

# Refugee agencies help and advice



June 2008

English

## Have you applied for asylum before 5<sup>th</sup> March 2007 and have not been given the right to stay in the UK?

If the answer is 'yes' then your asylum application may be considered by the Case Resolution Directorate which is part of the UK Border Agency (UKBA) at the Home Office. The Directorate deals with older asylum applications which have not yet been concluded. From now until 2011, they will review most cases where the claim was made before March 2007.

The Directorate is sending letters to some asylum seekers to let them know that their case has been selected for review.

### What you should do if you receive a letter from the UK Border Agency (UKBA)?

The letter from the UKBA is likely to contain the following:

- an explanation that your case has been selected for review
- contact details of your case owner
- information about how to get legal advice
- information about how people could return to their home country voluntarily

The UKBA should also send a copy of the letter to your legal representative (if you have one).

The UKBA may also include details about your case and ask you to check that these details are still correct. The letter may ask you to give more information which you or your legal representative should send to your UKBA case owner within **21 days**. It is important that you or your legal representative make sure that your response arrives at UKBA within 21 days from the date on its letter.

When you receive a letter it is best to seek further advice and assistance – see next page. If you can't get legal advice in time you should still respond to the letter on time but say in the letter that you will be seeking legal advice about your case. Keep a copy of any letter you send to the UKBA and make a note of any phone call you make to the UKBA.

### How to contact the UKBA if you don't know your case owner's name?

If you have not been sent a letter by UKBA but you wish to tell the UKBA that your circumstances have changed (for example, if you have a child, marry or change address) then you can contact the Immigration Enquiry Bureau (IEB) by telephone on 0870 606 7766.

Other leaflets are available at <http://languages.refugeecouncil.org.uk>

Asylum Support Partnership is a partnership project hosted by the British Refugee Council  
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 1014576].  
Registered office: 240-250 Ferndale Road, London SW9 8BB, United Kingdom



The IEB will ask for your reference number, name, nationality, date of birth and the date when you applied for asylum. The IEB will then give you an address to write to your case owner so that you can update them on any changes in your circumstances. The IEB will not be able to tell you when your case will be decided. If your address has changed you can give the new address to IEB over the phone.

## Can I get the UKBA to review my case now?

If you feel there are special reasons why your case should be considered now you should discuss this with your legal representative. The UKBA has agreed to consider written representations made by a legal representative or your Member of Parliament (MP).

## Is the UKBA writing to all asylum seekers?

No. The UKBA will not write letters to some asylum seekers whose cases it deals with. For example, if people have committed a crime, have not complied with the UKBA's rules or if they worked illegally, they are unlikely to receive a letter before the UK Border Agency takes steps to remove them. If you are concerned about your situation it is important that you seek legal advice - see below.

If you are confident that you are not in one of the groups described above and that the UKBA has up to date information about your case then it is probably best to wait until you receive a letter. However, you should ensure that you will be able to get advice quickly as you will not have long to respond to the letter from the UKBA (21 days).

If there are things about your case that you want to tell UKBA it is important that you seek legal advice first.

## Getting advice

You should either:

- contact the legal representative who dealt with your case before or,
- find out a legal representative who can help you and check that they will be able to help when you receive a letter.

You can find a legal representative by contacting **Community Legal Advice** on 0845 345 4345 and they can refer you to a local legal representative or organisation who may advise you further. Alternatively you may visit [www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk)

Your legal representative should be from an organisation which has a contract with the Legal Services Commission in immigration law or is an adviser registered with the **Office of the Immigration Services Commissioner (OISC)**. You can contact the OISC for a list of approved organisations which give advice about asylum law. Telephone: 0845 000 0046 or visit [www.oisc.gov.uk](http://www.oisc.gov.uk)

You should not have to pay for legal advice as your legal representative can apply for legal aid. An adviser from a refugee agency may be able to help you find one.

When you see your legal representative you should:

- Make sure that you have all the relevant documents, for example a copy of the original asylum statement, any refusal letter, decision from the Asylum and Immigration Tribunal and any correspondence since then.

- It is a good idea to make a copy of these papers and keep them in accessible place. If you are detained by UKBA you may need a friend to get these documents urgently.

## Have you applied for asylum before April 2003?

If you applied for asylum before April 2003, your claim was refused but you would have been granted refugee status or exceptional leave to remain if the Home Office had made a decision more quickly, please see the briefing on the Refugee Council website:

[www.refugeecouncil.org.uk/policy/briefings/2007/delays.htm](http://www.refugeecouncil.org.uk/policy/briefings/2007/delays.htm)

If you have questions about information in this leaflet please contact one of the refugee agencies listed below:

### **Migrant Helpline Head Office (Kent, Sussex)**

Tel: 01304 203 977

[www.migranthelpline.org.uk](http://www.migranthelpline.org.uk)

### **Multi-Cultural Resource Centre (Northern Ireland)**

Tel: 02890 238 645

[www.mcrc-ni.org](http://www.mcrc-ni.org)

### **North of England Refugee Service Head Office (North East)**

Tel: 0191 245 7311

[www.refugee.org.uk](http://www.refugee.org.uk)

### **Refugee Action Head Office (East Midlands, North West, South Central, South West)**

Tel: 020 7654 7700

[www.refugee-action.org.uk](http://www.refugee-action.org.uk)

### **Refugee Council Head Office (London, East of England, Yorkshire & Humberside, West Midlands)**

Tel: 020 7346 6700

[www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

<http://languages.refugeecouncil.org.uk>

### **Scottish Refugee Council Head Office (Scotland)**

Tel: 0141 248 9799

Freephone: 0800 085 6087

[www.scottishrefugeecouncil.org.uk](http://www.scottishrefugeecouncil.org.uk)

### **Welsh Refugee Council Head Office (Wales)**

Tel: 029 2048 9800

[www.welshrefugeecouncil.org](http://www.welshrefugeecouncil.org)

Asylum Support Partnership consists of:

Migrant Helpline, charity number: 1088631 [www.migranthelpline.org](http://www.migranthelpline.org)

Refugee Action, charity number: 283660 [www.refugee-action.org.uk](http://www.refugee-action.org.uk)

Refugee Council, charity number: 1014 576 [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

Scottish Refugee Council, charity number: SC008639 [www.scottishrefugeecouncil.org.uk](http://www.scottishrefugeecouncil.org.uk)

Welsh Refugee Council, charity number: 1044885 [www.welshrefugeecouncil.org.uk](http://www.welshrefugeecouncil.org.uk)