

Appendix: Sources of further information



Useful addresses

Organisation/Contact	Address	Contact
Adult Basic Skills Strategy Unit	Level 1, Caxton House DfES 6–12 Tothill Street London SW1H 9NA	www.dfes.gov.uk/readwriteplus 020 7273 1223
Amnesty International United Kingdom	99–119 Roseberry Avenue London EC1R 4RE	www.amnesty.org 020 7417 6357
Basic Skills Agency	7th Floor Commonwealth House 1–19 New Oxford Street London WC1A 1NU	www.basic-skills.co.uk 020 7405 4017
British Council	10 Spring Gardens London SW1A 2BN	www.britishcouncil.org 020 7930 8466
British Medical Association	British Medical Association BMA House Tavistock Square London WC1H 9JP	www.bma.org.uk 020 7387 4499
Campaign for Assisting Refugee Academics (CARA)		www.academic-refugees.org 020 7836 8963
Community Development.	Fund Applications Refugee Integration Unit AAPD, 5th Floor Voyager House 30 Wellesley Road Croydon CR0 2AD	
Community Health Councils		(Association centre: 020 7700 8125)
Community Legal Service (this has replaced the old Legal Aid Board in England and Wales)	CLS Policy Team 1st Floor 12 Roger Street London WC1N 2JL	Directory helpline: 0845 608 1122 Directory online: www.justask.org.uk

<i>Organisation/Contact</i>	<i>Address</i>	<i>Contact</i>
Educational Grants Advisory Service (EGAS)	Family Welfare Association 501–505 Kingsland Road London E8 4AU	020 7254 6251
English Speaking Board (International) Ltd	Examinations Co-ordinator 26a Princes Street Southport PR8 1EQ	www.esbuk.demon.co.uk E-mail: admin@esbuk.org 01704 501730
Family Reunion Services: British Red Cross Society (BRCS)	Family Reunion Section 9 Grosvenor Crescent London SW1X 7EJ	www.redcross.org.uk/trace 020 7235 5454
Guidance Accreditation Board (GAB)	PO Box 8512 Birmingham B3 1QE	www.gab.org.uk hq@gab.org.uk 0121 262 6870
Immigration Advisory Service (IAS)	County House 190 Great Dover Street London SE1 4YB	www.iasuk.org 020 7357 6917 24-hr helpline: Tel: 020 7378 9191
Joint Council for the Welfare of Immigrants (JCWI)	115 Old Street London EC1V 9RT	www.jcwi.org.uk 020 7251 8708
Learning and Skills Development Agency (LSDA)	Regent Arcade House 19–25 Argyll Street London W1F 7LS	www.LSDA.org.uk 020 7297 9000
Local Government Association Asylum Support Team	Local Government House Smith Square London SW1P 3HZ	www.lga.gov.uk 020 7664 3298/3339/3244
London Black Women's Health Action Project	1st Floor 82 Russia Lane London E2 9LU	020 8980 3503
London Chamber of Commerce and Industry Examinations Board (LCCIEB)	LCCIEB Corporate Headquarters 112 Station Road Sidcup Kent DA15 7BJ	www.lccieb.com custserv@lccieb.org.uk 020 8309 3000
London Language and Literacy Unit (LLLU)	South Bank University 103 Borough Road London SE1 0AA	www.sbu.ac.uk/LLLU 020 7815 6290
Medact	601 Holloway Road London N19 4DJ	www.medact.org info@medact.org 020 7272 2020

