012 1331.

To arrange an urgent appointment at your local Jobs and Benefits Office telephone 0300 200 7822. If you require an interpreter at your appointment you should request it in advance.

Child Benefit - Backdating

(Refugees Only).

If you have received refugee status, you can apply for your Child Benefit to be backdated to the date of your asylum claim.



More information:

<https://revenuebenefits.org.uk/child-benefit/guidance/how-do-child-benefit-and-guardians-allowance-work/making-a-claim/>



If you have children you should request that HMRC backdates your Child Benefit claim. You must request this within **3 months** of getting your refugee status.

You can contact HMRC here:

www.gov.uk/government/organisations/hm-revenue-customs/contact/child-benefit



If you claimed asylum before September 2017, you may also be able to claim Child Tax Credit. You must make a claim within 1 month of receiving refugee status. Seek social security advice if you think this applies to you.

Bank Account



To receive payments from an employer, or social security benefits, you must have a UK bank account. Some banks allow you to open an account online, then visit them to verify your identity. You should do this as soon as possible, otherwise, you cannot receive Universal Credit. To open an account, you must prove your identity (Biometric Residence Permit) and your address (letter from Housing Executive, Home Office, Mears or Universal Credit). Extern can guide you.

You will receive an account number, a sort code, and a bank card that you can use in shops, online, and at ATMs. Most banks have Mobile Banking Apps where you can monitor your account, view your balance, or cancel your card if it is lost.

www.nidirect.gov.uk/articles/getting-current-account



You should avoid signing up for credit cards or loans unless you are certain you can avoid getting into bad debt. You should not sign up for loans for other people- this is fraud. Debt advice is available for free. You can find more information on nidirect:

www.nidirect.gov.uk/articles/dealing-debt-problems





National Insurance Number

Everybody needs a National Insurance Number (NINO) to start work or apply for social security benefits.

Your NINO is on the back of your BRP. If you haven't received your BRP, speak to your Universal Credit work coach about next steps.

You will only be allocated one NINO and it remains the same for life.

Your National Insurance Number is unique to you and cannot be changed or transferred. You must not use someone else's NINO, or allow anyone to use yours. You should keep your NINO safe and not share it with anyone who does not need to see it.

National Insurance is a type of tax. You pay National Insurance contributions to qualify for certain benefits and the State Pension.

If you start work you must report this "*change of circumstances*" online in your UC account, or by Telephoning the UC Telephone helpline if you have a phone claim for UC.



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Work

You are allowed to work and you have full employment rights. You should learn about your rights as an employee. Employers must provide you with at least:

- a minimum wage
- payslips
- written terms & conditions

Your employer is responsible for deducting tax from your payments, this will be detailed in a payslip which you should receive at least monthly. More information is available on nidirect. You are also entitled to join a union.

www.nidirect.gov.uk/articles/employment-status



Minimum Wage

Minimum hourly wage at April 2023	23 and over	21 to 22	18 to 20	Under 18	Apprentice
	£10.42	£10.18	£7.49	£5.28	£5.28

From 1 April 2024, workers aged 21 and over will be entitled to the National Living Wage.

Minimum hourly wage at April 2024	21 and over	18 to 20	Under 18	Apprentice
	£11.44	£8.60	£6.40	£6.40



Finding Work

Your UC Work Coach can help you to find work or support you to register with courses to improve your skills and training. . They may also be able to help get your previous qualifications recognised in the UK.

Your local Council website also has information on employment opportunities in your area. For example, Belfast Employment Academies are run by Belfast City Council.

Belfast Employment Academies



Belfast
City Council

[www.belfastcity.gov.uk/
employmentacademies](http://www.belfastcity.gov.uk/employmentacademies)



There are also many recruitment agencies in NI that can help you to find a job.

www.nidirect.gov.uk/information-and-services/employment-training-and-careers/looking-work



Employee Rights



Law Centre NI is a charity that provides free, specialist support and advice on employment issues. See their website for details of the Employment Rights Project.



www.lawcentreni.org/get-legal-help/employment/





A Share Code enables you to prove your right to work to an employer. It is usually valid for 90 days and is made of 9 alphanumeric characters like 1AB-2CD-3E4.

