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Asylum Seekers and Refugees Directory of services in Oxfordshire

2005

**ASYLUM
SEEKERS
&
REFUGEES**

**Directory of Services
in Oxfordshire**

2005 edition

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Please let us know of any changes for future updated versions of the Directory.

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Introduction

This is a directory of organisations in Oxfordshire that asylum seekers and refugees will find useful. It is intended to be used alongside the National Information Forum booklet, *How to Make a New Life in the UK* (available from Refugee Resource or from Oxfordshire County Council Children, Young People and Families Asylum Seeker Service).

Using this Directory

Some organisations have several entries under different headings because they offer more than one service.

Some organisations have more than one office in Oxfordshire. Details of offices in Oxford, Banbury and Abingdon are included.

All services are free unless stated otherwise.

An index of organisations included is on pages 95-96.

If you would like a copy of this Directory as a PDF file document, please e-mail your request to: info@refugeeresource.org.

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GENERAL ADVICE

• Asylum Welcome

Provides independent, confidential advice on any problem you may face as an asylum seeker or refugee and can advise you where to go to seek help. You are welcome to drop-in for a cup of tea or coffee and an informal chat. Has a limited supply of second-hand clothing, bicycles and children's toys and equipment to give out.

Opening times	(drop-in or telephone) Monday, Tuesday, Wednesday, Friday: 10am-12.30pm, 1pm-3pm
Address	276a Cowley Road Oxford OX4 1UR
Telephone	01865 722082
Fax	01865 792532
E-mail	office@asylum-welcome.supanet.com
Website	www.asylum-welcome.supanet.com

• Open Door

Offers advice and referral service for practical problems. Also has a drop-in facility with music, refreshments, indoor games, leisure activities, newspapers and magazines.

Opening times	(drop-in or telephone) Thursday: 11am-4pm
Address	East Oxford Community Centre 44b Princes Street Oxford OX4 1BB
Telephone	01865 750613
E-mail	refugeeopendoor@yahoo.co.uk

• Citizens Advice Bureau (CAB)

Basic, confidential advice on a wide range of issues.

Oxford

Opening times	(drop-in or telephone) Monday, Wednesday, Friday, Saturday: 10am-12pm Thursday: 2pm-6pm
Address	95 St Aldate's Oxford OX1 1DA
Telephone	0870 220 0608
Fax	01865 202715
E-mail	oxfordcab@cabnet.org.uk
Website	www.adviceguide.org.uk

Abingdon

Opening times	(drop-in or telephone) Monday, Wednesday, Friday: 10am-4pm Tuesday, Thursday: 10am-1pm
Address	The Old Abbey House Abbey Close Abingdon OX14 3JD
Telephone	01235 521894
E-mail	abingdon-CAB@dial.pipex.com

General Advice

Banbury

Opening times	(drop-in or telephone) Monday, Wednesday, Thursday, Friday: 10am-4pm Tuesday: 10am-1pm
Address	Cornhill House 26 Cornhill Banbury OX16 5NG
Telephone	0870 220 0608
Fax	01295 269960
E-mail	bureau@banburycab.org
Website	www.banburycab.org

LEGAL ADVICE

Finding a solicitor to represent you

It is very important to find a good solicitor who is licensed to give immigration advice, to help you with your asylum case. Solicitors offering immigration legal advice must be registered and approved (by the Legal Services Commission) as immigration legal advisors – there are very few of these in Oxfordshire and you may need to contact a solicitor in London or elsewhere. For help in finding a registered solicitor, contact **Asylum Welcome** (page 2).

• Turpin Miller and Higgins Solicitors

This firm of solicitors provides legal advice and assistance in the following areas of law: asylum; immigration; housing; community care; employment; family; personal injury. For someone on low income and low savings, advice may be provided using 'legal aid'. An assessment of whether someone is eligible for legal aid will be made at the first appointment. People not eligible pay for services and are usually charged at an hourly rate or according to a 'fixed fee' agreement.

