

Leeds

Local Information Pack



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Welcome to Your Accommodation

How should I use this Local Information Pack?

Please read this Local Information Pack carefully and we encourage you to ask any questions you have. Highlight any information important to you. There is a lot of information in this pack so please use the index to guide you on the information you need. Please keep this pack in a safe place, so you can refer to it later.

If you have any difficulty understanding anything in this pack, please ask Mears' staff to help you and provide any further information you need.

Please find the names and contact details of your Mears Staff below:

Mears' Staff Name

Information about your Accommodation

MEARS Housing Management are contracted by the Home Office to provide accommodation for Asylum-seekers both in Initial Accommodation and in Dispersal Accommodation.

You are currently staying at accommodation in Leeds.

Your Accommodation address is:

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Important Organisations Providing you with Support



Migrant Help

Migrant Help is a charitable organisation operating a national service called Advice, Issue Reporting and Eligibility (AIRE). Migrant Help staff can provide you with independent advice on the asylum process and your rights. They can also direct you to other services available in the UK. **Mears' staff cannot provide advice regarding your asylum claim.** You can also speak to Migrant Help to give feedback, raise issues, or make a complaint. Migrant Help will also assist you with obtaining an ASPEN card. Migrant Help also provide support during the post-asylum decision period, whether the decision has been positive or negative.

More information on Migrant Help can be found in their 'Asylum Advice' booklet. You can assess this booklet online:

<https://www.migranthehelpuk.org/Pages/FAQs/Category/translated-advice>

Migrant Help Contact Details:

- Migrant Help available **24 hours a day, 7 days a week. Tel: 0808 8010 503**
- Webchat: [Webchat \(custhelp.com\)](https://www.custhelp.com)
- Raise an Issue: [Raise an Issue \(custhelp.com\)](https://www.custhelp.com)
- Website: www.migranthehelpuk.org/contact
- [Localised Migrant Help Contact details:-](#)
 - [NEYH Regional team](#). Available from 10 am to 1pm, Monday to Friday.
Tel: freephone 0808 801 0328. Email address: iaAdminWakefield@migranthehelpuk.org
 - [Scotland Regional Team](#). Available from 10 am to 1 pm, Monday to Friday.
Tel: freephone: 0808 8010 314. Email Address: iaAdminGlasgow@migranthehelpuk.org
 - [Northern Ireland Regional team](#). Available from 10 am to 1 pm, Monday to Friday.
Tel: freephone 0808 8010 314. Email Address: iaAdminNorthernIreland@migranthehelpuk.org



Home Office

The Home office is ultimately responsible for the accommodation you are living in and your financial support. The Home Office is the lead UK government department for immigration and visas, passports, policing, fire, and rescue services and ensuring that UK citizens are protected. The area of the Home Office that you will be directly dealing with is called **Asylum Support, Resettlement and Accommodation (ASRA)**.

Aspen Card



You will typically receive your **Aspen** card when you are granted S95 claim status.

Further information on Aspen cards can be found in the Home Office Guide 'Living in Asylum Accommodation' booklet (page 27). <https://www.gov.uk/government/publications/living-in-asylum-accommodation>



Your allowance from the Home Office will be loaded onto this card each week. You can withdraw cash from an ATM cashpoint machine, and you can also use it to buy things in shops if the shops allow VISA debit card payments. ATM cashpoint machines can be found in the city centre and in many shops.

Please contact Migrant Help immediately on 0808 8010 503 if:

- You have not received your ASPEN card yet.
- Your card is lost, damaged or stolen.
- You have forgotten your PIN.
- You receive incorrect payment.
- You do not receive your payment

If are having any problems contacting Migrant Help please discuss this with Mears' staff as soon as possible.

LEEDS

LOCAL INFORMATION PACK

Welcome to Leeds.

The residents and support services of Leeds would like to wish you a warm welcome to the area. We hope that you will feel safe and secure here whilst you wait for a decision on your application for asylum.

This Welcome Pack is designed to give you information on a variety of subjects. Some of the information is very important, and we advise you to read it carefully. Other information is here to help you to understand the local culture, and to find the services you may need.

If you have any difficulty understanding anything in this pack, please ask a Mears' staff member who will be happy to help you and provide any further information you need.

