

**ETHNIC MINORITY TRAVELLER AND REFUGEE
ACHIEVEMENT SERVICE**



2007 - 2008

***Refugee and Asylum Seekers
Information Booklet and
Directory for Schools***

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WORKING WITH REFUGEE AND ASYLUM SEEKER PUPILS

At any one time there are approximately 850 pupils from refugee or asylum seeker backgrounds in Newcastle schools. Many of these children will have had little or no education in their home country but many will be extremely well educated. They will have endured difficult situations and may still be suffering the effects of severe trauma. Many of them are asylum seekers still awaiting the outcome of applications for refugee status.

Explanation of terms

- ***Refugees:***

The 1951 UN Convention Relating to the Status of Refugees defines a refugee as someone who has a well founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion and cannot expect protection in his or her own country. A refugee is someone who has been accepted for asylum.

- ***Asylum Seekers:***

An asylum seeker is someone who flees their home country and seeks refugee status in another country, because of war or human rights abuses.

- ***The National Asylum Support Service (NASS):***

From April 2000 when the Immigration and Asylum Act 1999 was implemented, NASS, a Home Office agency, became responsible for providing support and accommodation for asylum seekers who otherwise would be destitute. NASS is responsible for dispersing asylum seekers to cluster areas outside London and the South East. This takes into account such criteria as existing multi-ethnic communities, appropriate housing and the scope to develop voluntary and community sector support.

- ***What happens when a decision has been made?***

If a decision is made to grant refugee status or Exceptional Leave to Remain (ELR) then the person becomes entitled to benefits they have 28 days to access the mainstream benefits system before NASS support terminates. If the decision is negative the person can appeal. Once the appeal procedures have been exhausted the person may face deportation and has no rights to benefits.

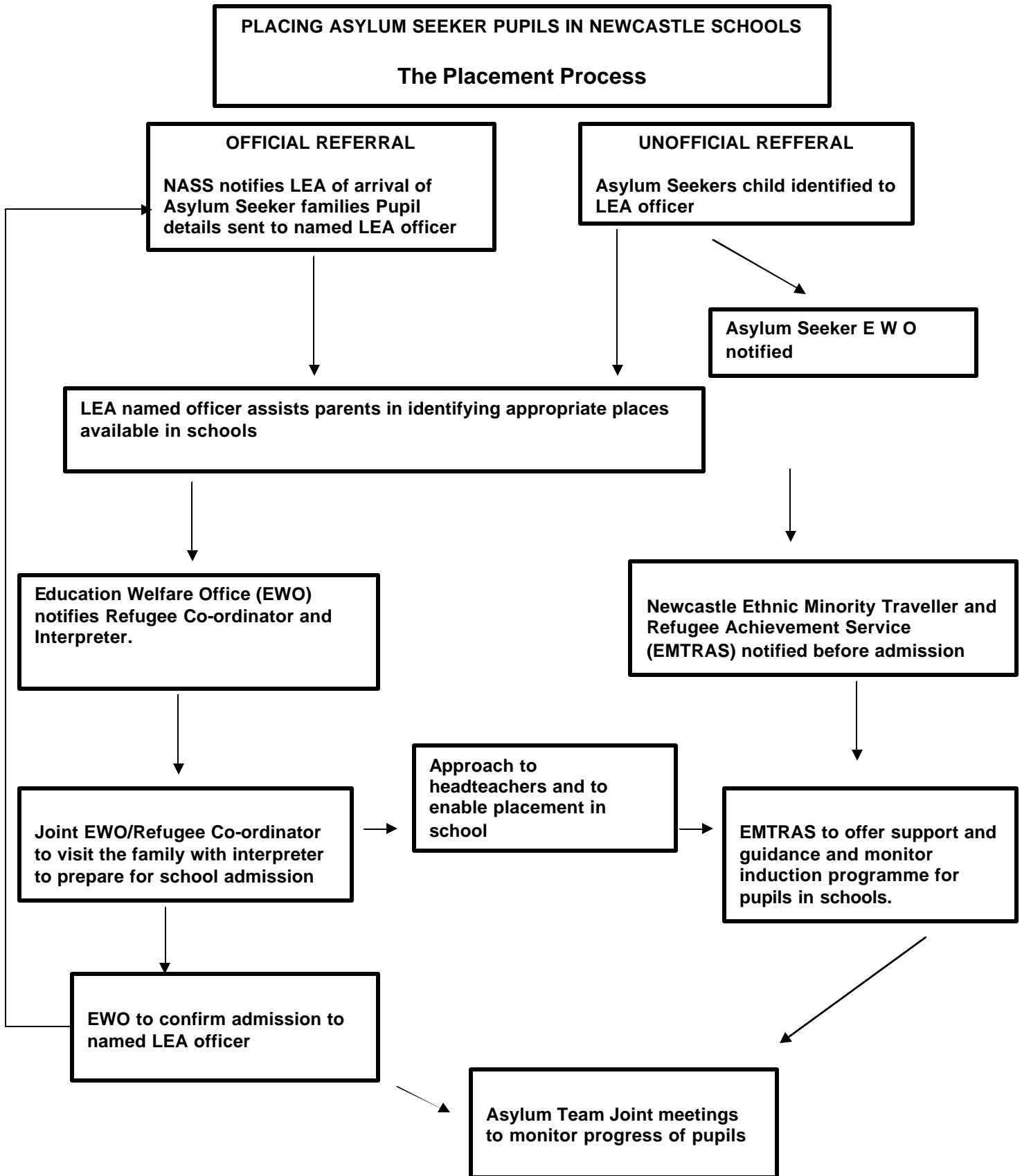
References: Refugee Council Information Services.

ASYLUM SEEKERS' ENTITLEMENTS

This is a constantly changing area and needs frequent review

Entitlements	Asylum Seekers supported by NASS	Asylum Seekers supported by the local authority
Income Support	70% of income support.	70% of normal benefit levels In Newcastle everybody gets 80%.
Accommodation/bills aid	If a person wants accommodation then they may be dispersed anywhere in the country either with a local authority or private provider - no choice with bills aid	Maximum rent levels set but person has some choice about where to stay. Bills paid if not getting cash.
Maternity benefits	£300 per child	£300 per child in Newcastle
Community care grants/loans	no	no
School	yes	yes
School Uniform	Local Authority discretion	Local Authority discretion
Further and higher education	Mainly adult ed. classes are free but no university grants. No help with transport or books and materials.	Mainly adult ed. classes are free but no university grants. No help with transport or books and materials
Healthcare	Free once health certificate obtained. Refugee Action can make emergency payments to cover prescription costs before this.	Free once health certificate obtained. This can take 2 - 3 weeks. There can be problems before this.
Social services including help for the elderly, people with disabilities and people with HIV	yes	yes

