

# 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

- 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.

## 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/Council/Strategies-Plans-and-Policies/Housing/HousingStrategies.aspx>

Then click on link on the page for the Wigan Borough Refugee and Migrant A-Z

If you want to add your organisation to the Directory or to amend any details please call the Housing Strategy Team on (01942) 489204

Date of Publication: November 2013 (Correct at the date of publication)

# Refugees and Migrants Forum Directory

|                                     |               |
|-------------------------------------|---------------|
| <b>Citizens Advice Bureau (CAB)</b> | <b>Advice</b> |
|-------------------------------------|---------------|

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).

o **Rights**

The online CAB service that provides independent advice on your rights -

- Practical, up-to-date information on a wide range of topics, including debt, benefits, housing, employment rights, family, immigration and asylum and discrimination 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](http://www.wigancab.org)

o **Benefits Entitlement**

Advice on welfare benefits and debt is also available at Specialist Level

|  |  |  |
|--|--|--|
| <b>Bureau</b>  | <b>Wigan CAB</b><br>Wigan Life Centre, The Wiend,<br>Wigan,<br>WN1 1NH | <b>Leigh CAB</b><br>6 The Avenue,<br>Leigh,<br>WN7 1ES             |
| <b>Contact</b>   | Lisa Kidston   | Nasi Tabrizi   |
| <b>Telephone</b>   | (01942) 489933   | (01942) 267962   |
| <b>Email</b>   | admin@wigancab.org   | admin@wigancab.org   |
| <b>Opening Times (Please check our website or telephone for bureaux opening hours)</b> |  |  |
| Monday   | 9.00 am to 2.00 pm (drop in)<br>2.00 pm to 4.00 pm (appointments)      | 9.00 am to 12.00 pm (drop in)<br>1.00 pm to 4.00 pm (appointments) |
| Tuesday  | 9.00 am to 2.00 pm (drop in)<br>2.00 pm to 4.00 pm (appointments)      | 9.00 am to 12.00 pm (drop in)<br>1.00 pm to 4.00 pm (appointments) |
| Wednesday  | 9.00 am to 2.00 pm (drop in)<br>2.00 pm to 4.00 pm (appointments)      | 9.00 am to 12.00 pm (drop in)<br>1.00 pm to 4.00 pm (appointments) |
| Thursday   | 9.00 am to 2.00 pm (drop in)<br>2.00 pm to 4.00 pm (appointments)      | 9.00 am to 12.00 pm (drop in)<br>1.00 pm to 4.00 pm (appointments) |
| Friday   | 9.00 am to 2.00 pm (drop in)<br>2.00 pm to 4.00 pm (appointments)      | 9.00 am to 12.00 pm (drop in)<br>1.00 pm to 4.00 pm (appointments) |
| <b>NB: 4.00pm to 5.00pm is for triage and information service</b>                      |  |  |
| Saturday   | 10.00 am to Midday<br>(Last Saturday each month<br>Appointments only)  | 9.00 am to Midday<br>(2 <sup>nd</sup> Saturday each month)         |
| Late Night Opening   | Alternate Tuesday Evenings by Appointment                              |  |
| Slovak Interpreter   | Not Available  | By appointment   |

# Refugees and Migrants Forum Directory

|                    |                |               |
|--------------------|----------------|---------------|
| Polish Interpreter | By appointment | Not Available |
|--------------------|----------------|---------------|

## COMPASS IMMIGRATION

**Advice**

Compass Immigration Law is a law firm based in Bolton specialising in immigration, asylum and nationality legal advice and representation. Compass offers two, weekly drop-in sessions on Mondays and Wednesdays for immigrants, asylum seekers and their families to obtain 20 minutes of free advice and guidance.

Additionally, Compass benefits from a strong working relationship with Wigan and Leigh CAB and operates two outreach surgeries with Wigan and Leigh CAB each month.