Please click here to see a map of the Town Centre and find more information about Leeds:

<https://visitleeds.co.uk/wp-content/uploads/2020/03/Leeds-City-Centre-Map.pdf>



Understanding the £ Currency

Mears' staff will support you with understanding currency, provide advice on methods of payment and can help you to create a budget plan. You can learn about the different coins and notes using this picture:

 <p>1p / ONE PENCE is commonly referred to as a "penny". It has the least value, and you can only use 20 of them at a time</p>	 <p>20p / TWENTY PENCE is commonly referred to as "twenty pee". It is one of three coins that are not in a circular shape</p>	 <p>£5 / FIVE POUNDS is commonly referred to as a "fiver" or 'five quid'. The note is printed on polymer not paper</p>
 <p>2 p / TWO PENCE</p>	 <p>50p / FIFTY PENCE is commonly referred to as "fifty pee", its value is half a pound.</p>	 <p>£10 / TEN POUNDS is commonly referred to as a "tenner" or 'ten quid'. The note is printed on polymer not paper</p>
 <p>5p / FIVE PENCE The smallest British coin, it is silver in appearance and commonly referred to as "five pee"</p>	 <p>£1 / ONE POUND is commonly referred to as a "quid"</p>	 <p>£20/ TWENTY POUNDS is commonly referred to as 'twenty quid'. The note is printed on polymer and paper</p>
 <p>10p /TEN PENCE is commonly referred to as "ten pee"</p>	 <p>£2 / TWO POUNDS is commonly referred to as "two quid"</p>	 <p>£50/ FIFTY POUNDS This is the highest value note in England. The note is printed on paper</p>

Shopping and Supermarkets

There are many supermarkets, local shops, and markets in Leeds. The main branches include Asda, Tesco and Morrisons, Aldi, Lidl, Iceland or Co-op. Below we have included the logos so that you can easily identify the shops. Mears staff can tell you where the nearest supermarkets are. You can also view more information about food shopping here <https://newtoleeds.org/shopping/>



Your nearest two supermarkets are:

There are local international stores/culturally diverse food supermarkets in Leeds, including halal:

- Leeds Kirkgate Market - Main entrance Vicar Lane, Leeds City Centre LS2 7HY. Open Monday – Saturday, 8.30am-5.30pm. The market is about 15 minutes' walk from Leeds Train Station, about 5 minutes' walk from Leeds Bus Station and there are many buses that stop outside on Vicar Lane.

Getting around in Leeds

There are many ways to reach Leeds and to also travel around the area.

On foot:



Stay on the pavements and avoid walking on main roads



Be safe when crossing roads by using Pelican crossings



Look both ways when crossing uncontrolled roads



Keep cycle paths free for cyclists

By Road:

Leeds is possibly the best-connected UK city by road, lying in the centre of the country, halfway between London and Edinburgh and halfway between Liverpool (west coast) and Hull (east coast). The M1 motorway runs from London via Milton Keynes, Leicester, Nottingham, and Sheffield and passes about 2 miles east of Leeds, to join the A1(M) at Wetherby. The M62 trans-Pennine motorway, which runs from the outskirts of Liverpool to a few miles from Hull, passes about 3 miles to the south of Leeds.

By Rail:

Rail services are provided by Northern. For more details see www.northernrailway.co.uk

By Coach and bus:

The primary means of public transport in Leeds are the bus services. The main provider is First Leeds and Arriva Yorkshire serves routes to the south of the city. Leeds City bus station is at Dyer Street and is used by bus services to towns and cities in Yorkshire, plus a small number of local services.

Adjacent to it is the coach station for National Express coach services. Buses out of the city are mainly provided by First Leeds and Arriva Yorkshire. <https://www.firstgroup.com/leeds>