PLACING ASYLUM SEEKER PUPILS IN NEWCASTLE SCHOOLS



ROLES AND RESPONSIBILITIES

Entitlements and Obligations

- The LEA and schools have a duty to make provision for asylum seeker pupil
- Equal provision means extra support: LEAs and schools are expected to provide additional education provision through their existing annual Standards Fund allocation (EMAG)
- All children, including refugees and asylum seekers, have a right to high quality, inclusive, anti-discriminatory education

Allocation of school places

This will take into consideration:

- Availability of suitable housing:
- Opportunities for developing community links:
- Availability of school places:
- Consultation and liaison by the school with parents and the community:
- The presence of other refugees in the school to provide peer support:

Multi-agency approaches

The LEA through, EMTRAS and the EWS will work in partnership with a variety of agencies to ensure good provision

- Housing:
- Health:
- Social Services via the Asylum Seekers Team:
- Refugee Council:
- The police:
- CPS:
- Careers guidance:

Summary of the LEA's role

- To co-ordinate and communicate:
- To liaise between agencies:
- To help with the provision of access to translators and interpreters, possibly forming a North East consortium to fund such personnel:
- To provide advice on obtaining free school meals and other such matters:
- To give a good lead on anti racist and equality issues:

THE ROLE OF NEWCASTLE ETHNIC MINORITY TRAVELLER AND REFUGEE ACHIEVEMENT SERVICE (EMTRAS)

EMTRAS

- Maintains a database on pupils in schools:
- Provides access to resources and advice on materials:
- Arranges initial response to isolated pupils:
- Provides training:
- Allocates the annual EMAG grant to schools after audit:
- Supports the LEA, AS and R co-ordinator:
- Is working to make foundation packs available to schools for AS and R children:
- Assesses English language needs of pupils:

Links within LEA

- Senior Education Officer:
- Education Welfare Service:
- Other LEA services:

Links with other agencies

- West End Refugee Service:
- Housing:
- Health:
- Social Services:

Regional links

- North East Regional EAL Co-ordinators:

National links

- Refugee Council:

THE EMOTIONAL AND PSYCHOLOGICAL NEEDS OF REFUGEE CHILDREN

Refugee and asylum seeker children and young people may have suffered any or all of the following

- Violence
- Loss
- Change
- Blame and scapegoating
- Extreme poverty
- Secrecy
- Human rights abuses

The children will have experienced many forms of human rights abuses

- In their country of origin where punishment takes no account of age or level of development and where children can be hurt because of who their parents are, they may themselves have experienced violence, observed the abuse of their parents, families and friends or have been forcibly separated from those who care for them.
- In the period of travel from their home country to their country of exile they are often questioned by immigration authorities as though they were adults. This can be felt to be another form of abuse.
- In the country of exile they can often be seen as asylum seekers rather than children.

THE EXPERIENCES OF REFUGEE AND ASYLUM SEEKER CHILDREN

Refugee and asylum seeker children may have lost

- Parents, brothers and sisters, other members of the family and friends:
- Their home:
- Their belongings:
- Toys:
- Familiar surroundings:
- Their parent's attention and support in a new country:

They may have experienced or witnessed

- Being in the middle of war, bombing or shelling:
- Their homes being destroyed:
- The violent deaths of family or friends:
- Getting separated from family:
- Being injured:
- The arrest of members of their family or friends:
- Being arrested, detained or tortured:
- Being forced to join armies or militias:
- Rape:
- Serious shortages of food, water or other necessities:
- The fear of discovery or arrest:
- Hostility in their new homeland:
- New homes poorly furnished and equipped:
- Being with people who do not understand or know about the violent events they have experienced:

They will experience changes such as

- The need to learn a new language and living in a different culture:
- Going to a very different type of school:
- Changes in their standard of living and status in society:
- Seeing their parents as vulnerable people:
- Other emotional changes in their parents such as being more protective or authoritarian or depressed:

A DEFINITION OF TRAUMA

A traumatic event is one where even briefly the child becomes shocked and loses contact with familiar facilities such as being able to think, to concentrate, to sleep without intrusive thoughts or to control bladder and bowels. A traumatic event is one where the effects of the event repeat themselves at irregular intervals a long time after the event.

The Emotional Needs of Young Children and Families: Using Psychology in the Community, Sheila Melak (1995) Routledge.

Indicators of Trauma

- Memories of the events flash back into the mind like a film and produce emotions of panic similar to the original experience:
- Reminders of past events such as men in uniforms, shouting and loud noises or anything that reminds a person of previous frightening experiences will upset the person; consequently they will try to avoid such reminders:
- Inability to sleep and enduring nightmares:
- Suffering exhaustion, aches and pains:
- Lacking concentration:
- Feeling different from others:

Adapted from In the Midst of the Whirlwind: a manual for helping refugee children, Naomi Richman, 1998, Trentham Books and Save the Children.

HOW CHILDREN DEMONSTRATE SIGNS OF DISTRESS

The pupil

- is a slow learner in all areas of the curriculum and may have difficulties in learning English. S/he may not meet targets set after initial assessment:
- has attendance problems, either regularly having days off or dropping out:
- has social problems with peers and/or adults:
- is isolated:
- has behaviour difficulties:
- has poor concentration, is restless and overactive:
- finds it difficult to remember things:
- has emotional difficulties, is unhappy, overanxious, fearful and sleeps badly:
- has unexplained headaches, stomach aches or other pains:
- displays a sudden change or increase in behaviour that indicates distress such as:
 - an increase in confrontation:
 - an abrupt withdrawal from others:
 - complaints of feeling ill:
 - wetting or soiling themselves:
 - inability to concentrate in class:

THE IMPORTANCE OF SCHOOLS FOR REFUGEE AND ASYLUM SEEKER PUPILS AND THEIR FAMILIES

Article 22 of the UN Convention on the Rights of the Child emphasises that children who arrive in a country as refugees and asylum seekers have the right to be properly looked after by the receiving government; consequently, in Britain they have all the same rights as British children.

