MOBILE PHONE SIM ISSUE IN DERBY FOR THOSE SEEKING ASYLUM

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ORGANISATION	SCOPE	UPDATED BY
British Red Cross Refugee Support Service	The British Red Cross offers SIM cards to asylum seekers in dispersal accommodation, and to refused asylum seekers who are destitute and/or homeless, and to vulnerable & destitute migrants in the city facing digital poverty SIM cards are only offered once Service users can access SIM cards by either: • Coming to the Red Cross weekly walk-in sessions every Monday, or • Contacting the Red Cross through their enquiry line 01332 525423 or email *RefugeeServicesDerby@redcross.org.uk*	Eric Nkundumubano on 25/8/26
Derby Food 4 Thought Alliance (DF4TA)	Derby Food 4 Thought Alliance (DF4TA) provides limited SIM card support to newly arrived individuals living in Laverstoke Court or city-centre-based hotels. The cards are provided: • via meeting with Beacon through Upbeat Communities on Wednesdays at 10am or in the hotel on Tuesdays at 2pm • via Migrant Help for those living at Laverstoke Court **To receive SIM card support, you must:** • Have arrived in the UK within the last 4 weeks • Have no access to a SIM card that provides calls and texts • Have your own working mobile phone (DF4TA does not provide mobile phones) **How to access support:** • SIM card appointments are available through DF4TA on Tuesdays • You must attend on the date and time provided • If you are unable to attend, you will have to re-apply • Once you have submitted the form you will receive an instant message with information on what to do next **Collecting your SIM card:** • Please bring your mobile phone with you when you attend • Please bring Home Office paperwork or Identification Document with your picture on. Please bring physical ID, not a picture on your phone • You are welcome to stay for a hot drink and a biscuit while your SIM card is prepared and activated • A member of the team will explain how long your SIM card package will remain active and what is included • **Please note that we will not give you a SIM card if you turn up with no phone or identification**	Paul Brookhouse on 26/8/26

Please send updates for this summary to newarrivalsalliance@comunityactionderby.org.uk