Healthcare services

Medical Appointments

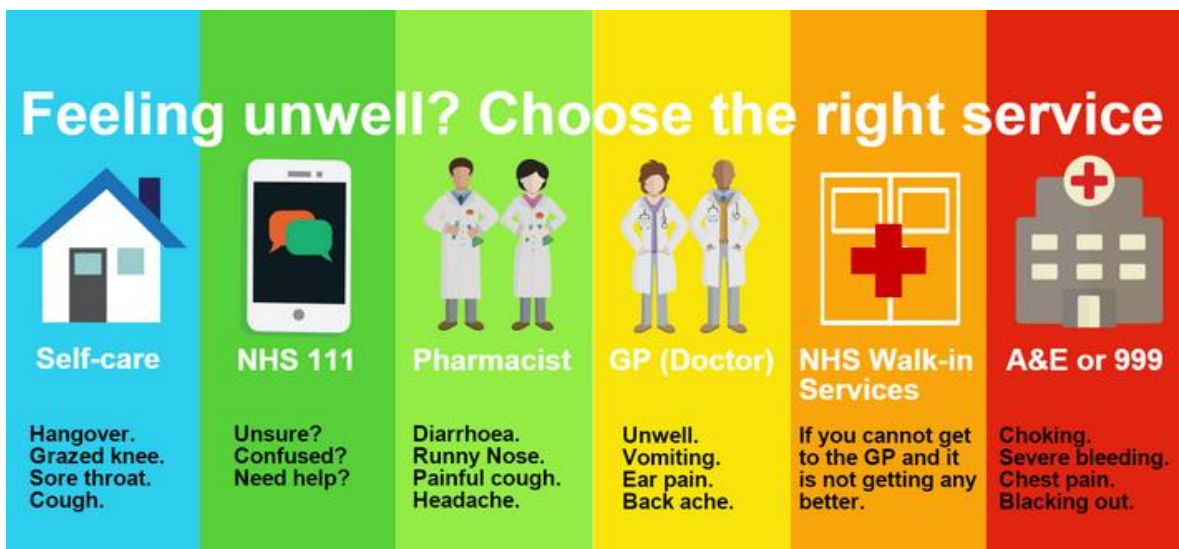
Please note: It is very important that you arrive 5 minutes early for any medical appointments, with a GP, hospital, health clinic, dentist, or optician. Please do not be late, as you may not be seen, and it may be very difficult to make future appointments.

GP (General Practice)

Everyone is welcome in General Practice (GP). You do not need proof of ID, address, immigration status or an NHS number to receive care or see a GP. A GP can offer medical advice, provide a diagnosis, and prescribe medicines. They might be your first point of contact for many physical and mental health concerns. They are responsible for managing your long-term healthcare and can refer you to more specialised treatment if needed.

Mears' staff will help you to identify your nearest GP surgery, you can also visit <https://www.nhs.uk/service-search/find-a-gp>. Please register with a GP as soon as you arrive. If you require support in accessing a GP appointment, please speak to your Mear's staff as they can assist you to request an appointment.

The below image may help you decide which service you need to access:



Local health services in Leeds:

Accident and Emergency Unit (Hospital)

Leeds General Infirmary – EMERGENCY ONLY – ADULTS AND CHILDREN

Address: Jubilee Wing, Great George Street, Leeds, LS1 3EX

Tel: ☎ 0113 243 2799

Open 24 hours a day, 7 days a week

St James Hospital – EMERGENCY ONLY – ADULTS ONLY

Address: Ground floor, Chancellors Wing, Beckett Street, Leeds. LS9 7TF

Tel: 0113 243 3144

Open 24 hour a day, 7 days a week

Please be aware children cannot be taken to A&E at St James Hospital - They need to go to Leeds General Infirmary.

Urgent Treatment Centres, Minor Injury Centres and Walk in Clinics

Urgent treatment centres provide medical help when it's not a life-threatening emergency. They can diagnose and deal with many of the common problems people go to A&E for. For example, things such as:

- Broken bones and sprains.
- Cuts/bruises.
- Wound dressing.
- Coughs, colds and breathing problems.
- Vomiting and diarrhoea.
- Skin infections and rashes.
- High temperature in children and adults
- Mental health problems.
- They can also support with emergency contraception.

There are currently two urgent treatment centres in Leeds:

St George's Urgent Treatment Centre,
St George's Centre,
St George's Road,
Middleton,
[LS10 4UZ](#)

Wharfedale Urgent Treatment Centre,
Wharfedale Hospital,
Newall Carr Road,
Otley,
[LS21 2LY](#)

The best way to access the urgent treatment centres is through NHS 111.