To get a Share Code

Go to: www.gov.uk/prove-right-to-work/get-a-sharecode-online

Enter your BRP number (at the top right of your card) along with some other basic pieces of information. The system will identify you and confirm that you have the right to work. You can then create a Share Code which you must share with your employer.



Your employer must then go to www.gov.uk/view-right-to-work and verify your Share Code and your right to work.



Law Centre NI has produced some short guidance here: www.lawcentreni.org/news/prove-your-right-to-work-with-a-share-code/





HC1



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If you are in receipt of Universal Credit, you can get help to cover your dental treatment and optician services. Complete a HC1 application and you will receive a 12-month HC2 certificate. You should bring the HC2 certificate to your dentist/optician to prove that you are eligible for free treatment.

HC1 applications can be found at Jobs & Benefits Offices and some GP/Dental Practices. Your HC2 certificate is normally valid for 12 months, then you must apply again. This is your responsibility.

www.nidirect.gov.uk/publications/claim-help-health-and-travel-costs



HC1 Claim for help with health and travel costs

Do use this form

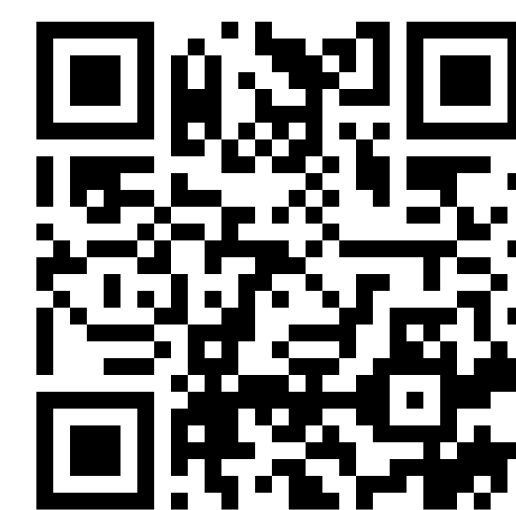
- to claim help with paying health or travel costs for:
 - HS dental treatment
 - Sight tests, glasses and contact lenses
 - Travel to hospital for HS treatment
- You might be able to get them free, or get help with paying for them.
- to claim help for: • yourself • your partner • your children
- at any time before you need treatment

You don't have to wait until you need help with paying health costs

Important Note – For people who have reached State Pension qualifying age your claim will be dealt with by the Pension Service, they can be contacted on 0800 587 0892.

Children do not need a HC2 as their treatment is always free.

If you are working, you will have to pay towards your dental treatment and optician services.



English is the key to unlocking your future independence. You should try to study and practice English as much as possible. In addition to formal classes, you can find many casual conversational classes in your area. ESOL teachers can help you find them.

You are still entitled to attend free ESOL classes. The ESOL website can be translated and has information on classes in your area, including those with childcare.

<https://esolwebapp.azurewebsites.net/>



Further Education (F.E.)

You may wish to study a particular subject at an FE College like Belfast Met. FE Colleges provide a **Careers Advice Service**. You should contact your local College and book an appointment to discuss your options.



Most jobs will require at least a basic level of English - speaking English will improve your opportunities. You should learn & try to practice every day.