School has a major role to play in the lives of refugee and asylum seeker children and families. School is important to the whole family because

- it is often the only point of contact with the host society:
- it provides a structure and stability for family routine when no one in the family is at work:
- parents feel encouraged when they see their children settle down and begin to learn again:
- school provides links with other agencies:
- school often provides the only source of English apart from television for the family:
- school is the second most important social environment for the children:
- in school the children are seen and acknowledged on a daily basis - it is important to be seen regularly - refugees often feel like ghosts:
- school is part of the mainstream of life where children can be among their peers, begin to overcome their feelings of being completely different and begin to recover their self esteem:
- the role of education is vitally important:
- the children can regain hope through educational engagement and school offers them a chance to restore their well being:

ISSUES FOR SCHOOLS

Schools need to consider an induction programme, which can

- explore the child's journey from home into exile:
- describe family and friends:
- offer a lifeline:
- examine maps including the journey from home to school:
- offer the chance to write a diary which could be a secret diary:
- give the opportunity for using a sketch book:

Further points to consider

- a policy for settling refugee and /asylum seeker children:
- provision for pastoral support:
- provision for long term EAL support:
- staff training:
- staff who are prepared to become thoughtful in new ways:
- a multicultural approach to the curriculum:
- a positive attitude towards diversity:
- flexible policies owned by all staff:
- a democratic view of the school in the wider world:
- good home/school links:
- a welcoming ethos for all children; the children may be coming from countries where they didn't have a right to life and they see Britain as a place of safety after their terrible experiences. The school's welcome is very important:
- examining the kind of things they do to settle in a nursery child and provide similar things for refugee and asylum seeker children:
- practical ideas to make the settling in period for these children easier; e.g. make pictures of doctors, nurses, school secretary, assembly etc. and to have a clock to show times of events in the school day:
- ensure that new arrivals have a medical check to detect hearing and sight problems etc:

- provision of a safe room for children and their parents:
- time to think about issues of child development:
- an understanding of what the experience of violence, loss, exile etc. means to these children:
- an understanding that these children need to be brought back to normality - where they are strong enough and good enough to be part of the group:
- production of a certificate of prior education, which records previous schooling with grades. This will go with the child's record of achievement and will help raise their self-esteem and give them a feeling of being competent. It is therapeutic in that it records in detail their personal education. It reconnects their past learning self with the present and it also raises teachers' expectations about what the children can do:
- an understanding that the stresses that effect children's ability to settle will lead to uneven development; sometimes they behave like someone younger than their chronological age and sometimes like older children:
- an understanding that they are "still at war in their head"; this can cause explosions over what seem to be very small things:
- networking is important; we are the resource and we need to share ideas and experiences:

HOW SOME SCHOOLS EXPERIENCE REFUGEES AND ASYLUM SEEKERS

- Sometimes schools feel overwhelmed by a child and may resort to exclusion:
- Only a small minority of refugees are so traumatised that they are unable to learn to cope with school:
- Teachers can also become overwhelmed by what is required of them and may turn away instead of helping:
- Teachers will need support to deal with difficult situations; for instance if the child becomes withdrawn, aggressive or is suffering from bullying or racial harassment.

ISSUES OF CONFIDENTIALITY

- There are occasions when confidential issues need to be discussed. For instance, the death of a parent or friend. Among different cultures there are varying attitudes towards what and when you tell children about death; in some cultures it is acceptable to talk to very young children about this but in others it may not be usual to speak about these things until the young person is more than sixteen years old. Teachers may need to discuss this with parents:
- In some cultures it is thought to be inappropriate to discuss any personal problems outside the family, so it could be difficult to set up therapy sessions with children:
- Because of their former experiences in their own countries parents could be mistrustful of schools because they see them as representatives of the British power structure and they may be concerned about where information will go:
- However, while building and maintaining good relationships with families, sometimes we do need to talk about personal matters. So we must try to pass on information without breaking confidentiality. One way of doing this is by speaking in general terms about a child's trauma without being too particular:

SOME HELPFUL HINTS FOR SUPPORTING REFUGEE CHILDREN IN SCHOOL

In the National Curriculum 2000 documents it is stated that

"Schools have a responsibility to provide a broad and balanced curriculum for all pupils." By: "where appropriate, encouraging pupils to transfer their knowledge, skills and understanding of one language to another, pointing out similarities and differences between language." "Building on pupils' experience of language at home wider community, so that their developing uses of English and other languages support one another."

Before refugee or asylum seeker pupils arrive in school

- Prepare teaching staff, non-teaching adults and pupils for the new arrival:
- Consult/revise school policy on bullying:
- Make a school policy on the welcome and integration of refugees children;
- Provide welcoming displays:
- Find interpreters if possible for initial meetings with parents and pupils:
- Prepare information about the school which includes names of people to contact, in heritage language if possible:
- Consider displays in the foyer to show pictures, maps and examples of refugees heritage / languages:

When the pupils arrive in school

- Collect as much information about the pupils as possible, including ethnicity, heritage language, religion, knowledge of English and former education and life experiences:
- Consider placing pupils who have the same heritage language together even if they are not the same age or even in the same key stage; these arrangements can be flexible:
- Plan flexible timetables and programmes of work - possibly starting with some periods of withdrawal for one to one and small group work and then moving towards larger groups:
- Arrange for a responsible adult to take them on visits to the locality so that the pupils can begin to understand their new environment. However, parental permission will be needed for this:

- Uniform - Second hand uniform box/shop in school:
- Welcome - information for teachers on the refugees' home country:
- Greetings at registration time could be said in different languages:
- Labelling of important places in the school:
- Other children in the school need to be made aware of the new children:
- Use of videos/literature from the Refugee Council:
- Provide lunch time activities such as sports activities, art and music for socialising and to cut down the possibilities of bullying:
- In secondary schools provide a folder of work for the pupil to take to subject areas:
- Provide a pack of materials which introduce the new arrival to the school, including a map of the school, school timetable and a list of who to see for help:
- Welcome assembly:
- Provide bilingual resources in the library, including dictionaries and dual language books:

IN THE CLASSROOM

Before they arrive

Talk to the pupils about the new entrant and make them aware of what it is like to be in a strange situation with little or no English. Emphasise:

- the need to empathise with the new entrant:
- lack of English does not mean lack of intelligence:
- respect for the new entrants need for privacy when the situation becomes overwhelming:
- the need to be as helpful as possible:
- finding a buddy/mentor for the new arrival - preferably someone who speaks the same language but not essential:
- label objects in the classroom/use visual images where possible:
- learn a bit of the new arrival's heritage, even if it is only "hello":
- the provision of welcoming displays:

When they arrive

- Make the new arrival feel welcome:
- Show them where important places are e.g. toilet, playground, office, dining hall:
- Let them take part in class activities:
- Give them breathing space when they need it - it's hard work functioning in a new language all day:
- Try to give them some individual attention during the day:

When talking to newly arrived children, adults should

- Use consistent language:
- Use hands and other visual non-verbal methods of communication:
- Use pictures to show things such as toilets, dinner time, assembly etc:
- Keep instructions simple:
- Establish routines:
- Make the child part of a small group:
- Give the child a place to keep his/her belongings:

STARTING POINTS - WHAT TO TEACH

- Classroom objects/places and people round the school:
- Numbers:
- Colours:
- Days of the Week/months:
- Clothes:
- Body parts:
- Simple questions and appropriate simple answers:
- Shapes:
- Letter formations so that child can write his/her name:

Some ideas on how to do it

- Consult the EMTRAS team:
- CD ROMs - Essential English, Essential Word, Spelling:
- Wellington Square:
- Videos - e.g. BBC, Words and Pictures, 'The very Hungry Caterpillar'
- Role play:
- Learn a few words of the child's heritage language:
- Prompting:
- Re-phrasing of questions to make them easier to understand:
- Careful use of English with repetition of words that are needed:
- Rewording both verbally and in writing, what the rest of the class is doing, to make it simpler:
- Use of writing frames:
- Individual attention:
- Board games:
- Barrier games:
- Labelling:
- Pairing children within the classroom:
- Small group work:
- Dual language books and dictionaries:
- Visuals e.g. picture, maps, diagrams:
- Differentiated resources:
- Taking children out to the local area e.g. shops, and then do follow up work with appropriate worksheets - (parental permission needed for this)
- Buddy system/mentor:
- Use the internet to provide news and reading materials in the heritage language:
- Consult the guidelines on working with children with English as an Additional Language from EMTRAS.