Bevan will be your GP when you are temporarily accommodated in Leeds, they maybe also your closest GP when dispersed. To find out more visit: [Bevan Healthcare \(wearebevan.co.uk\)](http://wearebevan.co.uk).

Your nearest GP is:

Hospital:

Medical Emergencies: If you need urgent help, for example a serious accident, fire, a heart attack, a life-or-death situation, then telephone **999** and ask for an ambulance. You must tell them the address where you are phoning from. This service is free of charge. If you telephone from a public telephone box, you do not need any money to phone **999**. **It is important to not use 999 unless it is an emergency.**



Dentist: If you have a problem with your teeth, ask Mears' staff to help you to register you with a dentist. You will need to take your HC2 form to the appointment. The treatment will then be free of charge. Please note, dental appointments are very limited at this time, this is usual in the UK.

You can find your nearest dentist and check if they will take you on as a patient at: www.nhs.uk/dentist.

Call 111 if you have a dental emergency.

Pharmacist / Chemist: If your GP gives you a prescription for medication, you must take this and your HC2 form to a pharmacist /chemist. The medication will be free of charge. These shops have a green cross outside such as the image above.

Your nearest pharmacy is:

Optician: If you have a problem with your eyesight, you will need to contact an Optician for an appointment. Ask Mears' staff for support with this. You will need to take your HC2. Some spectacles are free of charge, for others there may be a small charge.

Your nearest optician is:

Education and Looking After Children

It is important your child goes to school and on time. If they are unable to due to illness, you must let the school know on the morning of the absence. Attending school is compulsory in the United Kingdom for children aged between 5 years and 16 years. School days are approximately 6 hours long, Monday to Friday. A school place will be arranged for each child, however it is difficult to find a suitable place for children in the last years of school, if they do not speak and understand English well, because the local children will be concentrating on taking national examinations.

Mears' staff will be able to ask for a School Application to be sent out to you. You can also contact your nearest school, who will be able to assist.

Your nearest schools are:

Primary
Secondary

To register your children for education in Leeds you can:

Contact School Registration:

Contact the School Admissions Team

Address: Leeds City Council, PO Box 837, Schools Admissions, Leeds, LS1 9PZ

Tel: 0113 222 4414

School application form can be found here - <https://www.leeds.gov.uk/schools-and-education/school-admissions/moving-schools>

IMPORTANT:

It is not always possible to find a place at your nearest school. You may have to register with a different school to your first choice. If you are unhappy with the school option provided, you can appeal this decision.

School transport:

You might be entitled to transport if the nearest school with space is over 2 miles walking distance for a child under 8, or over 3 miles walking distance for a child over 8. Leeds City Council provides free transport or assistance with transport costs to the nearest appropriate and/or suitable school if the eligibility criteria is met. For further information call School transport <https://www.leeds.gov.uk/schools-and-education/school-transport>

Free school meals:

All children in reception, year 1 and year 2 will automatically get Free School Meals. For children in nursery, years 3 to 6, or secondary school you can apply by contacting your child's school. For more information and information on school contacts, go to <https://www.leeds.gov.uk/schools-and-education/apply-for-free-school-meals> You can also ask Mears' staff to help you.

School uniform and Charities that provide uniforms:

Every school has a different school uniform so please make sure that your child is wearing the correct uniform for the school that they attend. The school will usually inform you of what they expect their pupils to wear before your child starts school. You can buy school uniform from school uniform shops and some supermarkets.

If you are finding it difficult to afford the school uniform, you can speak to your school's Head teacher and they may be able to help, or some charities may be able to provide free school uniform. You can try School Uniform Exchange Charity as they may be able to support - <https://leedsuniformexchange.org.uk/>

Early education and childcare:

You may also be able to get free Nursery School places for children up to 2 years old – See below for more details:

Community Safety and the Law

The police in the UK are here to help all citizens, including Asylum Seekers and Refugees. If you need to speak to the Police but it is not urgent, you can phone **101**. Examples of this are:

- If your property has been damaged.
- To give information about a crime.
- For any general enquires.

If you need to contact the police in an emergency, phone **999** and ask for the police. You can ask for an interpreter; you just need to tell them what language you speak. Examples of an emergency are:

- If someone's life is in danger.
- Violence is being used or threatened.
- A crime is in progress.

