

Refugees and Migrants Forum Directory

Introduction

This A-Z Directory has been written by members of the Wigan Refugee & Migrants Forum. It is designed to be a useful aid for front line staff from a whole range of organisations operating in the Wigan Borough. It's purpose is to assist these staff in appropriately signposting Refugees, Asylum Seekers, Migrants and other members of the public to a variety of statutory agencies as well as a whole host of voluntary support agencies. The aim is to "get it right first time".

We hope you find the Directory useful.

How to use this Directory

There are two ways to search for information in this Directory.

- Section Search

If you want to find out about what services are available for a particular issue or need, you can look up the section. There you will find details of what is provided, contact details and any necessary information about accessing the service.

- Index Search

If you know the name of an organisation or group and want to find out how to contact them you can use the **A to Z Index** at the back of the Directory. You can also search by themes, which are highlighted in bold, for example '**trauma**'.

Directory Updates

The Directory is available online and you can print copies to store in an A4 ring-binder file.

The Refugees and Migrants Forum reviews the content of the Directory on a regular basis to make sure it is accurate.

We make updates to a page when a new organisation is added to the Directory or any service details change. When a change is made you can print off any updated pages rather than the whole Directory.

The Refugees and Migrants Forum website homepage shows alerts when any changes are made to the Directory.

<http://www.wigan.gov.uk/Services/Housing/HousingStrategyPolicy>

Then click on link to the Asylum Seekers, Refugees and Migrants page.

If you have an email address you can receive 'Refugees and Migrants Forum Directory update alerts'. Send your contact email to hst@wiganmbc.gov.uk or call (01942) 488479.

If you want to add your organisation to the Directory or to amend any details please call the Housing Strategy Team on (01942) 488479

Date of Publication: May 2011 (Correct at the date of publication)

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Crime	Reporting crime and anti-social behaviour, victim support, reassurance and hate crime
Faith	Places of religious worship
Health	Doctors, dentists, mental health and counselling
Housing	Accommodation providers, reporting conditions and housing strategies.
Immigration	Details of UK Border Agency
Language	Interpretation and translation, learning English
Leisure and Culture	Library Services
Social Care	Adults with support needs
Voluntary	Welcoming and support groups, social activities and volunteering
Wigan Council	General enquiries and contacting your Councillor or Member of Parliament

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Citizens Advice Bureau (CAB)	Advice
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The main organisation for free advice services is the Citizens Advice Bureau, which has two offices, one in Wigan town centre and one in Leigh town centre.

The Citizens Advice Bureau (CAB) offers free, confidential, impartial and independent advice on a range of issues, including debt, welfare benefits, housing, employment, family and personal, consumer at Generalist Help Level. We also provide immigration and asylum advice at OISC Level 1. (Our migrant workers unit is staffed by advisers from the A8 and A2 countries).

- **Legal Aid Cases** Advice can be provided upon availability of Legal Help
- **Rights** The online CAB service that provides independent advice on your rights -
 - Practical, up-to-date information on a wide range of topics, including benefits and housing, employment rights and discrimination, debt and tax issues
 - Information in a wide range of languages
 - A wide selection of fact sheets to print off

The online CAB service is available on the CAB website www.wigancab.org
- **Benefits Entitlement** Advice on welfare benefits and debt is also available at Specialist Level

Bureau	Wigan CAB Gerrard Winstanley House Crawford Street, Wigan, WN1 1NA	Leigh CAB 6 The Avenue, Leigh, WN7 1ES
Contact	Lisa Kidston	Nasi Tabrizi
Telephone	(01942) 241113	(01942) 267962
Email	admin@wigancab.org	admin@wigancab.org
Opening Times (Please check our website or telephone for bureaux opening hours)		
Monday	9.00 am to 5.00 pm	9.00 am to 5.00 pm
Tuesday	9.00 am to 5.00 pm	9.00 am to 5.00 pm
Wednesday	9.00 am to 5.00 pm	9.00 am to 5.00 pm
Thursday	9.00 am to 5.00 pm	9.00 am to 5.00 pm
Friday	9.00 am to 5.00 pm	9.00 am to 5.00 pm
NB: The last hour from 4.00pm to 5.00pm is for triage and emergency appointments		
Saturday	9.00 am to Midday (Last Saturday each month Appointments only)	10.00 am to Midday (2 nd Saturday each month)
Late Night Opening	Alternate Tuesday Evenings by Appointment	
Slovakian Sessions	Not Available	Appointments 10.00 am to 4.00 pm Monday to Thursday

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Refugee Action	Advice
<p>Refugee Action provides an asylum advice drop in service at their office in Manchester. They also advise clients facing problems such as racial harassment, domestic violence and destitution. The drop in is open on a Monday and Thursday, the other days are appointment only. They also have a free phone helpline for people who would like advice over the phone.</p>	
<p>Refugee Action Basis Project provides free support, training and advice for Refugee Community Organisations to help them improve their capacity to deliver projects and services, to increase their long-term sustainability and to improve their chances of being successful in funding applications. The project's Organisational Development Officer, Fergal McCullough offers intensive one-to-one support and training for RCO management committees.</p>	
<p>The Training Team offer a range of specialised training packages with the aim of promoting understanding and awareness of asylum seekers and refugees and supporting the delivery of more accessible and equitable services.</p>	
<p>Manchester Office Helpline: 0800 917 2719 (asylum seekers only) Helpline: 0161 831 5420 (agencies only) Fax: 0161 236 4285</p>	
<p>Opening Times for Drop-in at the Manchester Office Monday 9:30am – 4pm Tuesday Closed – Appointments only Wednesday Closed – Appointments only Thursday 9:30am – 4pm Friday Closed – Appointments only</p>	
<p>Training enquiries: Anna Webster annaw@refugee-action.org.uk; 0161 8315455 Basis Project: Fergal McCullough: 0161 831 5460; Fergalm@refugee-action.org.uk; www.thebasisproject.org.uk.</p>	
<p>From the 1st April 2011, Refugee Action will run the Assisted Voluntary Return Programme</p>	
<p>The service consists of confidential advice and information for people deciding whether to apply for a voluntary return programme. Assistance is provided with travel documents, flight bookings and other practicalities for those who do wish to return voluntarily. This service is for three groups of people who may be considering voluntary return:</p>	
<ul style="list-style-type: none">• Asylum seekers and refused asylum seekers (VARRP programme)• Families and children (AVRFC programme)• Irregular migrants (AVRIM programme)	
<p>For further details please see the Refugee Action website:</p>	
<p>http://www.refugee-action.org.uk/ourwork/assistedvoluntaryreturn.aspx</p>	
<p>Address Refugee Action 23-37 Edge Street Manchester M4 1HW</p>	<p>Website: http://www.refugee-action.org.uk/</p>

