



DERBY REFUGEE ADVICE CENTRE ANNUAL REPORT 2015/2016

DRAC CHAIRPERSON'S REPORT — MRS. JOAN STANNARD

Priorities for the Future of the Refugee Forum

Training
Networking
Interpreting
Widen knowledge of DRAC
to enable a greater number
of asylum seekers to
access services
Awareness-raising talks
throughout the county
Further develop website
Funding
Encourage asylum seekers
to become involved in
voluntary work
English classes each week
Writing Classes each week
Maths classes each week
Running Club each week
Support City of Sanctuary in
Derby City
Develop opportunities for
asylum seekers to become
involved in more workshops
Specialist DRAC advisors for
Victims of Sexual Violence,
Suicide Risk, HIV and
Victims of Torture
Designated contact for
vulnerable clients such as
cancer patients, people in
recovery from a stroke,
carers in crisis and those
with visual or hearing
impediments, mobility
problems, severe mental
health issues or chronic
isolation
Healthcare Awareness
Computer Training
Hate Crime Signposting
Centre
Interaction with other
refugee support
organizations throughout the
country and beyond



DRAC Chairperson's Report

As I walk into the Bosnia & Herzegovina Centre each week to volunteer with Derby Refugee Advice Centre, I see so many familiar faces, smiling, greeting us and waiting expectantly. I feel privileged to be part of their life and often fragile world. Last year we met 697 different clients and their families, so I am sure that they will forgive us if we cannot remember them all by name - though we do try! These people were of forty different nationalities and we tried to help them through some of the difficulties that the Home Office and other institutional structures present as well as with personal issues. We again recruited some very talented volunteers to work as advisors, interpreters, in the office and kitchen. This recruitment has been necessary to cope with ever-increasing numbers of clients who come to DRAC. Last year we had a 35% increase in client visits for advice sessions and this is

also reflected in numbers attending workshops and merely dropping in for a chat and cup of tea. We also had to say a fond farewell to Beth, who has given birth to a lovely baby boy, as has Huda who gave a great deal of her time in the kitchen with her husband last year. Congratulations to them all. Also congratulations to Elliot, who has finished his studies in law and secured a post in immigration work at a local law firm. Some of our translators have also moved on to professional translation posts. Osama is entering university to complete his degree begun in Syria. Unfortunately Tesfai has been deported to Switzerland. We miss all their skills and friendship but it is lovely to see so many of them taking new opportunities and settling into British life. Thank you for your dedicated work.

This year we have been fortunate to have many training opportunities for volunteers including translating and asylum processes. We shared some of these with the Red Cross

and there are plans to continue this arrangement. We have also met with senior managers from Derby Homes and DWP in order to smooth processes for those with leave to remain entering housing and seeking benefits for the first time. This has been helpful and reduced slightly the periods of destitution when Home Office funding and accommodation end. There is still however, a great need for our food bank to bridge such gaps. We are grateful to the many in Derby, Burton, Crich, Wirksworth, Liverpool, Belper and Egginton who have donated goods and to Derby Cathedral who supported our food bank last year with a large cash donation to buy supplies. Thanks also to Costco for our weekly food and to the Red Cross for delivering it to us. All the asylum seekers and refugees enjoy the cakes with their cup of tea or coffee!

Our clients this year have again benefitted from a wide range of workshops organised by Hannah. By August she will have delivered one hundred different workshops over the three year period they have been offered. Many thanks to all those people who have given freely of their time to deliver these. Please look at our website to see some great photos of these events and much more information about our activities at home.btconnect.com/derbyrefugeeforum



These have brought a great deal of pleasure, improved knowledge regarding health issues and supported them in integration into British life.

As it has become more difficult to access funding for English classes, it has been wonderful to see our Monday drop-in class thriving with around 35 people coming each week. The classes on Tuesday and Thursday also remain popular and it is amazing to see the progress being made by clients who now can help new arrivals in translation. The difference to the lives of people who can communicate with each other is palpable, and interestingly one of the things the Bosnians arriving twenty or so years ago observed as being most important when recounting their experiences in a recent project. It is also great to be able to offer a maths class in response to a request from one of our clients. This is

also proving popular.

