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NOTTINGHAM AND NOTTINGHAMSHIRE REFUGEE FORUM Annual Report 2010



## Contents

Who's who at Refugee Forum: 2009 - 2010 .....	2
Chair's Report.....	3
Manager's Report .....	5
Membership report.....	7
One Stop Shop Advice Project.....	8
Refugee Futures Floating Support Service.....	11
Refugee Community Organisation (RCO) Support Work.....	15
Benefits Advice .....	16
Immigration and Asylum Advice regulated by the OISC.....	17
English for Speakers of Other Languages (ESOL) at NNRF .....	19
Nottingham Refugee Women's Group.....	20
Into the Mainstream.....	24
Partnership Working and Networking.....	27
City of Sanctuary .....	30
Nottingham Refugee Week 2010 .....	31
Volunteer Activities .....	32
Anti-Destitution Group - NNRF Cash Group .....	34
Anti-Destitution Group - Food Group .....	36
Who used the Centre this year?.....	38
Statement of Values and Aims .....	39
Public Benefit Report.....	39
Treasurer's Report for the Financial Year ended 31 March 2010.....	40



## Who's who at Refugee Forum: 2009 - 2010

### Executive Officers:

Chair: Patsy Brand      Vice chair: Andrew Wilson  
Treasurer: Leo Keely      Secretary: John Henson

**Other Management Committee members** (NB not all those listed were able to serve for the full year):

Sara Abraham	Abakar Hassane
Dave Hewitt	Julia Howell
Maggie Jones	Amdani Juma
Marie-Claude Kabazo	Mussie Kidane
Laurent Tchouleng	Sharon Walia
	Lynda Wilson

The Committee (which acts as the board of Trustees in terms of the Charity Commission and Directors in terms of Companies House) met 11 times during the year.

### Refugee Forum staff - 2009-10

**Manager:** Bea Tobolewska

**Senior Adviser/Deputy manager:** Rakiba Khatun (from March 2010)

**Assistant Manager (Advice & interpreting):** Bahman Mohammed

**Senior Administrator:** Imran Asif

**Administrative Assistants:** Teresa Pacey Devlin & Tina Patel

**One-Stop-Shop Adviser:** Fiona Broome

**Benefits Advisers:** Janet Hannay

**Health project worker:** Kinsi Clarke (from July 2010)

**Volunteer Organiser:** Bill Walton (until September 2010)  
Wesal Afifi (from October 2010)

**Reception Co-ordinator:** Victor Simonian

### Refugee Forum staff - 2009-10 (continued)

#### Refugee Futures 'Floating Support'

**Team Leader:** Simon Breen

**Support workers:** Sara Abraham, Sonia Bilkhu, Jasim Ghafur, Saeed Hassani & Julie Whitehead

**Interpreter:** Ismaiel Alwan

**Refugee Community Groups' support worker:** Stuart Brown

**Children's Worker:** Liz Burrell

**ESOL tutors:** Naomi Jemmett, Sheila Jones & Verity Mould

**Caretaker & Cleaner:** Azad Mohammed

### Chair's Report

#### 2000-2010: This year Refugee Forum is 10 years old!

Refugee Forum has come a long way since the summer of 2000 when a group of concerned local people got together to extend a hand of friendship to asylum seekers who were starting to be dispersed to Nottingham by the Home Office. They hired a room one evening a week at the International Community Centre where volunteers provided a welcome and tried to assist with the myriad problems the newcomers were experiencing, including unfit accommodation, vouchers not arriving and lack of legal representation.

During that first year a Management Committee was formed, chaired by Mike Scott, and the Forum became a registered charity. Funding was obtained for premises at 118 Mansfield Road and also to appoint Sam Azad as part-time co-ordinator. Packed-out advice sessions, social evenings and English classes were run by volunteers - both local and asylum seekers and refugees. Campaigns were run to support families threatened with deportation and for an improvement in asylum seekers' living conditions.

By now the Forum was recognised by the City Council and other agencies as the main group able to support and represent the needs of asylum seekers and refugees in the area. We were given the opportunity to take on new projects including the One Stop Shop, Floating Support for new tenants and Nottingham Works (employment, training and benefits advice). This meant a gradual expansion of the staff team but the Forum continued to maintain a large and important volunteer base.



By 2003 we had outgrown 118 and after a long search for suitable premises, the move to the Square Centre took place in September 2004. The extra space enabled the Forum to take over and develop the anti-destitution work previously delivered by church groups, make better provision for women and children and emerging refugee community organisations as well as holding more social and cultural events.

#### The Forum's achievements in the past decade include:

- Assisting over 4000 asylum seekers and refugees at all stages of the asylum and resettlement process.
- Providing a place of welcome and friendship where Centre users and local people can meet and socialise.
- Recruiting over 500 volunteers including many refugees and asylum seekers.
- Participating in local and national campaigns in defence of asylum rights.
- Providing advice and support to emerging Refugee Community Organisations.
- Raising awareness amongst service providers of the special needs of asylum seekers and refugees and developing strong links with other organisations in order to improve access to quality services.

#### 2010

As you will read elsewhere in this Annual Report, 2010 has been another busy and eventful year. We have celebrated with many long-term asylum seekers who have at last been granted Leave to Remain under the Legacy Programme and worked with them to adjust to their changed circumstances; we have supported those still anxiously waiting for decisions or have been refused. The work is often stressful for both staff and volunteers who, as ever, have shown the highest levels of commitment.

The advent of Bea Tobolewska as Manager in December 2009 has had a major impact on the life and work of the Forum, particularly in the development of new projects and in providing much appreciated support to hard-pressed staff and volunteers.

On behalf of the Management Committee, I wish to thank Bea, the staff and volunteers for their hard work and dedication throughout 2010 - and add a personal thanks for the support I have received from the Officers and Management Committee members.

#### What of the Future?

Over the past 10 years the Forum has been able to grow and adapt in response to the changing needs of refugees and asylum seekers - and has been successful in obtaining funding to do so. Now in common with others in the voluntary sector, we face a period of uncertainty in an era of financial cuts. The coming months will be an anxious time for staff and management but thanks to the hard work of our retiring

Treasurer, Leo Keely, the Forum's finances are in a healthy position - at least for the coming year.

A Planning Day held in October enabled Management Committee, staff and volunteers to look to our future in light of the changing needs of our users and the likelihood of reduced funding. There will be many challenges ahead of the Forum but we are determined to build on the successes of our first decade and continue to offer support and friendship to refugees and asylum seekers for as long as they are needed.

Patsy Brand  
Chair of Management Committee

### Manager's Report

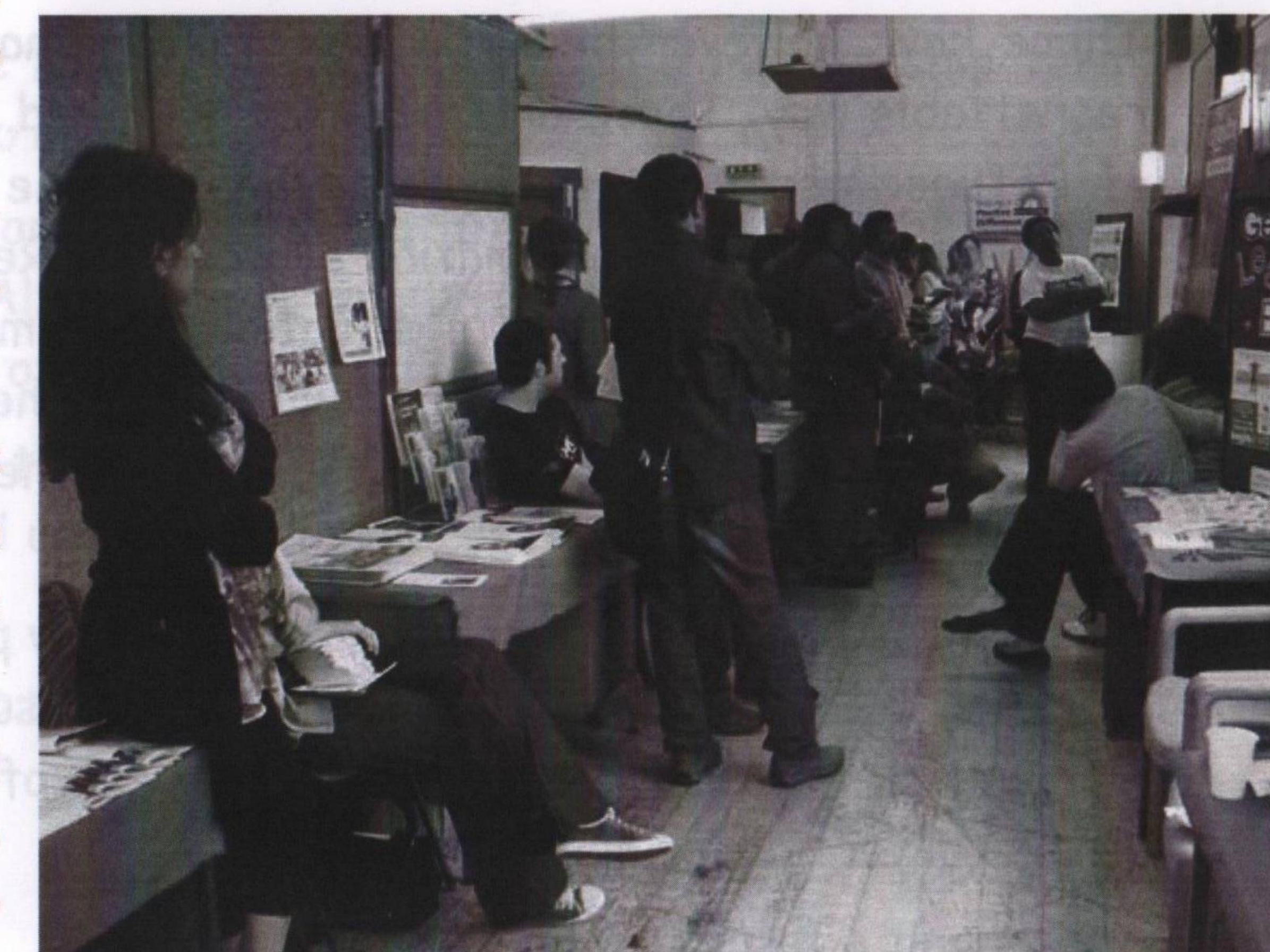
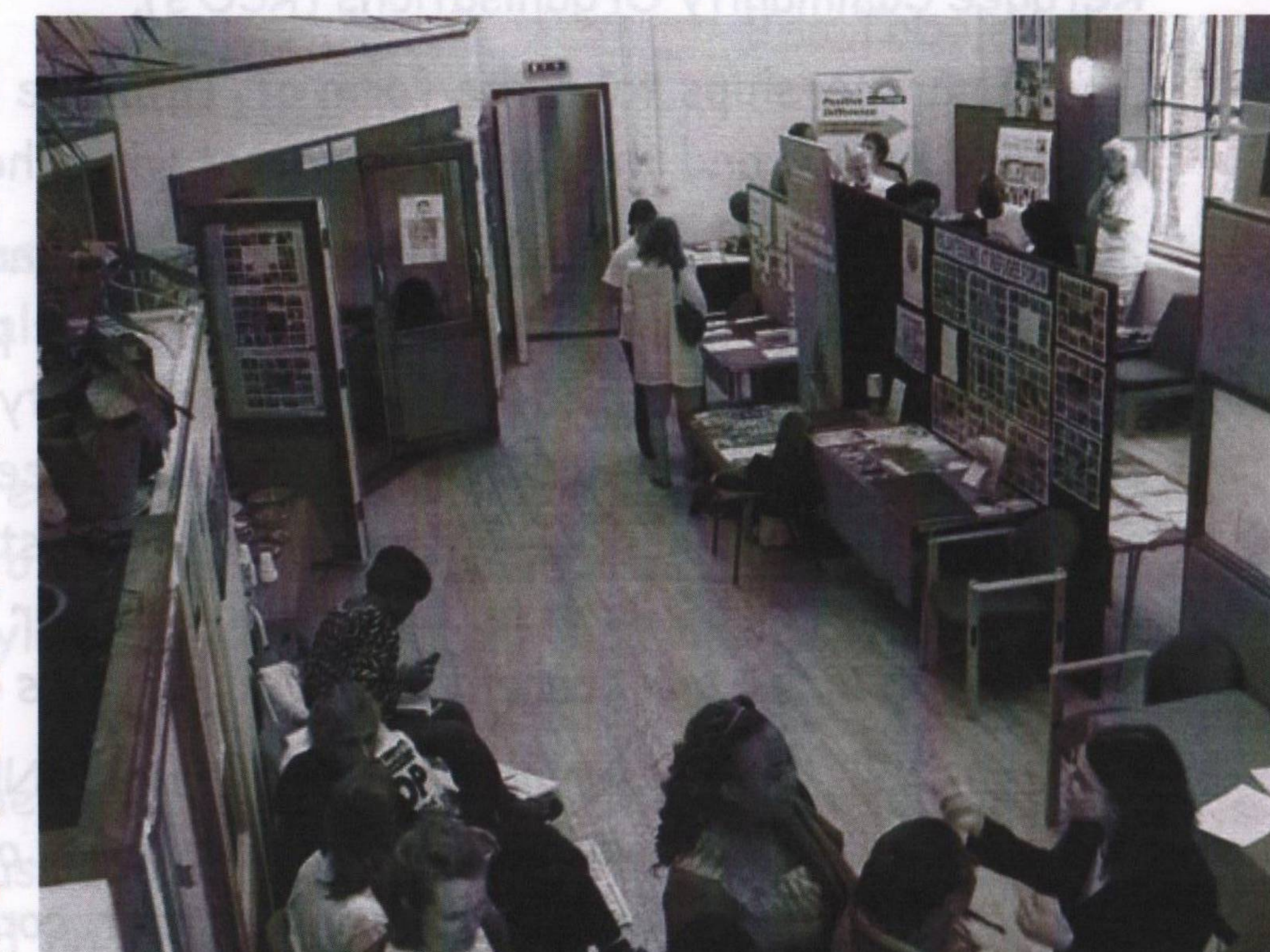
Since joining the Forum early last December, I have had the real honour and privilege of working with the most fantastic, dedicated and supportive people - a wonderful team of staff and volunteers who make the Refugee Forum the unique place that it is.

Rather than focus on the work of NNRF, which staff and volunteers will be highlighting in greater detail in their reports, I wish to use my contribution as an opportunity to briefly inform you of just some of the significant events that have taken place over the year and how these have impacted upon us.