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Refugee Integration & Employment Service (RIES)		Advice
<p>RIES provides support for refugees in the first few months after they get a positive decision to help them access housing and benefits, other mainstream services and to get employment. It is funded by UK Border Agency and started on October 1st 2008.</p>		
<p>Who's it for?</p> <p>The service is only for refugees where the asylum applicant:</p> <ul style="list-style-type: none">• Is over 18• Is living in the North West• Made their initial claim after April 1st 2007 and within 12 months of arrival in the UK• Has been granted refugee status or humanitarian protection after October 1st 2008		
<p>The RIES service is not available to people given discretionary leave and those where the decision has been taken by the Case Resolution Directorate ("Legacy Cases")</p>		
<p>The RIES service is delivered from Refugee Action's Manchester office at the following address:</p> <p style="text-align: center;">Refugee Action 23-37 Edge Street Manchester M4 1HW</p>		
<p>Clients eligible for the service are referred directly to Refugee Action by the UK Border Agency. The service is by appointment only. An advice line for eligible clients is available on Monday, Wednesday, Thursday and Friday mornings from 10:00am to 12:00pm on 0161 831 5498</p>		
Address	Rob Clarke RIES Manager (Refugee Integration and Employment Service) Refugee Action 23-37 Edge Street Manchester M4 1HW	Website: http://www.refugee-action.org.uk/
Phone	0161 831 5462	Email rob@refugee-action.org.uk
Mobile	07500 078144	

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Children in Need Children

Children in Need Under the Children Act 1989 & Children in Need Services

It is the duty of the Local Authority to safeguard and promote the welfare of children in need in their area and to promote the upbringing of such children by their families, by providing a range and level of services appropriate to those children's needs.

Children in Need Protection

Some children are in need because they are suffering, or likely to suffer significant harm. Concerns about maltreatment may be the reason for referring a child to children's social care. In such circumstances the local authority is obliged to consider initiating enquiries to find out what is happening to the child and whether action should be taken to protect them.

The Children in Need Duty Team is the first point of contact for members of the public who wish to access children's social care services, or for professionals who have concerns about a child (or children) at Level 3b or 4 of Wigan's thresholds of need.

The team undertakes the initial assessment of the child and family's needs. They complete this under Section 17 of the 'Children Act 1989' for children in need of services and under Section 47 of the 'Children Act 1989' for children in need of protection. These assessments are undertaken in line with the government's 'Framework for the Assessment of Children in Need and Families'. Following the assessment, services or further social work intervention will be identified to meet the assessed need.

Referrals can be made from 9am to 5pm by telephoning the Children in Need Duty Team. Referrals of an urgent nature between the hours of 5pm and 9am and at weekends and Bank Holidays can be made to the Central Duty Team.

More information, including details of the thresholds of need, are available from the following sites:

<http://www.wigan.gov.uk/pub/educ/wscb>

<http://www.wigan.gov.uk/Services/HealthSocialCare/ChildProtection.htm>

	Children in Need Duty Team	Central Duty Team
Address	Peoples Directorate – Children, Adults and Families Town Hall Ince Green Lane Ince Wigan WN3 4QX	Wigan Council Hyndelle Lodge King Street Hindley Wigan WN2 3AW
Telephone	01942 828300	01942 828777

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Common Assessment Framework	Children
<p>Wigan Council and its partners believe that every child matters and that it is everyone's responsibility to ensure that all children and young people reach their full potential.</p> <p>Common Assessment Framework</p> <p>The Common Assessment Framework (CAF) is a central part of the Government's plan to make sure that different services work together to support children and young people.</p> <p>It aims to:</p> <ul style="list-style-type: none">▪ Make sure that children and young people who have additional needs are identified as early as possible;▪ Reduce the number of assessments children and young people might need to undergo;▪ Improve the quality for all assessments across the services for children and young people;▪ Support any referrals between different services that are necessary for children and young people. <p>Professionals can undertake a common assessment to explore the additional support that a child may need. Any assessment helps professionals involved to plan what to do next if the child (or children) needs additional support.</p> <p>More information is available at: http://www.wigan.gov.uk/Services/HealthSocialCare/ChildProtection/ChangeForChildren</p>	
Address	Peoples Directorate: Children, Adults and Families Worsley Terrace Standishgate Wigan WN1 1XW
Contact	Suzanne Maclachlan (Change for Children Co-ordinator)
Telephone	01942 828840
Email	S.Maclachlan@wigan.gov.uk

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Education Support Service		Children
<p>English as an Additional Language Team (EAL) Team offers support to children, parents, schools and their staff. It is part of Wigan Council's Education Support Service.</p> <ul style="list-style-type: none"> ○ School Admissions The EAL Team Education Liaison Worker (see number below) will help families to access places in school and oversee a pupil's induction. ○ Language Support All EAL pupils enrolling in school will be assessed by the team's teaching staff and a programme of support devised in negotiation with the school. This could include advice on materials and strategies, training or, where appropriate, direct teaching support. 		
Address	1 st Floor Leigh Town Hall Market Street LEIGH WN7 1DY Ann O'Shea – Inclusion Team Manager 01942 404587	Karen McDonagh (Education Liaison Worker) 01942 404581
Email	a.o'shea@wigan.gov.uk	k.mcdonagh@wigan.gov.uk