This coming year is going to prove financially challenging. Derby City Council has withdrawn all funding to all charities in the city including Derby Refugee Forum and the Bosnia & Herzegovina Centre, despite Derby being a dispersal city. Red Cross and DRAC are the only organisations working to help those dispersed to Derby and we also have clients coming from other areas too. We are determined that the quality of the service we provide will not suffer as a result of the council cuts and are currently making other funding bids to bridge this great gap. We are grateful to the Bosnian centre for the great support they give to us in terms of their premises and time. Without them it would be difficult to survive and they too are now facing financial problems. It is with great relief that other

organisations such as Awards for All, Big Lottery, Allen Lane and so many churches and individuals have made funding awards and recognised the contribution DRAC makes to improving the lives of so many people. There is no doubt how much the asylum seekers and refugees appreciate DRAC. They tell us every week! In some way, through this report, I hope to pass on the humble thanks we receive from them. Thank you!



Right: Sarah's English Class- End of Year Certificates and Celebration



Photos: Jewellery-making (top). Women's Work (below) talk about supporting vulnerable women in the community. Tesfai translated the information into four different languages including Arabic and Tigrinya.



Yoga, taught by fitness guru, Sue Cheese

WORKING TOGETHER

The Derby Bosnia & Herzegovina Community Association: Thanks to the Management Committee for allowing us to use their premises, enabling our work to take place at the Centre. It is a great working partnership and the joint Big Lottery funding, applied for has benefitted us greatly. Their staff support us with I.T. Projects, work in the office, reception and monitoring. Internet, fax, telephone, insurance, safety and utilities are provided through this partnership.

British Red Cross: Perishable foodstuffs continue to be delivered by the British Red Cross from Costco stores. These are products close to their sell-by date donated by the company. British Red Cross Refugee Services have also organized a joint training explaining the asylum process.

G4S: Our e-mail messages are answered quickly. G4S contacts may give small emergency payments to clients if NASS benefits are delayed and hardship ensues.

City of Sanctuary: DRAC has supported the City of Sanctuary group. We attended Sanctuary in Parliament where supportive MPs joined us for discussion. Our interpreter Tesfai came along.

Jubilee Project: Benefits advice and form-filling guidance are commended.

Refugee Support Services in Derby City Council: Quarterly meetings of various organizations including DRAC, housing providers (G4S and Derby Homes), Education, British Red Cross, City Council Representative Pop Gill, Health etc, enables problems to be shared and resolved.

The Hope Centre: Food, clothing and homeware have been allocated to refugees via DRAC referrals.

Derby Homes: Meetings have been held with Managers to smooth the processes for clients with Leave to Remain.

Derby Central Library: The Reading Project on Wednesdays allows DRAC clients personal tuition and support with literacy when the library would normally be closed. This has been really successful. Clients are also signposted to the Job Club.

Derby Museums: We continue to have a friendly and cooperative relationship, enjoying workshop training, a forthcoming tour and volunteer opportunities.

SV2: We liaise with SV2 in support of victims of sexual violence.

Women's Work: Supporting women with complex needs, they conducted a presentation at DRAC and accept referrals. Free condoms are also given to DRAC.