PURSUING INNOVATIVE APPROACHES

When working with refugees and asylum seeker pupils innovative approaches need to be examined. Some suggestions are:

- Developing flexible timetables and individual learning programmes:
- Developing a supportive ethos in receiving schools, together with provisions for home visits and the resources needed for this, for example, interpreters:
- Dedicated LEA funded parental involvement initiatives for Asylum Seekers:
- In High Schools, developing learning partnerships with local post 16 providers to work alongside the schools to provide appropriate teaching programmes:

THE ASYLUM SEEKERS UNIT

The City Council Asylum Seekers Unit based in the Community and Housing Directorate makes a unique contribution to accommodating and supporting people seeking asylum within Newcastle. The Unit began its work in December 1999 with three members of staff. It has grown as its role has developed and there are now 18 staff working with households supported by the City Council.

The Unit was established due to the increasing numbers of people claiming asylum in the UK which was largely concentrated in the south of the country. Local authorities in the south pressed the Government for help and a system of regional dispersal began. The work of the unit during the first few months was to help people moving into local accommodation under the dispersal arrangements. We assisted almost 100 households in the first five months.

What we call the interim Scheme was replaced in April 2000 by the current scheme run by a Home Office agency, the National Asylum Support Service (NASS). As the lead authority in the region Newcastle signed a contract with NASS in June 2000. This committed a group of ten northern Local Authorities to make available almost 1400 properties for asylum seekers. Our commitment is 360 properties split equally between family and single accommodation. Under the contract these furnished properties are to be provided for five years.

Another huge step for the Unit came in April 2001 when we took over supporting 230 households from colleagues in the Social Services Directorate. These people are mainly in private accommodation and have been in Newcastle for some years supported under the Interim Scheme. More recently we have taken over responsibility for a further 150 households previously supported in Newcastle by Kent County Council.

Providing accommodation is important, but what is just as important is supporting our clients. We do this in a number of ways. Our Support Officers will meet and greet people when they arrive in Newcastle. We take people to their new homes and assist them to find their way around the neighbourhood, which will involve showing them the local shops and other amenities. The Unit's workers also access people to health services and begin the process to access children and adults to education services including ESOL. After the initial introduction to Newcastle we assist where we can to offer ongoing support where and when it is needed. The unit has been involved in organising particular events for our client's e.g. fun day at the Lightfoot Sports Centre to assist with integration and help make people feel welcome in Newcastle.

In October 2002 we created a 'Move On' service to assist refugees to find council accommodation, access benefits and assist them to settle into their new life in Newcastle.

Many asylum seekers suffer from racist harassment, and the Unit has access to the Racial Harassment Victim Support Worker. He along with the Support Officers will offer support and co-ordinate responses to best assist someone who is a victim of racist harassment.

To combat the many negative images around asylum issues we regularly hold awareness raising sessions with staff and community members. In addition we promote more positive images and in the October 2003 edition of City life we ran a one-page article entitled 'The truth about asylum seekers'.

For further information please contact Gill or Julian at the Asylum Seekers Unit, 2 Jesmond Rd West, Newcastle upon Tyne, NE2 4PQ. Tel: 0191 2116702; fax: 0191 2116700.

E-mail: vin.totton@newcastle.gov.uk

AGENCIES DIRECTORY



**ETHNIC MINORITY TRAVELLER AND TRAVELLER
AND REFUGEE ACHIEVEMENT SERVICE**



January 2004

AGENCIES DIRECTORY

**AGENCIES, RESOURCES, OTHER
PROFESSIONALS ETC**

CONTACTS



Telephone And Fax Numbers Only

NAME	CONTACT	TEL NO:	FAX NO:
Asylum Seekers Unit 4 Jesmond Road West NE2 4PQ		0191 211 6702	
Anglican Church Diocese of Newcastle	Mr Barry Stewart	TEL: 0191 256 5909	
Children's Information Ser E W O	Enquiry Desk Dave Smith	0191 277 4133 Tel: 0191 277 4538	
East End Asylum Support Group 8 Church Walk Centre Walker Newcastle upon Tyne		Tel: 0191 262 2522	
Education Psychologist	Dennis Wilson	Tel: 0191 277 4577	
EMTRAS The Springfield Centre Off Blakelaw Road Blakelaw Newcastle upon Tyne NE35 3HU	Farhat Hasnain Una Mee	0191 277 4555 0191 277 4551	0191 277 4554
Health Visitor	Susan Donnelly	Tel: 0191 245 7319	
Home Housing Association		0191 273 3508	0191 272 3681
Housing: Angel Group		0191 256 7770	0191 256 7771
Interfaith Refugee Network		TEL: 0207 7989027	
International Women's Group Riverside Project Atkinson Road	Thursday, 12:30p.m - 2:00p.m (ask for Sarah Hackett)	Tel: 226 0754 Ext 203	
Interpreting Services for Health and Social / Services Newcastle General Hospital		0191 256 3210 off hrs 0191 273 6666 out of off hrs	FAX: 0191 219 5088 Note: Fee payable at an hourly rate.
Immigration Advisory Service (ISA) 190 Gt Dover St London SE1 4YB		0207 967 1200	0207 403 5875

NAME	CONTACT	TEL NO:	FAX NO:
Immigration Advisory Service (ISA) Cloister House Riverside, New Bailey St Salford, Manchester M3 5AG North West Office		0161 834 9942	0161 832 9322
Immigration Advisory Service (ISA) 1 st Floor Newburn House 96 – 98 Borough Rd Middlesborough Northern Office		01642 219 222	01642 203 828
Translation Civic Centre Newcastle upon Tyne		TEL: 0191 211 5026	0191 230 1107
Mantra Publishing		Tel: 0208 445 5123	
Methodist Church Newcastle District	Rev. John Pugh	TEL: 0191 5847494	
Minority Rights Group International (MRG) London		Tel: 0208 978 9498	Fax: 0208 7386265
Mirage Children's Theatre Company			Tel/Fax:0207 734 2012
NERS Translation Service Jesmond	Contact: Mirsada Hodges Fee: Payable at an Hourly Rate	Tel: 0191 245 7311	
NERS Middlesborough	Middlesborough	TEL: 01642 217447	FAX: 01642 211117
NERS Newcastle	General information Career & Training Advice North of England Refugee Service 19 The Big Market Tuesday and Thursday 10:00 onwards	TEL: 0191 245 7301	FAX: 0191 222 0239
NERS Sunderland		TEL: 0191 5108685	FAX: 0191 5108697
NERS Wallsend		TEL: 0191 2001108 2001199	FAX: 0191 2005929
North East Consortium for Asylum Support Services (NECASS)	Nadeem Ahmad	TEL: 0191 211 6712 TEL: 01642 444515	