Education Welfare Service		Children
<p>The Education Welfare Service works together with schools and aims to secure regular attendance by using a number of strategies. An Education Welfare Officer can help pupils, parents and schools on a variety of issues including bullying, exclusion, truancy and child protection issues.</p> <p>The schools will refer a child to the EWS if they have attendance or other problems that they may need to overcome. The Education Welfare Officer (EWO) will contact the parent/carer and support them in trying to improve attendance.</p> <p>Once involved with a child and his / her family, the EWO can work to help parents and schools to address problems effectively in order to promote high levels of school attendance. The EWO can also work as a mediator between school and home and all agencies involved with that child, with regard to issues considered to be impacting on the child's level of school attendance.</p> <p><u>CONTACT</u></p> <ul style="list-style-type: none"> ◆ Education Welfare Service has a link EWO - Rebecca Pendlebury, who has access to interpreter services and is the named contact person with the Home Office. The role involves supporting EU Migrant and Asylum Seeker children with poor attendance whilst offering advice and support to colleagues and other services. (continued) 		

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- ◆ The EWS also has a designated EWO, Debra Beale, for Children Missing Education. The role involves locating, monitoring and tracking all young people who are not accessing educational provision.

Address	Education Welfare Service Wigan Investment Centre Waterside Drive Wigan WN3 5BA	
Contact	Rebecca Pendlebury	Debra Beale
Telephone	01942 768055	01942 404886
Email	R.Pendlebury@wigan.gov.uk	D.Beale@wigan.gov.uk

Rafiki and Motswako		Children
<p>Rafiki = (friend) Motswako = (good stuff)</p> <p>Within Wigan Council's Youth Service, Rafiki Motswako is a Borough wide youth work project for Black and Minority Ethnic young people aged 13-19 years from a wide range of ethnic backgrounds, cultures and religions. The project meets at least twice a week and provides a range of informal educational activities, new and challenging experiences and support. The group promotes equal opportunities and good relations between young people of different racial groups.</p> <ul style="list-style-type: none"> ○ Language The project aims to enhance English language skills where appropriate ○ Getting there The project can provide free transport and a safe environment for young people to meet, play and work together 		
Address	People Directorate – Children, Adults and Families 1 st Floor Leigh Town Hall Leigh WN7 1DY	
Contact	Mehmood Ahmed	
Telephone	01942 404075	
Email	m.ahmed@wigan.gov.uk	

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Police	Crime
<p><u>Community Relations Officer</u></p> <p>The role monitors reports of hate crimes/incidents as well as monitoring themes and tensions that are reported through other agencies and support services - specific support and advice is offered to victims, their families and community. Training and Awareness can be delivered to other agencies and community groups on how to report hate crime/incidents focusing on the victim's perspective and myth busting around hate crime issues.</p> <p>Police Role</p> <p>The police at Wigan have a dedicated Community Relations Officer. One of the responsibilities is to work with other agencies, community and voluntary groups to build community relations and ensure that all persons particularly those from minority or vulnerable groups know how to access the police services. Staff are available to offer one on one contact with victims or vulnerable persons as well as speaking with larger groups.</p> <p><u>Links for public to voice views on policing</u></p> <p>The borough has a township policing structure – each of our 5 townships having their own community engagement strategies. This involves the establishment of key individual networks (KINS) – which as suggested ensures we have networks at a local level made up of key local individuals who can work with the police to problem solve at their local level. There are also formal PACT meetings (police and communities together) where again communities and police will come together at a local level addressing local issues</p> <p><u>Hate crime reporting</u></p> <p>A report of hate crime receives priority attention by the police and perpetrators of hate crimes are brought to justice. The police recognise that not all victims would wish to report hate incidents/crimes to the police directly – for this reason 3rd party reporting centres have been set up across Wigan and Leigh. Multi-agency hate crime reporting forms can be completed and forwarded through to the Community Safety Team. The hate crime reports received by the community safety team will either be managed by the team or forwarded to the police subject to what is requested by the person reporting.</p>	
Address	Contact: Abida Niaz Telephone: 0161 856 7184 Email abida.niaz@gmp.police.uk
Greater Manchester Police Wigan Divisional Headquarters Robin Park Drive WIGAN WN5 0UP	

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Wigan's Building Stronger Communities Partnership	Crime
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Wigan's Building Stronger Communities Partnership vision is to work in partnership to create 'A strong community that provides positive activities for all with improved community confidence, participation and cohesion in safe and sustainable neighbourhoods.'

The Building Stronger Communities Partnership is one of the 4 Thematic Delivery Partnerships of the [Local Strategic Partnership](#) for Wigan Borough. The partnership will be working to address the following priorities:-

- Improve the cleanliness and greenness of the borough
- Reduce children and young people's involvement in anti-social behaviour and offending
- Improving the range of things to do and accessibility of positive activities for all
- To increase participation in community and cultural activities that improve the well being of individuals, and community cohesion
- Reduce drug and alcohol related harm
- Reduce re-offending
- Improve community confidence / perceptions in relation to crime, drugs and environmental issues
- Reduce local priority crime

The Building Stronger Communities Partnership includes the Police, Probation Service, Fire Service, Health partners and all the Council departments. All these partners are dedicated to reducing crime, disorder, drugs misuse and offending for the benefit of the local communities they serve. They offer a range of services that contribute to overall community safety. These include drugs treatment and after care, Target Hardening for properties, alley gating, CCTV and a regular newsletter. Some useful numbers are provided below.

Anti Social Behaviour - to report anti social behaviour incidents call the Environmental Services Report and Helpline on **01942 404021**

Drug and Alcohol Services - if you, or someone close to you is affected by drug or alcohol abuse, all services for drugs users are now accessed through a single telephone contact **0800 389 4463**

Environmental Services Helpline – 01942 404364 call this number if you have any problems with bin collections, street cleaning, graffiti, fly tipping or any other environmental issues within you local area.

Hate Crime

There is help and support available if you, or someone you know, is a victim of hate crime.