Compass' immigration legal casework is conducted on a private, fee-paying basis whereas the majority of asylum representation is funded by the Legal Aid Agency dependant upon the client's circumstances and financial eligibility. Compass enjoys a high level of client satisfaction and a returning client-base.

- **Appointments** Please contact the CAB for details on outreach surgeries

Address 1st Floor,  
St. Andrew's Court,  
Mawdsley Street,  
Bolton,  
BL1 1LD.

Website: [www.compasslaw.co.uk](http://www.compasslaw.co.uk)

Telephone 01204 531 535

Email : [info@compasslaw.co.uk](mailto:info@compasslaw.co.uk)

## Migrant Workers North West

**Advice**

Migrant Workers North West is an organisation that has been set up to support migrant workers and to promote good employment practice throughout the North West of England. The new organisation wants to ensure that all migrant workers are protected from exploitation and discrimination, have access to training, education and other services and enjoy a good quality of life. The Salford-based organisation will provide migrant workers with information about local services and help them to settle into the local community

Address Migrant Workers North West  
C/O Unison North West  
Arena Point,  
1 Hunts Bank  
Manchester  
M3 1UN

Website: [www.migrantworkersnorthwest.org](http://www.migrantworkersnorthwest.org)

Email [davemccall@talktalk.net](mailto:davemccall@talktalk.net)

# Refugees and Migrants Forum Directory

| Refugee Action  | Advice  |   |
|---|---|---|
| <p>Refugee Action provides an asylum advice drop in service at their office in Manchester. The drop in is open on a Wednesday, the other days are appointment only. They also have a free phone helpline for people who would like advice over the phone.</p>   |   |   |
| <p>Manchester Office</p>  |   |   |
| <p>Advice Line – 0800 917 2719 (Monday, Tuesday p.m., Thursday and Friday a.m.)</p>   |   |   |
| <p><b>Opening times</b></p>   |   |   |
| Monday  | Appointments only   |   |
| Tuesday   | Appointments only   |   |
| Wednesday   | Drop in (doors open at around 8.30)                         |   |
| Thursday  | Appointments only   |   |
| Friday  | Appointments only   |   |
| <p><b>Choices service</b></p>   |   |   |
| <p>Refugee Action is also the provider of Choices Assisted Voluntary Return Service.</p> <p>They work with people who are undecided about whether to remain in the UK or return to their home country. They discuss the different options available to all clients to ensure that they are equipped with correct information about their cases in order to make an informed choice about return.</p> <p>For those who want to return they have three programmes available: -</p> <p><b>VARRP</b>- Voluntary Assisted Return and Reintegration Programme. They pay for flight tickets, travel documents. Financial reintegration is available for single asylum seekers.</p> <p><b>AVRFC</b>- Assisted Voluntary Return for Families and Unaccompanied Children. They can pay for flight tickets and travel documents for family members. Financial reintegration is available for applicants regardless of whether they are asylum seekers or undocumented migrants.</p> <p><b>AVRIM</b>- Assisted Voluntary Return for Irregular Migrants. They can pay for flight tickets and travel documents for single undocumented migrants to help them return to their country of origin.</p> <p>Applicants and partners agencies can call 0808 800 0026 to speak to staff in our Manchester office.</p> <p>Further information can be obtained from their website: <a href="http://www.choices-avr.org.uk/">http://www.choices-avr.org.uk/</a></p> |   |   |
| Address   | Refugee Action<br>23-37 Edge street<br>Manchester<br>M4 1HW | Website: <a href="http://www.refugee-action.org.uk">www.refugee-action.org.uk</a> |
| Telephone   | 0800 800 0026   |   |