Firstly, I am delighted to say that there have been several very positive additions to our staff team:

**Rakiba Khatun** joined us in March as our Senior Legal Adviser working on the OISC and General Advice project.

In June **Kinsi Clarke** was appointed as the NNRF worker for the 'Into the Mainstream' Project, our



NNRF Open Day 2010



successful partnership health project with Refugee Action.

And most recently, **Wesal Afifi**, who joined us in October as our new Volunteer Coordinator following the departure of Bill Walton, who moved on to work with the British Red Cross in September.

I welcome each of you and wish to thank you for the commitment and enthusiasm you bring to the Forum. I also wish to thank Bill for everything and wish him every success in his new role - we look forward to benefiting from his dedication and creativity as a partner.

Over the last nine months NNRF has had the opportunity to enter into new working partnerships with two key organisations in the city, enabling us to develop our services and better address two of the major issues faced by asylum seekers and refugees, these being access to health provision for newly arrived asylum seekers and increased access to housing information, thus building the capacity of the city's Refugee Community Organisations (RCO's).

These partnerships take the form of 'Into the Mainstream' our health project with Refugee Action and the 'Routes' Project with the Hostel Liaison Group (HLG).

2010 has been another busy year for NNRF, and for all of us it has been a privilege to be involved in supporting, developing and promoting volunteering here at the centre. This is clear evidence of the solidarity we feel and the fact we all have a shared vision, ethos and dedication to volunteering and working with refugees and asylum seekers, which we hope is also demonstrated in everything we do. Without the contribution of each and every one of our volunteers we would not be able to continue to offer our current range of services or assist so many clients.

On the 18<sup>th</sup> June, during Refugee Week, NNRF held a highly successful and enjoyable 'Open Day' when we received over one hundred visitors and hosted 23 different organisations and projects that contribute to the excellent and wide ranging work with asylum seekers and refugees in Nottingham.

There have however been two events that have marked 2010 in a very sad and regrettable way. These are inextricably linked. The first of these was the closure of Refugee and Migrant Justice (RMJ) in the early summer. This not only had a major impact in the immigration sector, the Refugee Forum was directly affected due to the often desperate situations asylum seekers felt themselves to be in around the legal support for their claims. Therefore NNRF responded to a high number of individuals, at various stages of their case, finding themselves without legal representation.

This demise had a catastrophic impact on many people, and none more so than one of the many destitute asylum seekers NNRF has supported since January 2010, Osman Mohammed, who took his own life at the end of July as a direct result of the RMJ closure affecting his mental health.

This was a tragedy that should never have happened. My love and thoughts go to you Osman, and also to your family and friends who did all they could to support you. May your death not be in vain.

On a more positive note, NNRF has been able to establish strong links with immigration legal aid providers and there have been weekly legal surgeries held at the centre to respond to urgent matters relating to former RMJ clients.

And finally, I can't possibly finish avoiding mentioning the change in government in May. We are all acutely aware of the cuts we are facing as a country. Inevitably NNRF will be affected by these. At the time of writing we are not aware of amounts and how far reaching the impact will be, but we do know that we are facing significant changes. This makes the valuable contributions and donations that are so generously given to us by our Members and supporters all the more valuable.

Thank you so much for your continued support.

Bea Tobolewska

## Membership report

During 2010, the Refugee Forum has had a total of 365 members, which can be broken down into 335 individuals/families/couples, and 30 organisations/professionals.

We are also fortunate enough to receive financial support, via monthly standing orders, from 102 members. This totals £1093.39 per month, money that goes directly to supporting destitute asylum seekers. We are immensely grateful for your generosity.

However, money alone cannot help the NNRF give support to those who desperately need it; volunteering is a generous donation of time and an equally valuable contribution. We would like to send an enormous thank you to all of those who volunteer at the Forum.

If you are interested in joining the NNRF, you can download a membership form from: [www.nottsrefugeeforum.org.uk/index.htm](http://www.nottsrefugeeforum.org.uk/index.htm)

Standing Order and Gift Aid forms are also available to download from the site or can be requested from the Forum. Alternatively, you are able to join or donate by returning the forms on the last page of this Report.

The Forum would like to thank also the work of Stuart Brown who continues with the task of sending out regular email updates to members and those on our emailing list.

If you are already a member but are not receiving emails, please send your address to: [ewa@nottsrefugeeforum.org.uk](mailto:ewa@nottsrefugeeforum.org.uk)

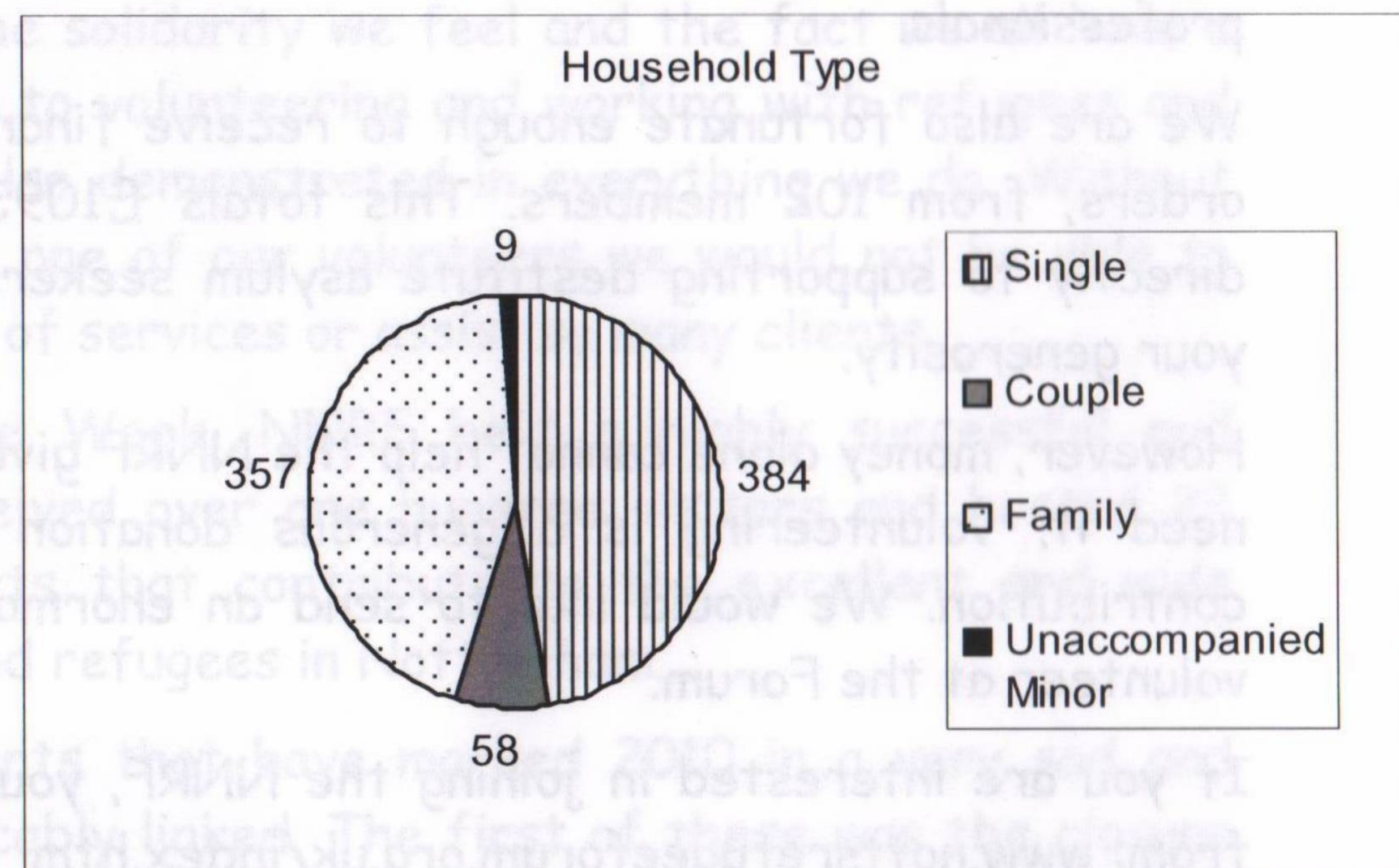
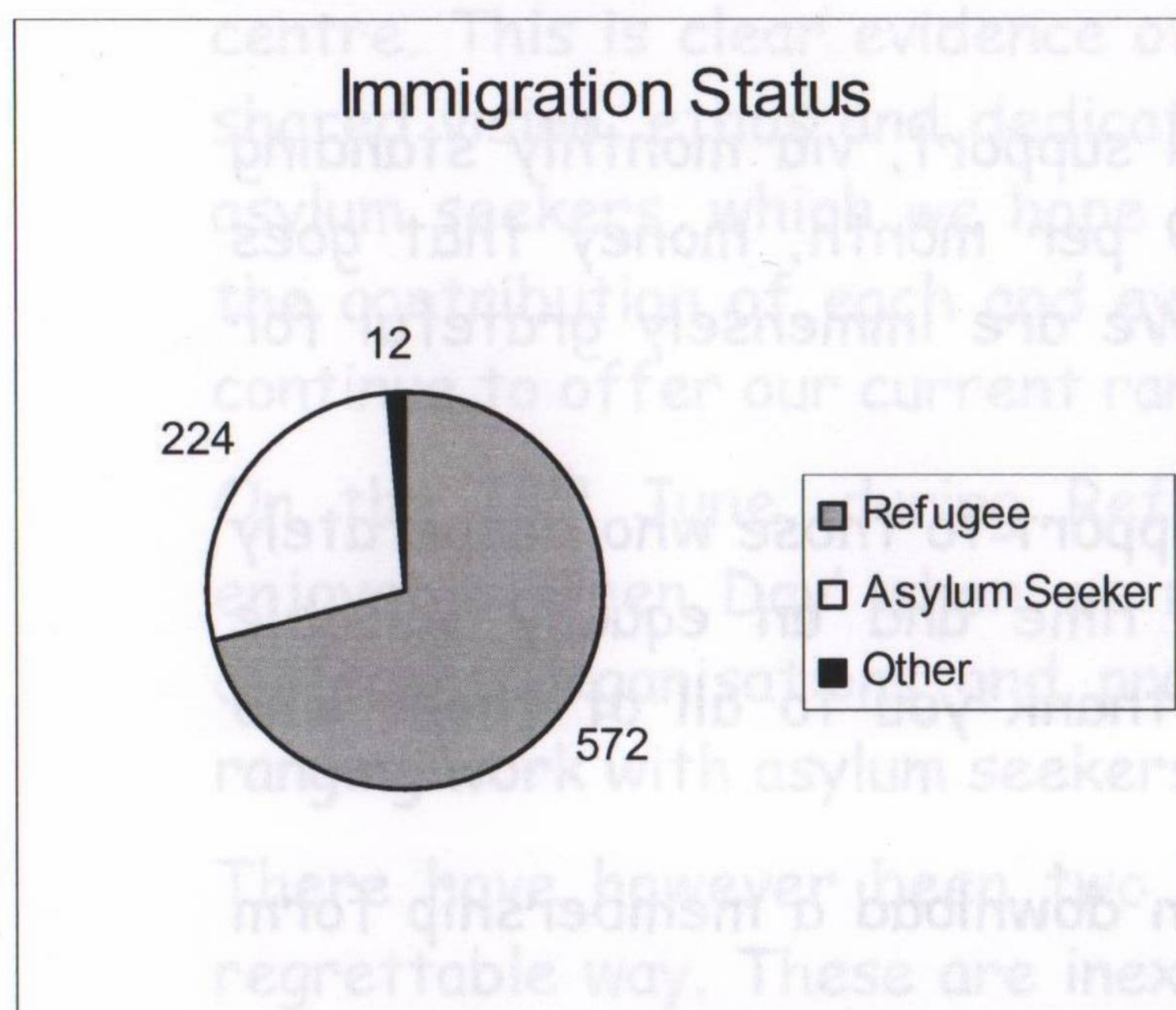
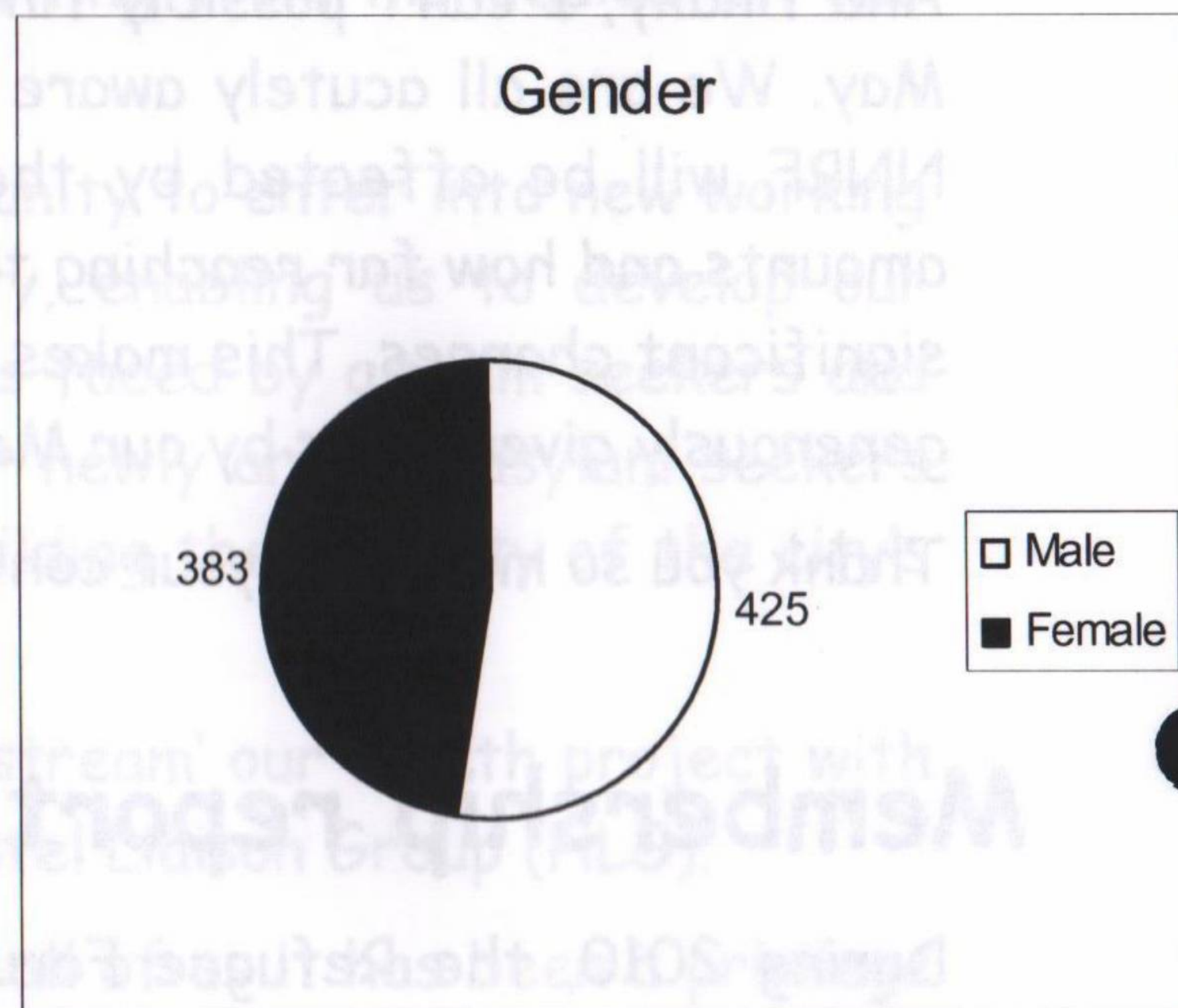
Ewa Tobolewska  
Membership Secretary