Hate Crime is defined as

"Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate towards the victim because of their race, religion, sexual orientation, gender or the fact they have a disability."

Examples of hate crime

- Spitting
- Physical attacks

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- Verbal abuse
- Damage to property
- Offensive letters, leaflets, emails and texts
- Bullying and threats
- Abusive gestures

The Building Stronger Communities Partnership wants to know about any incident that you feel is a hate crime, and can provide support and help to resolve any issues you have as a consequence of experiencing or witnessing incidents.

If you feel that you are being targeted in this way then you can report the incident direct to Greater Manchester Police on **0161 872 5050** (If it's an emergency always call 999). You can also fill in Greater Manchester Police's online hate crime reporting form by following the link here <http://www.gmp.police.uk/mainsite/pages/hatecrimereport.htm> . You can access further professional advice from your local police employed Community Relations Officers, their contact details are **0161 856 7184** (e-mail abida.niaz@gmp.police.uk). For further help and advice you can also talk direct to your local Neighbourhood Police Team, contact details provided below:

Leigh - **0161 856 7225**
Pemberton - **0161 856 7188**
Wigan - **0161 856 7124**
Hindley - **0161 856 7436**
Atherton - **0161 856 7319**

You can also fill in a Hate Crime Report at one of our local Third Party Reporting Centres (our current list of agencies and services are provided below, some of which are in the voluntary sector – watch for more centres coming on line over the coming months). There's an option on the report form for you to choose if you don't want the police to take action, and you can let us know how you want to be contacted by another service that will be able to help. You can fill the form in if you are the victim, or if you've witnessed an incident that you think is a Hate Crime. If you personally don't want any action taken but simply wish to officially log an incident that you've seen, you can use the report for that purpose as well. Hate incidents and crimes can have a damaging effect on people and on local communities and need to be reported so that others can be protected.

Local Third Party Reporting Centres

- All Wigan and Leigh Homes Area Housing Offices : list available at <http://www.walh.co.uk/ContactUs/AreaHousingOffices.htm> or call WALH Contact Centre on **01942 705040**
- All Wigan Council Libraries : list available at <http://www.wlct.org/Libraries/libraries.htm>
- SWAP (Support for Wigan Arrivals Project) <http://www.swapwigan.org/> Tel – **01942 614486**

There's also a Multi Language **Hate Crime Helpline** which you can call on **0800 091 1456**

If you wish to know more about the systems and initiatives that are in place to tackle hate crime or wish to speak confidentially then you can call the [Partnership Support and Strategy Unit](#) on **01942 828111** and ask for [Paul Whitemoss](#).

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Faith

Wigan has different faith groups and places of religious worship. In this section you can find out how to contact and access these groups.

<p>Leigh Mosque (and Madressa) Vernon Street LEIGH WN7 1BH Contact: Mohammed Munir Tel: 01942 704607</p>	<p>The mosque is open part-time.</p>
<p>Queens Hall Methodist Help Committee Queens Hall 46 Market Street WIGAN WN1 1HX Contact Tel: 01942 244358</p>	
<p>Kingsleigh Methodist Church King Street Leigh WN7 4LR Contact Tel: 01942 674542</p>	
<p>Wigan Mosque Clifton Street WIGAN WN1 5HN Contact:Umar Ali (Imam), Mohammed Nazir, Yusuf Patel, Akram Mughal – Tel: 01942 230387</p>	

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Dentists		Health	
○ Entitlement	Asylum Seekers are entitled to dental health services free of charge with a HC2 Certificate.		
○ Joining a Dental Practice Tel: 01942 482711	The PCT regularly monitors dental availability and will direct people to dental practices that are taking new patients. Many dental surgeries have a long waiting list so it may take a bit longer to find a regular dentist.		
○ Urgent/Emergency Care	If someone is in pain during the day they should contact their own dentist for urgent treatment. Anyone that does not have his or her own dentist should contact the In Hours Dental Access Service on the telephone number given below. The service is run from surgeries in different parts of the area so the patient may have to travel and will only receive treatment to get them out of pain. If it is out of hours, there is an emergency service that can be contacted on the number given below.		
In Hours Dental Access Service Tel: 01942 614390			
Emergency Dental Service (Out of Hours) times Tel: 08456 038504			
Weekdays Monday – Thursday 6.00pm to 8.00am the following morning.			
Weekends Friday 6.00pm to 8.00am Monday			
Address	Bryan House 61 Standishgate Wigan WN1 1AH	After 8 th August 2011	Wigan Life Centre College Avenue WN1 1NJ
Contact	Rose Pealing (Service Development Manager)		
Telephone	01942 482705		
Email	Rose.Pealing@alwpct.nhs.uk		

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Department of Health Asylum Team	Health
Asylum Seeker Coordination Team. Deal with asylum seeker and refugee health issues	
Contact	Lynda Norton
Phone	0113 2546605

George House Trust	Health
HIV voluntary organisation, supporting those living with and affected by HIV	
Address	77 Ardwick Green North Manchester M12 6FX
Phone	0161 274 4499
Website	www.gh.org.uk

HARP Health for Asylum Seekers and Refugees Portal	Health
Web-based health portal for asylum seekers and refugees and health professionals involved in assisting asylum seekers and refugees.	
Website	www.harpweb.org.uk

Health Inclusion / Equalities Team (Formerly RED Team)	Health
The team are based in the Public Health Department, and work with organisations, services and community groups to support health improvement initiatives, commissioning, training, development and advice to promote inclusion, equality & diversity	
Address	Health Inclusion/Equalities Team Public Health Directorate, Ashton Leigh & Wigan PCT 66a Standishgate Wigan WN1 1AH
Contact	Linda Adhana
Telephone	01942 482530
Email	linda.adhana@alwpct.nhs.uk

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Health Protection Agency Migrant Health Guide		Health
Web-based migrant health guide		
Website	http://www.hpa.org.uk/migranthealthguide	