<i>Organisation/Contact</i>	<i>Address</i>	<i>Contact</i>
Medical Foundation for the Care of Victims of Torture	96–98 Grafton Road London NW5 3EJ	www.torturecare.org.uk 020 7813 7777
MIND – The Mental Health Charity	Granta House 15–19 The Broadway London E14 4BQ	www.mind.org.uk 020 7519 2122
Minority Rights Group	379 Brixton Rd London SW9 7DE	www.minorityrights.org 020 7978 9498
National Academic Recognition Information Centre (UK NARIC)	ECCTIS Ltd Oriol House Oriol Road Cheltenham Gloucestershire GL50 1XP	www.naric.org.uk 01242 260010
NATECLA (National Association for Teaching English and other Community Languages to Adults)	South Birmingham College 99–103 Clifton Road Birmingham B12 8SR	www.natecla.org.uk 0121 688 8121
National Asylum Support System (NASS)	Voyager HSE 30 Wellesley Rd Croydon CR9 2AA	www.ind.homeoffice.gov.uk www.asylumsupport.info 0845 602 1739
National Information Forum	Freepost Lon12514 London NW1 2YW	www.nif.org.uk 020 7402 6681
NIACE	21 De Montfort Street Leicester LE1 7GE	www.niace.org.uk 0116 204 4200
National Open College Network (NOCN)	Kedleston Road Derby DE22 1GB	www.nocn.org.uk 01332 591071
OCR (Oxford Cambridge and RSA Examinations)	1 Regent Street Cambridge CB2 1GG	www.ocr.org.uk 01223 553998
Pitman Qualifications	1 Giltspur Street London EC1A 9DD	www.pitmanqualifications.com 020 7294 3500
Refugee Action	The Old Fire Station 150 Waterloo Road London SE1 8SB	www.refugee-action.org 020 7654 7000
Refugee Assessment and Guidance Unit (RAGU)	The Learning Centre University of North London 236–250 Holloway Road. London N7 6PP	www.unl.ac.uk/ragu/ 020 7753 5044

<i>Organisation/Contact</i>	<i>Address</i>	<i>Contact</i>
Refugee Council	Head Office 3 Bondway London	www.refugeecouncil.org.uk Switchboard: 020 7820 3000 General enquiries about refugee and asylum issues: 020 7820 3085
Refugee Council services		Yorkshire and Humberside: 0113 244 9404 West Midlands: 0121 622 1515 Eastern Region (Ipswich): 01473 288688 London: 020 8346 6770 Croydon: 020 8603 0881
Refugee Education and Training Advisory Service (RETAS)	14 Dufferin Street London EC1Y 8PD	www.wusuk.org 020 7426 5800 Advice line: 020 7426 5801
Refugee Legal Centre	153–157 Commercial Road London E1 2DA	www.refugee-legal-centre.org.uk 020 7780 3200 Fax: 020 7780 3201
Refugee Support Service	47 Lambeth Road London SW8 1RH	020 7820 3606
Refugee Action Mental Health Project	Centenary House 54 North Street Leeds LS2 8JS	www.refugee-action.org/ better_mental_health_project.htm 0113 244 5345
Ruth Hayman Trust	PO Box 17685 London N6 6WD	www.ruthhaymantrust.com/ contact.htm E-mail: trustee@ruthhaymantrust.com
United Nations High Commission for Refugees (UNHCR)	Case Postale 2500 CH-1211 Genève 2 Dépôt Suisse	www.unhcr.ch +41 22 739 8111
Women's Health and Family Service	Room F4 Brady Centre 192–196 Hanbury Street London E1	020 7377 8725

■.....Where can I get help and information?

Recent news/legislation

The Refugee Council website has a 'news' section, which is constantly updated with the latest issues on refugees: www.refugeecouncil.org.uk/news

The Refugee Council Information Service, the information survival kit for public and voluntary sector employees, provides substantial updates on refugee issues, including legislation, twice a year. (For details on subscription rates and discounts available, call the Refugee Council Publications Unit on 020 7820 3042.)

The *Guardian* website (archive section) can provide you with all the articles that have been published on refugees in recent years. Go to the following webpage and type 'refugee' in the search engine: www.guardianunlimited.co.uk/archive

A new website, www.asylumsupport.info, provides a vast amount of information concerning people seeking asylum, a free online newsletter and a directory of hundreds of online resources relating to: asylum and refugees, conflict, country data, court cases, deportation, detention, discrimination, funding, gender, government, human rights, human trafficking, law, media, migration, policy and studies.

Updates on numbers of refugees in Britain/countries of origin

The following section of the Home Office website provides detailed statistics on refugees/asylum seekers. This includes monthly and annual asylum statistics of number of appeals, statistics on the countries of origins, the results of decisions/appeals: www.homeoffice.gov.uk/rds/immigration1.html

General support/advice

The Refugee Council provides the widest range of information, support and advice, as well as training for organisations working with refugees. It also spearheads campaigns and lobbies the government to improve services to refugees.

- Refugee Council Advice line for refugees: 020 7346 6777.
- Refugee Council General enquiries about refugees: 020 7820 3085
- National Asylum Support System (NASS), Voyager HSE, 30 Wellesley Rd, Croydon, CR9 2AA
0845 602 1739

Refugee Action, The Old Fire Station, 150 Waterloo Road, London SE1 8SB

www.refugee-action.org

An independent charity that supports refugees in building new lives in the UK and campaigns to ensure that refugees' voices are heard in matters that affect them, and that their needs are met. Some of the 11 offices across the UK are funded to provide On-Stop Services (see below).