# Refugees and Migrants Forum Directory

## 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>

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

# Refugees and Migrants Forum Directory

| Education Support Service   |   | Children  |
|---|---|---|
| <p>Ethnic Minority Achievement Service consists of the English as an Additional Language Team (EAL) and the Gypsy Roma Traveller Team. We offer support to children, parents, schools and their staff. It is part of Wigan Council's Ethnic Minority Achievement Service, which sits with Early Intervention and Prevention Service.</p> <ul style="list-style-type: none"> <li> <b>School Admissions</b>      The EMAS Team Education Liaison Officers (see number below) will help families to access places in school and oversee a pupil's induction.         </li> <li> <b>Language Support</b>      All Ethnic Minority 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.         </li> </ul> |   |   |
| Address   | 1 <sup>st</sup> Floor<br>Leigh Town Hall<br>Market Street<br>LEIGH<br>WN7 1DY   |   |
|   | Ann O'Shea, Team Manager, Ethnic Minority Achievement Service<br>01942 404587<br><a href="mailto:a.o'shea@wigan.gov.uk">a.o'shea@wigan.gov.uk</a> | Karen McDonagh or Linda Booth (Education Liaison Officer)<br>01942 404581<br><a href="mailto:k.mcdonagh@wigan.gov.uk">k.mcdonagh@wigan.gov.uk</a><br><a href="mailto:l.booth@wigan.gov.uk">l.booth@wigan.gov.uk</a> |
| Email   |   |   |

| School Places  |  | Children |
|--|--|----------|
| <p><b>School Information Portal</b></p> <p>Provides information about schools in Wigan.<br/> <a href="http://rylands.wigan.gov.uk/schools/Default.aspx">http://rylands.wigan.gov.uk/schools/Default.aspx</a></p> <p>School Organisation Team</p> <p>Can provide information on how to apply for school places in the borough.<br/> <a href="http://www.wigan.gov.uk/Resident/Education/Schools/School-Admissions/School-Admissions.aspx">http://www.wigan.gov.uk/Resident/Education/Schools/School-Admissions/School-Admissions.aspx</a></p> |  |          |
| Contact  | <a href="http://www.wigan.gov.uk/Resident/Education/Schools/Schools.aspx">www.wigan.gov.uk/Resident/Education/Schools/Schools.aspx</a> |          |
| Telephone  | 01942 486040   |          |
| Email  | <a href="mailto:schoolplaces@wigan.gov.uk">schoolplaces@wigan.gov.uk</a>   |          |

# Refugees and Migrants Forum Directory

## Rafiki and Kamosi

## Children

Rafiki (which means 'friends' in Swahili) and Kamosi (which means 'friends in Slovak) are groups for young people who come from diverse ethnic backgrounds and now live in Wigan Borough.

The groups provide:

- Safe spaces where young people can meet others and share experiences
- The chance to learn new skills, develop confidence and have fun
- Support in school, college and the local community
- A place to have discussions, share languages, contribute to your community and do exciting activities
- Identify and address the needs of individual young people
- Provide support to vulnerable families

Contact      Mehmood Ahmed  
Telephone    01942 404075  
Email         [m.ahmed@wigan.gov.uk](mailto:m.ahmed@wigan.gov.uk)

## Hate Crime

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

# Refugees and Migrants Forum Directory

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.

## Reporting hate crime

If you feel that you are being targeted in this way or have witnessed a hate crime then you can report the incident direct to Greater Manchester Police (GMP) on 0161 872 5050 or 101 (but if it's an emergency always call 999).

- GMP Hate Crime  
<http://gmp.police.uk/content/section.html?readform&s=C4D5E39C4F3817F680257961004019B9>

If you don't want to involve the police - you can still report the hate crime at one of our reporting centres:

- Wigan and Leigh Housing's Area Housing Offices. Call 01942 705040
- Any library in the borough. Find a library
- SWAP (Support for Wigan Arrivals Project). Telephone 01942 614489 or visit SWAP .  
<http://www.swapwigan.org/contacts.htm>

## Support

If there is an incident that you feel is a hate crime we can provide support and help to resolve any issues you have as a consequence of experiencing or witnessing incidents.