Homeless & Vulnerable Persons Service		Health
<p>Our service offers health advice regarding smoking, drug, alcohol and sexual health, alongside a range of other health issues. We also offer parenting advice, advocacy and support. Our initial health assessment aims to confidentially address your physical, mental and social health and assist in registering with a local GP. The team acknowledges that regardless of age, race, religion, disability or sexual identity, clients should have a safe place to live and free access to health services at the point of need.</p>		
Address	Orrell Clinic Orrell Road Orrell Wigan WN5 8QU	
Contact	Margaret Somers	
Telephone	01942 775757	
Email	margaret.somers@alwpct.nhs.uk	

Interpreter Services		Health
<p>Please refer to your departmental guidelines for information on how to book an interpreter, as organisations have specific services they use.</p>		

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Medical Foundation for the Care of Victims of Torture (North West)		Health
<p>Founded in 1985, the Medical Foundation for the Care of Victims of Torture provides care and rehabilitation to survivors of torture and other forms of organised violence.</p> <p>Medical Foundation accepts referrals from survivors themselves, friends and family, GPs, solicitors, refugee community organisations or any other voluntary or statutory sector body. All services are free to the client.</p> <p>Referrals must be made in writing using medical foundation referral forms. Either contact headquarters in Manchester or London, or the appropriate centre elsewhere in the UK, for copies of the referral form and guidelines for referrers. Please download referral form here http://www.torturecare.org.uk/about_us/referring_clients</p> <p>http://www.torturecare.org.uk/contact_us/34</p>		
Address	1 st Floor, North Square 11 – 13 Spear Street MANCHESTER M1 1JU	
Contact	Elizabeth Kurtis	
Telephone	0161 236 5744	
Email	ekurtis@torturecare.org.uk	Website: www.torturecare.org.uk

NHS Ashton, Leigh and Wigan		Health
<p>NHS Ashton Leigh & Wigan commissions a range of health services.</p> <p>Health care is free of charge. Asylum seekers are allocated a GP when they arrive through their Housing Provider and Patient Allocation Department in the NHS (Contact Norma Rowland in Preston in case of difficulty). Refugees and Migrants who do not have a GP can register at a GP Surgery, or at the Health Information Centre</p> <p>Asylum seekers have a HC 2 Certificate which entitles them to free prescriptions, free NHS dental treatment, free NHS wigs and fabric supports, free NHS eye sight tests and spectacles, refunds on necessary travel costs to and from hospital for NHS treatment. HC 2 certificates are issued by NASS via the housing provider. Any query regarding HC2 certificates should be directed to NASS.</p>		
Health Services		
Contact	Wigan Health Information Centre and PCT Headquarters	
Address	Bryan House 61 Standishgate WIGAN WN1 1AH	After 8 th August 2011 Wigan Life Centre College Avenue WIGAN WN1 1NJ
Phone	01942 482711	
Website	www.alwpct.nhs.uk	

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Contact	Patient Allocations Department
	LASCA (NHS) 3 Caxton Road Preston PR2 9ZZ
Phone	01772 221341
Fax	01772 221447
Contact	GP Out of Hours Service
Phone	01942 829911
Contact	NHS Direct
Phone	0845 4647
Contact	Sexual Health Services:
Phone	Sexual health: 01942 483188 Family Planning: 01942 483188
Contact	Ashton Leigh & Wigan Community Healthcare
Address	Bevan House 17 Beecham Court Smithy Brook Road Wigan WN3 6PR
Phone	01942 482778 or 482765
Website	http://www.alwch.nhs.uk/
Contact	Leigh NHS Walk – in Centre:
Address	Leigh Infirmary, The Avenue, Leigh, WN7 1HS
Phone	01942 264000 for healthcare advice, information and treatment. No appointment necessary
Contact	Wrightington Wigan & Leigh NHS Trust (Acute Services: Hospitals, Maternity, Outpatients):
Address	Trust Headquarters, The Elms, Wigan Lane, Wigan, WN1 2NN
Website	www.wiganleigh.nhs.uk
Contact	Accident and Emergency:
Address	Royal Albert Edward Infirmary, Wigan Lane, Wigan, WN1 2NN
Phone	01942 822440

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Contact	5 Boroughs Partnership NHS Trust (Mental Health):
Phone	Crisis Team: 01942 264536 Inpatient services 01942 672333 Central Duty Team (Social Services): 01942 828777 (Out of hours emergency 0161 834 2436)
General Enquires	Call Centre 0800 083 4323
Website	http://www.5boroughpartnership.nhs.uk/
Contact	Wigan Mental Health Services:
Phone	Wigan Gateway and Advice Team: 01942 482130 Lower Ince Gateway and Advice Team: 01942 481300 Leigh Gateway and Advice Team: 01942 777628 Crisis Team: 01942 264536
General Enquires	Call Centre 0800 083 4323

Patient Advice and Liaison Service (PALS)		Health
<p>The Patient Advice and Liaison Service (PALS) provide confidential on-the-spot advice, assistance and support to all patients. The PALS service is there to help anyone who has a concern regarding the NHS e.g. cancelled appointments, a communication issue between patient and consultant on a delayed operation and difficulties accessing services.</p> <p>People can contact us by telephone, the majority of the concerns are dealt with in this way. We do have a drop in service at the hospital but you can also make an appointment with the PALS office by telephoning them they will arrange an appointment to fit in with their diary. There are now 3 sites in Wigan, where PALS assistance is available covering different areas of health concerns:</p> <p>Patient Relations for Wrightington, Wigan & Leigh NHS Foundation Trust at RAEI, for hospital issues</p>		
Address	Wrightington, Wigan and Leigh NHS Trust Trust Headquarters, The Elms, Wigan Lane, Wigan, WN1 2NN	
Contact Telephone	Lesley Boyd 01942 822376	
<p>PALS at NHS Ashton, Leigh & Wigan at Bryan House for GP's, Dentists, Pharmacy & Optician issues</p>		
Address	Bryan House 61 Standishgate Wigan WN1 1AH	After 8 th August 2011 Wigan Life Centre College Avenue WIGAN WN1 1NJ
Contact Telephone	Kath Taylor 01942 482956/482869	