Refugee Action also provides training to voluntary and statutory organisations to assist them in providing equal access to refugees and to ensure that they receive fair treatment from public service organisations such as the police, benefits office and social services.

Refugee Community Organisations (RCOs) play an important role in helping refugees settle in the UK. You can obtain information on RCOs in your area from the Refugee Council's enquiry line on 020 7820 3085.

Accessing translation

Language Line provides a 24-hour telephone, and face-to-face interpreting and text translation services to public sector organisations in the UK all year round.

Contact: Language Line Ltd, 11–21 Northdown Street, London N1 9BN. Tel: 0800 169 2879 or www.languageline.co.uk

Other sources of help may be available from the local authority interpretation service or local refugee community organisations. Contact the Refugee Council with general enquiries about refugee and asylum issues: 020 7820 3085 (E-mail: Info@RefugeeCouncil.org.uk). The Council can provide you with a list of all the RCOs in London and the UK.

The National Register of Public Service Interpreters is available from the Institute of Linguists, Saxon House, 48 Southwark Street, London SE1 1UN in both hard copy and CD-ROM. To receive your copy, contact info@iol.org.uk or phone 020 7940 3100.

Family reunion services

The British Red Cross Society (BRCS) (Family Reunion Section, 9 Grosvenor Crescent, London SW1X 7EJ. Tel: 020 7235 5454) provides an international tracing service for families separated by conflict, and a message service where communications have broken down as a result of war or disaster.

Publications

Information for Asylum Seekers is a leaflet for refugees providing information on asylum applications, getting support, access to services, and on organisations that may be able to help. It is available in English, Chinese, Somali, Arabic, Albanian, French, Russian, Kurdish, Tamil and Turkish. It can be ordered from the Refugee Council or can be downloaded from the Refugee Council website.

The Refugee Council Information Service (see p. 121) is the most informative and detailed guide on refugee issues available.

Legal advice

In the event that learners raise issues/problems concerning legal advice, the following organisations can be used as referral points:

- Immigration Advisory Service (IAS) County House, 190 Great Dover Street, London SE1 4YB. Tel: 020 7357 6917. 24-hr helpline: 020 7378 9191. www.iasuk.org

The IAS also has offices in:

Birmingham (0121 742 1221),	Cardiff (029 2049 6662),	Glasgow (0141 248 2956),
Hounslow (020 8824 1115),	Leeds (0113 244 2460),	Liverpool (0151 475 1628),
Manchester (0161 834 9942),	Norwich (01603 496622),	Oakington (01954 783300).

- Refugee Legal Centre, 153–157 Commercial Road, London E1 2DA.
Advice line: 020 7780 3200. Fax: 020 7780 3221. www.refugee-legal-centre.org.uk
- Asylum Aid 28 Commercial Street, London E1 6LS. Tel: 020 7377 5123. Provides free legal advice and representation for refugees. www.asylumaid.org.uk
- Community Legal Service (this has replaced the old Legal Aid Board in England and Wales). The service will provide referral to an appropriate solicitor as well as general advice.
Directory helpline: 0845 608 1122. Directory online: www.justask.org.uk
- Joint Council for the Welfare of Immigrants (JCWI), 115 Old Street, London EC1V 9RT.
Tel: 020 7251 8708. www.jcwi.org.uk

Publications

Claiming Asylum, available in a number of languages from the Refugee Council, 3 Bondway, London SW8 1SJ; may also be downloaded from their website.

See also:

- www.rightsnet.org.uk – information on welfare benefits for advice workers website
- www.nacab.org.uk – National Association of Citizens Advice Bureaux
- www.dss.gov.uk – the Benefits Agency website
- www.exile.biz – Exile Consulting – A free service, covering online advocacy and accessible information
- europa.eu.int/comm/justice_home/unit/immigration_en.htm information on immigration and asylum in the European Union

The dispersal system: regional ‘cluster areas’ and ‘one-stop services’

The nature of the dispersal system means that the regional situation will be in a continual state of change. To keep informed of the local situation it is advisable to contact the following local Refugee Council services:

- Yorkshire and Humberside: 0113 244 9404
- West Midlands: 0121 622 1515
- Eastern Region (Ipswich): 01473 288688
- London: 020 8346 6770
- Croydon: 020 8603 0881
- Local Government Association Asylum Support Team 020 7664 3298/3339/3244
(information on dispersal and the development of regional asylum-seekers’ consortia)

Cluster areas

The 1999 legislation entails the dispersal of refugees to regional 'cluster areas'. The regional consortia have been developed by local authorities to deliver and co-ordinate services for refugees. The legislation in October 2001 maintains this system of local authority consortia.