NAME	CONTACT	TEL NO:	FAX NO:
North of England Refugee Service 2 Jesmond Road West NERS HEAD OFFICE		Tel: 0191 245 7311	Fax: 0191 245 7320
North of England Refugee Service (NERS Newcastle)		TEL: 0191 2220441	
North of England Refugee Service (NERS North Tyneside)	Casework desk	TEL: 0191 200 1199 TEL: 0191 2380440	
North of England Refugee Service (NERS Sunderland)		TEL: 0191 5108685	
Northumbria Police Westgate Road Police Station	PC Jo Birkett Community Liaison Officer	TEL: 0191 221 8315	
Police East End Clifford Street	Tony Gilroy	0191 214 6555	
Race Relations Northumbria Police Ponteland		Tel: 01661 872555 Ext 68466	
Racial Equality Council Newcastle upon Tyne		Tel:0191 232 7639	
Refugee Council London		TEL: 0207 582 6922 TEL: 0207 820 3055	
Roman Catholic Church	Mr Ian Gooch	TEL: 0191 5528329	
Roy Yates Books		Tel: 01403 822299	
Save the Children Publications Sales London		Tel: 0208 703 5400	Fax: 0208 70825008
Save the Children North East Development Team	Andy Render	TEL: 0191 222 1816	
Show Racism The Red Card	Jed Grebby	Tel: 0191 291 0160	
Soma Books		Tel:0207 7352101 0207 7353076	
The Refugee Council London		Tel: 0207 820 3000	Fax: 0208 582 9929
United Nations High Commissioner for Refugees		TEL: 0207 8289191	
United Reformed Church	Rev. David Herbert	TEL: 01325 332017	
West End Refugee Service St Philip's Vicarage	Lindsey Cross	TEL: 0191 273 7482	FAX: 0191 256 7862

RESOURCES

Addresses Of Suppliers

<p>Grant and Cutler Publishers and Foreign Booksellers 55 -57 Great Marlborough Street London W1V 2AY Website: http://www.grant-c.demon.co.uk/home.htm</p>	<p>Learning Design The Professional Development Centre English Street London E3 4TA Tel: 0208 983 1944 Fax: 0208 983 1932 Email: info@learningdesign.org</p>	<p>LCL International Bookseller Ltd 104-106 Judd Street London WC1H 9NT</p>
<p>Mirage Children's Theatre Company Park Walk School Park Walk London SW10 0AY Tel/Fax: 0207 349 9969</p>	<p>Website: http://www.learningdesign.org</p>	<p>Mantra Publishing 303 Global House Ballards Lane London N12 8NR Tel: 0208 445 5123 Website: http://www.mantrapublishing.com</p>
<p>Minority Rights Group International (MRG) 379 Brixton Road London SW9 7DE Tel: 0208 978 9498 Fax: 0208 7386265</p>	<p>Publications Sales Save the Children 17 Grove Lane London SE5 8RD Tel: 0208 703 5400 Fax: 0208 70825008</p>	<p>Roy Yates Books Smallfields Cottage Cox Green Rudgwick Horsham West Sussex RH12 3DE Tel: 01403 822299</p>
<p>The Refugee Council 3 Bondway London SW8 1SJ Tel: 0207 820 3000 Fax: 0208 582 9929</p>	<p>Soma Books Ltd 38 Kennigton Lane London SE11 4LS Tel: 020 7735 2101 020 7735 3076 Email: book@somabooks.co.uk</p>	<p>N.E.S.Arnold The osram Mill Greenford Lane Shaw Oldham Lancashire OLZ 8QP</p>
<p>The Education Warehouse Ltd Unit 10B Wilson's Park Monsal Road Manchester M40 8WN 0161 203 4442</p>	<p>Early Years Equality P.O.Box 28 Wallasey CH45 9NP Tel/Fax 0151 639 1778 Email: eytarn@gn.apc.org</p>	<p>Letterbox Library 71-73 Allen Road Stoke Newington London N16 8RY</p>
<p>R.D.S 8 Merton Road London E17 9DE Tel: 0208 521 6969 Email: r.desalvo@tesco.net http://www.rdsbooks.com</p>	<p>The Education Warehouse P O Box 13 Altrincham Cheshire WA14 3EU United Kingdom tel: 0161 203 4442</p>	

PROFESSIONALS

With Specific Responsibility For Refugees: -

<p>Teacher / Coordinator EMTRAS Una Mee 0191 277 4551 The Newcastle Springfield Centre Off Blakelaw Road Blakelaw Newcastle upon Tyne NE5 3HU</p> <p>Main Tel: 0191 277 4555</p>	<p>Education Welfare Service Dave Smith and Iqbal Syed The Newcastle Springfield Centre Off Blakelaw Road Blakelaw Newcastle upon Tyne NE5 3HU Tel: 0191 277 4500</p>	
<p>Education Psychologist / Dennis Wilson The Newcastle Springfield Centre Off Blakelaw Road Blakelaw Newcastle upon Tyne NE5 3HU Tel: 0191 277 4577</p>		<p>Health Visitor Susan Donnelly 2 Jesmond Road West NE2 4PQ Tel: 0191 245 7319</p>

RACIAL HARASSMENT SUPPORT GROUPS

<p>Habib Rahman Youth Enquiry Service 4 Graingerville North Westgate Road Newcastle upon Tyne NE4 6UT</p>	<p>International Women's Group (ask for Sarah Hackett) Riverside Project Benwell Library Atkinson Road</p>	<p>Jed Grebby Show Racism the Red Card 1Drury Lane Newcastle upon Tyne NE1 1EA Tel: 0191 291 0160 Tel: 226 0754 Ext 203 Thursday, 12:30p.m - 2:00p.m</p>
<p>Racial Equality Council 2nd Floor, Level 1 Centro House Cloth Market Newcastle upon Tyne NE1 1EE Tel: 0191 232 7639</p>	<p>Tariq Mirza Racial Harassment Support Worker Asylum Seekers Unit TEL: 0191 211 6712/1</p>	<p>Val Chadwick Racial Harassment Forum (East) 2 St Gabriels Parish Centre Heaton NE6 5QN</p>