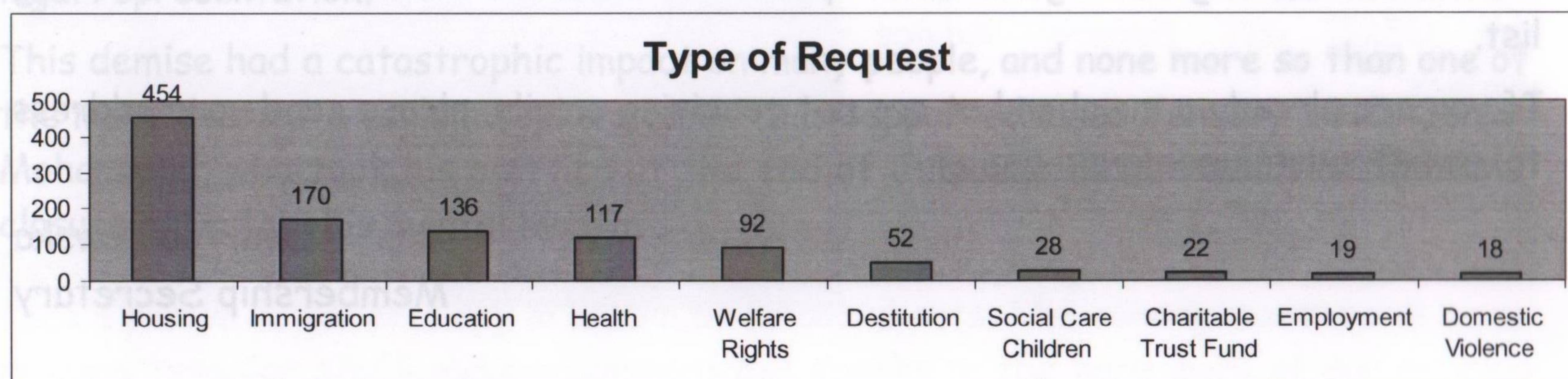
# One Stop Shop Advice Project

The One Stop Shop Project is a flexible advice service funded by Nottingham City Council for refugees and asylum seekers living in the city and county. The One Stop Shop (OSS) provides advice, support, information and practical help, predominantly in the areas of health, housing and education. I also develop links with agencies to share information about services, provide advice to organisations and attend various forums with a focus on the needs of refugees and asylum seekers.

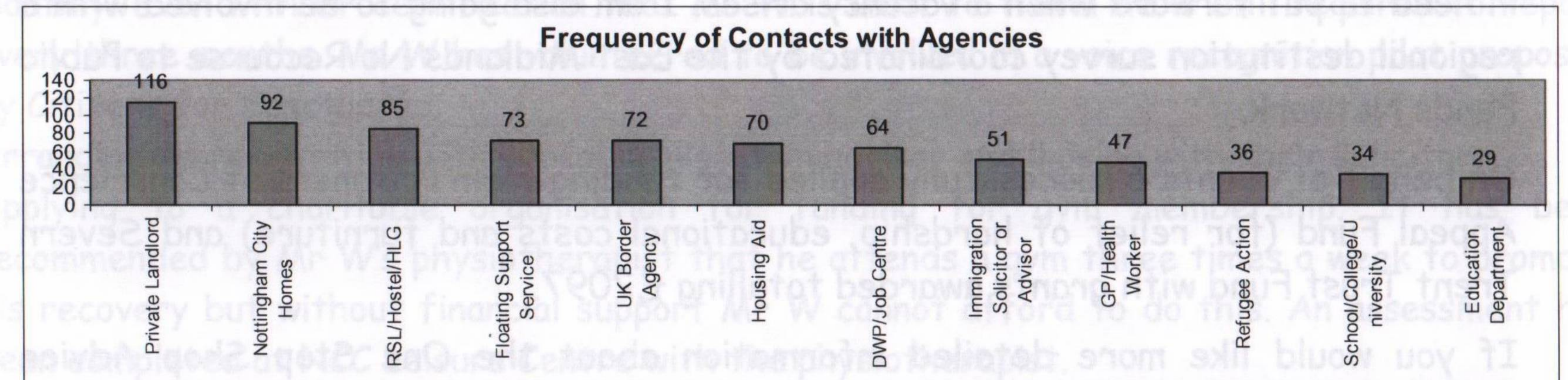
The OSS has been running at full capacity throughout the year. Between October 2009 and September 2010 there was a total of 808 visits to the OSS advice project. Over the year I met with clients from 44 different countries, with clients from Eritrea, Iran, Iraq, Zimbabwe and Somalia being the most common. The accompanying figures show a more detailed breakdown of clients according to immigration status, gender and household type.



Clients may attend an appointment for help with a single issue or I may work with clients over a longer period supporting in many different areas. Often a client will come to see the OSS with a particular question and from that other needs become apparent. The following figure shows the most common types of request for advice with housing remaining the highest as has been the pattern in previous years.



Over the year during advice appointments the total number of contacts with other agencies was 1060. This includes information requests, checking eligibility, making referrals and chasing up on applications already submitted. This table shows the agencies contacted most often.



There have been 33 OSS advice sessions led by volunteers with supervision from myself. These take place on Thursday mornings in the main hall. Eight volunteers have worked with the OSS project during the year. Volunteers have come from a variety of backgrounds and include asylum seekers, international students, EU migrants and UK citizens.

There were 18 outreach advice sessions over the year which took place at Sneinton Health Centre and Mellors Lodge, Highwood House and YMCA homeless hostels. Outreach advice at Sneinton Health Centre was trialled but didn't continue due to low uptake but useful links were made with professionals which increased awareness of services at NNRF and encourages referrals. Outreach at Mellors Lodge and Highwood House are run in partnership with the accommodation advisor from Refugee Futures.

As well as providing feedback to other organisation and taking part in consultation exercises I am a regular member at the following forums:

- Children and Young Persons Refugee and Asylum Seeker Task Group
- Asylum Seeker, Refugee and New Migrant Health Forum
- BMER Domestic Violence Forum
- Child Sexual Exploitation and Human Trafficking Task and Delivery Group
- East Midlands No Recourse to Public Funds Network

This year has seen the continuation of UK Border Agency's Case Resolution Programme which aims to resolve all outstanding legacy cases by 2011. As a result, for those granted Indefinite Leave to Remain, the OSS has supported many people during the transition process from UK Border Agency (UKBA) Asylum Support into mainstream provision. The struggle for single people accessing accommodation remains a key concern with planned reductions in temporary accommodation and difficulties accessing privately rented housing. There are long delays with deposit schemes and a reluctance of some landlords to rent to people on benefits through the local authority deposit scheme as well as a shortage of properties in the private sector.

Below are statistics from October 2009 to October 2010.



Over the past year I have seen an increase in the number of destitute asylum seekers who do not have access to housing or support, particularly amongst single men. For NNRF I manage the waiting list for Nottingham Arimathea Trust (NAT). Recently Bea and I met with NAT to discuss how best we can prioritise those most in need to put forward when a vacancy arises. I am also going to be involved with a regional destitution survey coordinated by the East Midlands No Recourse to Public Funds Network.

On behalf of clients I successfully applied for funding from Prisoners of Conscience Appeal Fund (for relief of hardship, educational costs and furniture) and Severn Trent Trust Fund with grants awarded totalling £2097.

If you would like more detailed information about the One Stop Shop Advice Project please contact me for a copy of the most recent OSS annual report compiled earlier this year.

## Case Study

Mr and Mrs W are asylum seekers from Zimbabwe. They were dispersed to Nottingham in May 2010 following Mr W's discharge from the National Spinal Injury Centre. They receive s.4 support amounting to £70 per week in vouchers and live in a one bedroom ground floor flat. Mr W uses a wheelchair most of the time but is able to walk very short distances with an aid. The couple were initially referred to the OSS by the accommodation provider for help with shopping. There were already registered with a GP and linked in with occupational therapy and physiotherapy services.

I first met Mr and Mrs S in June when I visited them at home. Their main issue at the time was Mrs W's difficulty travelling home from the supermarket. At the time they were receiving Asda vouchers so had to travel across town to shop. In response to a request in the NNRF members bulletin several volunteers offered help and a shopping rota was set up. Soon afterwards Mr and Mrs W received 'Azure' cards, the new s.4 system for issuing and spending s.4 support, and Mrs W is now able to shop locally independently.

Mr and Mrs W came to the NNRF Open Day, a volunteer helping with transport, to find out more about the forum and meet with other agencies. They met with BEGIN who helped with registering for ESOL and a support worker from 'Healthy Minority Communities' who arranged appointments with an optician.

Since June I have remained in regular contact with the couple and have supported with:

- Applying for an HC2 certificate for help with health costs
- Applying for a mobility bus card including a companion card for Mrs W
- Referring to Social Care for a community care assessment and a request for a carer's assessment. There is currently a 12 week wait.
- Linking with Nottingham Zimbabwe Community Network
- Providing additional bedding from donations to NNRF
- Meeting resident bee keeper at Stonebridge City farm and putting names down for a bee keeping course.

- Referring to The Arches for clothing and additional household items
- Liaising with GP, occupational therapist and physiotherapist to request medical evidence for UKBA and a letter of support for a funding application.
- Liaising with UKBA regarding reporting requirements. Initially Mr and Mrs W were to report monthly. Even with GP certification that Mr W is unfit to travel he is still required to report every three months. Mr W has volunteered to be involved in a voice recognition pilot proposed by Citizens for Sanctuary.
- Arranging representation with a local immigration advisor and liaising with their solicitor.
- Applying to a charitable organisation for funding for gym membership. It has been recommended by Mr W's physiotherapist that he attends a gym three times a week to promote his recovery but without financial support Mr W cannot afford to do this. An assessment has been completed at NCC Leisure Centre with the physiotherapist.
- Contacting the Red Cross for volunteers to assist with travelling on the bus and to support at the gym.

Mr and Mrs W are now attending ESOL classes two days a week, IT for beginners one day a week and they are taking advantage of local computer facilities. Fortunately they live close to college and can travel together unassisted. We are now waiting for a response to the funding application which I hope is successful.

Fiona Broome  
One Stop Shop Adviser

## Refugee Futures Floating Support Service



### Introduction

Over the past year the Refugee Futures Floating Support team at the Forum has been working to full capacity, assisting refugees to find accommodation and to settle and integrate into their local communities. The past 12 months have seen the Refugee Futures consortium play a significant role advocating for refugees in Nottingham City. It has been working to develop partnerships with other services to raise awareness of the difficulties that refugees encounter once they receive their status decision.

One of the biggest changes over the past 12 months has resulted from the change of government in May and the speeded up plans on public sector cuts. This has created a lot of uncertainty and anxiety for staff and for clients, who wonder if they will have a service next year.

### Service

Over the past 12 months the team has been working ceaselessly supporting refugee families and single clients who at times seem to have increasingly complex problems. Below are statistics from October 2009 to October 2010.



**Total number of clients supported = 95**

Social make up	
Family	Single
40 (42%)	55 (58%)

Gender of main applicant	
Male	Female
51 (54%)	44 (46%)

The team currently supports a case load of 42 clients and in theory aims to support 84 clients over a year. As you can see from the accompanying figures, the team has surpassed that target, supporting an additional 11 clients.

**Themes and trends**

- Acceleration in the Case Resolution Directorate (CRD) legacy programme: many clients are currently being granted Indefinite Leave to Remain (outside Immigration Rules). Over the past 12 months this process has accelerated resulting in large numbers of single clients being granted ILR at the same time which has placed a huge burden on services. There is not enough affordable accommodation either privately rented or within the local authority. This has resulted in a huge increase in homelessness amongst single refugees.
- A result of the above process is that the Refugee Futures' referral waiting list has had to be closed twice during the past 12 months, as the service was not able to cope with the increased demand. This in turn has placed additional pressure on the NNRF General Advice Service and One Stop Shop service.
- Shift from supporting families to settle and manage their tenancies (tenancy support) towards supporting single clients looking for accommodation (accommodation seeking), which of course is very challenging when you do not have any savings, valid ID, or language skills to negotiate a tenancy.
- Shift from supporting principally female family-based main applicants to single male applicants. Since June 2010 the service has supported 9 (25%) female clients out of 36 new referrals; the main applicant of the remaining 27 (75%) clients was male. Out of this figure of 27 male clients, 22 were single men (61%) accommodation seekers

Nationality	Number of clients
Iran	20
Eritrea	15
Iraq	12
Zimbabwe	8
China	7
Sudan	5
Congo DR	4
Somalia	3
Gambia	3
Syria	2
Turkey	2

- Reluctance of refugees to consider either private rented accommodation or Housing Association properties. There appears to be a lot of misunderstanding amongst refugee communities around accommodation. There is a need to train refugee community activists to give accurate advice and information.
- Lack of ID. When a refugee receives their immigration status they usually have no acceptable form of ID and so cannot open a bank account. Most banks require a DWP benefit award letter and tenancy agreement to open an account. It can take months to resolve this issue of lack of ID. This can delay the awarding of DWP benefits or getting a tenancy. If UKBA makes an error on a client's Status documents the whole issue is exacerbated tenfold.
- Employment Support Allowance (ESA); this benefit is hugely problematic and has been criticised nationally as being unfair, especially in the manner that the medical assessments are carried out. 99% of our clients who apply for ESA fail their medical assessments. If a vulnerable client fails this assessment it knocks out all their other benefits (Housing Benefit and Council Tax Benefit) and they will sink further into debt. The termination of ESA is immediate; people do not have any time to challenge the decision; everything just stops! This is hugely problematic as it affects the most vulnerable clients e.g. those with mental health issues or disabilities. It wastes a huge amount of resources for support staff to challenge unreasonable decisions.