<i>Region</i>		<i>Telephone No.</i>
Northeast		0191 2116714 01642 444261
Northwest	East sub-region	0161 4489915
	West sub-region	0151 734 4717 0151 734 4762
South		023 8083 3022
Southwest		01452 426003
Wales		01633 885095
South Central		023 9282 2251
Yorkshire and Humberside		0113 247 5362 0114 2735239
West Midlands		0121 678 1036
East Midlands		01664 502 555
Scotland		0141 287 1820
London		020 7641 6124
Southeast (Kent)		01622 694886
Eastern		01206 273 728
Association of London Government		020 7222 7799
Local Government Association Asylum team		020 7664 3298

One-stop services

In addition, the Home Office is funding voluntary sector agencies to provide support in the regions. 'One-stop services' (also known as advice teams) are being set up in each of the cluster areas. Contact NASS or the One-stop services for information on accommodation and welfare issues in your area.

Organisation	Address	Telephone
Kent and Sussex Migrant Helpline	Rm 65, No.1, Control Building, Eastern Docks, Dover CT16 1JA	01304 203 977
	32–33 Priory Street, Hastings TN34 1EA	01424 717011
Heathrow Airport: Refugee Arrivals Project	First Floor, Queens Building, Heathrow Airport, Hounslow TW6 1DN	020 8759 5740
Northwest: Refugee Action	34 Princes Road, Liverpool L8 1TH	0151 702 6300
	Lever Street, Manchester M1 1DZ	0161 233 1200
East Midlands: Refugee Action	Melbourne Centre, Melbourne Road, Leicester LE2 0GU	0116 261 4830
	International Community Centre, 61b Mansfield Road, Nottingham NG1 3FN	0115 910 7418
	Suite 19, Beaufort Street Business Centre, Derby DE21 6AX	01332 367 398
Southwest: Refugee Action	38 College Green, Bristol BS1 5SP	0117 903 7885
	Ermon House, Butts Road, Heavitree, Exeter EX2 5BD	01392 274 874
South Central: Refugee Action	133a High Street, Southampton SO14 2BR (Additional office opening soon in Oxford)	023 8024 8130
West Midlands: Refugee Council	1st Floor, Smithfield House, Digbeth, Birmingham B5 6BS	0121 622 1515
Yorkshire and Humberside: Refugee Council	1st Floor, Wade House, The Merrion Centre, Leeds LS2 8NG	0113 244 9404
	In South Yorkshire, services are delivered in partnership with Northern Refugee Centre, Alpha House, 10 Carver Street, Sheffield S1 4FS	0114 281 5718
London: Refugee Council	240–250 Ferndale Road, London SW9 8BB	020 7346 6770
Eastern Region: Refugee Council	Unit 1, Observation Court, Princes Street, Ipswich IP1 1RR	01473 221 560 01473 288 688

Northeast: North of England Refugee Service (NERS)	19 The Bigg Market, Newcastle upon Tyne, NE1 1UN	0191 222 0250
	27 Borough Road, Middlesbrough TS1 4AD	01642 217 447
	Ground Floor, Martime Buildings, St Thomas Street, Sunderland, SR1 1QD	0191 510 8695
Wales: Welsh Refugee Council	Unit 9, Williams Court, Trade Street, Cardiff CF1 5DQ	020 2966 6250
Scottish Refugee Council	5th Floor, 82 Gordon Street, Glasgow, G2 6QA	0141 248 9799
	1st Floor, Wellgate House, 200 Cowgate, Edinburgh, EH1 1NQ	0131 225 9994 www.scottishrefugeecouncil.org.uk

(Source: *Refugee Council Information Service: the information survival kit for public and voluntary sector employees*. Section 4.5)

Educational information and entitlements

The current situation regarding educational entitlements is highly complicated, and it is advisable to consult an official source such as World University Service's Refugee Education and Training Advisory Service (RETAS), who have an advice line on Tuesdays and Thursdays 2.30–5.00: 020 7426 5801.