IMPORTANT:

Please remember that reporting a crime to the Police will NOT impact on your application for asylum.

You can report a crime to True Vision https://www.report-it.org.uk/your_police_force. You do not have to give your name when reporting a hate crime incident. Your report will be completely confidential. You can also report crime anonymously by calling the Crimestoppers charity on 0800 555 111.

Hate Crime

If you or someone you know experiences abuse, whether physically or verbally, because of your race, religion, disability, sexual orientation, or transgender identity, please report it. You can report it to the police directly by phoning **101** or filling out their online form <https://www.westyorkshire.police.uk/form/report-hate-crime>

There are also several ways you can report hate crime to the council and this information can be found on the below website:

<https://www.leeds.gov.uk/antisocial-behaviour-and-crime/report-a-hate-crime-or-incident>

You can also get support to help you report a hate crime through third party reporting centres. They will provide confidential advice and support you to cope with the emotional and practical impact of hate. You can remain anonymous if you wish, and you do not need to have contact with the police if you don't want to.

Stop Hate UK

Stop hate UK is also a leading national Organisation working to challenge all forms of Hate Crime and discrimination. They offer a 24-hour dedicated reporting service and are here to help you report Hate Crime. More information can be accessed here <https://www.stophateuk.org/report-hate-crime/>

You can report a crime to True Vision https://www.report-it.org.uk/your_police_force. You do not have to give your name when reporting a hate crime incident. Your report will be completely confidential. You can also report crime anonymously by calling the Crimestoppers charity on 0800 555 111.

Anti-Social Behaviour

If you are experiencing problems with anti-social behaviour, have any concerns about it or other community safety issues, you should contact Leeds City Council on 0113 222 4402. You can do this anonymously here <https://services.leeds.gov.uk/AntisocialBehaviourOrHateCrime/ServiceRequest/Information?utr=W60435232141>

Personal Safety and Support

Gender Based Violence – Gender violence covers different types of abuse including domestic violence, harassment and stalking, rape and sexual assault, female genital mutilation, forced marriage, honour-based abuse, and trafficking.

You can also access further information on Leeds City Council's website regarding support here <https://www.leeds.gov.uk/antisocial-behaviour-and-crime/domestic-violence-and-abuse> Alternatively, you can call the Independent Domestic Abuse Service (IDAS) on 03000 110 110 or 24hr national helpline: 0808 2000 247.

Victim Support - You can get emotional and practical support if you are a victim of crime from Victim Support. This service provides help whether or not a victim of crime has reported the crime to the police. They can also help you report a crime. Please visit the website here www.victimsupport.org.uk/ or contact via phone on **0808 1689 111**. This is available 24 hours a day, seven days a week and is free.

If you are affected by any of the above or feel that you would benefit from specialist support or advice, Migrant Help can also refer you to an organisation that may be able to help: -

- Domestic violence/gender-based violence
- Modern slavery
- Female genital mutilation
- Lesbian, Gay, Bi-sexual, Transgender or Queer (or questioning) and Intersex and asexual (or allies) (LGBTQIA+)
- Mental health conditions, including if you are feeling like harming yourself.
- Physical disabilities
- Victims of torture or degrading and inhumane treatment

Support can also be accessed on the Leeds City Council website: <https://www.leeds.gov.uk/equality-and-diversity>

Legal Advice

Migrant Help can offer free support and advice with all issues regarding the asylum process and beyond. You can contact them on 0808 8010 503. There are also several organisations that provide free support and advice on a range of legal issues, details of these organisations can be found in this pack. If you are seeking immigration advice, you should seek advice from an organisation that is Office of the Immigration Services Commissioner (OISC) registered or a Solicitor.

The Council

In the UK, a Council (or local authority) is responsible to represent their communities and encourage community participation. The Council in Leeds is called Leeds City Council and is made up of elected Ward Councillors representing every area.

The area where you live will often have one or more Councillors and they are on hand to offer advice and guidance. You can find details of when it is appropriate to contact your Ward Councillor here <https://members.parliament.uk/Help/WhoToContact#when-council> and to find the contact details of your ward councillor go to: <https://democracy.leeds.gov.uk/mgMemberIndex.aspx?bcr=1>

You can find more information about the services the Council provides at <https://www.leeds.gov.uk/> or you can contact the Council directly on [0113 222 4444](tel:01132224444). For example:

Waste and recycling

At your self-catered accommodation, there will be one bin for normal household waste that cannot be recycled and one bin for waste that can be recycled.