Schools

www.eani.org.uk

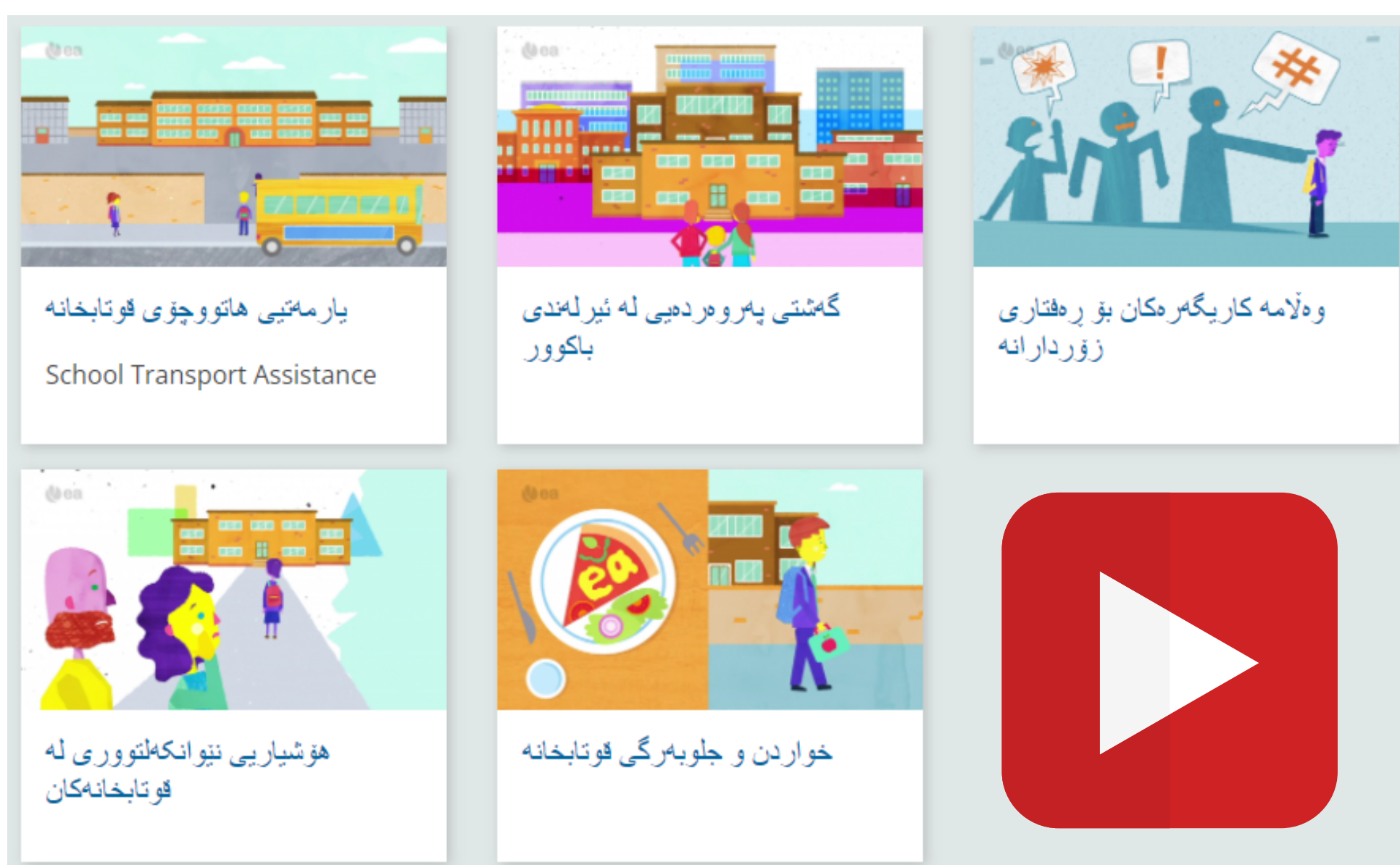


If you have children, they may need to change schools depending on where your new accommodation is. The Education Authority (EANI) can provide advice and support relating to schools. You can translate their website by clicking this symbol at the top of the page.