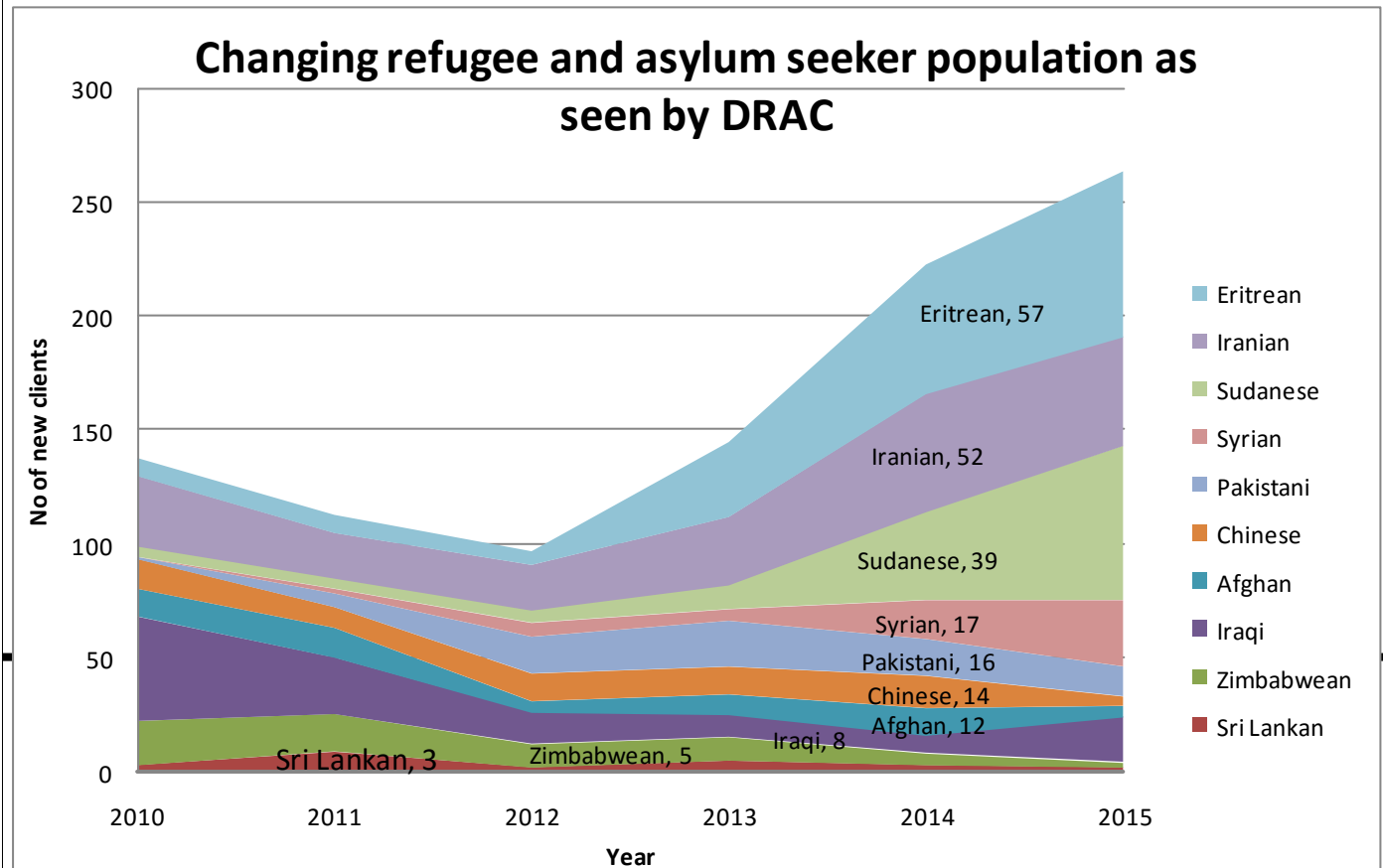
Derby City Council: Attending DRAC to discuss domestic abuse, this was a chance to share views on differing cultural acceptance of male-dominated relationships.

Derbyshire Wildlife Trust: In addition to workshops, DWT funded our Meet The Raptor Event and accept and train our clients as volunteers.

Citizens Advice Bureau: Training on Budgeting was incredibly useful. Funding cuts have meant that the service at CAB is drastically reduced.

DHA: Offering assistance with queries such as homelessness, eviction notices and finding suitable accommodation, DHA have found some good solutions quickly.

DRAC is eager to expand the network of support for clients in 2017



Changing refugee population 2010-2015 as seen by DRAC

for advice sessions

	2010	2011	2012	2013	2014	2015
No. advice visits	1679	1221	1401	1843	2333	3160
No. different clients	362	302	274	325	443	697
New clients	192	155	157	204	277	368
Days open #	115	111	112	113	122	136
Average Clients/day (advice)	14.6	11	12.5	16.3	19.1	23.2
Max clients per day (advice)	30	20	25	35	44	59
No .of nationalities		32	36	38	39	40

#2 days per week plus additional opening for emergencies by workers and volunteers



Mission and objectives in 2014-15

1. To relieve the needs of refugees and people seeking asylum in Derby and to advance them in life. To assist them in adapting to life in their new communities, in particular by providing advice, practical assistance and liaising with other organisations that can help fulfil such purposes.
2. To advance the education of the public in general about issues concerning refugees and those seeking asylum.
3. To stay open two days each week throughout the year to offer support through our team of volunteers.
4. To provide English classes to those unable to access education in other institutions.
5. To improve the health and wellbeing of asylum seekers by extending opportunities for training, volunteering and social integration.