**Successes**

- Successfully took Housing Aid to the County Court to challenge a negative housing allocation decision for a disabled client.
- High level of success applying for Community Care Grants or challenging poor decisions.
- Assisted a few families to backdate their applications for Child Tax Credits and Child Benefits to the date when they claimed asylum or gave birth. (Only applicable for refugees with Limited Leave).
- Opening Bank accounts for clients who have no ID.
- Obtaining a Crisis loan for rent in advance; the client was able to collect this loan within 2 hours and helped secure a private rented tenancy.
- Challenged the DWP who stopped a client's JSA wrongly; managed to get all his benefit entitlement backdated.
- Challenged Nottingham City Homes Rent Arrears Team who had tried to charge a client for arrears that she did not owe.
- Managed to get the daughter of a family who had arrived on family reunion into ESOL and college within 48 hours - after she had been waiting for 3 months.
- Two people we supported have been employed as case workers for a local refugee agency.
- One client is managing a beauty business.
- Other successes include at least 2 clients who are studying media studies at university. A former client is studying Law at university; another is due to start working at Framework H.A.



## The Team

During the last 12 months the floating support team has continued to develop its expertise in housing-related support, homelessness and in finding affordable accommodation for clients. The team has work very hard over the past year to provide the maximum support to clients. At present the team consist of:

Jasim Ghafur	Julie whitehead	Helen Wriglesworth
Saeed Hassani	Sara Abraham	Sonia Bilku
	Simon Breen	

I would like to thank everyone for their commitment and dedication over the past year. The team has experienced high levels of sickness due to team members having operations and serious illnesses. We thank Sara Abraham and Sonia Bilku for providing locum cover, ensuring consistency of support for clients. Both of them have greatly expanded their skills and expertise in supporting clients, working to the high quality standards required by Housing Related Support.

The team has also been supported by Mussie Kidane as a volunteer, whose language skills and ability to support clients have been greatly appreciated.

In October we received the good news that after a very stressful 3 years for him and his family, team member Amdani Juma has been granted three years' Leave to Remain and will therefore be able to take up employment with the team once more.

The next 12 months could be very difficult with the uncertainties of funding cuts and the possible downsizing of the team. We have discussed these issues in depth and will strive to absorb any reduction in service level fairly amongst the team, avoiding the need for a competitive redundancy process.

## Strategic issues

The past 12 months have seen massive strategic changes to the floating support services and more are expected.

- The main funding body Supporting People no longer exists. Its role in the local authority has now been changed to Housing Related Support (HRS), which is part of Children's Services! The Supporting People funding grant was previously ring-fenced and protected but now is so no longer and is part of the Local Area Grant, (the pot of money that each local authority receives from the government). This in theory means that each local authority can set its own local funding priorities. The local authority may instead choose to fund and prioritise family/children services rather than fund a specialist floating support service for homeless refugees.
- The Council currently has a large budget deficit which it needs to balance before the end of the current financial year in March 2011. This has resulted in a loss of 200 hostel bed spaces in the City and it is likely that the Refugee Futures team may receive a cut in its funding.

- The Government's Comprehensive Spending Review in which all government departments have been asked to make 25%+ savings. Whilst at the time of writing we do not know the effect or results of this review, it is likely to result in a reduction of funding and service provision for Refugee Futures. In the longer term it is unlikely that the City Council will fund a specialist floating support service for refugees.
- UK Border Agency's CRD Legacy programme - the Government's target is to resolve all asylum legacy cases by 2011. Whilst this target is ambitious they are not too far from achieving it. Once the bulk of legacy cases are resolved, there will not be a need for Refugee Futures service, as all new refugees will be covered by the Refugee Integration and Employment Service (RIES).

To summarise, I believe the next few years will be very challenging for refugees with ever-increasing reductions in service provision and advice to help people settle and integrate into local communities. It is likely that there will be an increasing rise in homelessness particularly for single refugees who cannot access private rented accommodation or hostels, and to whom the local authority owes no duty. The most vulnerable clients whom we assist (disabled, people with mental health difficulties, victims of torture, domestic abuse clients) who are not skilled at accessing services and do not have a voice will suffer most. It is essential that we advocate for the particular needs and vulnerabilities of refugees with both local and the national government to raise awareness for the need for a specialist service for refugees to address these complex needs and help them rebuild their lives.

Simon Breen  
Refugee Futures Team Leader

## Refugee Community Organisation (RCO) Support Work

The key piece of work over the last year has been the 'African Community Skills & Needs Audit' led by AIS which was an attempt to bring all the African groups together in order to maximise existing resources, be far more effective in responding to the needs of the entire African Diaspora in Nottingham, as well as increasing the chances of successful long-term funding applications. The entire process took 6 months and was extremely successful with the vast majority of African groups fully committed and working well together. In April the report with key recommendations was launched at a community awareness event at the Boys Club in Hyson Green and attracted 100+ African community members and representatives from agencies and organisations in the sector.

At subsequent African Audit Steering Group meetings it was agreed that it would be useful to have more concrete information regarding the needs and barriers in specific areas: 'Community Engagement', 'Women', 'Young People', 'Employment, Training & Skills', as well as more information about housing needs and barriers



before approaching service providers and relevant organisations. Four more Focus Groups were due to take place between May and September 2010. It was also felt that this would help the group develop their own plans for projects and feed into a long-term business plan / strategy.

It was also agreed that another approach would be made to all those African groups who declined to take part in the Audit and encourage them to get involved in Phase 2 of the project which will involve all the African Groups coming together and working as some kind of loose Consortium. NCVS' Community Development team have agreed to help the group develop a strategy, agree a legal structure and write funding applications.

Other work has included providing advice and / or support for:

- A very successful African Health Event in November organised by AISD and the NHS.
- A male health focus group for the NHS in April.
- A variety of funding applications for projects that included the African Community Audit; training, office rent and computer software; two interfaith projects; a series of workshops on understanding the tax & benefits system; African theatre & music projects; ESOL classes to name but a few. Out of 13 applications - 8 were successful, 3 were rejected and 2 are still pending.

With fortnightly meetings of the African Audit Steering Group taking place, the Networking meetings were put on hold. I am hoping to restart them again this Autumn.

Throughout the year 90 meetings were attended or organised, and 292 emails circulated with information ranging from Voluntary Sector Partnerships & BME Forum meetings, education, immigration and healthcare, training courses, jobs & volunteer opportunities, arts & cultural events, and funding opportunities.

Stuart Brown  
NNRF RCO Support Worker

## Benefits Advice

*Sadly, Janet Hannay, our Benefits Adviser suffered an accident in September resulting in a couple of serious fractures. She has therefore been unable to write a report about her important work in assisting refugees to receive the benefits to which they are entitled - but often have problems in obtaining because of the complexity of the benefits system and the high level of bureaucracy involved. This brief report has been based on the quarterly monitoring that Janet provides for the funders, Nottingham City's Welfare Rights team. We wish Janet a speedy recovery and hope that she will soon be back at work continuing her valiant battles with the Benefits system!*

This has been another busy year for Benefits Advice at the Forum. There have been 669 benefit-related interviews covering 19 different nationalities. These have mostly concerned applications for benefits or queries regarding non-payment. Many

interviews have been for new claims for families who have been granted Indefinite Leave to Remain through the Legacy Programme, after spending several years in limbo as asylum seekers. All of these have to apply initially for Job Seekers Allowance; those with children are also entitled to Child Benefit and Child Tax Credit. Other queries have included Income Support, Working Tax Credit, Housing Benefit and Budgeting Loans. There are often delays in the processing and payment of benefits which can result in periods of destitution. In these situations Janet will attempt to access Crisis Loans for the claimant - or arrange a loan from the Forum's emergency grants fund.

Once Leave to Remain has been granted, refugees are entitled to mainstream benefits; most are highly motivated to find employment and come off benefits but face problems including language barriers, lack of knowledge of the UK labour market, de-skilling as a result of years spent as asylum seekers and lack of specialist advice and support which could enable them to prepare for employment. National research has identified that up to 40% of refugees are still unemployed 2 years after gaining status despite high levels of motivation - as evidenced in the recent audit of Nottingham's African Communities. This situation is bound to get worse in the current economic climate, condemning refugees and their families to an unwanted dependence on the State and lives spent in poverty. NNRF continues to advocate for a targeted employment advice service for refugees to support them to adapt and use the skills and experience that they have - to support themselves and contribute to the wider community.

Patsy Brand

## Immigration and Asylum Advice regulated by the OISC

Since joining the Forum in March this year, I have had the opportunity to work with a supportive team of staff and a dedicated group of volunteers who have played a key role in the success of the advice services.

NNRF's Immigration and Asylum Advice services are regulated by the Office of the Immigration Services Commissioner (OISC) at level 1 - Initial Advice - and this allows the Forum to provide legal advice in a limited capacity to refugees and asylum seekers. Volunteer Advisers provide legal advice every Wednesday, by appointment, offering advice and assistance to the Forum's users. Additional appointments are offered by Bahman Mohammed on Mondays and Fridays to respond to the high demand for this service.

The Immigration advice service offers free advice and assistance to the Forum's users in order to make applications for travel documents, confirmation of status in a





passport, naturalisation and registration as a British citizenship. This service is important to the Forum's users as the Legal Services Commission does not allow such applications under the Legal Help scheme and therefore solicitors' firms can only offer this service on a fee paying basis. Over the course of this year, a team of six Volunteer Advisers have been successful in making these applications and have worked hard to meet the standards set out by the OISC in order to provide a professional service.

The Asylum Advice service operates to the restrictions set out by the OISC and this limits the level of assistance that can be offered. The Forum is not permitted to make asylum and human rights applications to the UKBA. Therefore Barrie Ward provides an important service where he offers initial advice and assistance, particularly to those that are vulnerable, to obtain legal representatives. As a result the Forum used to work closely with Refugee and Migrant Justice (RMJ) which held monthly surgeries at the centre. This led to our service users obtaining representation for substantive appeals work, in the First-tier Tribunal and the Upper Tribunal (Immigration and Asylum Chamber) as well as for asylum and human rights applications to the Further Submissions Unit for those who fall within the scope of Case Resolution/Legacy Cases.

The unfortunate demise of RMJ not only had a major impact on the immigration sector, the Forum was directly affected and responded to a high number of individuals who, at various stages of their case, found themselves without legal representation. We have been able to establish strong links with immigration legal aid providers and since June there have been weekly legal surgeries held at the centre to assist former RMJ clients, respond to urgent matters, as well as dealing with settlement applications for refugees with limited leave to remain.

With the challenges faced this year, the Forum identified the need to expand the Immigration and Asylum Advice to meet the needs of our service users. The OISC has divided immigration advice and services into three levels of activity depending on the complexity of the work involved. At the same time the OISC expects advisers to meet their competency requirements and OISC related policies and procedures have to be in place and working effectively. As an organisation we needed to widen our remit to be able to work at level 2 - Casework and/or level 3 - Representation and Advocacy.

The Forum would not be in the same position as immigration legal aid providers in preparing cases as we do not have additional funds to pay for disbursement costs such as expert reports. In order to address this issue we aimed to set up a legal expenses fund. The Forum entered a team of 11 people including staff and volunteers for the Nottingham Legal Walk 2010 for a 10k sponsored walk organised by the Midlands Legal Support Trust. We raised £1,065.00 through generous sponsorships which was doubled by the Midlands Legal Support Trust resulting in a total of £2,130.00, a great start for the legal expenses fund. Thanks to the participants and everyone who supported us.

In order to successfully increase our level of regulation the Forum would have to meet a number of requirements set out by the OISC. In October, we were approved by the OISC to work at Level 3. We are now in the process of planning how we will be able to best assist our service users as we are limited by a lack of funding and resources. We will identify cases that are better suited to legal aid providers and cases which we can prepare for the best possible outcome. Although we have already undertaken cases at a higher level, we need to address a few logistical issues and plan to be fully operational by the end of the year.

Having exemption at a higher level means that we can expand the Immigration and Asylum Advice service. We are planning for existing Volunteer Advisers to meet the requirements for progression. Through supervision and training we will be supporting Volunteer Advisers to prepare for level 2 assessments allowing a better service to the users of the Forum. We have already begun recruitment of volunteers with experience of advice work to join the team. Also, as OISC regulated advisers, volunteers are expected to comply with the Continuing Professional Development Scheme, therefore we have now arranged for a two day in-house training course to take place in December.

Finally, I would like to thank the team of OISC regulated advisers: Andrew Wilson, Bahman Mohammed, Barrie Ward, Bobbie Prime, John Henson, Patsy Brand, Pete Lowenstein, and Sharon Walia, for their time, effort and enthusiasm.

Rakiba Khatun

## English for Speakers of Other Languages (ESOL) at NNRF

2009-2010 has been a very different year for students and teachers at the Forum. In August 2009 we were invited by New College to join with it and Castle and South Nottingham Colleges to provide ESOL short courses funded by the national Migrant Integration Fund (MIF). The course is called MIF Gateway and was due to run from September 09 - March 2011. The aim was to reduce the number of prospective students on the Begin waiting list. Begin is the clearing house for all ESOL and Adult Literacy and Numeracy applications in the city and county. The funding was for teaching only and not for crèche. We were contracted to teach up to 120 learners.

Students attending NNRF were given 36 hours of classes, 3 days x 2 hours or 2 days x 3 hours per week, and then received Advice and Guidance which helped to place them at college or classes in the community. Included in this was a visit from the Community Police Liaison Officer and a session at the Central Library. Students were grouped according to their levels of English.

We worked only with Asylum Seekers, spouses and Refugees but colleges offered provision to other groups.

Verity Mould began teaching the first group at the beginning of October and was joined by Sheila Jones in January. Naomi Jemmet returned to teach in September



## Children's Project

The children's project started in September 2009 with the post of children's worker being secured through Children in Need funding. Additional funding for children and young people's activities and social events has been awarded by Nottingham City Council's play grants scheme.



As Children's Worker my role is varied and includes developing good working relationships and partnerships with other agencies, representing the interests and needs of refugee and asylum seeking children and families at a variety of fora, delivering workshops and awareness raising sessions, and supporting both community groups and individual families as well as coordinating children and young people's activities. The activities include the delivery of weekly sessions for the under 5's as well as regular holiday activities, trips and events for older children and families. Over the last year 94 children and young people aged between 0-16 years have been registered with the project.

Peer interaction and engaging in play-based activities are vital elements in ensuring that children feel settled and secure and have the chance to develop confidence and new skills. Social activities reduce the social isolation that families often experience and give children the chance to switch off from stressful home issues such as temporary housing and the fear of deportation and to share experiences with others in similar circumstances. Most of the families who attend experience financial deprivation and the project widens the horizons of children by enabling access to leisure opportunities which families could not otherwise afford as well as catering for their emotional and developmental needs. Most refugee and asylum seeking children have complex educational, social and emotional needs resulting either from experiences in their country of origin or from the uncertainty of the asylum process and the lack of extended family networks. The therapeutic role of play should not be undervalued. The project takes a holistic approach, emphasising parental involvement and the establishment of community links to promote integration and access to wider service provision.