For further help and advice you can also talk direct to your local Neighbourhood Police Team

- Leigh - 0161 856 7225
- Wigan - 0161 856 7124

| Greater Manchester Police   | Crime  |
|---|--|
| If you are a victim or have witnessed a crime and are reporting it to the Police, please look at the contact details below:   |  |
| In the case of a non emergency please ring 0161 872 5050 or 101   |  |
| In the case of an emergency please ring 999   |  |
| Neighbourhood Policing Teams  |  |
| <a href="#">Abram</a><br>Phone - 0161 856 7225<br><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a><br><br><a href="#">Astley Mosley Common</a><br>Phone - 0161 856 7225<br><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a><br><br><a href="#">Atherleigh</a> | <a href="#">Ashton</a><br>Phone - 0161 856 7124<br><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a><br><br><a href="#">Aspull New Springs Whelley</a><br>Phone - 0161 856 7124<br><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a><br><br><a href="#">Bryn</a> |



# Refugees and Migrants Forum Directory

|  |  |
|--|--|
| <p>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Atherton</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Golborne and Lowton West</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Hindley Green</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Hindley</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Leigh East</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Leigh South</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Leigh West</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Lowton East</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> <p><u><a href="#">Tyldesley</a></u><br/>Phone - 0161 856 7225<br/><a href="mailto:wiganeast@gmp.police.uk">wiganeast@gmp.police.uk</a></p> | <p>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Douglas</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Ince</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Orrell</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Pemberton</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Shevington with Lower Ground</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Standish with Langtree</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Wigan Central</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Wigan West</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Winstanley</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> <p><u><a href="#">Worsley Mesnes</a></u><br/>Phone - 0161 856 7124<br/><a href="mailto:wiganwest@gmp.police.uk">wiganwest@gmp.police.uk</a></p> |
|--|--|

## 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.

# Refugees and Migrants Forum Directory

|  |                                      |
|--|--------------------------------------|
| <p><b>Leigh Mosque (and Madressa)</b><br/> Vernon Street<br/> LEIGH<br/> WN7 1BH<br/> Contact: Mohammed Munir<br/> Tel: 01942 704607</p>                           | <p>The mosque is open part-time.</p> |
| <p><b>Queens Hall Methodist Help Committee</b><br/> Queens Hall<br/> 46 Market Street<br/> WIGAN<br/> WN1 1HX<br/><br/> Contact Tel: 01942 244358</p>              |                                      |
| <p><b>Kingsleigh Methodist Church</b><br/> King Street<br/> Leigh<br/> WN7 4LR<br/><br/> Contact Tel: 01942 674542</p>   |                                      |
| <p><b>Wigan Mosque</b><br/> Clifton Street<br/> WIGAN<br/> WN1 5HN<br/><br/> 01942 495038<br/><br/> Contact: Imam 07814 472421<br/> Brother Yusuf 01942 861400</p> |                                      |

|                 |               |
|-----------------|---------------|
| <b>Dentists</b> | <b>Health</b> |
|-----------------|---------------|

|   |   |
|---|---|
| <ul style="list-style-type: none"> <li>○ <b>Entitlement</b></li> <li>○ <b>Joining a Dental Practice</b><br/>Tel: 01942 482711</li> <li>○ <b>Urgent/Emergency</b></li> </ul> | <p>Asylum Seekers are entitled to dental health services <b>free of charge</b> with a HC2 Certificate.</p> <p>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.</p> <p>If someone is in pain during the day they should contact their own</p> |
|---|---|

# Refugees and Migrants Forum Directory

## Care

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: 111 – NHS when you need medical help fast.

|                  |  |
|------------------|--|
| <b>Address</b>   | Wigan Life Centre<br>College Avenue<br>WN1 1NJ |
| <b>Telephone</b> | 01942 482705                                   |

## 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<br>Manchester<br>M12 6FX    |
| Phone   | 0161 274 4499                                      |
| Website | <a href="http://www.ght.org.uk">www.ght.org.uk</a> |