POLICE

<p>East End Police Clifford Street Newcastle upon Tyne Tel: 0191 214 6555</p> <p>Crime Prevention Officer P.C Tony Gilroy Ext 62256</p> <p>Youth Issues Officer PC Ed Ward</p>	<p>Inspector Larry Thain Race Relations Northumbria Police Crime Management Headquarters Ponteland Newcastle Upon Tyne NE20 0BL Tel: 01661 872555 Ext 68466</p>	<p>Northumbria Police Newcastle West Area Command Westgate Road Police Station Newcastle upon Tyne NE4 8RP TEL: 0191 214 6555 FAX: 0191 221 8388 (Until April 2004)</p>
<p>Youth Issues Officer Graeme Cook Newcastle North Area Command Etal Lane (After April 1)</p>	<p>Maggie Rands Victim Support (East) Tel: 0191 267 4080</p>	<p>Community Relations Unit P C Jo Birkett Tel: 0191 221 8315</p>

REFUGEE SERVICES - LOCAL AND NATIONAL

North England Refugee Service (NERS)

<p>Immigration Advisory Service 01642 203824</p>	<p>NERS Newcastle 1 st Floor 19 Big Market Newcastle upon Tyne NE1 1UN TEL: 0191 245 7301 FAX: 0191 222 0239</p>	<p>NERS Middlesborough 308 Linthorpe Road Middlesborough Cleveland TS1 3QX TEL: 01642 217447 FAX: 01642 211117</p>
<p>NERS Sunderland Maritime Building St Thomas Street Sunderland SR1 1BL TEL: 0191 5108685 FAX: 0191 5108697</p>	<p>NERS Wallsend 3rd Floor Forum Wallsend Tyne and Wear NE28 8LX TEL: 0191 2001108/9199 FAX: 0191 2005929</p>	<p>NERS HEAD OFFICE 2 Jesmond Road West Newcastle upon Tyne NE2 4PQ Tel: 0191 245 7311 Fax: 0191 245 7320</p>
<p>North East Consortium for Asylum Support Services (NECASS) TEL: 0191 211 6712 TEL: 01642 444515</p>	<p><u>Pressure Group</u> North East Campaign for Asylum Rights (NECFAR) P.O.Box 787 Newcastle upon Tyne NE99 1DJ</p>	<p>West End Refugee Service St Philip's Vicarage St Philip's Close Arthur's Hill Newcastle upon Tyne NE4 5JE TEL: 0191 273 7482 FAX: 0191 256 7862 Email Wers@btinternet.com Lindsey Cross Office and Clothing Store opening times: Monday – Tue, Thurs, Fri 9:30am – 12:30 p.m.</p>
<p>Newcastle TEL: 0191 2220441</p> <p>North Tyneside TEL: 0191 200 1199</p> <p>Sunderland TEL: 0191 5108685</p>	<p>Refugee Council Room 268, 2nd Floor 3 Bondway, London SW8 1SJ Tel: 0207 8203055 Contact: Beatrice (resources) 0207 8203000</p>	<p><u>Clothing Store</u> Wed. 11 a.m – 12.30 p.m</p>
<p>Regional: North of England Refugee Service (NERS) Middlesborough TEL: 01642 217447</p>	<p>United Nations High Commissioner for Refugees TEL: 0207 8289191</p>	<p><u>Opening Times</u> Mon, Tues, Thurs, Fri 9:30 a.m – 12:30 p.m</p>

USEFUL PUBLICATIONS

	Available from EMTRAS	
<p>Asylum Seeker Sign Posts A Directory of Agencies and Organisations Working with Asylum Seekers and Refugee in Newcastle upon Tyne</p>	<p>Supporting Refugee Children in 21st Century Britain Jill Rutter Trentham Books</p>	<p>Refugee Council Information Service The Information Survival Kit for anyone working with asylum seekers and refugees</p>
	<p>Guidance on Managing mid – phase pupil admissions A resource and guidance folder for schools. (Newham Education Publication)</p>	<p>Working with Refugee and Asylum Seekers Support Pack Ref: RAS Pack DfES Publication Tel: 0845 602 2260 Email: dfes@prolog.uk.com</p>
	<p>Ofsted Report on the Education of Asylum Seeking and Refugee Children. 2003 Ofsted Publications Tel:07002 637833 Email: freepublications@ofsted.gov.uk</p>	<p>Every Child Matters (Paras 2.50 – 2.54 specifically refers to Asylum Seekers Children) http://www.dfes.gov.uk/everychildmatters</p>
<p>Guidance on the education of asylum seeking and refugee children. DfES publications</p>	<p>Or school inspection help line 0207 421 6662 Email: schoolinspection@ofsted.gov.uk</p>	<p>Aiming High: Guidance on supporting the Education of Asylum Seeking and Refugee Children</p>
<p>Home from Home A guidance and resource pack for the welcome and inclusion of refugee children in schools. Suitable for Primary and Secondary</p>	<p>Working Together: Connexions Supporting Young Asylum Seekers and Refugees DfES Publications Reference: - CX01FFREF</p>	

CHURCHES / VOLUNTARY ORGANISATIONS / COMMUNITY GROUPS

<p>Anglican Church Diocese of Newcastle Mr Barry Stewart Social Responsibility Adviser TEL: 0191 256 5909</p>	<p>Anglican Church Diocese of Durham Rev. Caroline Dick Board of Social Responsibility Development Officer TEL: 0191 427 5538</p>	<p>Church Walk Housing Office (Asylum Seekers Unit Team Walker) Alternate Tuesday, 1:30p.m - 3:30 p.m</p>
<p>Interfaith Refugee Network TEL: 0207 7989027</p>	<p>Methodist Church Newcastle District Rev. John Pugh Social Responsibility Officer TEL: 0191 5847494</p>	<p>National: Refugee Council TEL: 0207 582 6922</p>
<p>Roman Catholic Church Diocese of Hexham and Newcastle Mr Ian Gooch Justice and Peace Development Worker TEL: 0191 5528329</p>	<p>United Reformed Church Rev. David Herbert URC Church & Society Synod Convenor TEL: 01325 332017</p>	
<p>Iranian Centre North East 0191 272 7957</p>		