I work closely with the Nottingham Refugee Women's Group who meet each Friday during term time. The project provides crèche provision at the morning session and I am developing a 'stay and play' session during the afternoon with the help of volunteers. For many children the crèche is their first experience of being in a nursery environment and for the parents, it is the first time that they have left their children in the care of others. Evaluations from the crèche staff emphasise the increased levels of language skills and confidence exhibited by the children. During the afternoon sessions activities have included making play-dough, mask making, painting and vibrant music and singing times. Parents have taken ideas and recipes from the sessions to use in their home environments. We also have visits from Children's Centre and play service workers during these sessions. On Friday's I

am on hand to offer advice and guidance to women around their child's developmental needs and signpost to other services such as Children's Centres and main stream nursery provision.



In addition to the term time sessions, family activities have been held during the school holidays. Consultation has been part of the holiday sessions, enabling the children to have a say in the activities and services we provide. In the last year we have been on a trip to Twin Lakes and have visited the cinema twice. Play

sessions and workshops have been held during school holidays. On these sessions we have worked in partnership with the NCC's play service and Playworks street play team. Over the summer these sessions took place in parks across the city to introduce families to the green spaces in Nottingham, familiarise them with their local area and encourage participation in wider community events. In December 2009 we held the ever popular 'End of Year' party with support from the Forum's volunteers, Nottingham Trent University students, the Council's play and sports and leisure services and Playworks. Over 80 children attended and each child received a present from Santa thanks to kind donations from the Forum's supporters. From September 2009 to September 2010, children's attendance at the term time sessions, crèches and holiday activities reached over 850. To promote our project, offer support, and build a picture of support needs across the city, I link with community organizations such as African Initiative Support, the Kidz United project and the Somali Women's group.

As well as providing support to children and their parents during the group sessions I can see families individually to assess their child's needs, identify support packages and refer to appropriate services. A referral process has been set up for one to one support. This is a new aspect to my role and I have received 6 referrals. I have referred families to children's centres for home visiting support, to Creative Links for school and nursery placings and assisted families in accessing Healthy Start vouchers and items for their children such as cots and pushchairs. I am trained in leading Common Assessment Framework (CAF) meetings where, if a child's needs are not being met within universal services, a multiagency holistic approach is taken to coordinate an appropriate support package. I currently have one active CAF meeting.

On the development side I have promoted our services and developed valuable relationships with other services such as Children's Centres, Creative Links, homeless hostels and health teams. Partnership work has developed, particularly in relation to play. Both the city council's play service and Playworks have close associations with the project and work with us to both fund and deliver activities for children and to provide training opportunities for parents. The strong links with Children's





Services have led to opportunities to raise awareness of the issues facing young refugees and asylum seekers. In March 2010 I was invited to deliver a workshop at Nottingham's Play Conference which addressed the issue of play experiences amongst refugee and asylum seeking communities and the role that play provision can have in reducing social isolation and marginalization. This was well attended and led to further partnership work. Future sessions are planned to raise awareness within the MALT teams that provide specialist support around emotional, psychological and behavioural needs. I am also actively involved with a number of forums across the city in order to bring the needs of refugee and asylum seeking children and young people to the foreground. I am a member of the BME play forum, the Play training network, Play Action Network, and have been invited to be part of the panel responsible for developing Nottingham's new 5 year Play Strategy.

Liz Burrell

## Into the Mainstream

The Into the Mainstream (ITM) Project, which is funded by NHS Nottingham City and jointly managed by NNRF and Refugee Action, was designed to address difficulties in health-care access amongst newly-arrived and newly-dispersed asylum-seekers after it became evident that refugee and asylum-seeker communities were significantly disadvantaged in terms of accessing health services in the City of Nottingham. As with many well-intentioned initiatives, the project took far longer to get underway than originally envisaged; it was planned to start in March 2010 but did not actually commence work until the end of June.

The day-to-day running of the project is directly administered by two project workers who are separately responsible to NNRF and Refugee Action respectively. The two project workers also have a joint responsibility for the training and supervision of a team of volunteers. Five volunteers have so far been recruited to the project, four of whom are themselves current or former asylum-seekers. The volunteers have been under training since the third week of August and it is intended they will assume increasing responsibility for the day-to-day implementation of the project once their CRB checks have been completed.

Discussion is currently ongoing as to whether the project will be able to take five more volunteers from refugee and asylum-seeker communities to assist in the delivery and implementation of Community Health Promotion events, which is one of the three strands of the project detailed below:

1. To provide awareness-raising training to GP practices in the City and to their staff;
2. To register clients with GP practices and to link them with other health services;
3. To improve health awareness, deliver health promotion events and provide health-improvement information to refugee and asylum-seeker communities.

There has already been considerable progress, despite the late start. The progress made and the difficulties encountered and foreseen thus far are discussed below under the headings of the three main strands.

### 1. Awareness training for GP Practices and their staff.

The project has delivered one significant training event whose audience was mainly receptionists from GP practices across the City - often the first points of contact in the NHS for asylum-seekers and refugees. The training was split into two sessions to enable the fullest possible coverage. Another major training event is planned for January, targeting a city-wide audience of GPs and this will also take place over two days. In addition, we have several smaller training events for individual practices and other health professionals including sessions for health visitors, emergency services and midwives - mostly scheduled for October 2010.

Topics covered in the training sessions and the training material include such issues as the definition of refugees and asylum seekers; where most people come from; reasons for flight; entitlement to healthcare, both at primary and secondary level; interpreting services; barriers to access; and GPs' contracts under the Locally Enhanced Service for asylum seekers in and around Nottingham. Besides the project literature each participant was provided with a resource pack and a relevant toolkit for reference.

Feedback from the training so far has generally been positive, although some individuals displayed a notable degree of hostility and resentment towards asylum seekers. It also became apparent that asylum seekers' entitlement to healthcare was poorly or wrongly understood by frontline staff. Therefore a significant amount of time was spent on reiterating the point that refugees and asylum seekers are entitled to healthcare like anyone else, and even those whose claim for asylum has failed are still entitled to primary health care, especially if treatment is considered urgent or immediate.

As for the Locally Enhanced Service, responses thus far from GP practices in the City have been limited but encouraging. Nonetheless the general impression is that there is little effective onus on GPs to register refugees and asylum-seekers; some GPs acknowledging that the cost of this group's care often outweighs the financial benefit to the practice.

### 2. Linking clients to GP practices and other health services.

The UKBA has a duty to inform NHS Nottingham City of all newly dispersed refugees and asylum seekers to Nottingham City, and, in turn, NHS Nottingham sends details of the new arrivals to the ITM Project. Initial estimates were for around 40 cases per quarter, but at the time of writing (27<sup>th</sup> September, 2010) 54 referrals had been taken by the team since 16<sup>th</sup> July although around ten percent of these were internal referrals. Whilst the higher than anticipated referral rate had an obvious impact on the team's workload during the hectic start-up stage, this



burden is expected to ease as the volunteers themselves assume responsibility for client case-work once their training and CRB checks are completed.

The difficulties regularly encountered in trying to gain access to the full gamut of health services for newly arrived and dispersed refugees and asylum-seekers will be familiar to everyone involved in assisting the refugee and asylum-seeker communities. Client details passed on to us are often minimal and non-specific; addresses may be wrong and there are no indications of health-needs, language difficulties or other requirements.

Once the team is notified of new arrivals an initial appointment letter is sent to each individual within two weeks to the address provided. If an individual fails to turn up for an appointment, then a follow up letter is sent to the person offering them a further opportunity to make contact. So far, indications are that around 28 percent of clients do not turn up for appointments or otherwise respond. However, from the start of October 2010, the follow up letters will be sent out in the main community languages in an effort to widen participation, and it is expected that this initiative will reduce the

rate of non-response. So far it has been possible to register all clients with GPs, though in some cases it has been necessary to physically accompany people to the surgery. Where an individual is already registered with a GP, we try to extend their access to other health services like dentists, opticians and other specialist health services they may require. In many cases it is also possible to signpost clients to other relevant agencies, including NNRF and RA.

#### Case examples

The team has experienced difficulty in registering failed asylum seekers who are also homeless as most practices insist on proof of address, and even those which take people of no fixed abode will ask for proof of entitlement - that is, proof that they are not failed asylum-seekers. Very recently we took the case of a pregnant woman who was refused GP registration despite her being here for two years with a pending claim for ILR and despite her husband's full refugee status. This lady has now been registered due to our intervention but similar difficulties occur daily for the people we are working with. However, we hope that by the end of the project GP practices and other NHS professionals will become better informed about both the health needs of refugees and asylum seekers and their entitlement to appropriate health care.

### 3. Community Health Promotion

The third strand of the project is to promote health awareness among refugee and asylum-seeker communities and to encourage the creation of a health improvement culture in their community groups. Communities will be urged to become engaged in a whole range of health-related topics, such as mental health services, maternity/midwifery care, sickle cell anaemia, sexual health, smoking cessation, health implications resulting from FGM, information on TB and other communicable infections, healthier lifestyles and the benefits of physical activity.

Originally it was envisaged that health promotion events and awareness sessions would be delivered to individual community groups at their request once they identified issues of concern to their particular community. To this end, appropriate information and training needs assessment forms were distributed to around 15 different refugee community organisations via their heads and nominated contacts at the beginning of August. However due partly to the alteration of the project duration and partly to low uptake from community groups, the implementation of this strand has been modified.

Rather than taking individual health promotion sessions to individual groups, a major community health event is now planned for 26<sup>th</sup> November 2010 at which a number of NHS partners have been invited to present their services to participants. Contributors will cover a range of services including mental health, sexual health, maternity and midwifery care and information on FGM. Plans for this main event are already well underway.

Energy will now turn to publicising the event to community groups and to reaching out as widely as possible to community organisations, groups and individuals from the relevant population. The event will be held at Refugee Forum and we hope for around 50 to 80 attendants. The aim is to inform attendees of all the different health services available in the City, including their nature, availability, accessibility and suitability for different groups. There will also be opportunities for private consultations and screening sessions for individuals who want to take advantage of the opportunity.

### 4. Miscellaneous

A welcome pack for newly arrived asylum-seekers and refugees to assist them in navigating the NHS system is currently being prepared. This will be published online and will likely be available in several of the communities' languages. A directory of services for refugees and asylum seekers is also being prepared and will be appended to the welcome pack.

A further resource pack with a list of relevant health and other services, including useful websites and contacts, has already been put together for use in NHS training sessions. Copies of this pack are available at the Forum and at Refugee Action.

Kinsi Clarke

## Partnership Working and Networking

Our achievements in supporting asylum seekers and refugees have been greatly enhanced by the quality and range of our partnership working with both statutory and voluntary sector organisations.

In 2010 we have continued to develop our range of services and capacity by developing and jointly delivering services in partnership with other organisations:



**Refugee Action** in Nottingham with the start of the PCT/MIF funded 'Into the Mainstream' Health Project, and the **Hostels Liaison Group (HLG) - Routes Project** BMER Capacity Building around housing advice.

Our membership of the **Refugee Futures** consortium, led by **Tuntum Housing Association**, together with **Co-operative Community Action**, continues to offer support to individuals and families awarded a recent positive decision.

We have good working relationships with Nottingham City Council staff in Housing Aid, the Homelink Team, Supporting People, Nottingham City Homes, Community & Culture Department, Children and Families Department, Welfare Rights and the Race Harassment Team.

We have supported initiatives organised by the **Library Service** including English conversation sessions and their **Language Cafe**.

Our relationship with **Refugee Action** with regard to asylum seeker support problems and in supporting women and families has continued to be mutually beneficial. Our staff and volunteers have also benefited from their training and updates on changes to the asylum system.

In regard to English language training we have worked in partnership with **BEGIN** and liaise with local FE College, **New College Nottingham**.

On asylum accommodation issues we have continued to liaise with **Refugee Support** and **Priority Properties North West**. In the difficult search for accommodation for those granted leave to remain, we have worked with the **Hostels Liaison Group (HLG)**, **YMCA**, **Salvation Army**, **Mellors Lodge** and **Highwood House** and the City Council's **Homeless Gateway**.

Our work with destitute failed asylum seekers has been greatly aided by support and donations from the **British Red Cross**, churches and other faith groups and local schools.

We have close links with the **Rainbow Project** based at St. Stephen's (Bobbersmill) and the **Nottingham Arimathea Trust**. The latter involves referring refused asylum seekers for short to medium term accommodation whilst they prepare fresh submissions. NAT's residents were supported through the food/cash group until new funding recently became available. We have also jointly recruited our new Volunteer Organiser and their Support Facilitator, **Wesal Afifi**.

New refugee tenants are referred to **Family First** and the **Vineyard Arches** for assistance with furniture and household goods.

Both **STAR** (Student Action for Asylum Seekers & Refugees) at Nottingham University and **Beyond Borders** have made a great contributions to the life of the Forum this year, setting up regular Tuesday social evenings, volunteering and contributing financially to further events.

**Playworks** and **Greenfields Children's Centre** have been our partners in providing a crèche and rooms for The Refugee Women's Group meetings and our ESOL classes

for women. **SureStart** Children's Centre have supported the Women's Group and individual mothers.

Health service links have continued to be important - with GPs, health visitors, NHS Direct, the Positive Care Team, Terence Higgins Trust and mental health teams. We are members of the Primary Care Trust's Asylum, Refugee, and Migrant Health Forum.

Following the closure of **Refugee & Migrant Justice** earlier in the summer, we have developed close partnership links with local solicitor firm **French & Co** and with **Immigration Advisory Service (IAS) Birmingham**, who provided basic legal training for our volunteers and from July have been offering casework interviews at the Forum. **Nottingham Law Centre** and both **St. Ann's** and the **Meadows Advice Centres** have also provided expert advice.

NNRF has continued to take part in relevant fora including the Multi Agency Asylum Seeker & Refugee Forum, the BMER Domestic Violence Forum and the Floating Support Providers' Forum.

It is important that Forum staff and volunteers keep up-to-date with national developments relating to asylum and immigration issues. We rely heavily for this on bulletins from, among others, the **Refugee Council**, **Refugee Action**, the **Institute of Race Relations (IRR)**, the **National Coalition of Anti-deportation Campaigns (NCADC)**, the **No Recourse to Public Funds Network (NRPF)** and the **East Midlands Strategic Migration Partnership**.

Other organisations that we are pleased to have collaborated with this year with include **Long Journey Home**, **Connexions**, **Groundworks** and the city's network of **Refugee Community Organisations (RCOs)**.