Opening times For housing advice there is a drop-in service.
For all other areas of advice, clients should either phone, write or drop-in to arrange an appointment. Phoning and/or writing are usually preferable.
Monday – Friday: 9am-5.30pm

Address 1 Agnes Court
Oxford Road
Oxford OX4 2EN

Telephone 01865 770111
Fax 01865 749099
Email office@turpinmiller.co.uk
Website www.turpinmiller.co.uk

WELFARE AND SUPPORT

• Refugee Arrivals Project (RAP)

Can provide temporary emergency accommodation for asylum seekers who have an ongoing asylum claim or appeal except young people under the age of 18 who are in the UK without relatives (see CHILDREN AND YOUNG PEOPLE, page 67). Clients who claim to be under 18 but have been assessed as 18+ by Immigration, or Children, Young People and Families, can also be accommodated by RAP. Clients will, however, be dispersed by the Home Office to anywhere in the UK without choice. You can contact RAP direct, or you may want to ask **Asylum Welcome** (page 2) for help with your application. In all cases, RAP is available to give advice or guidance to asylum seekers.

Opening times	(drop-in or telephone) Monday – Friday: 9.30am-10pm Saturday, Sunday and Bank Holidays: 2.30pm-11pm
Address	Room 1116, First Floor Queen's Building Heathrow Airport Hounslow Middlesex TW6 1DN
Telephone	0208 759 5740
E-mail	info@refugee-arrivals.org.uk

• Oxfordshire County Council Children, Young People and Families Asylum Seeker Service

Responsible for providing accommodation and support to destitute asylum seekers (single adults and families) who claimed asylum before August 2000 (asylum seekers in Oxfordshire who claimed asylum after that date are the responsibility of the Refugee Arrivals Project, page 8). This will change on 31st March 2006 when all adults will be the responsibility of the National Asylum Support Service and Refugee Arrivals Project. The service is also responsible for young asylum seekers who are in this country without a family (see page 68).

Opening times	(drop-in or telephone) Monday – Thursday: 8.30-1pm, 2pm-5pm Friday: 8.30am-1pm, 2pm-4pm
Address	Asylum Seeker Team Crown House 193 Cowley Road Oxford OX4 1UT
Telephone	01865 245359
E-mail	asylumseekersteam@oxfordshire.gov.uk

Emergency Duty Team (EDT)

Telephone	0800 833 408
Opening times	(telephone enquiries only) Monday – Thursday: 5pm-8.30am

HOUSING

Housing

• Oxford City Council Housing Department

If you have been granted refugee status or ELR (exceptional leave to remain)/humanitarian protection – but not if you are still an asylum seeker – you may be eligible for accommodation provided by Oxford City Council.

Opening times	(drop-in or telephone) Monday – Wednesday: 9.30am-4.30pm Thursday: 10am-4.30pm Friday: 9.30am-4pm
Address	St Aldate's Chambers 109-113 St Aldate's Oxford OX1 1DS
Telephone	01865 252859
E-mail	housingoptions@oxford.gov.uk

• Oxford Citizens Housing Association (OCHA)

OCHA's Refugee Housing Project includes a six-bedroom shared house on Cowley Road and a three-bedroom shared house (women only) on Cricket Road. If you are an asylum seeker, or you have refugee status or ELR (exceptional leave to remain)/humanitarian protection and are in housing need, they can consider your application. There is a waiting list and priority is given to those who are homeless.

Opening times (drop-in or telephone)
Monday – Friday: 9am-5pm

Address 244 Barns Road
Oxford OX4 3RW

Telephone 01865 773000

Fax 01865 773555

E-mail info@ocha.org.uk

Website www.ocha.org.uk

HEALTH

HEALTH

GENERAL HEALTH

With an HC2 health form you can have free medical or dental treatment and eye tests. If you are supported by the National Asylum Support Service (NASS), the Home Office Agency, and they have not yet given you this form, ask **Asylum Welcome** (page 2) to help you get one.

- **Health Facilitator for Asylum Seekers and Refugees**

Provides health information and advice and can help you contact the health services you need. Contact direct, or via **Asylum Welcome** (page 2) or **Oxfordshire County Council Children, Young People and Families Asylum Seeker Service** (page 9).

Opening times (telephone for an appointment)
Monday, Tuesday, Wednesday, Friday: 9am-5pm

Telephone 01865 456687

• Thames Valley Primary Care Agency

Will send you a list of doctors' surgeries where you can register. English language only; if you need help with English, ask **Open Door** (page 17) or **Asylum Welcome** (page 2) to advise you.

Opening times	(telephone enquiries only) Monday – Thursday: 9am-5pm Friday: 9am-4.30pm
Address	7–9 Cremyll Road Reading RG1 8NQ
Telephone	0118 918 3333
Fax	0118 918 3334
E-mail	jane.davis@tvpca@nhs.uk
Website	www.berkshire.nhs.uk/tvpca

• Open Door

Offers help with form-filling and finding a GP (General Practitioner, doctor). Provides health-related information sessions.