Grey/Black – Household Waste



Green – Recycling Only

Glass SHOULD NOT be put in either bin and any glass should be taken to a recycling centre or bottle bank. If you put the wrong items in your bins this could result in them being removed.

For more information on waste and recycling, including what goes in each bin, who to contact if you need a new or replacement bin, and what to do if your bin doesn't get collected, go to:

<https://www.leeds.gov.uk/residents/bins-and-recycling> You can also ask Mears' staff for advice.

You are responsible for putting your bin out and bringing it back in on your collection day. This is important as if your bin goes missing, most Councils will charge to replace it. Your bin collection days are as follows:

	Bin colour	Day of the week for collection
Household		
Recycling		

Things to see and do in Leeds.

There are lots of things to do while living in Leeds and details of all the services listed below can be found on the website – <https://www.leeds.gov.uk> You can also ask Mears' staff for more information.

Throughout the year there are often a variety of events hosted in Leeds, including Theatre and Family events to enjoy. Please visit <https://www.visitleeds.co.uk/whats-on/> to access information on our Events Calendar for this year. You can also ask Mears' staff to help you access this information.

Live Well Leeds website, which can also be translated into multiple languages, offers information on activities, and support available in the area. The site contains information and contact details about all types of services and activities that can help you look after yourself, stay independent and get involved in your community: <https://livewellleeds.org.uk/>

Community Centres & Libraries

Everyone in the community is welcome to visit community centres. Here you will be able to use computers and the internet, learn basic IT skills, meet local people who live in your area, go on visits in the summertime, join in with music, or simply go and relax in a welcoming environment.

In addition, you can visit any of the libraries situated within Leeds, to sit and read, study, or relax. Experienced and trained staff are available to help you in using any of the library's services. All libraries provide books for adults and children, which you can borrow free of charge for up to 3 weeks. If you want to access the internet, send an email, or use a computer, you can do this through your local library.

You can find more information on libraries in Leeds here <https://www.leeds.gov.uk/libraries>

Wi-Fi, computers and accessing the internet -

Free Wi-Fi, computers and internet access are available within libraries or community hubs across Leeds. Your nearest community hub can be found here <https://www.leeds.gov.uk/community-hubs>

Your nearest libraries are:

Library	Address	Phone number



Leeds Central Library

Calverley Street

Leeds

LS1 3AB

Parks, Sports and Recreation

Leisure Centres

There are a number of Leisure Centres situated in Leeds which are here to improve the health and wellbeing of all of your family. The Centres contain swimming pools, and you can join in with a number of activities including football, badminton, judo, exercise to music, and many other things. There is however usually a charge for these activities. You can find your nearest centre here <https://active.leeds.gov.uk/findacentre/>

You might want to buy a Leeds Card Extra which costs £15 for the year and this will make activities such as cheaper to access. You will need to show your ARC card and apply for the card in person at any leisure centre. More info on the Leeds Extra Card can be found here <https://www.leeds.gov.uk/arts-and-events/leedscard>

Breeze

Breeze is a young person focused brand for 0- to 19-year-olds in Leeds. Breeze offers opportunities, information, and discounted access to a broad range of cultural and sporting activities, events, and services in an inclusive, safe, fun, creative, and inspiring way.

The Breeze Pass is a digital pass that sits on your phone giving you some discounts to venues, events, and different activities across the city.

It only costs £5 per year and once you have the Pass on your phone you will get notified of the latest Pass Perks which are constantly being updated and changing.