Photo top left: Creative Carers Workshop, conducted by Vita Snowden.

Top right: First Aid, taught by the British Red Cross
Left: History & Heritage Workshop, conducted by Derby Museums

Other workshops and events that took place included Derbyshire Wildlife Trust 'Defending Wildlife, Restoring Landscapes, Inspiring People', Tuberculosis Awareness, Hepatitis Awareness, Fashion Upcycling Sewing Skills, Art, CVs, Citizens Advice Bureau's 'Budgeting, Money Advice & Financial Responsibility', DHA Housing Options & Rights, Community Gardening, Derbyshire Fire & Rescue Service 'Fire Safety in the Home, Fire Detection, Main Causes of Fire, Landlord's Responsibility, Smoke Alarms, Carbon Monoxide Detectors, Solid Fuels, Boiler & Gas Fire Service', 'Meet the Police' discussion of crime prevention, safety, laws and justice, Library Tour, a Library Job Club talk and a Fruit and Vegetables Market with recipes.

Case Studies

Young woman, seeking asylum. In country less than three months: "DRAC – This is my home now. I feel good here. I thank you. It's so good for me. Sometimes I get some letters.

The first time was a letter to go to Birmingham – interview letter. I don't have anybody here. Only a God. If I have problems I come here and get solutions to my problems. If I want some help or I'm confused, I get help here. I get [to meet] my country people here. I get to meet all people. My life before – [home country] – many problems. I don't know how to find my family. I have a bad story. I don't like men. I can't be my religion in my country. Coming to England, I saw different lives, different ways. I'm happy now (in DRAC). I'm interested, I meet people, I want to volunteer. "

Man, in country for 6 months [assisted by translator]: "I come to England, and there were problems with money. I go to Derby and get a room in a house but no money. G4S don't give me money. Also I have some health problems. So the people in the house, my friends, they recommend DRAC. First time I came here for support. People here are friendly and helpful, they helped me. They tried to get G4S money, but I had to wait. I get food to keep going. They helped me get medical help. I had a problem with an infection, the volunteer took me to the medical centre to get medical help.



Volunteers



Hello my name is Shelan and I am one of the volunteers at the Derby Refugee Advice Centre. I have spent the past year working here and I can truly say that it has been an amazing and very rewarding experience.

My role at the centre is interpreting which consists of me interpreting between English to Kurdish and Arabic and vice versa. I believe that this role is very important as I am able to allow the refugees to get their points across in order to get some help at a time where they have no one else to turn

to. The people that I work with are all wonderful and the centre has given me the opportunity to build upon so many personal and social skills such as the ability to empathise with people, organisation skills as well as the ability to communicate with others well.

The role itself is also very rewarding morally as we are able to support others at a time that is very difficult for them. I have now worked here for over a year and I will continue to do so in the future as I am able to go home at the end of each day with a smile in my face knowing that I have made a positive impact on someone's life.



DRAC welcomes new client-volunteers and offers comprehensive training and support. Pictured left: Anwar (kitchen volunteer), Muhammed (Arabic translator), Hannah Stirland (coordinator), Sosina (kitchen volunteer), Tesfai (Translator - Arabic, French, Tigrinya, Amharic) and Tigist (kitchen volunteer).

Awareness Raising

We have been keen to promote the work of DRAC, with presentations and publicity at:
University of Derby Volunteering Fair (Hannah & Tigist)

Wirksworth Amnesty (Janet & Hannah)

Empowering African Women Against Domestic Violence - Christ Assemblies (Hannah)

Crich Junior School - (Helen)

Derby Deanery, St. Joseph's School and St. George's Church- (Joan)



Above: Some members of the DRAC Running club, taking it easy after a fast race.

Adapting to life in the UK can be daunting and confusing. Many of our clients come from cultures which are more reserved and have different traditions. Our workshops aim to showcase diversity, education and creativity and explore ways of adapting to British society. For example, some clients refuse to touch someone of the opposite sex. In an interview situation a female Manager may offer to shake hands with a male interviewee. If the handshake was refused, this could cause offence and hamper the chances of getting the job. By having an Argentine Tango lesson, we see that men and women can touch and dance and this can be fun, normal and socially acceptable. We also had a Mocktails Workshop where clients made non-alcoholic cocktails behind the bar at a Derby restaurant. This showed that healthy lifestyles can be attainable by getting part of your fruity five-a-day in nutritious smoothies. It also showed that you don't need to drink alcohol but can enjoy a meal with friends in bars. This workshop took place during Ramadan. Some clients are unhappy that social events and music are allowed during Ramadan but we are keen to show that UK life and projects continue. Many of our clients are Muslim. Recognizing that UK life is liberal and multicultural is part of the assimilation to their city of sanctuary.