## Health Protection Agency – Migrant Health Guide

Health

Online health resource focussed on migrants

|     |  |
|-----|--|
| Web | <a href="http://www.hpa.org.uk/MigrantHealthGuide/">www.hpa.org.uk/MigrantHealthGuide/</a> |
|-----|--|

# Refugees and Migrants Forum Directory

| <b>Homeless &amp; Vulnerable Persons Service</b>   |  | <b>Health</b> |
|--|--|---------------|
| <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<br>Orrell Road<br>Orrell<br>Wigan<br>WN5 8QU                                 |               |
| Contact  | Margaret Somers  |               |
| Telephone  | 01942 483586   |               |
| Email  | <a href="mailto:margaret.somers@bridgewater.nhs.uk">margaret.somers@bridgewater.nhs.uk</a> |               |

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

# Refugees and Migrants Forum Directory

| Freedom from Torture (North West)   |  | Health  |
|---|--|---|
| <p>Founded in 1985, Freedom from Torture (formerly 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>Freedom from Torture 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 the Freedom from Torture referral forms. Or contact the appropriate centre elsewhere in the UK, for copies of the referral form for the Manchester Centre and guidelines for referrers. Please download referral form here<br/> <a href="http://www.freedomfromtorture.org/sites/default/files/External%20referral%20form%202011%20-%20NW.pdf">http://www.freedomfromtorture.org/sites/default/files/External%20referral%20form%202011%20-%20NW.pdf</a></p> <p><a href="http://www.freedomfromtorture.org/about/15/5251">http://www.freedomfromtorture.org/about/15/5251</a></p> |  |   |
| Address   | 1 <sup>st</sup> Floor, North Square<br>11 – 13 Spear Street<br>MANCHESTER<br>M1 1JU    |   |
| Contact   | Nina Held  |   |
| Telephone   | 0161 236 5744  |   |
| Email   | <a href="mailto:northwest@freedomfromtorture.org">northwest@freedomfromtorture.org</a> | Website: <a href="http://www.freedomfromtorture.org">www.freedomfromtorture.org</a> |

# Refugees and Migrants Forum Directory

| <b>NHS Ashton, Leigh and Wigan</b>  |  | <b>Health</b> |
|---|--|---------------|
| <p>NHS Ashton Leigh &amp; 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> |  |               |
| <b>Health Services</b>  |  |               |
| <b>Contact</b>  | <b>Wigan Health Information Centre and PCT Headquarters</b>                        |               |
| Address   | Wigan Life Centre<br>College Avenue<br>WIGAN<br>WN1 1NJ                            |               |
| Phone   | 01942 482711   |               |
| Website   | <a href="http://www.alwpct.nhs.uk">www.alwpct.nhs.uk</a>                           |               |
| <b>Contact</b>  | <b>Patient Allocations Department</b>  |               |
|   | LASCA (NHS)  |               |
|   | 3 Caxton Road<br>Preston<br>PR2 9ZZ  |               |
| Phone   | 01772 221341   |               |
| Fax   | 01772 221447   |               |
| E-Mail  | <a href="mailto:lasca.customerservices@nhs.net">lasca.customerservices@nhs.net</a> |               |
| <b>Contact</b>  | <b>GP Out of Hours Service</b>   |               |
| Phone   | 01942 829911   |               |
| <b>Contact</b>  | <b>NHS Direct</b>  |               |
| Phone   | 0845 4647  |               |
| <b>Contact</b>  | <b>Sexual Health Services:</b>   |               |
| Phone   | Sexual health: 01942 483188<br>Family Planning: 01942 483188                       |               |
| <b>Contact</b>  | Bridgewater Community Healthcare   |               |
| Address   | Bevan House<br>17 Beecham Court  |               |