More info can be found here - <https://www.breezeleeds.org/breeze-pass/>

Parks and Countryside

Parks are free to visit, for example:

- Hyde Park
Hyde Park Corner, LS6 1AF
- Water Haigh Woodland Park
Woodlesford, LS26 8LP
- Hollin Hurst Wood
Wood Lane, Hollinhurst, LS26 8AW
- Adel Dam Nature Reserve
Otley Rd, LS16 8AG
- Golden Acre Park
Otley Rd, Bramhope, LS16 8BQ

For a full list of outdoor spaces to visit, and details of how to get there go to -

<https://www.leeds.gov.uk/parks-and-countryside/your-local-park>

Leeds is home to art galleries and museums, with something for everyone. Museums in Leeds are:

- Leeds City Museum
- Leeds Art Gallery
- Royal Armouries

For further information visit:

<https://museumsandgalleries.leeds.gov.uk/leeds-discovery-centre/groups-at-leeds-discovery-centre/>

Volunteering

While you are living in Leeds and awaiting your decision on your asylum claim, you may wish to develop your skills and volunteer in Leeds. Volunteering is a great way to get involved in your local community, make friends, learn new skills, and stay healthy and active. To learn more about the volunteering opportunities in Leeds, go to <https://www.leeds.gov.uk/jobs-skills-and-training/volunteering> Libraries may also be able to provide you with information to help get involved in volunteering. You can also ask your Mears' Staff for more information.

<https://doinggoodleeds.org.uk/voluntary-action-leeds/> (VAL) provide information on volunteering opportunities in Leeds.

VAL/Doing Good Leeds have created a website called <https://uk.becollective.com/> to bring a dedicated Volunteer Platform to Leeds to help connect more people with meaningful volunteer opportunities. It's packed with great features for volunteers, like creating a profile and collecting skills gained on a social CV you can download.

<https://doinggoodleeds.org.uk/volunteering/volunteer-centre-leeds/> is located in Leeds market where people can go to get help and support.

Religion and Places of Worship

There is a wide range of places of worship in Leeds and Mears Staff will be able to advise you on the nearest suitable for your needs. You may be able to make connections with people of your religious background at the many support networks listed in this pack.

You can find your nearest place of worship here using the Leeds faith map

<https://leedsc.maps.arcgis.com/apps/webappviewer/index.html?id=50a9d520dea447e4bab11363e320d6b4>

Support Networks

Below you will find details of your local support networks, they will provide you with practical support and advice. They may also be a place to meet people who speak your language, offer English classes and the opportunity to volunteer.

Red Cross (refugee and asylum seekers Youth Group)

Support and advice for refugees, asylum seekers and vulnerable migrants around issues such as destitution and help with asylum support issues.

Tel: 0113 201 5267 (Tuesday to Friday 10am to 4pm)

Email: RefugeeSupportWY@redcross.org.uk



International Family Tracing – Tel : 0114 242 7378, if you have lost contact with family members.

Family Réunion Pre Visa Advice – Tel : 07834 496 781

Family Reunion Travel Assistance / Integration Service – Tel: 0113 201 5271. Please note that your family **must** have visas before they can help.

Help in Leeds

Help in Leeds lists all the groups and agencies helping asylum seekers and refugees in Leeds, translated into 20 languages. If you are not sure where to go, it is a good place to start with: <https://helpinleeds.com/>

Leeds Refugee Forum:

Provide:

- Practical support through a range of ESOL classes, homework clubs and youth groups. Activity timetable can be found here <https://www.leedsrefugeeforum.org.uk/activity-timetable/>
- Advocacy: Provide bilingual advocacy (by appointment only).
- Refugee community organisation support: we host more than 50 refugee community organisations.
- Community social space: a safe space where refugees can meet and find mutual support.

PAFRAS



PAFRAS provides specialist casework and mental health support, with a focus on destitution.

PAFRAS can support you if you are at risk of becoming homeless, if your asylum support is ending or if your asylum claim has been refused and your Solicitor has closed your file. They can also provide mental health assessments and referrals into specialist mental health services.

PAFRAS also has a service especially for young asylum seekers aged 16-24 years old. They can support you if the Home Office does not believe your age, if you are at risk of becoming homeless or if your asylum claim has been refused and your Solicitor has closed your file. We can also support with mental health and wellbeing.

PAFRAS drop-in sessions are on Wednesday, from 09:45 am to 11.30 am at St Aidan's Church Hall, Elford Place West (off Roundhay Road), Harehills, Leeds, LS8 5QD). Snacks and hot drinks are provided along with Specialist Casework, Mental Health Assessments, GP Registration. Food parcels and toiletries are also provided for destitute asylum seekers.