The Intercultural Education Service (IES) at EANI supports refugee children. They have produced a number of translated "*Education in Northern Ireland Videos*" which can be found on their website.

www.eani.org.uk/school-management/intercultural-education-service-ies/education-in-northern-ireland-videos



- School Meals & Uniforms
- School Transport Assistance
- Intercultural Awareness
- Responses to Bullying
- The Education Journey

Schools can use interpreting facilities and it is your right to request an interpreter to discuss your child's education.





You have permission to stay in the UK - also known as Leave to Remain. Your BRP will show a start date and a 'valid until' date. The 'valid until' date marks the end of your Leave to Remain in the UK, OR the expiry of your ID.

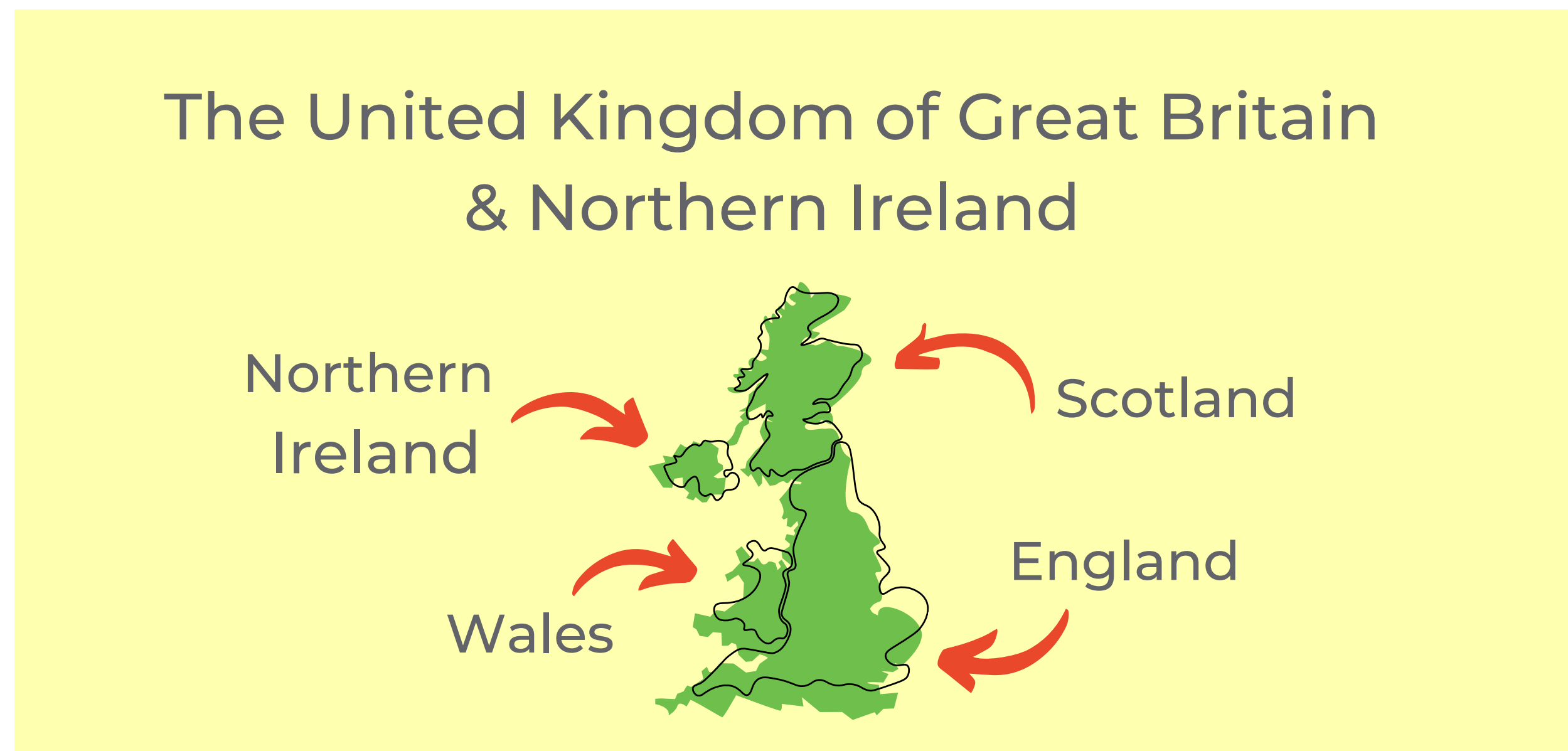
If your BRP expires on **31/12/2024** it is because the government plan to move proof of immigration status online. See page 29 for more information. Your Home Office decision letter also tells you how long your permission to stay is valid for.