Refugees and Migrants Forum Directory

PALS at Ashton, Leigh & Wigan Community Healthcare at Bevan House for District Nursing, Physiotherapy, & Occupational therapy

Address	Bevan House 17 Beecham Court Smithy Brook Road Wigan WN3 6PR
Contact	Sharon Sargent
Telephone	01942 482778 /482765

For anyone who has a concern regarding receiving services at the 5 Boroughs Mental Health Services, help and support is available from PALS

Address	5 Boroughs Partnership NHS Trust Hollins Park House, Hollins Lane, Winwick, Warrington, WA2 8WA
Contact	Dennis Dewar
Telephone	01925 664450

Spinning World (NHS ALW)

Health

A specialist psychological therapy service is provided by Liverpool Personal Service Society (PSS) to improve the mental and emotional well being of migrant and refugee people who have experienced human rights abuses and trauma

The service provides psychological interventions to people who are survivors of:-

- Organised violence
- Detention
- Torture and ill treatment
- Exposure to situations of warfare
- Human trafficking
- Sexual violence

Referrals can be made by statutory and voluntary agencies, self-referrals or concerned family and friends. This is an Ashton, Leigh and Wigan wide service

Please contact our Liverpool office, who will refer to the appropriate venue

Telephone	0151 702 5503
Fax	0151 702 5566
E-mail	spinningworld@pss.org.uk

Refugees and Migrants Forum Directory

St Mary's Hospital for Women & Children		Health
Provides a unique range of inter-related services specifically for women and children		
Address	Oxford Road Manchester M13 9WL	
Phone	0161 276 1234	

Sunflower Project		Health
The Sunflower Project is a community health project, which is part of the Healthy Living Programme and covers the communities of Marsh Green, Worsley Hall and Norley Hall. They involve local asylum seekers in community projects such as parent and toddler groups. The project is a generic support project – not just aimed at Asylum Seekers.		
Address	Pemberton Primary Care Resource Centre Sherwood Drive WIGAN WN5 9QX	
Telephone	01942 775825	
Email	sunflowerproject@online.co.uk	

Refugees and Migrants Forum Directory

Housing Strategy Team		Housing
<p>Part of the Places Directorate and responsible for writing the Borough Housing Strategy and creating Housing Policy for the Wigan Borough.</p> <p>The Housing Strategy team also have responsibility for the research, writing and implementation of the Homelessness Strategy.</p> <ul style="list-style-type: none">○ Housing Strategy Research, write and develop initiatives to deliver the Boroughs Housing Strategy.		
Address	Gateway House (4) Standishgate Wigan WN1 1AE	
Contact	Steve Sargent (Housing Strategy Service Manager)	
Telephone	01942 828952	
Email	s.sargent@wigan.gov.uk	

NASS Housing Providers		Housing
<p>There are two NASS Target Contract Housing Providers that provide accommodation for asylum seekers dispersed to Wigan. The providers are responsible for inducting asylum seekers into properties and signposting to access key services for health and education.</p>		
Address	Priority Properties North West Limited 294 Littleton Road Salford M7 3QG	United Property Management 123 Collyhurst Road Manchester M40 7RT
Contact	Wayne Roberts	Dean Randle
Telephone	0161 708 0370	0161 202 0201
Email	Wayne.Roberts@ppnwLtd.co.uk	Dean.Randle@upmgroup.co.uk

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Private Sector Housing Team		Housing
<p>Part of the Places Directorate with responsibility for the inspection of house conditions and enforcing standards.</p> <ul style="list-style-type: none"> ○ House inspections Can respond to complaints about fire safety, management, space & amenity standards and disrepair in these homes. ○ Enforcement Can use a variety of legal measures to enforce landlords to carry out essential works. 		
Address	Kennedy House Brunswick Street LEIGH WN7 2PJ	
Contact	Sarah Fontana	Richard Firth
Telephone	01942 733345	01942 733348
Email	s.fontana@wigan.gov.uk	r.firth@wigan.gov.uk

Wigan and Leigh Housing		Housing
<p>Wigan and Leigh Housing provide the housing advice and housing options service on behalf of the Council. The housing options service is delivered through the Property Shops, one in Wigan town centre and one in Leigh town centre. The Property Shops give advice of how to apply for social housing in the borough, as well as advice on other housing options to meet needs. The housing options advice service is based at Platt Bridge. This service focuses on people who have lost or are at risk of losing their home. www.walh.co.uk/Find+A+Home/</p> <p>Wigan and Leigh Housing are also the Arms Length Management Organisation (ALMO) who are responsible for managing the Council's housing stock. www.walh.co.uk</p>		
Address	Housing Options Property Shop (Leigh) 4-6 Market Street Leigh WN7 1DS	Housing Options Property Shop (Wigan) 1-3 Library Street Wigan WN1 1NN
Telephone	01942 404092	01942 404128
Email	propertyshop@walh.co.uk	propertyshop@walh.co.uk
Address	Housing Options Advice Centre Templeton Road Platt Bridge Wigan WN2 5PD	
Telephone	01942 487717	
E-mail	hoac@walh.co.uk	

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UK Border Agency (UKBA)		Immigration
<p>The UK Border Agency (UKBA) is an executive branch of the Home Office that has responsibility for controlling borders and managing immigration to the UK. They consider applications for permission to stay, citizenship and asylum.</p> <p>UKBA are also responsible for implementing the New Asylum Model (NAM) which should see asylum seekers benefiting from swifter decision making.</p>		
Address	Reliance House, 20 Water Street, Liverpool, L2 8XU	
Telephone	0870 606 7766	
Website	www.ukba.homeoffice.gov.uk	

Learn2earn (A Wigan ESOL Project)		Language
<p>Learn2earn teaches people English to help them find work. E-learning on the computer is available in all the libraries in Wigan and at other places too. Call us and we will let you know. This service is free. Anyone who wants to learn English. Just telephone, text or email.</p>		
Contact	Shabbir	
Telephone	07540 725981	
Email	L2E@internationallearningcentre.com	

