

FACTSHEET

Resettlement and Visa Overstayers

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Charity Number 1093710



We are sending you this leaflet as you are registered with Prisoners Abroad as a person in Immigration Detention for visa related problems. We need to let you know what you can expect from our resettlement service. Due to overstretched resources and ever-increasing client numbers, we have to focus our full service on those who have received a lengthy sentence for a criminal conviction and who may be returning to a country they no longer know anything about. We have produced this leaflet to clarify how we can help and also to give you some information about other services that may be able to assist you.

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1 What Prisoners Abroad can do

- We can offer you advice and guidance over the phone. You are welcome to call us on our freephone number 0808 172 0098.
- Information we can help with includes locating services in your local area, advice on how to get into the benefit system, how to get medical help in your area and how to go about asking the local authority for assistance with accommodation.
- We can help you travel to your home area from Gatwick or Heathrow. **This will be done by booking you on a National Express coach or other low cost transportation; this will be arranged for you by Travel-Care**, or if you are staying in London we will give a grant for a one week travelcard. There is a Travel-Care agency at both Gatwick and Heathrow airports. The Travel-Care remit is to help and advise distressed travellers at the airports, they do not provide long-term support and resettlement. The contact details section tells you how to get in touch with them when you arrive.
- We can also provide a small one-off subsistence grant to buy food and basics.

Both travel and subsistence grants are dependent on individual circumstances and you will need to make contact with Travel-Care to be assessed for them.

2 What Prisoners Abroad cannot do

- **We cannot provide a face to face service at our offices.** As stated above we will be able advise you via the phone or letter.
- We cannot provide any financial assistance other than described above.

3 Preparing for release – things to think about

- Although housing is difficult to obtain anywhere in the UK, you stand a much better chance of being accommodated in the place where you lived prior to leaving the country, or where you lived for most of your life. This is especially the case if you are going to approach a local authority.
- Bring any paperwork about your situation, e.g. medical papers, ID, expulsion papers from the country where you are detained. Any documentation will help significantly with getting medical assistance, accommodation and welfare benefits.
- Make contact with family and friends before you arrive back to see if they can help.
- Contact agencies which you may have been in touch with before you left the country, e.g. housing providers, drug and alcohol counselling services.
- Contact any specialist agencies who might be able to help, e.g. if you have been in the Armed Forces you can contact Veterans Aid (their details are on this factsheet).
- Contact Prisoners Abroad to request information about services in your home area.

4 Contact details for London based organisations

4.1 Travel-Care

Travel-Care can help arrange travel onward to your home and also assess you for a Prisoners Abroad grant. If you require help at the airport go to an information desk and ask to speak to Travel-Care.

If you arrive out of office hours and have nowhere to stay it may be best for you to wait in the airport until Travel-Care is open.

Travel-Care – Heathrow

Room 00142, North Wing, Terminal Three, Heathrow Airport, Middlesex TW6 1BZ
Telephone 020 8745 7495
Opening Times: Monday -Friday 09.00 -17.00.

Travel-Care – Gatwick

Room 3014b, South Terminal, Gatwick Airport, RH6 0NP
Telephone 01293 504 283
Opening Times: Monday-Friday 09.00 - 17.00 Sat & Sun 09.00am - 16.00pm

4.2 The Passage

If you arrive at the weekend you can head for central London to **The Passage Day Centre**. They have a shower facility and provide very cheap meals. However, they cannot access accommodation at the weekends. The nearest underground station is Victoria.

The Passage
St Vincent's
Carlisle Place
SW1P 1NL
Telephone 020 7592 1850.

4.3 Shelterline

If you need accommodation, you can try calling **Shelterline**. They can give you advice about obtaining emergency accommodation. This is a very busy line and you may have to try a few times before getting to speak to a worker.

The Shelterline telephone number is 0808 800 4444. This is free to call from UK landlines. Shelterline is open 24 hours a day 7 days a week.

4.4 Great Chapel Street Medical Centre

Walk in medical centre for homeless people not registered with a doctor. The nearest underground station is Oxford Circus.

13 Great Chapel Street
London
W1F 8FL
Telephone 020 7437 9360

4.5 Manna Centre

Drop-in Centre for homeless people and those in need. The nearest underground station is London Bridge.

6 Melior Street
London SE1 2QP
Telephone 020 7403 1931

4.6 Connection at St Martin's

Day Centre and support services for single homeless people. The nearest underground station is Charing Cross.

12 Adelaide Street
London
WC2N 4HW
Telephone 020 7766 5544

4.7 Borderline

Advice for people of Scottish origin on homelessness and returning to Scotland. The nearest underground station is Victoria

7-9 Belgrave Road
London
SW1V 1QB
Telephone 0800 174 047. This number is free from UK landlines.

4.8 Veterans Aid

Assistance for ex-services personnel on a range of issues including homelessness. The nearest underground station is Victoria

40 Buckingham Palace Rd
Victoria
London
Telephone 020 7828 2468

If you would like us to find information about similar services in your home area please let us know.

We can only offer any resettlement service to prisoners who are in contact with us before they arrive back in the UK. If you would like us to help you when you come back please make sure that you get in touch with us at the earliest opportunity.

5 Some facts about Prisoners Abroad:

- We provide free and confidential services on the basis of need
- We make no moral judgement about the people we work with; we help convicted and unconvicted, guilty or innocent, solely on the basis of need
- We can only work with British citizens imprisoned overseas (and their families and dependants)

Please contact us if you require any further information or assistance.

Prisoners Abroad
89-93 Fonthill Road
London
N4 3JH

Freephone 0808 172 0098. This line is open Monday to Friday, 10am – 4pm and is free from UK landlines.

Telephone +44 20 7561 6820 from outside the UK.

Fax 020 7561 6821

Our office is open Monday to Friday, 9:30am – 5:30pm.

Email: info@prisonersabroad.org.uk

Website: www.prisonersabroad.org.uk

The information provided in this factsheet is intended for information purposes only. It is not intended to constitute, nor does it constitute legal advice. Prisoners Abroad recommend that professional legal advice should always be sought. The information contained in this factsheet is subject to change and may not be up-to-date or accurate. Prisoners Abroad gives no warranty and makes no representation regarding the accuracy or completeness of the information provided. Prisoners Abroad will not be held responsible for any loss or damage arising from the use of the information provided.

If you spot any errors or inaccuracies in this factsheet please let us know by emailing info@prisonersabroad.org.uk. Thank you.

If you require this leaflet in a large print format, please contact us. Our details are below.

Tel: 020 7561 6820

+44 20 7561 6820 from outside the UK

Email: info@PrisonersAbroad.org.uk

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N4 3JH, United Kingdom