Indefinite Leave to Remain

If you wish to stay in the UK after your grant of leave – you must speak to a solicitor before it expires and apply for further leave. Indefinite Leave to Remain (ILR) allows you to live permanently in the UK. After this you may be eligible to apply for British citizenship if you wish. (See page 32)

Travel

You are free to travel within the UK using your BRP, the UK consists of NI, Scotland, Wales and England. If you wish to travel outside of the UK (including to the Republic of Ireland) you must check the visa requirements of that country and ensure you have the correct travel documents.



Travel Documents

Refugee Status:

You must not use your old national passport to travel, or travel to your home country, or the country you claimed asylum from - this could risk your refugee status.

Discretionary Leave or Humanitarian Protection:

You may still travel on your national passport if it is valid. However, you may be eligible to apply for a Certificate of Travel if you can show that you have been refused a passport by your national authorities. Consult with your solicitor.

You can find more information on Travel Documents here: www.gov.uk/apply-home-office-travel-document 

Find a solicitor

www.lawsoc-ni.org/solicitors 

The Law Society NI is the regulatory body for solicitors in NI. You can search their website to find a solicitor. Now you have permission to stay in the UK, you are likely to be charged by a solicitor.



All BRPs expire on **31/12/2024**. This does not mean that your permission to stay expires. Check your Home Office decision letter for details of the duration of your permission to stay.

The government plans to introduce a new “E-Visa” to show your immigration status online. You will need to register for a UK Visas & Immigration (UKVI) account before the end of 2024. You will show your E-Visa as proof of your right to work, and claim public funds like Universal Credit.



During 2024 the government will provide updates on how to make an online UKVI account. You can keep up to date here: www.lawcentreni.org/news/govt-online-immigration-evisa-announcement/



Status Entitlements



The Nationality & Borders Act (2022) made changes to status entitlements depending on your status, and when you made your asylum claim. Your solicitor should explain your status to you. Below is an overview of the changes.

If you claimed asylum before 28th June 2022

Status	Length of Leave	Eligible for Indefinite Leave to Remain	Family Reunion
Refugee - "Leave to Remain"	5 Years	Yes	Yes
Humanitarian Protection	5 Years	Yes	Yes
Discretionary Leave to Remain	Variable - more than 30 months	No	No

If you claim asylum on or after 28th June 2022

Status	Length of Leave	Eligible for Indefinite Leave to Remain after	Family Reunion
Group 1 - Refugee	5 Years	Yes	Yes
Group 2 - "Temporary" Refugee	10 Years	No	Restricted
Humanitarian Protection	10 Years	No	Restricted
Discretionary Leave to Remain	Variable - usually no more than 30 months	No	No

The Home Office has "paused" awarding Group 2 Refugee Status. This could be reintroduced. Please check your Home Office Grant Letter, or with your solicitor, to understand what status you have. If you have been granted "Group 2 Refugee Status" this should be upgraded to "Group 1 Status" - speak to your solicitor.

Family Reunion



If you qualify for Family Reunion, your family members may be able to get visas to join you in the UK. This applies to:

- a family that existed before you left your home country
- a spouse or partner
- children under 18

Your solicitor can help you to make an application. There is no fee for a Family Reunion Visa, and you can claim Legal Aid to cover the legal costs. If your family member does not meet the criteria, a solicitor will tell you if you can make an application "outside the rules". Family Reunion can sometimes be a long process.