Opening times	(drop-in or telephone) Thursday: 11am-4pm
Address	East Oxford Community Centre 44b Princes Street Oxford OX4 1BB
Telephone	01865 750613
E-mail	refugeeopendoor@yahoo.co.uk

DENTISTS

• National Health Service Dentists in Oxford

You can have free dental treatment if you have an HC2 health form (see page 16) but not all dentists offer this service. You must register with a dentist and make an appointment for treatment.

Opening times These vary so telephone to check.

Address Westbridge Dental Practice
1 Westbridge House
Cowley Centre
Oxford OX4 1XG

Telephone 01865 771729

Address The Dentists
2 Rosehill
Iffley
Oxford OX4 4HS

Telephone 01865 777648

• Dental Helpline

Telephone for a list of dentists' surgeries that accept patients for National Health Service (NHS) treatment, which is free if you have an HC2 health form (see page 16). If you do not speak English, they will provide a translation service (called Language Line), or you can ask at **Open Door** (page 17) or **Asylum Welcome** (page 2).

Opening times 7 days a week: 24 hours

Telephone 0845 46 47

• Emergency Dental Clinic

There is a clinic at the East Oxford Health Centre. There is also one in Kidlington (just on the edge of Oxford; you can get there from Oxford by bus numbers 2a, 2b, 2c, 2d, 7a and 59a). They provide emergency treatment if you are not registered with a dentist. Treatment is free if you have an HC2 health form (see page 16). If you are registered with a dentist, you must make an appointment with that dentist for emergency treatment.

East Oxford Health Centre

Opening times Saturday: 9am-12 noon (telephone for an appointment)

Address East Oxford Health Centre
Manzil Way, Cowley Road
Oxford OX4 1XD

Telephone 01865 201976

Kidlington Health Centre

Opening times Monday – Friday: 5.15pm-8.15pm (telephone for an appointment)

Address Kidlington Health Centre
Oxford Road
Kidlington OX5 1AP

Telephone 01865 842609

OPTICIANS

All opticians will accept patients for NHS (National Health Service) treatment, which is free if you have a HC2 health form (see page 19). This form entitles you to free eye tests and vouchers towards the cost of spectacles.

FAMILY PLANNING AND SEXUAL HEALTH

• Family Planning Clinic

Provides advice on family planning and contraception.

Oxford

Opening times (drop-in only)
Monday – Friday: 9.30am-7.30pm
Saturday: 9.30am-12 noon

Address Alec Turnbull Clinic
The Radcliffe Infirmary
Woodstock Road
Oxford OX2 6HE

Telephone 01865 456666

Clinics with limited opening hours also at Cowley, Rose Hill and Barton; telephone for details.

Kidlington

Opening times (drop-in only)
Monday: 6pm-8pm

Address Kidlington Health Centre
Exeter Close
Oxford Road
Kidlington OX5 1AP

Telephone 01865 374797

Banbury

Opening times (drop-in only)
Monday: 4.30pm-6.30pm
Wednesday: 12.30pm-5.30pm

Address Orchard Health Centre
Cope Road
Banbury OX16 2EZ

Telephone 01295 819166

Health

• **Terence Higgins Trust**

- Community Support: advice, face-to-face support, information and counselling for people living with or affected by HIV/Aids.
- Gay Men's Project: a face-to-face and outreach service providing information and support on sex and relationships.
- Wayout: a weekly group for young lesbians, gay men and bisexual people.
- Space Youth Project: a young people's project offering support, information and resources around sexual health for socially excluded young people.
- Free condoms and lubricant are also available from Terence Higgins Trust.

Opening times	(drop-in only) Monday – Friday: 10am-5pm
Address	43 Pembroke Street Oxford OX1 1BP
Telephone	01865 243389
Fax	01865 792210
E-mail	info@thtoxfordshire.org.uk
Website	www.tht.org.uk

• Oxford Harrison Clinic

Confidential advice and treatment for sexually transmitted infections.