Information on setting up provision/funding ESOL and training programmes for refugees

Government and EU funding

To find out about funding for establishing provision or developing projects, it is advisable to consult your local Learning and Skills Council. The following website provides the contact details of all the LSCs: <http://www.lsc.gov.uk/contactus.cfm>

The government's Adult Basic Skills Strategy Unit (ABSSU) website provides information about current reports and a funding guide, along with details of the future role of LSCs in funding adult basic skills provision: www.dfes.gov.uk/readwriteplus

ABSSU's publication, *Adult Literacy, Numeracy and ESOL: A Guide to Learning and Skills Council (LSC) Funding 2002/03* (DfES, 2002), provides information on core LSC funding. Available from DfES publications (tel: 0845 60 220 60) or, downloaded, from www.dfes.gov.uk/readwriteplus/planning_and_funding. For information on additional funding sources outside the LSC, contact your Regional Co-ordinator whose contact details can be found at: www.dfes.gov.uk/readwriteplus/who_we_are.

Accreditation

For information on ESOL qualifications and for contact details of awarding bodies, visit www.dfes.gov.uk/readwriteplus/ESOL_Qualifications_Report

International English Language Testing System (IELTS): <http://www.ielts.org/index.htm>

This site provides sample papers and gives details of local test centres in the UK and abroad.

Home Office funding

The Refugee Community Development Fund, part of the Home Office's refugee Integration Strategy (launched in November 2000), aims to help refugees fulfil their potential. The fund will amount to £350,000 each year for the next three years. See the Home Office web site, <http://www.homeoffice.gov.uk>, for an application pack, or write to: Community Development Fund Applications, Refugee Integration Unit, AAPD, 5th Floor, Voyager House, 30 Wellesley Road, Croydon CR0 2AD.

Funding from the European Union (EU)

There are a number of support programmes for refugees, such as the European Refugee Fund and the Equal Programme. Contact your regional government office or regional development agency for information on current programmes or go to: www.europa.eu.int

Educational trusts and charities

The Educational Grants Advisory Service (EGAS) provides up-to-date information on loans, grants and benefits and maintains a large database of educational trusts and charities. Contact EGAS, c/o Family Welfare Association, 501–505 Kingsland Road, London E8 4AU. Tel: 020 7254 6251

The following can also be found in the reference section of most local and college libraries:

- *The Directory of Grant Making Trusts* (Publisher: Charities Aid Foundation)
 - *The Educational Grants Directory* by Sarah Harland (Publisher: Directory of Social Change).
- Contact RETAS for further information on grant-giving bodies.

The Ruth Hayman Trust gives small personal grants to support the education and training of adults who live in the UK and speak English as a second language. The size of the grants is small (the maximum award is for £200), but refugees have found the fund especially useful. Contact the Ruth Hayman Trust, PO Box 17685, London N6 6WD. E-mail:

trustee@ruthhaymantrust.com. Or look at the following website for details:

<http://www.ruthhaymantrust.com/contact.htm>

Publications

Good Practice Guide on the Integration of Refugees in the European Union (1999) World University Service. Also downloadable from www.wusuk.org

Information on the education System in the UK

The following sets out a straightforward guide to the education system for refugees in the UK:

Baden Prince with Jill Rutter and Marie Kerrigan (2000) *Handbook on Education for Refugees in the UK*. RETAS.

National Information Forum (2001) *How to make a new life in the UK: A self-help guide for young refugees and asylum seekers*. National Information Forum. Tel: 020 7402 6681. www.nif.org.uk

Education for school-age refugee children

Several refugee communities run their own community schools, providing mother-tongue tuition and other important services. As mentioned above, you can obtain information on Regional Community Organisations in your area from the Refugee Council's enquiry line on 020 7820 3085.

Publications

Refugee Council (1998) *Refugee Community Schools Directory*

Refugee Council *Schools for Children*. Advice about all levels of education, finding a school, types of school and where to get more advice. Available in English, Spanish, Arabic, Somali and Albanian from the Refugee Council, 3 Bondway, London SW8 1SJ.

Relearning to Learn: a DfES-funded publication providing advice for teachers who have not worked previously with children from refugee families. Available free from the Education and Equal Opportunities Department, NUT, Hamilton House, Mabledon Place, London WC1H 9BD. Tel: 020 7380 4770

Jill Rutter (2001) *Supporting Refugee Children in the 21st Century: a compendium of essential information*, This handbook provides information on refugee communities in the UK and their rights, and provides a guide to good practice regarding refugee children's educational needs.