# Refugees and Migrants Forum Directory

|  |  |
|--|--|
| Smithy Brook Road<br>Wigan<br>WN3 6PR<br>Phone 01942 482778 or 482765 / 0800 587 0562<br>Website <a href="http://www.bridgewater.nhs.uk/">http://www.bridgewater.nhs.uk/</a>     |  |
| <b>Contact Address</b><br>Leigh Infirmary,<br>The Avenue,<br>Leigh,<br>WN7 1HS<br>Phone 01942 483 453 for healthcare advice, information and treatment. No appointment necessary | <b>Leigh NHS Walk – in Centre:</b>   |
| <b>Contact</b>   | <b>Wrightington Wigan &amp; Leigh NHS Trust (Acute Services: Hospitals, Maternity, Outpatients):</b> |

| <b>Spinning World (NHS ALW)</b>  | <b>Health</b> |
|--|---------------|
| <p>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</p> <p>The service provides psychological interventions to people who are survivors of:-</p> <ul style="list-style-type: none"> <li>• Organised violence</li> <li>• Detention</li> <li>• Torture and ill treatment</li> <li>• Exposure to situations of warfare</li> <li>• Human trafficking</li> <li>• Sexual violence</li> </ul> <p>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<br/>Please contact our Liverpool office, who will refer to the appropriate venue</p> |               |
| <p>Telephone<br/>0151 702 5503<br/>Fax<br/>0151 702 5566<br/>E-mail<br/><a href="mailto:spinningworld@pss.org.uk">spinningworld@pss.org.uk</a></p>   |               |

| <b>St Mary's Hospital for Women &amp; Children</b>                                    | <b>Health</b> |
|---|---------------|
| Provides a unique range of inter-related services specifically for women and children |               |
| Address Oxford Road   |               |

# Refugees and Migrants Forum Directory

Manchester  
M13 9WL  
Phone 0161 276 1234

## Housing Services Team

## Housing

Part of the Places Directorate and responsible for writing the Borough Housing Strategy and creating Housing Policy for the Wigan Borough.

The Housing Strategy team also have responsibility for the research, writing and implementation of the Homelessness Strategy.

- **Housing Services** Research, write and develop initiatives to deliver the Borough's Housing Strategy.

Address Housing Services,  
Places Directorate,  
Wigan Council,  
PO Box 100,  
Wigan,  
WN1 3DS  
Contact Stuart Ratcliffe  
Telephone 01942 489204  
Email [S.Ratcliffe@wigan.gov.uk](mailto:S.Ratcliffe@wigan.gov.uk)

## Private Sector Housing Team

## Housing

Part of the Places Directorate in the Housing Services Team with responsibility for the inspection of house conditions and enforcing standards.

- **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 Private Sector Housing Team,  
Places Directorate,  
Wigan Council,  
PO Box 100,  
Wigan,  
WN1 3DS  
Contact Sarah Fontana Richard Firth  
Telephone 01942 489221 01942 489217  
Email [s.fontana@wigan.gov.uk](mailto:s.fontana@wigan.gov.uk) [r.firth@wigan.gov.uk](mailto:r.firth@wigan.gov.uk)



# Refugees and Migrants Forum Directory

| <b>Asylum Accommodation and Support Providers</b>  |  | <b>Housing</b> |
|--|--|----------------|
| <p>UKBA have appointed Serco to deliver asylum accommodation and support across the North West of England. The providers are responsible for inducting asylum seekers into properties and signposting to access key services for health and education.</p>   |  |                |
| <p><a href="mailto:Compass.feedback@serco.com">Compass.feedback@serco.com</a><br/>(for complaints and to escalate matters not previously dealt with)</p> <p><a href="mailto:Compassdc-nwest@serco.com">Compassdc-nwest@serco.com</a><br/>(for general enquiries and relocations etc.)</p> <p><a href="mailto:Compass.maintenance@serco.com">Compass.maintenance@serco.com</a><br/>(for all accommodation/maintenance/repair enquiries)</p> |  |                |
| Address  | Serco COMPASS<br>1 The Beacons,<br>Science Park North,<br>Birchwood,<br>Warrington.<br>WA3 6WX |                |