We will commit ourselves to continuing our support for all those asylum seekers and refugees who find themselves in difficulties regardless of their background, religion and sexual orientation.

Provision of food and fares to reporting centres, appeals etc

Providing food parcels for the destitute and additional food for all clients is a major part of our work. Clothing is found for those in need. Train or bus fares are given where vouchers have not been sent in time by the Immigration Services or when clients have no entitlement to this.

Dictionaries

Fifty dictionaries were donated to DRAC from various individuals.. These included Arabic-English, Farsi-English and French-English, plus English pocket dictionaries. This meant that all students in English classes at DRAC were able to have a dictionary to help their studies. This improved motivation and enabled them to progress quickly with their learning.



Above: Trip to HM Prison Sudbury 'Secret Diner', Lichfield Cathedral and The Samuel Johnson Birthplace Museum—looking at integration, learning new skills, history and English language resources.



Above: Meet The Raptor—eagle owl, barn owl, kestrel and harris hawk all came to DRAC.

TRAINING FOR VOLUNTEERS AND STAFF

- **Induction** is carried out by Hannah Stirland for all new recruits. This includes health and safety procedures and importance of confidentiality as well as basic expectations for the role they have been given.
- **Suicide Awareness training**
Hannah, Janet and John attended Rural Action training in Heanor.
- **Voluntary Returns Training** by Voluntary Returns Service at British Red Cross Refugee Services was attended by Joan, Gail, Janet, Maria, Dennis, Russell, Helen and Sue.
- **Detention—Morton Hall Detainee Centre Visitor's Group Training** was conducted by Dave Hewitt at Derby Refugee Advice Centre. This was attended by Hannah, Janet, John E, Nichola, Ermina, Maria and Russell.
- **Immigration Training** at Derby Refugee Advice Centre was carried out by Joan Stannard. This was attended by Russell, Andy, Gail, John, Sue, Maria, Christy, Isabel, Dennis and Nichola.
- Client volunteers attended a vast range of workshop training including Sexual Violence Awareness, Health Workshops, First Aid, Fire Safety and Creative Carers. PCSO Ben Lord met with DRAC clients on-site, helping them to feel safe and welcome in their host community.

Below: Trish Kenny hosts a workshop at DRAC. The 'Reading Project' invites DRAC clients to Derby Central Library on Wednesday afternoons. Readers are helped by volunteers. It's been an enormously popular project.



Above: Winter Wellness Workshop - protection, nutrition and lifestyle.



Argentine Tango class, taught by the acclaimed Joh Cabrera, improving posture and flexibility, plus fun!

FINANCES 2015/2016

Expenditure 2015- 2016



Brief on finances

-A successful joint bid and grant from Big Lottery Reaching Communities programme and part of Derby City Council Community Grant, has funded our Volunteer Coordinator/Admin throughout of year and the same scheme would be carried out for the next year if everything goes according to the plan. The accommodation and communication cost has been covered in full from the same pot of funding, the project with the Bosnia & Herzegovina Association.

-The funding we have received from A4A is funding that we will spent in the next financial years on ESOL.

- The Derby City Council grant has come to the end in June 2016 and for the years to come we have to apply for funding from other sources to cover the cost of the Volunteer/Coordinator Admin role and partly for running costs. This would keep services at the same level.

- Allen Lane Foundation gave us a yearly funding of £5000 and will continue for the next year too, as a running cost, food and volunteers interpreters travel.

- Churches' and individual donations reached a figure of £7187 in this financial year which is slightly more than in the previous years.

I wish to thank all funders and all volunteers who publicised our work via presentations and made possible many churches, community and individuals' donations which came and helped our courses.