Recognition of overseas qualifications

The UK NARIC, ECCTIS Ltd, Oriel House, Oriel Road, Cheltenham, Gloucestershire GL50 1XP. Individuals can send in qualifications for comparison with those in UK (letters of comparability cost £25 in 2002) www.naric.org.uk/IndividualswithIntQualifications.htm. Tel: 01242 260010; fax: 01242 258611

UK NARIC holds a database which gives information on how overseas qualifications relate to the UK qualifications. The subscription is expensive (£500), but refugees can access the database free through subscribing advice agencies.

Refugee doctors are required to sit the Professional Linguistics Assessment Board test (PLAB). The General Medical Council has recently waived the £145 fee for the first part of this test.

Publications

Herman Rosenkranz (2000). *A Concise Guide to Refugees' Education and Qualifications* (£15)

Employment

Permission to work

For permission to work individuals must apply either in person or in writing to: The Immigration and Nationality Directorate, Lunar House, 40 Wellesley Road, Croydon CR9 2BY.

The Learndirect job profiles website: http://www.learndirect-futures.co.uk/job_profiles/ provides detailed information on jobs including information on qualifications required for the job.

The Connexions Service offers a range of careers guidance and support for 13–19 year olds: <http://www.connexions.gov.uk/index.htm>. The Connexions national unit can be contacted on 0114 259 1104. E-mail: connexions.service@dfes.gsi.gov.uk

Improving employment opportunities for refugees

The Employability Forum is developing strategies to assist refugees who have permission to work in preparing for and obtaining employment. Its Focus on Opportunity programme assesses individuals' language and work-related skills and helps them adapt/develop the skills they need for the UK workplace. Employability Forum, 2nd Floor, Tower Building, York Road, London SE1 7NX. Tel: 020 7981 0375: www.employabilityforum.co.uk

See also Personnel Today's campaign for improving employment opportunities for refugees: www.personneltoday.com

Industrial Society's report, *A Poor Reception, Refugees and asylum seekers: welfare or work?*, is available from www.indsoc.co.uk/policy/polpap12_poor_reception.htm

www.refugee-doctors.org.uk is a new website that brings together all resources available to doctors who have become refugees in the United Kingdom. Refugee doctors are in many ways in a similar situation to most other overseas doctors, but there are also a number of unique problems. This website tries to address the lack of current information that is often reported to be a problem for refugee doctors, and the isolation that they feel, particularly those affected by the new dispersal policy.

The website www.artistsinexile.org supports professional artists who are refugees.
Tel: 020 8237 1115.

Health

The Refugee Council has a Health Access Worker, Sasha Acimovic. Tel: 020 7820 3064.

Community Health Councils (Association centre: 020 7700 8125).

Medact is a health professionals' organisation challenging barriers to health. Its website, www.medact.org, includes a 'refugees and health' web page that provides details of the Medact Refugee health network.

HARP – Health for Asylum seekers and Refugees Portal (www.harpweb.org.uk) provides a wealth of information and links to other sides concerned with health problems that affect refugees.

London Black Women's Health Action Project (1st Floor, 82 Russia Lane, London E2 9LU. Tel: 020 8980 3503) provides help and counselling for black women about health issues.

Women's Health and Family Service, Room F4 Brady Centre, 192–196 Hanbury Street, London E1. Tel: 020 7377 8725

Publications/leaflets

NHS leaflets available in GPs' surgeries/hospitals/post offices/social security offices

Refugee Council (1999) *Refugee Health Services Directory*. £7.95 (free to refugee organisations)

The National Information Forum's *A Booklet of Information for Refugees – Signposts: Information for asylum seekers and refugees* (ISBN: 0 9517 6698 8) includes information on healthcare. £2.75.

Tel: 020 7402 6681; Fax: 020 7402 1259.

Women and Health provides information for refugees on marital and family violence, education, work, child protection and useful organisations. Available in Somali, Arabic, French and Turkish. Available from the Refugee Council, 3 Bondway, London SW8 1SJ.

Female Genital Mutilation or Female Circumcision: £1 booklet aimed at healthcare professionals in general but also refers specifically to the support system at Guy's & St Thomas's Hospital Trust. For copies, contact Comfort Momoh, FGM Specialist Midwife, African Well Woman Clinic, McNair Centre, 14th Floor, Guy's Hospital, London SE1 9RT.