We are grateful to all these and other agencies and organisations involved in working with refugees and asylum seekers for their support and co-operation over the past 12 months.

Bea Tobolewska

#### A networking example: Into the Mainstream

At the end of December 2009 NHS Nottingham City announced a tender to develop an asylum seeker and refugee health team with the aim of improving health and wellbeing, and access to mainstream healthcare services for this group. The turn around for completing the tender bid was very tight, initially 1 February 2010, although this was extended to 3rd February 2010!

I spoke to Patsy and Bea with a view to RA and NNRF putting in a joint bid for the tender and we agreed to work on a joint bid with RA as lead agency. Bea and I then began work on writing the bid, with support and encouragement from Richard Hazledine at NCVS. I think you would have to go pretty far to find a better exercise in good quality partnership and joint working. In a very short space of time we developed an innovative project model to meet the tender specifications and were successful in winning the tender. The project model we developed means we run the project across both organisations with Kinsi based



at NNRF and Eamon based at RA. This allows us to reach as many clients as possible as well as utilising the skills and experience of both organisations.

Into the Mainstream is an 18 month project which continues to adapt and develop through our strong partnership links and working practice. The project enables both RA and NNRF to increase access to health services and awareness of the issues facing asylum seekers and refugees and help develop lasting links between health services and refugee communities.

Keith Grayson  
Area Manager, Refugee Action



## CITY OF SANCTUARY

The overall aim of the City of Sanctuary movement is to help generate a climate of welcome and inclusion in our cities for refugees and people who have had to seek sanctuary because of war, persecution or inhuman treatment in their countries of origin. The national website at [www.cityofsanctuary.org](http://www.cityofsanctuary.org) gives more details, including a specific link to Nottingham. In the current climate of economic cuts, sanctuary-seekers may make easy targets, and we want to do all we can to highlight their value and the positive contributions they can bring to our communal life.

Gaining officially recognised City of Sanctuary status is an important step along this road. It calls for certain specific criteria to be met, and our City Council has made this an objective for the next 18 months. It has been good to have Council Officers Vincent Bryce and latterly Claudette Dyce on board the Working Group to help flesh out what implications this might have for our city; this is a work in progress. At national level, Swansea is the second city to have gained official recognition, and no doubt there will be lessons to learn from their experience.

There have been various efforts to make CofS more visible on the local map, including publicity provided at events such as NNRF's Small World Café, May Day, Refugee Week and Racial Justice weekend among others. We are grateful in this connection for display materials provided by the City Council.

Considerable effort has been put in to try and secure funding to help promote CofS in Nottingham, with two significant short-term successes. Through Notts Community Foundation Small Grants Scheme we now have a gifted project coordinator, Leslie Ayoola, working for us 1 day a week for a 6 month period. Working alongside him are two recent graduates from Nottingham University, Ernest Amoako and Kristina Tiedtke, who are with us full-time for 9 weeks under the university's graduate Talent Builder programme. We anticipate that these appointments, together with a reviewed way of local group working, will give a real boost to the work over the coming months.

John Henson,  
Nottingham City of Sanctuary Committee

## Nottingham Refugee Week 2010

This year's Refugee Week was another big success with 12 events taking place and 10,000 copies of *Beyond Borders*, a specially designed 24 page newspaper, distributed across the city. Over 1,000 people attended and 70+ musicians, poets and artists performed and exhibited their work. Over 70 volunteers and 20 organisations (under the banner of a newly formed organisation 'Nottingham Beyond Borders') were involved in the planning and programming with at least 20 different nationalities participating.

The week kicked off with a performance at the Pakistan Centre of *We Share the Same Sky* by Banner Theatre that intertwined the stories of a disabled Afghan asylum seeker, Polish migrants in search of work, and a cultural emissary from Venezuela comparing life in the UK with the popular revolutionary changes taking place back in his home country.

A couple of days later Refugee Week was officially launched at St Peters Gate where alongside promotional material at least 500 copies of 'Beyond Borders' were handed out to Saturday shoppers.

On the same day Nottingham Women's Empowerment Forum in partnership with the Rainbow Project and the New Art Exchange organised a *Hyson Green Community Celebration* comprising food from around the world, music and children's workshops, as well as a carnival procession from the Vine Centre to the New Art Exchange led by the Nottingham School of Samba.

A variety of other events and activities took place throughout the week: *An Exhibition of Famous Refugees*, alongside photographs of *Global Garden*, an Intergenerational Allotment Project was displayed at the Central Library; a *World Cup Africa Night* and an *Open Day* were organised at the Refugee Forum; a *Zimbabwean Cultural Evening* took place at the New Art Exchange; and on the Friday night a very successful *Fundraising Music Benefit* took place at The Hubb with local band Mas Y Mas.

On the final Saturday there was a very successful *Sneinton Community Celebration* event at Sneinton Hermitage Community Centre comprising drumming and capoeira workshops, live music, storytelling, poetry, face painting and a variety of food from around the world. The majority of people attending were from the local community and the feedback received was extremely positive.

The week ended on the Saturday night with *An Evening of Kurdish Films and Live Performance* organised by City Arts / Long Journey Home at the New Art Exchange. A full house enjoyed the nine short films that were shown along with a live performance of a Brazilian belly-dancing duo. The highlight of the evening came when the two dancers were joined on stage by a 5 year old Kurdish girl and her younger brother!



A couple of weeks after Refugee Week itself, Anna Wells organised *Breaking Borders*, an amazingly relaxed, well-attended and extremely enjoyable fundraising event at the Polish Centre comprising food, musicians, poets and visual artists from Romania, Africa, Mongolia, the Middle East, and the UK.

Despite the lack of a single large focussed event in the City Centre this year, due to the timing of the City Councils' One World Festival and a general lack of funding, the organisers felt that Refugee Week had been very successful. The *Beyond Borders* newspaper in particular was felt to be a major achievement and something that we should be looking to develop in years to come. We had to postpone a number of other community events as well as the 'arts & awareness raising' workshops in schools and libraries due to central government having frozen one of the funding strands that we had successfully applied to.

As in previous years, what was really positive however was the numbers of people from both the host communities and refugee & asylum seeking communities who volunteered to get involved and support the events and activities.

Given the real concerns about future funding and the public sector cuts, this is a strength that we will have to build on in years to come.

Funding came from the Lotteries Awards for All, NNRF and a number of refugee & asylum seeker support agencies through paid adverts in the newspaper. However it is important to note that without the hard work, dedication and commitment of those involved in Nottingham Beyond Borders, as well as other professionals in the sector, community groups and activists, Nottingham Refugee Week 2010 would not have been anywhere near as successful as it was.

Stuart Brown  
Nottingham Beyond Borders

## Volunteer Activities

2010 has been another busy year for NNRF, and for all of us it has been a privilege to be involved in supporting, developing and promoting volunteering here at the centre.

Without the contribution of each and every one of our volunteers we would not be able to continue to offer our current range of services or assist as many clients.



Breaking Borders

Some volunteers are able to commit to weekly rotas; others help out once or twice a month or "virtually" through e-mail and letter-writing campaigns. Volunteers are involved in most of the services we provide: advice, anti-destitution (Food and Cash groups), administrative support, reception, campaigning, research, interpreting and befriending, as well as undertaking Management Committee duties. Many volunteers take on two or more roles, coming in several times a week! THANK YOU!

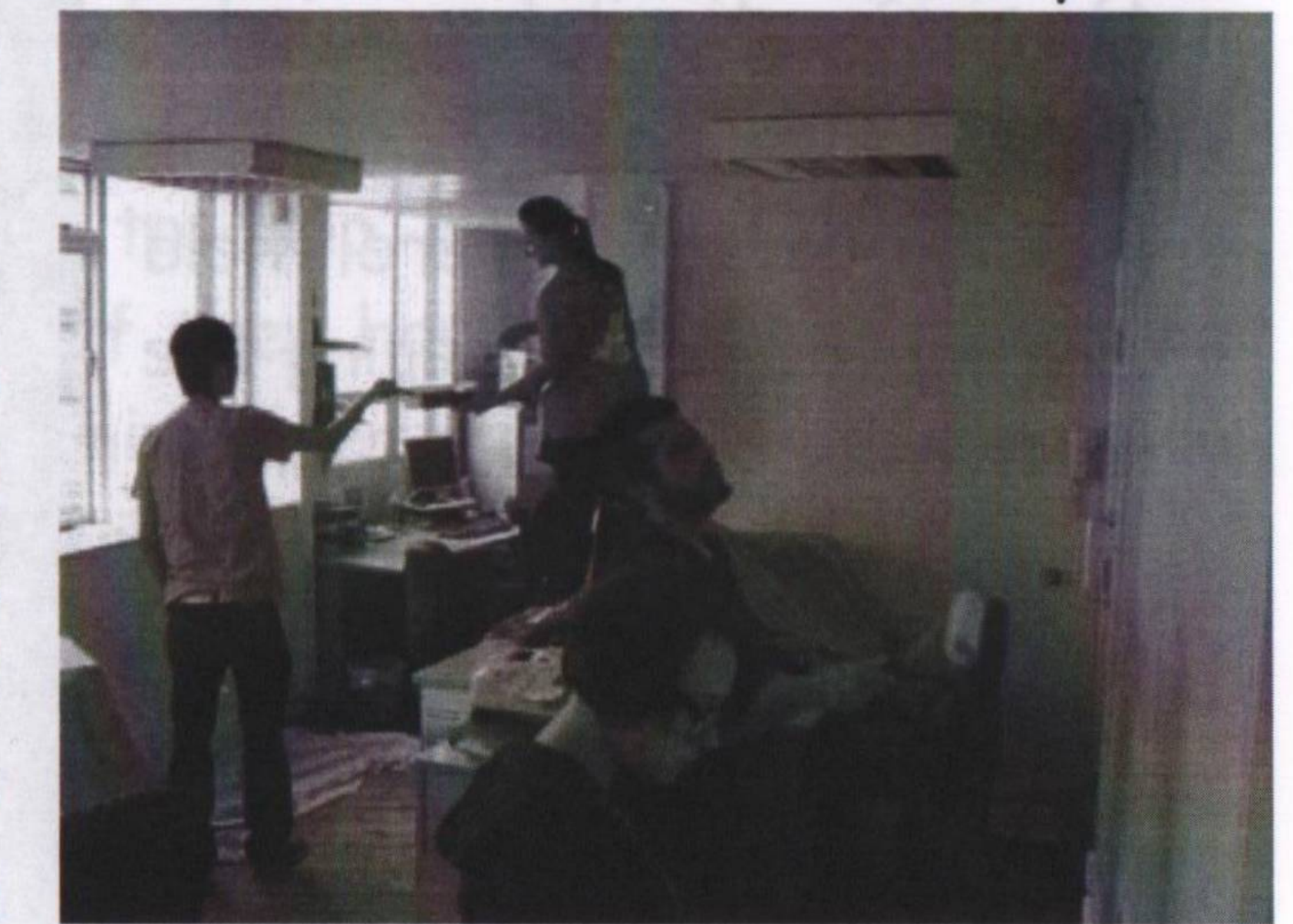
In September we were very sad to see Bill Walton leave us after almost two years in post as Volunteer Coordinator and six years as a volunteer himself. He has successfully secured a post with the British Red Cross. In the short time that I have been manager at the Forum I've seen his tireless dedication and commitment to our volunteers, which will be greatly missed. On behalf of everyone involved with NNRF, I would like to say an enormous thank you to Bill for his immense contribution and hard work and wish him every success for the future.

At this point I am also delighted to introduce Wesal Afifi who joined us in mid October as our new Volunteer Coordinator. We wish to make her feel very welcome. Wesal brings with her a wealth of experience and skills and is looking forward to getting to know everyone.

The reports below are evidence of the fact we all at NNRF have a shared vision, ethos and dedication to volunteering and working with refugees and asylum seekers, which we hope is also demonstrated in everything we do.

### NNRF Volunteering statistics

- We are pleased to report that we once again many new people were introduced into volunteering with a significant number coming from the refugee/ asylum seeker communities. At the end of September we had 116 people volunteering at the Forum, of whom 43 were refugees or asylum seekers.
- We have at least 60 volunteers coming into the Forum every week in some capacity.
- In 2010, our volunteers came from 29 different countries ranging from Afghanistan to Zimbabwe, speaking 25 different languages.



Volunteers get stuck in with repainting and cleaning at The Square Centre, January 2010



- Our main volunteering opportunities are: - Advice (20% of volunteers), Saturday Food Group (18%), Reception (11%), Management Committee (8%), and Cash Group (7%) and the remaining figure is made up from people getting involved in social activities, fund raising and specific roles in project work.
- Many social and awareness raising events were held during the year, keeping the activities of the NNRF firmly in the public's and our members' eyes. These include Football activities around the World Cup in June and July and popular music events. By raising our profile in this way we were able to increase our number of volunteers and help develop volunteering initiatives such as our Tuesday Night Project and the innovative 'Small World Café' events which have taken place regularly on Thursday evenings to raise awareness of specific communities in the city and to support fund raising activity and enterprise.
- The NNRF Volunteers, Staff and Friends Facebook Group continues to attract new members and interest. We currently have 229 members, this is a useful tool in organising events and communicating with our volunteers and friends.



Bea Tobolewska

## Anti-Destitution Group - NNRF Cash Group

The Cash Group has had another busy year, trying to alleviate the destitution of refused asylum seekers. Refused asylum seekers, many of whom are in the process of appealing negative asylum decisions, have no recourse to public funds and are not allowed to work. This leaves them utterly destitute and homeless; reliant on charity and the kindness of friends. People in this situation include the sick and the elderly, as well as some families with children. Anything we supply to them has to be raised by donation, as state organisations cannot/will not help.

Therefore we are extremely grateful for the one-off donations, standing orders, membership subscriptions and fundraising events, which continue to help us to alleviate the edges of these desperate situations. Without your support and help, we would not be able to give anything to even the most vulnerable. We have been offering basic support for over six years now; in this time we have distributed over £120,000; this is a testimony to the tremendous generosity of NNRF members and supporters.

### Where do our users come from?

Afghanistan	14
Algeria	5
Angola	2
Cameroun	1
Chechnya	2
China	3
Cote D'Ivoire	1
DR Congo	14
Eritrea	10
Gambia	1
Guinea	1
India	1
Iran	50
Iraq	15
Jamaica	2
Kenya	3
Liberia	1
Malawi	4
Mongolia	13
Nigeria	1
Pakistan	9
Palestine	2
Russia	2
Sierra Leone	2
Somalia	2
South Africa	3
Sudan	9
Syria	2
Uganda	1
Vietnam	1
Zimbabwe	36
	213

Unfortunately, even with such generous support, because of the numbers of people needing help we are only able to give each destitute asylum seeker £10 (or £20 if they have verifiable ongoing health/medical problems) every four weeks. This sounds - and is - a tiny amount, but it is in addition to the food supplied by the Food Group (funded from the same pot), and confers a tiny amount of choice and dignity. It is often used for phone calls, transport or urgent personal needs. We also try to help by interviewing people regularly, to find out if they have any other needs we can assist with, and this often results in referrals to NNRF advisors or other courses of action.