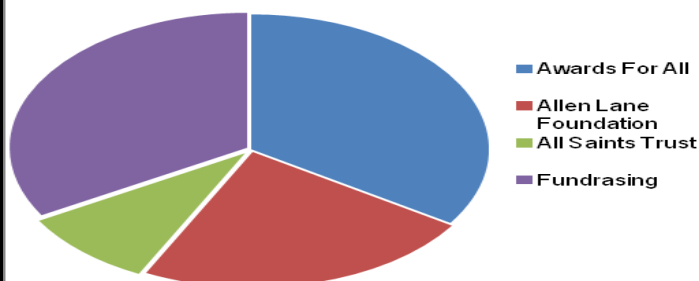
The expenditure for this financial year reflect activities of the Derby Refugee Forum and DRAC. The main expenditure was related to interpreting travel, food, destitution travel and stationery. It has exactly matched the services that the DRF and DRAC provided to it's clients during the year.

<u>Income</u>		2015 -2016		
2015		Unrestr.	Restr.	Total
3000	Grants	0	14370	14370
2655	Donations	7188	0	7188
5655	TOTAL	7188	14370	21558

<u>Expenditure:</u>				
2733	Office Cost	674	3367	4041
2198	Salaries&Assoc c	0	0	0
2465	Rent&Room Hire	0	450	450
2089	Training-Interpr.	0	389	389
2022	Destitute Cost	767	2321	3088
184	Manag, vol. cost	147	0	147
81	Equipment Cost	0	0	0
1205	Sundry	16	942	958
12793	TOTAL	1604	7469	9073
-7138	Year movement	5583	6901	12484
12644	Start of period	5506	0	5506
0	Transfer between	0	0	0
5506	Carried Forward	11089	6901	17990

<u>Assets and Liabilities</u>		
5206	Bank	17690
300	Cash	300
5506	Total assets	17990

Income 2015 - 2016



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Our Charity number is
1121582

Thanks to Volunteers

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Niyi Ademola
Farhan Ali
Anwar Alsadiq
Mohammed Abdullah
Sally Bramson
Sue Cheese
Nichola Clarke
Tesfai Embaye
Elliot Emery
John Eisenberg
Isabel Fleming
Azeb Gebremeskei
Janet Fuller
Resmije Gjyla
Elizabeth Hawkins
Frances Haynes
John Horak
James & Sue & Toby
Shelan Karim
Ferid Kevric
Michael Kidane
Helen Knott
Maria Lammond
Dennis Matthews
Andrew Miller
Chris Morrison
Veronica Morrison
Christy Ottewell
Russell Pollard
Gail Poxon
Chris Pridden
Maureen Pridden
Nasrin Samavi
Margaret Smith
Hannah Stirland
Joan Stannard
Sarah Wall
Anne Wigley

The Derby Refugee Forum was formally setup in 2002 by resident and refugee & asylum seeking communities. The organisation takes a multi-agency approach towards developing its services for the Community. The Refugee Advice Centre project was set up in 2003 as the result of a Research Project, and registered as a Charity in 2008.

Key Roles and Tasks**Signposting**

We signpost and make appointments for clients with relevant agencies: health, education, solicitors for immigration matters and advice on claiming benefits. On being given indefinite leave to remain, support is given for access to work, job seekers allowance and housing issues.

Advocacy

Support is given in contacting immigration authorities, faxing details for cases and writing letters to query details with the Home Office, Loughborough Reporting Centre, police etc. Letters received by clients are read and explained, often with the help of an interpreter.

Capacity Building

We aim to give our clients the skills to become independent from us. Clients can make calls with us on hand to support and help them through the initial stream of automated responses at call centres.

English classes target those who have been here for less than 6 months and therefore have no access to ESOL. Other courses provided have included First Aid, Child Protection and Community Gardening. These aid social integration, and build confidence, preparing them for the workplace and enabling them to share these skills with others.

A great big thank you to all who have contributed in so many ways. Without your support our work could not continue.

Management Committee

Joan Stannard - chair
Ferid Kevric - treasurer
Ann Watts
Maureen Priddin
Rosemary Hollingworth
David Callow
Albert Biete
Mukeshkumar Tanna
Jayshree Tanna

Thanks you for the very generous donations from churches, groups and individuals in money and kind.

Donations can be made to 'Derby Refugee Forum'

Thanks to :

Awards for All

Allen Lane

Derby Cathedral



LOTTERY FUNDED