Multi-Lingual Emergency Phrasebook. Pocket-sized booklet intended for use by ambulance drivers and paramedics. Contains phrases in Albanian, Amharic, Arabic, Bengali, Chinese, Czech, Farsi, French, German, Greek, Gujerati, Hindi, Hungarian, Italian, Japanese, Kurdish, Polish, Portuguese, Punjabi, Romanian, Russian, Serbo-Croatian, Somali, Spanish, Swahili, Tamil, Tigrinya, Turkish, Urdu, Vietnamese and English. Available from London Ambulance NHS Trust

Advice on HIV/AIDS, a free leaflet published by the Refugee Council, is available from London Ambulance NHS Trust. It contains advice on HIV/AIDS for asylum seekers and refugees and is also available in French, Spanish, Turkish, Russian, Arabic, Somali, Albanian, Chinese and Portuguese.

AIDS: the Terrence Higgins Trust has a dedicated African Health Promotion Team who are responsible for developing and implementing a number of projects for African people living in the UK. The African AIDS helpline is on freephone 0800 0967 500. See also www.tht.org.uk/african_b.htm

Tuberculosis: Refugees have a 22 times higher rate of tuberculosis than the UK average. For further information see www.fons.org/tb1.htm – the Foundation Of Nursing Studies website – and the Department of Health websites: www.doh.gov.uk and www.minorityhealth.gov.uk/docs/step_by_step.doc

Dr Phillip Matthews and Dr Fahri Seljmani. *Working with Kosovar/Albanian Patients – A medical phrasebook and resource*. Available in PDF format at www.fam-english.demon.co.uk/albanian.pdf

Dr Sarah Montgomery and Pavlina Rawlings *Working with Czech/Slovak Patients: A Medical Phrasebook and Resource*. Available from Pippa Barber, East Kent Community NHS Trust, Queen Victoria Memorial Hospital, King Edward Avenue, Heme Bay, Kent CT6 6EB.

The British Medical Society's Medical Ethics Committee has produced a guidance note called *Access to Health Care for Asylum Seekers*: See: www.bma.org.uk/public/webdocs.nsf/webdocsvw/asylumseekers

The US EthnoMed site contains information about cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants to Seattle, many of whom are refugees fleeing war-torn parts of the world: www.ethnomed.org/

Sexuality

People fleeing from persecution because of their sexual orientation or refugees who are not conventional heterosexuals may feel doubly isolated, may be unaware of their rights, and afraid of being 'found out'. Self-help and support organisations are becoming aware of the needs of refugees. For instance, the gay rights organisation Stonewall has established specialist support. Stonewall Immigration 0207 7734 3705 or www.stonewall-immigration.org.uk

The Safra Project specialises in support for Muslim gay, lesbian, bisexual and transgender women. Contact: safra_project@hotmail.com

Mental health/counselling

The Medical Foundation for the Care of Victims of Torture (Tel: 020 7813 7777 or www.torturecare.org.uk) provides care and rehabilitation for individuals and their families who have been subjected to torture and other forms of organised violence.

MIND – The Mental Health Charity (Granta House, 15–19 Broadway, Stratford, London, E14 4BQ. Tel: 020 7519 2122) provides a confidential mental health information service.

The Refugee Support Service (47 Lambeth Road, London SW8 1RH. Tel: 020 7820 3606, Fax: 020 7820 3606) assists refugees with mental health issues.

The Refugee Action Mental Health Project (Centenary House, 54 North Street, Leeds, LS2 8JS. Tel: 0113 244 5345) works nationally to promote better mental health for refugees.

Breathing Space is a new mental well-being project for refugees. It is a joint development project between the Refugee Council and the Medical Foundation for the Care of Victims of Torture. Contact the Refugee Council for more details.

Publications

Guidelines for Refugee Community Organisations Providing Counselling Services. The aim of these guidelines is to give clear information to training providers and refugee community organisations on training and the provision of counselling. The guidelines address issues of quality and equality in the provision of training and subsequent counselling for refugees. Copies of the guidelines can be obtained from the Evelyn Oldfield Unit, 356 Holloway Road, London N7 6PA. Tel: 020 7700 0100.

Refugee Council (1999) *Refugee Health Services Directory* £7.95 (free to refugee community organisations)

Country reports/background

The Minority Rights Group (379 Brixton Rd, London SW9 7DE. Tel: 020 7978 9498

www.minorityrights.org, E-mail: minority.rights@mrgmail.org) is an international NGO working to secure rights and justice for ethnic, religious and linguistic minorities, and to promote co-operation between communities.

