

Working towards a society where newcomers feel welcome, valued and lead dignified lives.



Our team supports thousands of people each year via our drop in and the accessible phone service.



Qualified casework & hybrid support

Opportunities to build experience and skills through volunteering, placements & training. Over 40% of RMC's staff are former volunteers.



Volunteering & Development

Delivering training & workshops to beneficiaries, the host communities and professionals. We aim to break down barriers and enable integration.



Training, Events & Workshops

Specialised projects allow for tailored, in-depth support. Aimed at meeting changing and complex needs.



Specialised projects

Refugee and Migrant Centre
West Midlands

Help us make this happen!




rmcentre.org.uk

Registered Charity No. 1104779



Refugee and Migrant Centre

West Midlands



Working towards a society where newcomers feel welcome, valued and lead dignified lives.

We will act with **humanity and compassion** – knowing that with the **right support and a chance to rebuild their lives**, people can go on to **thrive and be equal citizens**.

Registered Charity No. 1104779



Level 1
Level 2
Level 3
Registration number: N200500051

Who We Help



Asylum seekers & refugees including those coming via family reunion or official resettlement programmes

A wide range of migrants including British Nationals Overseas

EU migrants largely from Central and Eastern Europe or secondary migration within Europe

People who are undocumented or have uncertain immigration status

People from more established migrant communities who need our help

Refugee and Migrant Centre
West Midlands



Visit the RMC website for more info, or scan the QR code



Contact us

Get in touch or find your local centre



Opening times:

Get **FREE** expert advice and casework at our conveniently located centres. Our open door drop-in service is available on Monday, Tuesday, Thursday and Friday mornings from 9am to 1pm.

Services are provided on a first-come, first-served basis, with limited availability each day. Our dedicated colleagues will carefully assess your enquiry, offer support and schedule a follow-up appointment if necessary.

For case updates and general enquiries, please call 0800 0663 444

Our centres:

Birmingham:
Second Floor,
Chamberlain Building,
36 Frederick Street,
Birmingham,
B1 3HN

Dudley:
Trident Shopping
Centre,
Dudley,
DY1 1QJ

Walsall:
41-45 Bridge Street
Walsall
WS1 1JQ

Wolverhampton:
1st Floor Roma Parva,
9 Waterloo Road,
Wolverhampton,
WV1 4NB



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0800 0663 444



info@rmcentre.org.uk



Scan to read the full stories

Jawed was born in Afghanistan, working with British forces until he was accepted onto the relocation programme and flew to the UK in 2021 with his family.

"I am forever thankful to RMC, the UK government, and the local authority for giving my family and me the chance to rebuild our lives. They didn't just give us support; they gave us hope and a future"

Debestan arrived in the UK through the Syrian Vulnerable Person Resettlement Scheme. Her family were supported from the moment they arrived in the UK.

"RMC supported us through this ordeal, ensuring we had the help we needed... Their kindness and efforts gave me hope and reminded me that even in the darkest times, there are good people in the world. I will never forget their help and generosity."



Establishing

1999

Originally known as WARS, the organisation was set up to assist asylum seekers and refugees through an open door drop-in service.

2003

Officially registered as a charity.

2007

Change of name to the Refugee and Migrant Centre, expanding its remit to include support of migrants.

2008

Expanding by moving into a larger, central Wolverhampton centre.

2016

Opening of the first RMC Birmingham centre.

2017

Opening of the first RMC Walsall centre.

2020

RMC adapted quickly to the COVID pandemic, returning to our centres after only 6 weeks providing vital face to face support.

Expanding

2021

Leading on the support of resettled Afghans and providing full integration assistance. Plus registering to provide Level 3 casework for the first time.

2022

Delivering two new resettlement projects to meet current needs to help Ukrainians and Hong Kongers build new lives in the UK.

2023

Following massive increase in demand in Birmingham, RMC also launched a new Dudley centre after seeing the growing need. After an initial trial, a full drop in service was provided.

2024

Celebrating our 25th year, while still providing the same core drop in service as day one. Alongside a whole host of additional services including resettlement programmes.

2025

RMC are currently the main delivery partner across Birmingham, Walsall and Wolverhampton for the Homes for Ukraine and Afghan Resettlement programme.

2025

The Birmingham centre has launched a new sanctuary hub providing flexible, hybrid services giving beneficiaries more ways than ever to access vital support.

Leading

History

Refugee and Migrant Centre

West Midlands

Funders

We are able to help our communities due to the incredible generosity of our funders, partners and public donations.

We are very grateful to everyone who supports our work. Below are some of our key funders:

Barrow Cadbury Trust - National Lottery Community Fund

OAK Foundation - Justice Together Initiative

Birmingham Council - Dudley Council

Walsall Council - Wolverhampton Council

Income

£5,000,000

£4,000,000

£3,000,000

£2,000,000

£1,000,000

£0

2021

2022

2023

2024

2025

Income Growth 2021-2025

New enquiries per year

45,000

40,000

35,000

30,000

25,000

20,000

15,000

10,000

5,000

2021

2022

2023

2024

2025

24/25 Funding chart

Statutory 84%

National Lottery 5%

Trusts and Foundations 9%

Other 2%

Get Involved

Want to make a difference in your local community? RMC has a number of ways you can get involved and help change lives.

Fundraise

Want to challenge yourself? Whatever you want to do, you can now fundraise for RMC! Visit rmcentre.org.uk/fundraising

Donate

You can donate a one off amount, or give more regularly. To make your gift please visit rmcentre.org.uk/support-us

Jobs

Looking for work? Check out our current vacancies and join our team! Visit rmcentre.org.uk/work-with-us

Volunteer

Join our fantastic volunteer team, use your skills and develop new ones while helping newly arrived communities build their lives in the UK.

We have a range of different opportunities to suit your needs from reception to advisors, ESOL tutors to interpreters. You will be supported throughout your journey with us and have your own mentor to give you the best possible experience.

Get involved at rmcentre.org.uk/volunteer

“Volunteering at RMC has been an incredibly rewarding experience for me. It’s more than just giving my time—it’s about making a real difference in people’s lives. Supporting migrants as they navigate complex systems has given me a deep sense of purpose and fulfilment.”

Scan for more on how to get involved

Our Support

We assisted 19,380 beneficiaries in 2024/25 with 7,960 coming to us for the first time. These came from 163 nationalities

Countries highlighted represent the top 6-20 countries. Making up 41.1% of beneficiaries overall

Countries highlighted represent the top 21-50 countries. Making up 13.1% of beneficiaries overall

Top 5 nationalities represented

Eritrea

Afghanistan

Iran

Nigeria

Iraq

Making up more than 40% of our beneficiaries overall

Training, workshops and talks delivered to over 650 participants

With 4.67/5 rating for our online workshops

Building community knowledge and breaking misconceptions that prevent integration

40

Individuals were trained by RMC to become Mental health First Aiders and can now support their own communities.

“I think you do amazing work... There is so much misinformation in the community, there should be recognition of your work and showcase how difficult it is for the clients you work with”

569

Beneficiaries arriving through government resettlement programmes supported to resettle in the UK

5,290

Immigration applications submitted

Ensuring people have access to quality, free, regulated legal advice

over 50

Languages spoken by the RMC team

Allowing people to communicate in a language they feel comfortable in

180

Languages spoken by RMC beneficiaries

40,849

New enquiries opened