| <b>Wigan and Leigh Housing</b>  |  | <b>Housing</b> |
|---|--|----------------|
| <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.</p> |  |                |
| <p><a href="http://www.walh.co.uk/Applicant/Property-Shop.aspx">http://www.walh.co.uk/Applicant/Property-Shop.aspx</a></p>  |  |                |
| <p>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.</p>   |  |                |
| <p><a href="http://www.walh.co.uk/Applicant/HousingAdvice/Homelessness.aspx">http://www.walh.co.uk/Applicant/HousingAdvice/Homelessness.aspx</a></p>  |  |                |
| <p>Wigan and Leigh Housing are also the Arms Length Management Organisation (ALMO) who are responsible for managing the Council's housing stock. <a href="http://www.walh.co.uk">www.walh.co.uk</a></p>   |  |                |

# Refugees and Migrants Forum Directory

|           |  |   |
|-----------|--|---|
| Address   | Housing Options (Leigh)<br>Leigh Life Centre<br>Leigh Town Hall<br>Market Street<br>Leigh<br>WN7 1DY | Housing Options (Wigan)<br>Wigan Life Centre<br>The Wiend<br>Wigan<br>WN1 1NH |
| Telephone | 01942 404092   | 01942 404128  |
| Email     | <a href="mailto:propertyshop@walh.co.uk">propertyshop@walh.co.uk</a>                                 | <a href="mailto:propertyshop@walh.co.uk">propertyshop@walh.co.uk</a>          |
| Address   | Housing Options Advice<br>Centre<br>Templeton Road<br>Platt Bridge<br>Wigan<br>WN2 5PD               |   |
| Telephone | 01942 487717   |   |
| E-mail    | <a href="mailto:hoac@walh.co.uk">hoac@walh.co.uk</a>   |   |

## Home Office

## Immigration

The Home Office abolished the UK Border Agency earlier this. Functions in relation to immigration have now been brought under the Home Office

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.

UKBA are also responsible for implementing the New Asylum Model (NAM) which should see asylum seekers benefiting from swifter decision making.

Please note at the time of publication the Home Office have not updated their web pages to include immigration issues, however the UKBA web pages still remain live. Please check the Home Office website as necessary.

Address Reliance House,  
20 Water Street,  
Liverpool,  
L2 8XU

Telephone 0870 606 7766

Website [www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)

## Wigan and Leigh College

## Language

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

# Refugees and Migrants Forum Directory

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.

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

Address **Wigan & Leigh College**  
(PO Box 53)  
Parsons Walk  
WIGAN  
WN1 1RS

Contact Student Services  
Telephone 01942 761111  
Website: [www.wigan-leigh.ac.uk](http://www.wigan-leigh.ac.uk)

## Wigan and Leigh Libraries

## Leisure and Culture

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.

For more information please visit our website for library opening times and contact details.

<http://www.wlct.org/Libraries/libraries.htm>

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.

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](mailto:Wigan.Library@wlct.org)  
Website: <http://www.wlct.org/Libraries/libraries.htm>

## Directorate of People – Adults

## Social Care

# Refugees and Migrants Forum Directory

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 Plus** If you don't qualify for help from Adult Services, the council offer Starting Point Plus. This is a free service to advise and support people aged 50 and over (or under 50 with a disability) and their carers. We provide information and advice about local services that help to promote independence, e.g. cleaning, shopping, meals, handymen, luncheon clubs etc.

Visit [Starting Point Plus](#) for more information.

## Wigan E-Market Place

## Social Care

The Wigan E-Market Place went live in August 2013. It is on an online market place where service users are given a choice of services that can meet their support needs. The E-Market Place uses an E-banking system which enables service users to have a virtual bank account through which they can purchase the services they require. The virtual bank account monies to purchase services and support are based on the personal budget allocated to the client. The e-market place is not just focussed on care services, it also advertises services that can promote

# Refugees and Migrants Forum Directory

the health and wellbeing of residents. Residents not in receipt of a personal budget from the Council, can also register with the e-market place.