Wigan and Leigh College		Language
<p>Wigan & Leigh College offer a wide range of courses complimented by excellent services and facilities. The English for Speakers of Other Languages (ESOL) Centre at the College is there to meet linguistic needs with experienced and well-qualified teachers in a friendly environment. All courses have a Computer Assisted Language Learning (CALL) component and students are encouraged to use the computers at the Learning Technology Centres and Libraries for self-study.</p> <p>We offer courses at all levels some of which lead to recognised qualifications needed to apply for citizenship. In addition to this we offer Maths and other subjects to improve employability prospects</p>		
Address	Wigan & Leigh College (PO Box 53) Parsons Walk WIGAN WN1 1RS	
Contact	Lucy Hale (ESOL Co-Ordinator)	
Telephone	01942 761563	
Email	l.hale@wigan-leigh.ac.uk	Website: www.wigan-leigh.ac.uk

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Wigan and Leigh Libraries	Leisure and Culture
<p>Libraries in the borough of Wigan can offer you a wide range of services to meet both your educational and recreational needs. In all libraries you'll find a vast array of books on all kinds of subjects, as well as compact discs, talking books, newspapers, magazines, DVDs, PlayStations and free access to computers. We also subscribe to numerous Online Reference Resources most of which you can access from home if you are a library member.</p>	
<p>For more information please visit our website for library opening times and contact details.</p>	
<p>http://www.wlct.org/Libraries/libraries.htm</p>	
<p>One of our online resources is Go Citizen which helps people pass the Life In The UK test, it's available to use at home as well as in our libraries. Wigan and Leigh Libraries are the main centres for information, they hold collections of foreign language dictionaries and take newspapers in Urdu and Arabic. English Conversation sessions are held at both of these libraries.</p>	
Address	Wigan Leisure and Culture Trust, The Library Service, South Lancashire Industrial Estate Redgate Road Bryn Wigan WN4 8DT
Telephone	01942 486980
Email	Wigan.Library@wlct.org
Website:	http://www.wlct.org/Libraries/libraries.htm

Refugees and Migrants Forum Directory

Directorate of People – Adults (Formerly Adult Services)

Social Care

The Directorate of People – Adults, supports vulnerable adults in the community by providing social care services which protect them and help them to live independently. This includes: older people; people with physical disabilities, learning disabilities and sensory disabilities; people with mental health problems; people who have a terminal illness; people with chronic ill health; people who misuse substances, such as drugs and alcohol; people who are living with or affected by HIV and AIDS; and carers.

- **New Referrals** All new requests for help must go through the Central Duty Team – tel. **01942 828777**. The service is available from 8.45am to 8pm Monday to Friday, and 8.45am to 1pm on Saturday. Outside these hours, in emergency situations only, tel. **0161 834 2436**.

The Central Duty Team can:

- give information, advice and guidance about services;
- arrange for a social worker to contact you to arrange for an assessment of your care needs (and those of carers); or
- redirect you to a more appropriate source if we find you are not eligible for services.

The governments 'Fair Access to Care Services' criteria is used to determine a person's eligibility for services. There are four bands – those assessed as 'low' or 'moderate' need or risk will not qualify for services.

- **Starting Point** If you don't qualify for help from Adult Services, we can refer you to Starting Point, which is a helpline run by Age Concern. They can put you in touch with a number of local reputable companies and people who offer services at a reasonable charge, e.g. personal care, cleaning services, shopping services, handymen, lunch clubs, tradesmen, meals-on-wheels, gardeners, cleaning, laundry services, befriending, etc.

Tel. **01942 826079** or **825594**, 10am to 4pm Monday to Friday.

Refugees and Migrants Forum Directory

Directorate of People : Adults (Formerly Adult Services)		Social Care
BME Carers	<p>The BME Carer Support Project addresses health and social care issues impacting upon unpaid carers from BME communities. Cultural, religious, gender and language barriers sometimes need to be overcome in a sensitive way. The aim is to make it easier for carers to access support, so that they can maintain their caring role, and prevent their own health from deteriorating.</p> <p>The BME Carer Support Worker can:</p> <ul style="list-style-type: none"> • arrange for carers to have a carer's assessment, to see what help they may receive from Adult Services; • put carers in touch with support groups and the Adult Services' carers support team; • provide information about a range of free training courses for carers; • help carers to access a one-off payment from the Carers' Grant, to help provide some respite from caring; • advocate on behalf of carers if they are having trouble getting what they are entitled to; • provide details of the GP registration scheme, so that carers can make sure that their own GP knows about their caring responsibilities 	
BME Community Development	<p>'The BME Community Worker works with BME communities and acts as a liaison between community members and organisations to provide relevant information and sign posting to services. They can also provide advice and information to local services about engaging with local BME communities.</p> <p>This is done to ensure that BME communities are able to access the services they are entitled to, and to prevent problems arising which would require intervention at a later stage'</p>	
Contact	<p>BME Carer Support Worker Department of Adult Services Leigh Town Hall Market Street Leigh WN7 1DY Tel 01942 404487</p>	<p>BME Community Development Worker Department of Adult Services Leigh Town Hall Market Street Leigh WN7 1DY 01942 404592</p>
Address	<p>Headquarters: Peoples Directorate – Children, Adults and Families, Wigan Council, Civic Centre, Millgate, Wigan, WN1 1AZ.</p>	
Reception	01942 827819	
Minicom	01942 827835	
Fax	01942 827796	
Website	www.wigan.gov.uk (click on Health and Social Care)	
E-mail	ssdhq@wigan.gov.uk	

Refugees and Migrants Forum Directory

Voluntary Groups

British Red Cross

International Tracing & Message Service
Bradbury House
10 Brindley Road
City Park
Cornbrook
Manchester
M16 9HQ

Contact: Wei Lynn Ng – Tel: 0161 888 8932

Fax: 0161 877 7654

E-mail: WLN@redcross.org.uk

Website: www.redcross.org.uk

The British Red Cross works worldwide with other Red Cross and Red Crescent Societies or the International Committee of the Red Cross (ICRC) in situations of conflict. Its International Tracing & Message Service seeks to re-establish contact between families separated through war, disaster or political upheaval. The services offered range from tracing missing persons, delivering Red Cross Messages when communications are down, providing attestation of detention for people who have been visited and registered by Red Cross personnel and providing travel assistance for families of refugees to join them in the UK.