SOME GROUPS / AGENCIES WORKING WITH REFUGEES / ASYLUM SEEKERS

<p>Advice and Support Workers Asylum Seekers Unit drop in session Cowgate Community Project Tel 0191 211 6702 53 Whitethorn Crescent Cowgate</p>	<p>Children's Society Project For young Refugees and Asylum Seekers Linwood Business Park West Road 0191 256 5037 Email: elpnewcastle@childrensociety.org.uk</p>	<p>Drop In Asylum Seekers and Refugee Project Dolphin St Community Centre, Dolphin Street Newcastle upon Tyne</p>
<p>Families First (West End) Adelaide Terrace Benwell Tel: 0191 272 4990</p>	<p>Newcastle Toy Library Forum Contact: Byker Sands Family Centre – 0191 265 4566</p>	<p>Children North East 1A Claremont Street Tel: 0191 232 3741</p>
<p>Children North East (East End) Tel:0191 226 1685</p>	<p>Early Education and Childcare Services The Newcastle Springfield Centre Off Blakelaw road Blakelaw Newcastle upon Tyne NE5 3HU Tel: 277 4133 ext 24133</p>	<p>ESOL Service 0191 241 0211</p>
<p>Scotswood Community Project Tel: 0191 277 1265</p>	<p>Playgroup Network Newcastle 391 West Road NE15 7PY 0191 275 3837</p>	<p>Youth Integration Project Reuven Fletcher Tel:0191 222 0406 Or 07733106057</p>
<p>Racial Harassment Support Group 14 Jesmond Road West Newcastle upon Tyne Tel 0191 211 6754 Fax: 0191 211 6755</p>	<p>Sure Start Cowgate / Blakelaw Tel: 0191 261 0861</p> <p>Sure Start Fosse Way / Newcastle East Tel: 0191 209 1622</p>	<p>Sure Start North Moor Fawdon Community Centre Fawdon Park Road Newcastle upon Tyne NE3 2PG</p>
<p>Save the children North East Development Team Unit 3 Blackfriars Dispensary Lane Newcastle upon Tyne NE1 4XN</p>	<p>Sure Start Westgate Tel: 0191 273 2233</p>	<p>Jorge Lulic Community Support Manager Civic Centre Tel: 0191 211 6207</p>

NEWCASTLE INTERPRETING SERVICE

NEED AN INTERPRETER?



Office Hours:

(Monday - Friday 9:00am - 5:00pm)

0191 - 256 3210

Out of hours:

0191 - 273 6666

Fax:

0191 - 219 5088

**NEWCASTLE INTERPRETING SERVICE
FOR**

HEALTH AND SOCIAL SERVICES

Note:

FEE: PAYABLE AT AN HOURLY RATE

INTERPRETERS / TRANSLATION

Civic Centre
Interpreting / Translation
Barras Bridge
Tel: 232 8520 Ext: 25026
Fee: payable at hourly rate

NERS. Translation Services
2 Jesmond Road West
Tel: 245 7311
Contact: Mirsada Hodges
Fee: payable at hourly rate

Note:

Interpreting and translation agencies: Information about the service available in the North – East contact tel: 0191 553 6273

Interpreting Service for Health and Social Services (will work for LEA)
Payable at an hourly rate. 0191 256 3210

School letters translated into many
languages
Contact Emtras
0191 277 4555
speak to Una Mee

USEFUL WEBSITES

Name	Website Address	Email Address
EAL	http://www.emaonline.org.uk	
Learning Design	http://www.learningdesign.org	Info@learningdesign.org
Mantra Publishing	http://www.mantralingua.com/	
Soma books ltd	http://www.somabooks.co.uk/cgi-bin/ePages.storefront/EN/Catalog/12718	book@somabooks.co.uk
West End Refugee Service	http://www.qpastt.org.au/home	Wers@btinternet.com
Save the Children	http://www.savethechildren.org.uk	
Refugee Council	http://www.refugeecouncil.org.uk	
Local Government Association	http://www.lga.gov.uk	
(The Education Network)	http://www.tenet.edu/	
(European Roma Rights Centre)	http://www.errc.org/index.shtml	
West Midlands Local Government Association	http://www.wmlga.gov.uk/	
Resources from Haringey	http://www.haringey.ukf.net/foodlinks/resources.htm	
National Association for Language Development in the Curriculum	http://www.naldic.org.uk	
Council of Europe	http://www.coe.int/DefaultEN.asp	
Primary and secondary resources	http://www.globaleye.org.uk	
The Web site of US Committee for Refugees. It has useful statistics and country backgrounds	http://www.refugees.org	
A youth Web-site for the institute of Race Relations	http://www.casbah.ac.uk/surveys/archivereportIRR.stm	
Schools against deportations web site, giving the testimony of children faced with deportation. Highly recommended.	http://www.irr.org.uk/sad	
UNHCR, contains a section on lesson plans	http://www.unhcr.ch	

Name	Website Address	Email Address
Contains information about the latest campaign on refugees and internally displaced people	http://www.scfuk.org.uk	
Online support for Ethnic Minority Attainment	http://www.emaonline.org.uk/ema	
Education	http://www.education4today.com	
QCA Guarding Standard	http://www.qca.org.uk/ca/inclusion/respectforall/citizenship/example	
Newcastle Refugees and Asylum Seekers health action group	http://www.nnt.nhs.uk/asylum	
Childrens Society Project	http://www.ndcs.org.uk/youth/training_and_community_development_calendar/project_manageme.html	elp-newcastle@childrensociety.org.uk
Immigration Advisory Service	http://www.iasuk.org	
Teachers resources	http://www.teachersweb.co.uk/ethnic	
Student Action for Refugees	http://www.star-network.org.uk	
Portsmouth Ethnic Minority Service	http://www.blss.portsmouth.sch.uk/	
Manchester Inclusion and Diversity Department	http://www.manchester.gov.uk/education/en/about.htm	
<p>Visit our website and go to the links page and browse the useful website through the links provided (easier than typing the address)</p> <p style="text-align: center;">http://emtras.newcastlelea.org</p>		

LIBRARIES OFFERING INTERNET ACCESS

Libraries are an invaluable source of information. It is easy to join the Library, the service is free and the staff are on hand to help you. Newcastle Libraries and Information Service has branches throughout the City and all can offer a wide range of services including access to computers, free internet access which can be used for e-mail and provide access to newspapers from different countries. Other material includes government publications, clubs and societies and local college prospectuses.

A number of libraries have books, newspapers and magazines in Community languages. Magazines and newspapers include Femina, Kurdish Refugee, Asian Times and the Daily Yang. Benwell, Walker and City Library Service and the people's Network (computer facilities) translated into Farsi, Arabic, Spanish and French.

Services to children include dual language books in many libraries and West End Bookstart, Which places a collection of dual language books and translated information sheets about Book start and libraries in a range of venues used by Asylum Seekers. The Library Service also has a collection of dual language story sacks, these are colourful bags containing a story, an activity, often a story tape and instructions for carers.