Organisations wishing to join the e-market place wanting to offer their services, can also apply to join.

**Website** <http://emarketplace.wigan.gov.uk/>  
**Telephone** 01942 489512

## Voluntary Groups

### 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](mailto:info@swapwigan.org)

SWAP provides practical and social support to asylum seekers, refugees and those who work with them in Wigan Borough.

We offer

- Local orientation
- Help with practical issues
- Advocacy
- Volunteering opportunities
- Social activities including weekly drop-in
- Access to the internet for job searches
- Training

### British Red Cross

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

Contact: Wei Lynn Ng or Victoria Cooper –

Tel: 0161 888 8908/9

Fax: 0161 8888901

E-mail: [WLN@redcross.org.uk/](mailto:WLN@redcross.org.uk)

[VCooper@redcross.org.uk](mailto:VCooper@redcross.org.uk)

Website: [www.redcross.org.uk](http://www.redcross.org.uk)

The British Red Cross works worldwide with other Red Cross and Red Crescent Societies and the International Committee of the Red Cross (ICRC). Its International Tracing & Message Services seek to re-establish contact between families separated through war, disaster, political upheaval or migration. The services offered range from tracing missing persons, delivering Red Cross Messages when communications are down, and providing attestation of detention for people who have been visited and registered by the ICRC. The services are free. Please contact the British Red Cross for more information.

# Refugees and Migrants Forum Directory

|   |   |
|---|---|
| <p><b>LASARS (Leigh Asylum Seekers and Refugee Support)</b><br/>         Kingsleigh Methodist Youth Centre<br/>         Kings Street,<br/>         Leigh,<br/>         WN7 4LR<br/>         Tel: 07778 199662<br/>         E-mail - help@lasars.org</p> | <p><i>Leigh Asylum Seekers and Refugee Support</i> works in Leigh and surrounding areas.</p> <p>At the weekly "Drop-in" we have a place where asylum seekers and refugees can meet others from their own country. We provide support and the chance to socialise and share experiences in a welcoming, safe and friendly atmosphere.</p> <p>A team of health professionals is available each week. LASARS also helps clients to find support with a range of queries: housing, job applications, health and solicitors.</p> |
|---|---|

| Wigan Council (Town Hall)  |   | Wigan Council |
|--|---|---------------|
| Switchboard 01942 244991   |   |               |
| <ul style="list-style-type: none"> <li>o <b>Councillors</b></li> <br/> <li>o <b>Members of Parliament</b></li> </ul> | <p>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.</p> <p>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.</p> <p>House of Commons,<br/>         Westminster,<br/>         London<br/>         SW1A 0AA<br/>         Tel: 0207 219 3000</p> <p>The Borough is divided into four constituencies. These are detailed as follows:</p> <ul style="list-style-type: none"> <li>▪ 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).</li> <li>▪ Makerfield (Abram, Ashton, Bryn, Ince, Worsley Mesnes, Winstanley and Orrell wards)</li> <li>▪ Wigan (Aspull-New Springs-Whelley, Douglas, Pemberton, Shevington with Lower Ground, Standish with Langtree, Wigan Central and Wigan West wards)</li> <li>▪ Worsley (Astley-Mosley Common, Atherton and Tyldesley wards. The</li> </ul> |               |

# Refugees and Migrants Forum Directory

rest of the constituency includes wards from Salford)

You can find out more at [www.parliament.uk](http://www.parliament.uk)

|             |  |
|-------------|--|
| Address     | Town Hall<br>Library Street<br>WIGAN<br>WN1 1YN        |
| Contact     | Donna Hall (Chief Executive)                           |
| Switchboard | 01942 244991   |
| Website     | <a href="http://www.wigan.gov.uk">www.wigan.gov.uk</a> |