Lancashire Kurdish Cultural Association (LKCA)

35a Sunderland Place
Marsh Green
Wigan
WN5 0QT

Phone: 01942 826689

Sulleyman (Chairperson of KCA)

Phone: 07709755149

Email: sulleymanm@yahoo.co.uk

Khaled Amini (Secretary of KCA)

Phone: 07861287912

Email: khaled_amin@yahoo.co.uk

Activities:

- Kurdish new year celebration and cultural activities
- Introducing English people to Kurdish people
- Educate Kurdish people about the UK
- Front line referral and sign posting service
- Sport activities
- Arts
- Supplementary School in Kurdish Language

Services:

- Advice, support and signposting
- Advocacy Service
- Interpreting

Help to Find:

- Solicitors
 - GP
- General queries re: accommodation, NASS, asylum process and issues, and employment

Refugees and Migrants Forum Directory

Leigh Asylum Seekers and Refugee Support (LASARS)

Telephone: 01942 678574

Email help@lasars.org

Website: www.lasars.org

The office is at:

LASARS

Fit 4 Life (by the canal bridge)

Kings Street

Leigh

WN7 4JL

The Drop in is at:

Kingsleigh Methodist Church Youth Centre

Leigh WN7 4LR

Leigh Community Integration Project (LCIP)

85 Church Street

Leigh

WN7 1AZ

Contact: Julia Mwaluke

Tel: 01942 607186 07956686861

E-mail: leigh.cip@fsmail.net

Support for Wigan Arrivals Project (SWAP)

C/O Groundwork

74 - 80 Hallgate

Wigan

WN1 1HP

Contact: Shelagh or Dorothy

Tel: 01942 614486

E-mail: info@swapwigan.org

Leigh Asylum Seekers and Refugee Support is a drop in service. They give the opportunity for asylum seekers and refugees to meet other people. They provide support and the chance to socialise and share experiences in a welcoming, safe and friendly atmosphere.

An office is open for enquires and a drop in centre for social activities for adults and families.

Office opening times:

Monday – Office 10.00am – 3.00pm

Wednesday – Office 10.00am – 3.00pm

Thursday – Office 10.00am – 3.00pm

Drop in opening time:

Tuesday – 12:00pm – 4:00pm

LCIP provides employment development support through volunteering, skills training and job-search. Also works with local statutory and voluntary organisation in areas of community cohesion and representation. LCIP gives advice, signposting and referrals.

SWAP gives practical and social support to asylum seekers, refugees, migrant workers and those who work with them in the borough of Wigan. We offer

- Local orientation
- Help with practical issues
- Advocacy
- Volunteering opportunities
- Social activities
- Access to the internet for job searches etc.
- Training

Refugees and Migrants Forum Directory

<p>Wigan & Leigh United Against Racism</p> <p>Website: http://www.hopenothate.org.uk/</p> <p>Contact : waluar@blueyonder.co.uk</p>	<p>Wigan & Leigh United Against Racism are a voluntary organisation who, amongst other things, delivers Race and Cultural awareness training to the voluntary and statutory sectors. They campaign politically against the far right and attend community fun days/open days in an effort to raise awareness around racism and dispel myths about refugees and asylum seekers in the borough.</p>
<p>Wigan & Leigh Council for Voluntary Services</p> <p>93 Church Street LEIGH WN7 1AZ 01942 514234</p> <p>Website: www.cvswl.org</p>	<p>Wigan & Leigh Council for Voluntary Services (CVS) are a membership organisation, which aim to empower and develop local voluntary and community organisations in Wigan. They also provide support and backup to voluntary and community action in the Borough.</p>
<p>Wigan Welcome</p> <p>C/O Queens Hall 46, Market Street, Wigan, WN1 1HX</p> <p>Contact: Jean Parker 07832146301</p>	<p>Wigan Welcome is a drop in service. They give the opportunity for all International newcomers to meet other people. They provide support and the chance to socialise and share experiences in a welcoming, safe and friendly atmosphere</p> <p>Saturday 2.00pm – 4.00pm</p>

Refugees and Migrants Forum Directory

Wigan Council (Town Hall)	Wigan Council
A – Z of services http://www.wigan.gov.uk/AtoZ	
Switchboard 01942 244991	
○ Councillors	Your councillor can help you with problems or concerns relating to Council services. He or she will be able to tell you who to contact, or can take up your case with the department concerned. Councillors hold regular 'surgeries' at which you can discuss matters in confidence.
○ Members of Parliament	The best way to contact your MP is to write to him or her at the House of Commons. All MPs have Westminster offices and will make arrangements for their mail to be dealt with or redirected when they are away from London, so it is better to write to them there. House of Commons, Westminster, London SW1A 0AA Tel: 0207 219 3000 The Borough is divided into four constituencies. These are detailed as follows: <ul data-bbox="480 1093 1501 1536" style="list-style-type: none">▪ Leigh (made up of following Wigan Council wards: Atherleigh, Golborne and Lowton West, Hindley, Hindley Green, Leigh East, Leigh South, Leigh West and Lowton West).▪ Makerfield (Abram, Ashton, Bryn, Ince, Worsley Mesnes, Winstanley and Orrell wards)▪ Wigan (Aspull-New Springs-Whelley, Douglas, Pemberton, Shevington with Lower Ground, Standish with Langtree, Wigan Central and Wigan West wards)▪ Worsley (Astley-Mosley Common, Atherton and Tyldesley wards. The rest of the constituency includes wards from Salford)
You can find out more at www.parliament.uk	
Address	Town Hall Library Street WIGAN WN1 1YN
Contact	Ms. J. Redfearn (Chief Executive)
Switchboard	01942 244991
Website	www.wigan.gov.uk

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