The UNHCR has a wealth of country information available in its country documentation centre, which can be found at www.unhcr.ch.

HumanRightsWatch provides detailed reports on human rights abuses throughout the world: www.hrw.org

The Home Office publishes guidance reports on countries. www.homeoffice.gov.uk/ind

US state department country reports

The US state department publishes country reports on an annual basis: www.state.gov

The British Council website (www.britishcouncil.org) includes links to the British Council Human rights network: 'A news, information and networking tool for the global human rights community'.

Immigration Consortium Country Information Database: www.hjt-research.com

Glossary

Additional Learning Support (ALS) – funded support for learners on mainstream courses with learning difficulties or disabilities or literacy, numeracy or language support (ESOL) requirements.

CALL – Computer Assisted Language Learning, i.e. learning languages using a computer programme, also known as Technology Enhanced Language Learning (TELL). This acronym is also used for New Opportunities Fund's Community Access to Lifelong Learning Project, which is establishing Community Grids for Learning (CGfL) that offer access to learning through the Internet for members of defined communities.

Diagnostic assessment – see pp. 51–3.

Discrete basic skills/ESOL course – a basic skills or ESOL course where the primary learning goal is improving English language, literacy or numeracy skills, as opposed to receiving support in language, literacy or numeracy skills in order to access, and achieve in, other areas of the curriculum (see ALS above).

EFL – English as a Foreign Language. Intended for temporary residents such as visitors and au-pairs who come to the UK to learn English. EFL courses are not eligible for LSC funding and participants usually have to pay fees.

EMTAG/EMAG – Ethnic Minority and Traveller Achievement Grant: DfES grants to LEAs for work with these groups. See <http://www.dfes.gov.uk/ethnic/index.htm>

ESOL – English for Speakers of Other Languages. Provision for minority ethnic people who want to improve their English language skills. Some learners are not literate in their first language; others may be literate in a number of languages.

Formative assessment – see pp. 51–3.

Group/class profile – key information held by tutor for planning purposes on every learner within a group/class. This may include level of language ability in the four skills (both English and mother tongue), previous education and work experience, goals, etc.

ICT – Information and Communications Technology, e.g. computers, e-mail, Internet. As a subject, the study of this would include how to obtain, manage, use and share electronic information in a variety of forms.

Individual learning plan (ILP) – a learning plan drawn up by a teacher, following diagnostic assessment. The plan is negotiated with the learner and specifies long-term goals and short-term targets required to achieve them. The plan should outline the skills to be learnt at the appropriate level and context (referenced to the relevant core curriculum within a specified period), and should also specify a review date.

Induction – a programme delivered at the start of a new course to familiarise learners with course content, the organisation, codes of practice and so on.

Initial assessment – see pp. 51–3.

Language experience approach – this is an approach to teaching literacy that draws on the experience and language of the learner. The learner’s oral English is transcribed by the teacher and used as the basis for teaching reading and writing.

LSC – Learning and Skills Council, the national funding body for all post-16 education in England. The national operation has devolved to 47 Local Learning and Skills Councils (LLSCs). See www.lsc.gov.uk

Mainstream course – this is the term used to refer to vocational or academic courses or programmes that are not discrete literacy, numeracy, ESOL, ALDD or ALSs.

Non-accredited achievement – achievement that is not accredited via a nationally recognised awarding body, e.g. achievement of the primary learning goal on an ILP.

Open learning – in relation to basic skills/ESOL, this would mean self-access learning in an open learning centre with a range of paper- and technology-based resources. A learner could follow an ILP at his or her own time and pace, negotiated with, and supported by, teaching staff.

Peer mentoring – advice and support given to an individual by someone of the same age and/or status.

Prior learning – usually refers to previous education, employment, training and skills.

Productive skills – speaking and writing.

Realia – real objects used for language learning, e.g. application forms, food, money brochures, official letters, objects and so on.

Receptive skills – listening and reading.

Screening – see pp. 51–3.

SRB – Single Regeneration Budget: a regionally administered fund, led by the Department of the Environment Transport and the Regions (DETR), that targets areas of deprivation and disadvantage. Not just for education and training, although many bids include these. See www.regeneration.detr.gov.uk/srb/index.htm

Summative assessment – see pp. 51–3.

Value-added – in basic skills, this is a process of measuring the progress a learner has made from the point at which he or she entered to the point at which he or she left.