OPENING TIMES – NEWCASTLE CITY LIBRARIES & INFORMATION SERVICE

City Library Princess Square, Newcastle upon Tyne NE99 1DX Tel 277 4100	Benwell Library Atkinson Road Benwell Newcastle upon Tyne NE4 8XS Tel 277 4266 Fax: 277 268	Blakelaw Library Binswood Avenue Newcastle upon Tyne NE5 3 PN Tel: 286 9674 Fax: 286 9674
Monday 9:30 – 8:00	Monday 9:30 – 12:30 1:30 – 8:00	Monday 2:00 – 7:00
Tuesday 9:30 – 5:00	Tuesday 9:30 – 12:30 1:30 – 5:00	Tuesday 1:30 – 5:00
Wednesday 9:30 – 5:00	Wednesday Closed	Wednesday Closed
Thursday 9:30 – 8:00	Thursday 9:30 – 12:30 1:30 – 8:00	Thursday 2:00 – 7:00
Friday 9:30 – 5:00	Friday 9:30 2:30 1:30 – 5:00	Friday 1:30 – 5:00
Saturday 9:30 – 5:00	Saturday 9:00 – 1:00 2:15 – 5:00	Saturday 10:00 – 1:00
Cruddas Park Library Westmorland Road Newcastle upon Tyne NE4 6RL Tel: 277 4280	Denton Burn Library West Road Newcastle upon Tyne NE15 7QQ Tel: 277 4277 Fax: 277 4278	Outer West Library West Denton Way Newcastle upon Tyne NE5 2QZ Tel: 267 7922 Fax: 267 8612
Monday 9:30 – 12:00	Monday 9:30 – 12:30 1:30 – 8:00	Monday 9:00 – 8:00
Tuesday 9:30 – 12:00 1:30 – 4:30	Tuesday 9:30 – 12:30 1:30 – 5:00	Tuesday 9:00 – 5:00
Wednesday Closed	Wednesday 9:30 – 1:00	Wednesday 9:00 – 5:00
Thursday 9:30 – 12:00 1:00 – 4:30	Thursday 9:30 – 12:30 1:30 – 8:00	Thursday 9:00 – 8:00
Friday 9:30 – 12:00	Friday 9:30 – 12:30 1:30 – 5:00	Friday 9:30 – 5:00
Saturday 9:30 – 12:30	Saturday 9:00 – 1:00 2:15 – 5:00	Saturday 9:00 – 5:00 Sunday 10:00 – 2:00
Dinnington Library Front Street Dinnington Newcastle upon Tyne NE13 7JW Tel: 01661 825 079	East End Library Corbridge Road Byker Newcastle upon Tyne NE6 1DY Tel: 278 8400 Fax: 278 8404	Fawdon Library Fawdon Park Road Fawdon Newcastle upon Tyne NE3 2PE Tel: 277 4255
Monday 2:00 - 5:00	Monday 9:30 – 8:00	Monday 2:00 – 7:00
Tuesday Closed	Tuesday 9:30 – 5:00	Tuesday 10:00 – 1:00
Wednesday 10:00 – 1:00	Wednesday 9:30 – 5:00	Wednesday Closed
Thursday Closed	Thursday 9:30 - 8:00	Thursday 10:00 - 1:00 2:00 – 5:00

Friday 2:00 - 5:00	Friday 9:30 – 5:00	Friday 10:00 – 1:00
Saturday 10:00 – 1: 00	Saturday 9:30 – 5:00	Saturday 10:00 – 1:00
	Sunday 9:30 - 2:00	
Fenham Library Fenham Hall Drive Newcastle upon Tyne	Gosforth Library Regent Farm Road Newcastle upon Tyne NE3 3HD Tel: 277 4240 277 4250 Fax: 277 4244	High Heaton Library Newton Road High Heaton Newcastle upon Tyne NE7 7HD Tel: 278 4233 Fax: 278 4235
Monday 9:30 - 8:00	Monday 9:30 - 8:00	Monday 9:30 – 12:30 1:30 – 8:00
Tuesday 9:30 – 5:00	Tuesday 9:30 – 5:00	Tuesday 9:30 – 12:30 1:30 – 5:00
Wednesday 9:30 – 1:00	Wednesday 9:30 – 1:00	Wednesday Closed
Thursday 9:30 – 8:00	Thursday 9:30 – 8:00	Thursday 9:30 – 12:30 1:30 – 8:00
Friday 9:30 – 5:00	Friday 9:30 – 5:00	Friday 9:30 – 12:30 1:30 – 5:00
Saturday 9:00 – 1:00 2:15 – 5:00	Saturday 9:00 – 1:00 2:15 – 5:00	Saturday 9:00 – 1:00 2:15 – 5:00
Jesmond Library St George's Terrace Newcastle upon Tyne NE2 2DL Tel: 278 4217	Kenton Library Halewood Avenue Kenton Newcastle upon Tyne NE3 3RX Tel: 277 4250 Fax: 277 4252	Moorside Library Moorside Community School Beaconsfield Street Newcastle upon Tyne NE4 5AW Tel: 272 4312
Monday 9:30 - 8:00	Monday 9:30 - 12:30 1:30 - 8:00	Monday Closed
Tuesday 9:30 – 5:00	Tuesday 9:30 – 12:30 1:30 – 5:00	Tuesday 9:30 – 12:30 2:00 – 5:00
Wednesday 9:30 – 1:00	Wednesday Closed	Wednesday Closed
Thursday 9:30 – 8:00	Thursday 9:30 – 12:30 1:30 – 8:00	Thursday 2:00 7:00
Friday 9:30 – 5:00	Friday: 9:30 – 12:30 1:30 – 5:00	Friday 9:30 – 12:30 2:00 – 5:00
Saturday 9:00 – 1:00 2:15 – 5:00	Saturday 9:00 – 1:00 2:15 – 5:00	Saturday 9:30 – 12:30
Newbiggin Hall Library Trevelyan Drive Newbiggin Hall Estate Newcastle upon Tyne NE5 4BR Tel: 277 4284 Fax 277 4285	Newburn Library High Street Newburn Newcastle upon Tyne NE15 8LN Tel 277 4260	Walker Library Welbeck Road Newcastle upon Tyne NE6 2PA Tel: 278 4225 Fax: 278 4229
Monday 9:30 - 12:30 1:30 - 8:00	Monday 9:30 – 12:30 1:30 – 5:00	Monday 9:30 – 12:30
Tuesday 9:30 – 12:30 1:30 – 5:00	Tuesday 9:30 – 12:30 1:30 – 5:00	Tuesday 9:30 12:30 1:30 – 5:00
Wednesday Closed	Wednesday Closed	Wednesday 9:30 – 1:00
Thursday 9:30 – 12:30	Thursday 9:30 – 12:30	Thursday 9:30 – 12:30

	1:30 – 8:00		1:30 – 8:00		1:30 – 8:00
Friday	9:30 – 12:30 1:30 – 5:00	Friday	9:30 – 12:30 1:30 – 5:00	Friday	9:30 – 12:30 1:30: 5:00
Saturday	9:00 – 1:00 2:15 – 5:00	Saturday	9:00 – 1:00 2:15 – 5:00	Saturday	9:00 – 1:00 2:15 – 5:00
Priority Services Housebound Readers Brinkburn Centre Brinkburn Street Newcastle Upon Tyne Ne6 2ar Tel: 278 4200 278 4201					