You should financially prepare for Family Reunion applications. It is likely that you will be responsible for covering the full cost of your family's travel to the UK.

British Red Cross



If your family are granted Family Reunion visas you should contact the Red Cross as soon as possible to ask what support they can offer to help you prepare for your family's arrival.

 02890323055

 rsnorthernireland@redcross.org.uk



You may apply for British Citizenship when you have completed:

- at least 5 years Leave to Remain; and
- 1 year Indefinite Leave to Remain

You must also:

- be over 18
- prove your knowledge of English
- have passed the "Life in the UK" test
- intend to continue living in the UK
- be of good character (this means not having a criminal record)

Criminal convictions can have long-term implications for you and your family members. A serious offence, including a driving offence or domestic abuse, could risk your future immigration status in the UK.

You should read the Citizenship guidance carefully, including sections of eligibility, fees and time spent outside of the UK.

www.gov.uk/apply-citizenship-indefinite-leave-to-remain 

Children may “register” as British citizens after they have lived in the UK for 5 years and completed one year of Indefinite Leave to Remain. Children are not required to complete the above tests. A fee waiver is available for those who cannot afford the children’s registration fee.

More information is available here:

www.lawcentreni.org/citizenship-for-refugees/ 

Refugee Integration Loan

A Refugee Integration Loan is a small interest-free loan from the government. It may only be used for things which are essential to help you settle into UK society. This includes:

- a housing deposit, rent payment or moving costs
- essential items for your home
- training or education
- basic living costs (such as food or household bills)
- work clothing and equipment

When applying you must provide details of exactly how you will spend the money, and agree a repayment plan. It takes at least 4 weeks to receive your loan.

You must be over 18 to be eligible to apply and be one of the following:

- a refugee
- a person with humanitarian protection
- a dependant of a refugee or someone with humanitarian protection

More information:

www.gov.uk/refugee-integration-loan



www.gov.uk/apply-refugee-integration-loan

Useful Contacts - Belfast

Below is a list of organisations that offer services to refugees in Belfast. It is based upon responses to the 2022 Belfast Migrant Forum Mapping Document and is not an exhaustive list.

Organisation	Address and Email	Services
<u>ACSONI</u>	9 Lower Crescent 028 90 434090 www.acsoni.org admin@acsoni.org	Front line services & drop in support to alleviate the pressures of being socially and economically disadvantaged.
<u>Africa House NI</u>	Centre for Global Education, 9 University Avenue, BT7 1FY info@africahouseni.org	Cultural, social, and financial support to individuals and groups from the African Diaspora.
<u>Belfast and Lisburn Women's Aid</u>	www.belfastwomensaid.org.uk 028 90 666049 admin@belfastwomensaid.org.uk	Support for women and children who have experienced domestic violence or human trafficking.
Belfast Islamic Centre	38 Wellington Park 028 90 664465 info@belfastislamiccentre.org.uk	Provides educational, social, cultural and economic support to Muslims in NI.
Belfast Multi-Cultural Association	bmcabelfastmulticultural@gmail.com	Crisis support, signposting and pastoral care.
<u>Belfast Unemployed Resource Centre</u>	4-6 Donegall Street Place www.burc.org 028 90 961111 info@burc.org	Support, education, training and facilities to the unemployed and other groups suffering from social and economic disadvantage.