Solace

Many people may find that life in the UK is more difficult than expected. Solace is a third sector organisation offering support for refugees and asylum seekers living in the Yorkshire and Humber region. If you are struggling with overwhelming sadness, poor sleep, stress or disturbing thoughts, then Solace may be able to help. It offers a safe place to talk about your distress and opportunities to develop new ways to cope with difficulties. To access this service you need to talk to your GP who can make a referral. You can find more information on Solace's website: <https://www.solace-uk.org.uk>

Solace contact details are:

Address: Manor House, 1 Manor Street, Leeds LS7 1PZ

Tel: 01138246796

Email: info@solace-uk.org.uk

Touchstone Mental Health and Wellbeing Services

Touchstone is a third sector organisation that runs a range of projects around Health and Wellbeing. Services include:

- Better together
- Healthy Connection
- Leeds Mental Wellbeing Service
- Live Well Leeds

Touchstone email address is: <https://touchstonesupport.org.uk/>

MindWell

MindWell is a Directory that provides links to access mental health and wellbeing services. Their email address is: [Home - MindWell \(mindwell-leeds.org.uk\)](mailto:Home - MindWell (mindwell-leeds.org.uk))

RETAS (Refugee Education Training and Advice Service)

RETAS (Refugee Education Training Advice Service) has a vision to see all Refugees, Asylum Seekers and other vulnerable Migrants to feel welcome and supported to fully integrate into society. They provide assistance with access to education, re-qualification, training and employment. Their services include:

- Holistic services covering key integration issues.
- 28 Day Transition Support (housing support, welfare & financial support, help opening a bank account, assistance in finding a school or childcare for children, help with furniture and white goods).
- Language classes and qualifications from pre-entry level.
- IELTS (International English Language Testing System).
- Comprehensive pre - employment service.
- University applications.
- Job Search, CV writing, interview preparation.
- Welcome To Leeds.
- High-quality independent Information, Advice and Guidance.
- Volunteer Service and opportunities for individuals to improve their confidence, gain new skills and knowledge and prepare for work in a supported environment.
- Wellbeing support.
- Advocacy Service.

Please Note: *RETAS is not a Housing Provider. They will help you register with Leeds Housing options and other landlords.*

Their contact details are:

Address: Roundhay Road Resource Centre, 233-237 Roundhay Road, LS8 4HS

Tel: 0113 380 5630

Email: info@retasleeds.co.uk

LASSN – Leeds Asylum Seekers’ Support Network

Leeds Asylum Seekers’ Support Network (LASSN) helps asylum seekers to learn English if they cannot get into

mainstream ESOL classes, make friends, and connect with their local community, or find specialist help with difficult problems. Their contact details are:

Tel: 0113 373 1759

Email: admin@lassn.org.uk

Chapel FM Arts Centre

The Centre offers volunteering opportunities, a café and different free events. Their contact details are:

Address: Old Seacroft Chapel, York Road, Leeds LS14 6JB

Email: <https://www.chapelfm.co.uk/contact/>

St Vincent's Support Centre

St Vincent's is a community hub that supports people residing in Leeds. The Centre offers a range of activities and support including debt advice, migrant support, classes and a large volunteering programme. Their website is:

<https://www.svp.org.uk/stvincentsleeds/whatwedo>

English Classes

Please contact Leeds Adult Learning. Their website is: <https://leedsadultlearning.co.uk/>

Learning English in Leeds:

You can find a list of all the places offering English learning in Leeds at the following website:

<https://www.learningenglish.org.uk/providers-list/> :

New to Leeds

New to Leeds exists to help new Migrants to Leeds to find their way around, and to help them to understand how to access support. Their website is: <https://newtoleeds.org/>

Please note: **this website does not provide immigration advice.** For immigration advice, you need to speak to a trained adviser who is registered with **OISC**. **Their website is:**

<https://www.gov.uk/government/organisations/office-of-the-immigration-services-commissioner>

Refugee Action's Guide to the Asylum process videos

These Guides are available in Arabic, English, Farsi, Kurdish (Sonari), Pashto, Portuguese, Spanish, and Turkish.

They can be found on the following website: <https://www.asylumguides.org/>

Right to Remain Toolkit

Is a simple guide to the Asylum Process and can be found on the following website:

<https://righttoremain.org.uk/toolkit/>