The Cash Group is comprised of volunteers, many of whom have been working on this project for a long time. We distribute the cash on Tuesday mornings, and three or four members of the group will be present at any session, depending on a rota drawn up each month. Although we operate every week, people collect cash on a four-weekly basis. This means that not everyone needing support turns up every week. It also means

	No.
female	48
male	165

Numbers of male and female users of the Anti-destitution group

Year of birth	No.
1940s	3
1950s	13
1960s	33
1970s	78
1980s	78
1990s	5
Unknown	3

No. of users born in different years

that volunteers do not have to commit to working every week. The work is sometimes emotional and difficult, especially when we see people in absolute desperation to whom we can only give token help. Homelessness is a great problem, and although we try to make referrals or otherwise help how we can, too many people are left sleeping rough in all weathers.

We have been very cheered by many of our long-standing users gaining Leave to Remain, and therefore coming off our books. They often come to tell us, and to express gratitude for the support they have had from us. The odd chocolates have also come our way!



Unfortunately, however, the number of people we need to support has not decreased, as recently we have been seeing quite a lot of new ones. Therefore our need for donations is as huge as ever.

The last date for which I have details is September 7<sup>th</sup>, 2010. Therefore I'll provide some information for the 52 weeks leading up to and including September 7<sup>th</sup> 2010. In this year, there was a total of 1044 individual visits from 213 separate asylum seekers. The tables show further details about the people receiving support, their countries of origin, gender and ages. About half received the extra £10 because of health problems. (In reality, most people seeking our help had some kind of health problem - the life possibilities of a failed asylum seeker are not conducive to good health - but we could only afford to support the most desperate or vulnerable with the extra payment).

From these data, we can see that Iranians were by far the largest country group, with many people also coming from Zimbabwe. Many people from Iraq and some from Iran had identified themselves as Kurds, but because not all Kurds identified themselves as such, it was thought more consistent to use only the concepts of Iraq and Iran for these statistics. The number of people originating from Mongolia has increased a lot since last year.

As the processes of fleeing, seeking asylum and living with the insecurity, stress and unhealthy conditions of destitution here are very ageing, we could say that the 21 over-fifty-year-olds are elderly. Nearly a quarter of people coming to us were female, and of these a number were pregnant or had recently given birth.

In the last 52 weeks we handed out cash to a total of £16,080. We rely on your support to be able to continue this work. Many, many thanks to all have donated, and are continuing to donate.

Chris Cann

## Anti-Destitution Group - Food Group

People are referred to the anti-destitution food group which meets weekly on Saturdays by other parts of NNRF e.g. Tuesday cash group, advice sessions. It provides a lunch time meal and approximately two bags of food each for destitute refugees and asylum seekers who do not have any legal status to work or receive benefits. Although many asylum seekers have recently been granted status to remain in the UK we continue to cater for approximately 40 people per week who are destitute. Users are predominantly male and we currently have about five mothers and babies. All of the food provided is paid for by voluntary donations with a monthly donation from the Red Cross.



"NNRF feels like home with hot, freshly cooked food & friendly, smiling faces".

This year we've just started to buy food online and have it delivered. Fresh fruit and veg is delivered by a local greengrocer who also provides highly reduced end of line organic/health food. The local Abundance group donates locally sourced fruit. We also give out donated clothes and bedding and have just started to give out baby wipes to mothers with babies. We recently conducted a survey to see how much a typical week's food that we give out costs. It ranges between £5.33 - £7.28 per person. We can't afford to buy meat, deodorant, disposable nappies or tampons.

Some users who have been in different UK cities comment on how friendly the food group in Nottingham is and how good it is to have a hot meal provided. It is vibrant, welcoming and supportive with music playing and often sun streaming in through the big windows whilst volunteers bag up sugar, tea bags, soap powder and eggs. It is family friendly with a designated area for small children to play.

Through the anti-destitution group significant connections and friendships are made. Many of our long term users, some since the group began seven years ago, have received status this year and to many of them we've been a big part in helping them through the years of torture and uncertainty of the asylum process.

Every week sees a different combination of people and amidst a hive of activity, something different happens: a potential donor may want to see how we work; a trainee priest offers to volunteer; a mother with her new born baby arrives fresh from Sri Lanka; there's a power cut in the middle of cooking the meal; someone delivers bags and bags of much appreciated baby clothes and toys.... Somehow the group seems to mirror the experiences of many of the users' lives in that it can be chaotic, multi layered and multi-faceted, unpredictable and inconsistent yet



wonderfully creative and generous with people of different ages, cultures, religions and races side by side sharing and demonstrating an unstoppable human spirit, love and resourcefulness.

The group is run by 20+ committed volunteers from the user and host communities. If you'd like to be part of this amazing group, new volunteers and/or donations are always welcome.

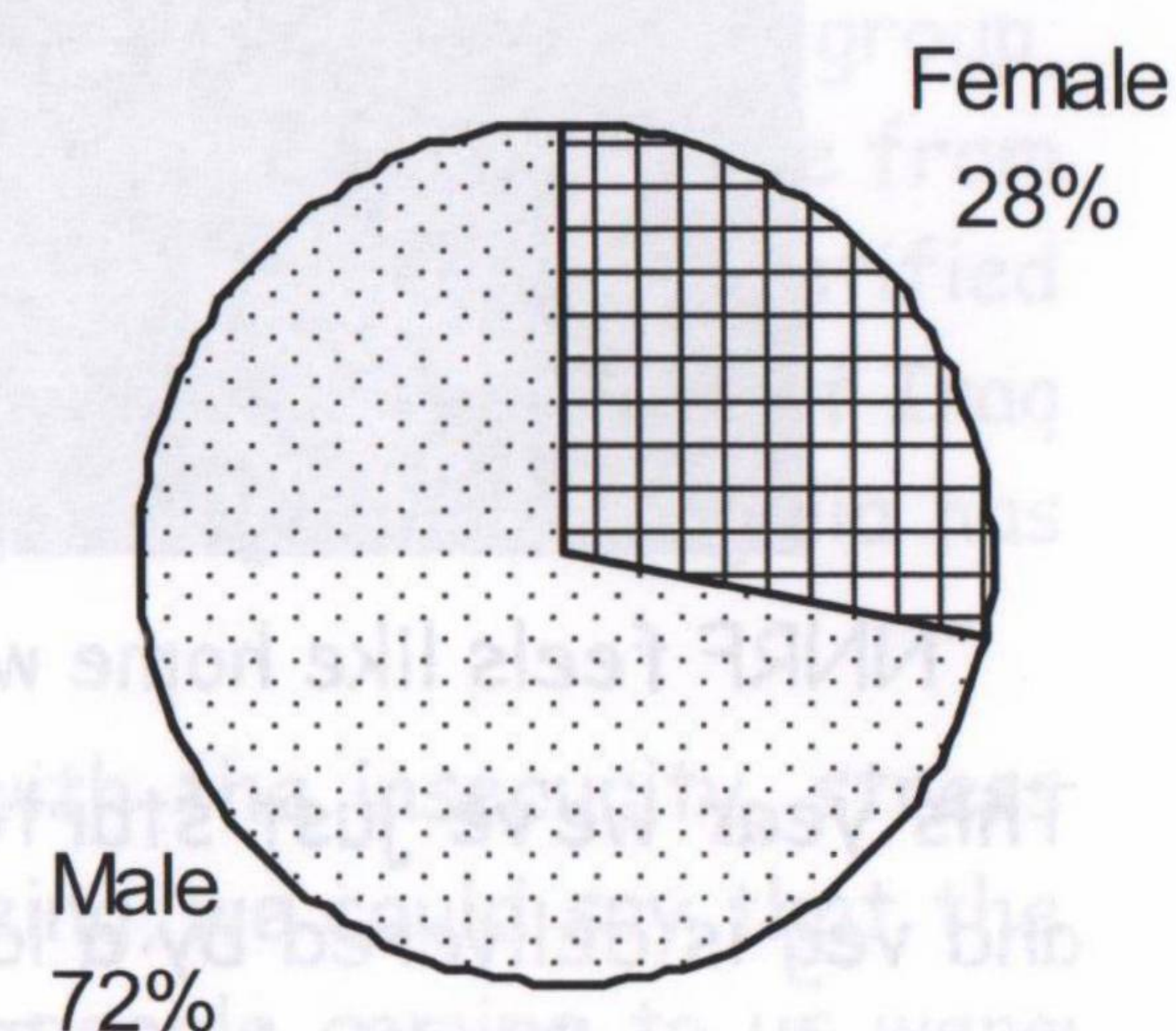
Julia Howell

## Who used the Centre this year?

When refugees and asylum seekers visit the centre during the day from Monday to Friday, reception volunteers record basic personal information so that we can monitor trends. *NB. figures do not include people who visit in the evenings or weekends.*

This information relates to the nine-month period January to September 2010:

Gender of Centre-users



### Number of user visits: 6245

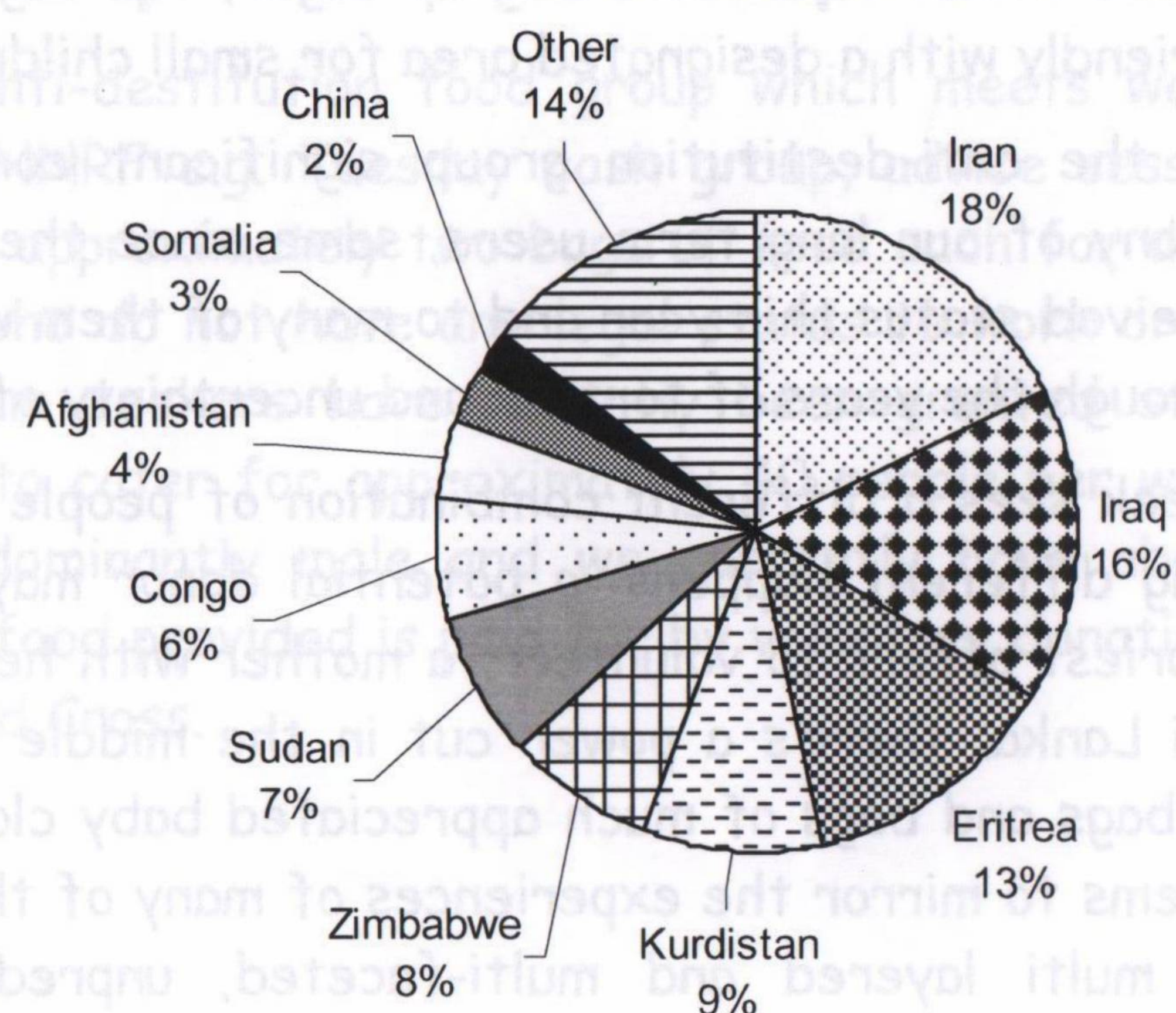
NB. In the case of a couple or family, only one name (usually the man's) is taken, so the actual number of users (especially female users) was higher.

### Country of origin:

50 different nationalities were recorded.