Useful Contacts - Belfast

Organisation	Address and Email	Services
BOMOKO (NI Refugee and Asylum Seekers Women's Association)	CRI Building, 165-169 Donegal Pass, BT7 1DT info@bomokoni.org.uk	Advice services, education, employment opportunities, mental health awareness and community integration to female refugees and asylum seekers in NI.
<u>Chinese Welfare Association NI</u>	1 Stranmillis Embankment www.cwa-ni.org 028 90 288277 office@cwa-ni.org	Help with health and cultural issues for the Chinese community and other BME communities in NI.
<u>Domestic & Sexual Abuse Helpline</u>	0808 802 1414 help@dsahelpline.org www.dsahelpline.org	Free and confidential information and support to people affected by Domestic and Sexual Abuse across Northern Ireland. 24 hours a day, 7 days a week.
<u>Extern</u>	118-122 Royal Avenue 028 90 330433 hst@extern.org	Help for people moving from asylum status to refugee status. Help with homelessness.
<u>Flourish NI</u>	68 – 72 Newtownards Rd, 028 9009 8828 info@flourishni.org	Provides long-term, tailored support to survivors of human trafficking.
<u>Helplines NI</u>	www.helplinesni.com	Directory of helplines operating across Northern Ireland including: <ul style="list-style-type: none"> • Age NI • Cancer Focus • Barnardo's • Childline • Informing Choices NI • Eating disorders Assoc. • Make The Call • Parenting NI • Positive Life • Cara-Friend (LGBTQI+ Switchboard NI)

Useful Contacts - Belfast



Organisation	Address and Email	Services
<u>Horn of Africa People's Association NI</u>	1-5 Botanic Avenue, Belfast, BT7 1JG 028 9031 5778 https://hapani.org	Help for people from the Horn of Africa, including refugees & asylum seekers.
<u>Housing Rights</u>	Skainos Building, 239 Newtownards Road www.housingrights.org.uk 028 90 245640 info@housingrights.org.uk	Tackles homelessness through housing advice, advocacy and referral to housing caseworkers.
<u>Law Centre NI</u>	Westgate House, 2-4 Queen Street www.lawcentreni.org 028 90 244401 info@lawcentreni.org	Free advice, representation, and policy advocacy on employment, immigration and social security.
<u>Law Society of Northern Ireland</u>	96 Victoria St, Belfast, BT1 3GN www.lawsoc-ni.org/	The professional body for solicitors in Northern Ireland. Maintains the competence and quality of legal services in NI. Solicitor directory available.
<u>Lifeline</u>	<u>0808 808 8000</u> <u>www.lifelinehelpline.info</u>	Crisis response helpline, 24 hours a day, 7 days a week. Free & confidential support dealing with self-harm, depression, anxiety, suicide, trauma, sexual violence and abuse.
<u>Lower Ormeau Residents Action Group (LORAG)</u>	97 Balfour Avenue, BT7 2EW www.lorag.org 028 90 312377 info@lorag.org	Intercultural women's and men's groups, basic casework and signposting for individuals from BME communities in Inner South Belfast.

Useful Contacts - Belfast

Organisation	Address and Email	Services
<u>Migrant Centre NI</u>	Ballynafeigh Community Development Association 283 Ormeau Road www.migrantcentreni.org management@migrantcentreni.org	Immigration advice, hate crime victim support, and other support for migrants and ethnic minority communities.
<u>NIACRO</u>	Amelia House, 4 Amelia Street www.niacro.co.uk 028 90 320157 niacro@niacro.co.uk	Protection against harassment, help finding new accommodation and access to crisis fund/ food parcels.
NI Somali Association	185a Ormeau Road info@nisomaliassociation.org.uk	Education, advocacy, information and support to Somali people and other new arrivals in NI.
<u>Red Cross</u>	Botanic House, 1-5 Botanic Avenue 028 90 232055 rsnorthernireland@redcross.org.uk	Support for asylum seekers and refugees, International family tracing, tackling destitution and supporting integration.
<u>Helplines NI</u>	www.helplinesni.com	Directory of helplines operating across Northern Ireland including: <ul style="list-style-type: none"> • Age NI • Cancer Focus • Barnardo's • Childline • Informing Choices NI • Eating disorders Assoc. • Make The Call • Parenting NI • Positive Life • Cara-Friend (LGBTQI+ Switchboard NI)



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