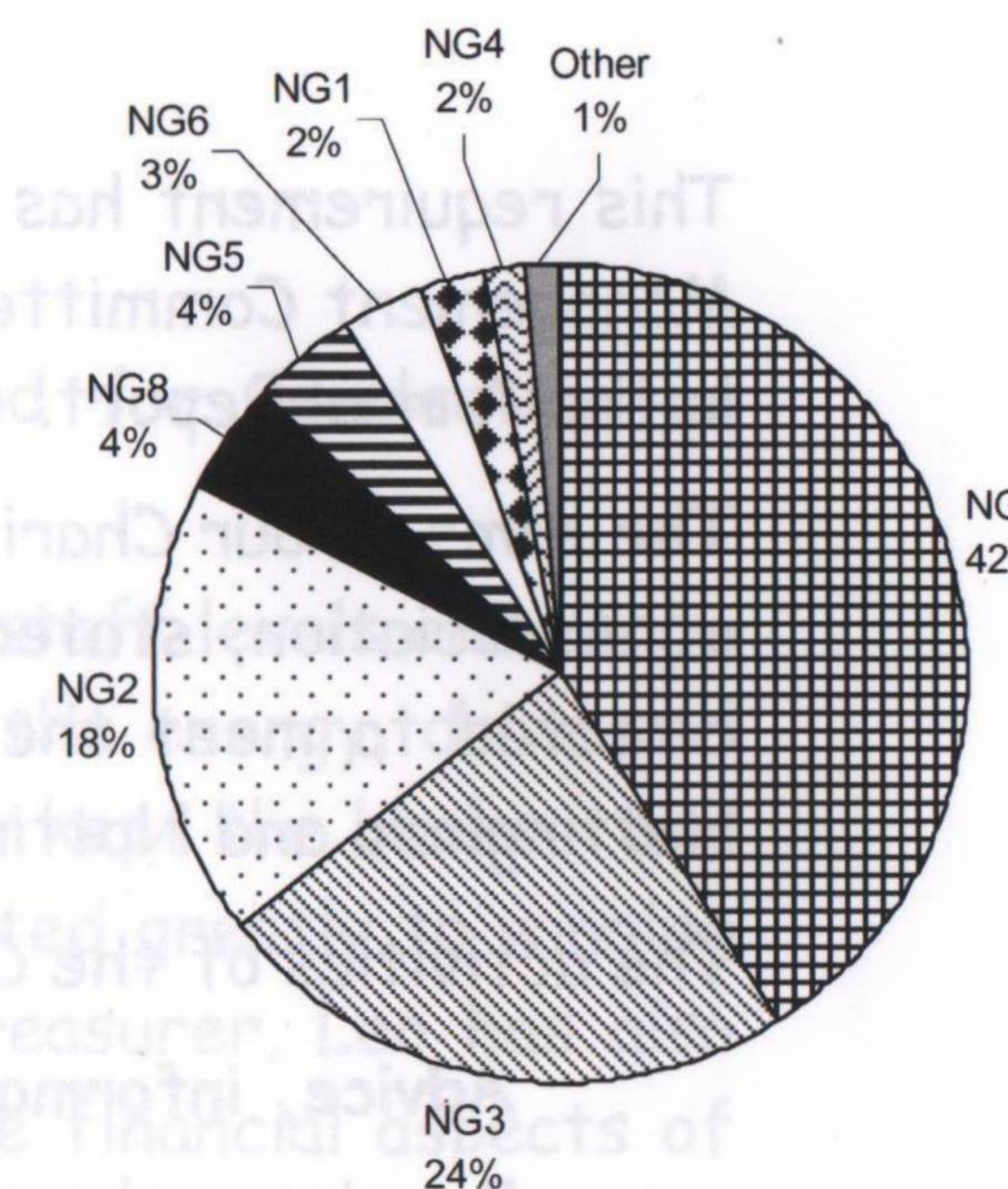
The top 10 of these were:

Iran	18%
Iraq	16%
Eritrea	13%
Kurdistan	9%
Zimbabwe	8%
Sudan	7%
Congo	6%
Afghanistan	4%
Somalia	3%
China	2%



### Postcodes:

Most users still come from the inner city areas of Hyson Green, Radford, St Anns, the Meadows and Sneinton. However a growing number of families granted Leave to Remain and obtaining social housing are being allocated properties on outer estates such as Aspley and Broxtowe where support services for refugees may not be so developed.



## Statement of Values and Aims

Nottingham and Nottinghamshire Refugee Forum is a voluntary organisation that defends the rights of asylum seekers and refugees, supports asylum seekers and refugees in practical ways, and campaigns for a just and generous response from Government to people who seek asylum in the UK. We oppose the oppressive treatment of people who claim asylum in the UK, whether their claims are accepted or rejected; we challenge the negative images of asylum seekers presented in the media; we support asylum seekers and refugees in their efforts to rebuild their lives in a safe and secure place.

We aim to:

- Provide practical and effective support to asylum seekers and refugees;
- Create a welcoming Centre where asylum seekers and refugees feel valued and respected;
- Encourage asylum seekers and refugees to volunteer and participate as activists, workers and committee members;
- Work together in an inclusive, open and democratic way so that paid staff, volunteers, asylum seekers and refugees share in policy and decision making;
- Campaign for the rights of asylum seekers and refugees;
- Support refugee community organisations and networks;
- Develop good practice in employing people; recruiting, training and developing volunteers; and in governance;
- Encourage asylum seekers and refugees to access training and employment to make use of their qualifications and experience and acquire new skills;
- Value our members and supporters and keep them informed and aware of our work.

## Public Benefit Report

There is now a legal requirement for Registered Charities to show that their activities are carried out 'for the benefit of the public, or a section of the public'.



This requirement has been brought to the attention of NNRF's Trustees (i.e. the Management Committee). They have discussed the issue and agreed this statement in the Annual Report.

The Aims of our Charity (NNRF) are expressed in the 'Objects' of the Memorandum of Association, stated as 'the promotion and provision of any charitable purpose directed to meet the needs of refugees and asylum seekers living in the City of Nottingham and Nottinghamshire.'

The activities of the Charity include the free provision of:

- Advice, information and support for refugees and asylum seekers
- Premises where they may meet and enjoy social contact and recreation
- Opportunities to extend their education
- Small grants of cash and food to people in poverty
- Campaigning about issues relating to refugees and asylum seekers
- Opportunities to interact with members of the host community

We believe that this Annual Report, including the annual accounts and financial statement of the Charity, will demonstrate that its income has been applied towards its Objects.

## Treasurer's Report for the Financial Year ended 31 March 2010

I regret that due to change of accountants and other factors, the accounts have not been completed in time for inclusion in the Annual Report and I do not have the detail at this time but will have the final accounts and a more detailed written summation in time for the AGM.

The accounts will, I believe, show a surplus of income over expenditure so at the moment we are financially viable as you would expect. However, as ever, there is a financial health warning.

We have already been warned that, due to the nation's financial situation and the pressures on local authorities to cut back on expenditure, two of our grants from the City Council will be reduced by at least 25% from April 2011, a cut of at least £19000. The new Management Committee will have to consider the implications of these cuts and the prospect of more to come and the difficulties in replacing this money from other sources such as other charities who will be receiving even more demands on their generosity.

I have already informed the Management Committee of my decision not to stand for election and hope to see a nomination or nominations for my successor.

More detailed report to follow.

Leo Keely  
Treasurer

## A big Thank You

Sadly for the Forum, Leo Keely has decided not to stand for re-election as Treasurer at the AGM this year - after nine years in the post.

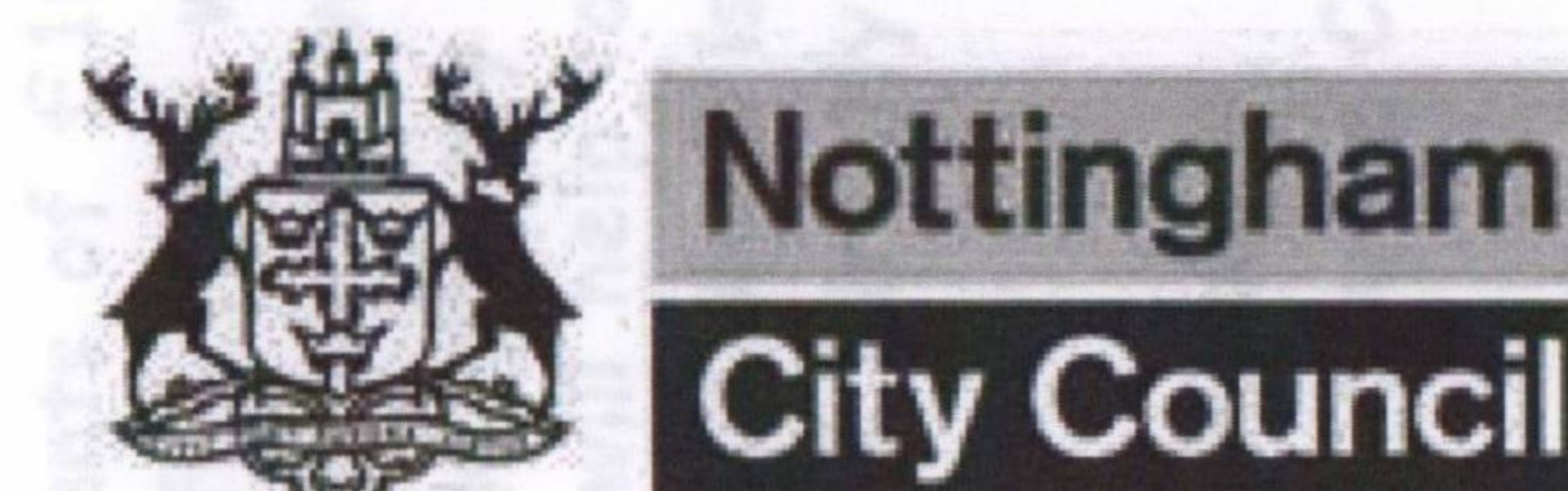
During those years the Forum has grown greatly - in income, staff levels and range of activities. None of this would have been possible without the energy, drive and efficient financial management provided by Leo. He hasn't only kept the books - and made sure the Forum remained solvent - he has also contributed greatly to winning funding by writing bids and arguing the Forum's case. As Treasurer, Leo has also been a member of the Staffing Committee and overseen the financial aspects of the Forum as employer of an increasing work workforce.

Leo played a key role in the Forum acquiring the Square Centre - after a 2-year search for larger premises when we had outgrown 118 Mansfield Road. He then oversaw the protracted refurbishment of the building - and has continued to be involved in adapting it to our developing needs.

The role of Treasurer can often be stressful but throughout the years Leo has maintained a positive 'can do' approach and managed to communicate complicated accounts to those of us who are less numerate - often with his dry humour!

Leo will be greatly missed as Treasurer but he isn't leaving the Forum and will be standing for election to the Management Committee.

**NNRF is grateful to all of the organisations and individuals whose generosity enables us to continue to support asylum seekers and refugees in Nottingham and Nottinghamshire**





**The Nottingham and Notts Refugee Forum  
ended 31 March 2010**

I regret that due to change of accountants and other factors, the accounts have not been completed in time for inclusion in the Annual Report and I do not have the details of the accounts for the year ended 31 March 2010. The accounts will be available in the next few weeks. At the moment we are financially viable as you would expect. However, as ever, there is a financial health warning.

We have already been warned that, due to the nation's financial situation and the impact of the recession, we may have to look back on the year with a heavy heart. The accounts will have to consider the implications of the recession in the year to come. We will be receiving even more money from other sources such as other charities and will be receiving even more donations and their generosity.

The accounts will be available in the next few weeks. At the moment we are financially viable as you would expect. However, as ever, there is a financial health warning.

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---X--- Please detach and return to the address below ---

**The Nottingham and Nottinghamshire Refugee Forum  
The Square Centre, 389-394 Alfred Street North,  
Nottingham, NG3 1AA**

Dear Supporter,

Thank you for your interest in the Nottingham and Nottinghamshire Refugee Forum (NNRF). To continue helping us in our work, we wondered whether you might like to join NNRF. Membership gives you the benefits of: receiving occasional mailings, being able to vote at the AGM, receiving emails to keep you informed if you wish, and the chance to join yahoo or facebook groups where you can post and read messages, photos, files etc. We get the benefit that our membership base is larger so we can speak with a louder voice, and we can disseminate information further.

We currently give small cash grants of £10 per month to each person who's destitute, or £20 for those with poor health. We also give each person a bag of groceries worth around £5 each week so they don't go hungry. The grocery parcels are improving in quality, and any contributions will help towards sustaining this small humanitarian gesture. All this work is done by volunteers, so the entire donations are used directly to help people who would otherwise starve.

If you would like to become a member, please complete and return the attached forms to The Square Centre.

Again, many thanks for your generosity,

Membership Secretary

**The Nottingham and Notts Refugee Forum  
Membership Form 2010**

Membership fees: Free                      unwaged / low waged / volunteer  
£10 minimum                      organisation / waged individual

*If you can afford more please consider a larger donation or why not set up a monthly standing order to help support destitute asylum seekers in our community*

Please tick as appropriate:

- I / we would like to join the NNRF
- I / we would like to renew my / our membership of the NNRF
- I / we would like to make a single donation of                      £.....
- I / we would like to set up a monthly standing order of                      £.....  
(Please complete the direct debit mandate form)
- I / we would like more information on how we can help NNRF
- I / we would like all donations to be eligible for Gift Aid   
(Please complete the Gift Aid declaration form)

Name: .....

Address: .....

Email: .....

Telephone: .....

Mobile phone: .....

Date: .....

Group memberships:

Organisation name: .....

Number of copies of newsletter needed: .....

\*\*\*\*\*

Please make cheques payable to: The Nottingham and Notts Refugee Forum. Return forms to Membership Secretary, NNRF, The Square Centre, 389-394 Alfred Street North, Nottingham NG3 1AA 0115 9415599 [www.nottsrefugeeforum.org.uk](http://www.nottsrefugeeforum.org.uk) Please note that your information will be stored on a computer database

**Registered Charity No 1121560**



**STANDING ORDER MANDATE**

Account holder(s)	
Address	
Bank sort code	
Account number	
To the manager of:	
Bank name	
Bank address	

**PAYMENT AUTHORITY:** Please debit my/our account in accordance with the following details:  
 Please pay The Co-Operative Bank,  
 PO Box 101, 1 Balloon Street, Manchester, M60 4EP  
 Sort code 089299 / Account 65226311

Monthly amount	£
Day of month for payment	
Starting from	
Until further notice in writing, or	
Date of last payment	
Signed (account holder 1)	
Signed (account holder 2)	

Gift Aid can also apply to membership subscriptions, so it would help us if you complete the Gift Aid form whether or not you have made extra donations. Thanks.



**GIFT AID DECLARATION**

To  
 Nottingham and Nottinghamshire Refugee Forum,  
 The Square Centre,  
 389-394 Alfred Street North,  
 Nottingham NG3 1AA

Registered Charity No. 1086962

I (full name).....

of.....

.....

.....

Postcode.....

Telephone.....

would like all donations I make to the Nottingham & Nottinghamshire Refugee Forum from the date of my first donation to be treated as Gift Aid donations. I understand that I must be paying income or capital gains tax at least equal to the amount being reclaimed by the Forum. I understand I can cancel this Gift Aid Declaration at any time.

Signature of donor..... Date.....

**Notes:**

1. You can cancel this Declaration at any time by notifying the Forum.
2. You must pay an amount of income or capital gains tax at least equal to the tax that the Forum reclaims on your donations in the tax year (currently 28p for each £1.00 you give).
3. If in the future your circumstances change and you no longer pay tax on your income and capital gains tax equal to the amount the charity reclaims, you can cancel your declaration.
4. If you pay tax at the higher rate you can claim further tax relief in your Self-assessment tax return.
5. Please notify us if you change your name or address.

Please complete and return to: NNRF, The Square Centre, Alfred Street North, Nottingham, NG3 1AA  
 ([www.nottsrefugeeforum.org.uk](http://www.nottsrefugeeforum.org.uk))