Opening times (telephone for an appointment)
Monday – Friday: 9am-5.30pm

- Wellsafe (drop-in for under-18s): Wednesday: 3.30pm-6pm
- The Walk-in (drop-in clinic for HIV/Aids blood tests): Monday – Friday: 1.30pm-2.30pm
- If you need to talk to a health advisor personally, press option 2 on the phone menu

Address The Radcliffe Infirmary
Woodstock Road
Oxford OX2 6HE

Telephone 01865 246036

MENTAL HEALTH

• **Woodpath (at Refugee Resource)**

Woodpath is a service for refugees and asylum seekers living in Oxfordshire. It offers time and space to talk to someone about past experiences, difficulties with adjusting to life in the UK or to share your concerns and worries. This could be either in the form of one-to-one counselling or through group activities such as art, writing or music. It provides a therapeutic gardening activity to work on a plot of land and to grow your own fruit, vegetables or flowers. It also offers an opportunity for women to meet to support one another and to share activities.

The service is confidential and will provide interpreters. You can access the service either by contacting Woodpath directly or through your GP (General Practitioner, doctor), Social Worker or Advisor. Woodpath also offers training and consultation support to practitioners working with refugees and asylum seekers to raise their awareness and skills in refugee mental health issues.

Opening times	(drop-in or telephone) Monday – Friday: 9.30am-4.30pm
Address	Hooper House 3 Collins Street Oxford OX4 1XS
Telephone	01865 798280 or 0845 458 0055
E-mail	info@refugeeresource.org

• Face 2 Face Youth Counselling Service

Offers a free and confidential counselling service to young people (13 to 19 years). This is a county-wide service operating from youth centres, schools, Children, Young People and Families Services' offices or GP (General Practitioner, doctor) surgeries.

Opening times (telephone for an appointment)
Monday – Friday: 9am-5pm
Telephone referral line open 24 hours (answerphone)

Address Face2Face
42a Church Green
Witney OX28 4AW

Telephone 01993 892424

Fax 01993 892429

E-mail face2face@oxfordshire.gov.uk

• The Isis Centre

Confidential counselling and psychotherapy service for anyone aged over 18, living in Oxfordshire or registered with an Oxfordshire GP (General Practitioner, doctor), who is experiencing personal difficulties or stress. There is often a waiting list of several months. English language only.

Opening times (telephone for an appointment)
Monday – Friday: 9am-5pm, with some evening appointments

Address Dartington House
Little Clarendon Street
Oxford OX1 2HS

Telephone 01865 556648

• **Oxford Women’s Counselling Centre**

Professional counsellors offer one-to-one counselling. There is a sliding scale of fees, according to what you can afford.

Opening times (telephone enquiries only)
Wednesday: 10am-12 noon
At other times leave a message on the answerphone

Address P.O. Box OWCC
Oxford OX4 1RQ

Telephone 01865 725617

• **Relate Oxfordshire**

Offers a consultation service, relationship and family counselling, sex therapy and a range of courses. Services are for individuals, couples and families who wish to build a relationship, find solutions to problems, cope with relationship breakdown, gain greater understanding of any aspect of a relationship or who are experiencing separation or loss. There is a scheme for anyone who cannot afford the fee. Appointments can be arranged outside Oxford.

Opening times (telephone or drop-in for an appointment)
Monday – Friday: 9.30am-9.30pm
Saturday: 9am-1pm

Address Relate Centre
33 Iffley Road
Oxford OX4 1EA

Telephone 01865 242960
E-mail relate_oxon@hotmail.com
Website www.relate.org.uk

• The Samaritans

Provides emotional support to anyone who is feeling lonely, frightened, depressed or is in crisis. There is a national 24-hour telephone service (08457 909090), a website (www.samaritans.org.uk) and centres are also open to people wanting to speak to someone face-to-face.

Oxford

Opening times	(drop-in or telephone) 7 days a week: 9am-10pm
Address	60 Magdalen Road Oxford OX4 1RB
Telephone	(7 days a week: 24 hours) 01865 722122

Banbury

Opening times	(drop-in – telephone first to check opening hours) Monday – Friday: 10am-8pm Saturday: 10am-6pm
Address	33 Albert Street Banbury OX16 8DG
Telephone	(7 days a week: 24 hours) 01295 270000

• **Mental Health Matters**

Independent, confidential information, advice and support on mental health issues. English and French language available; telephone to check for other languages. A bilingual (Albanian–English) information worker is based at **Asylum Welcome** (page 2) if you want to talk about any issues relating to mental health. Mental Health Matters offers advocacy for in-patients in the Warneford and Littlemore Hospitals and also runs a Mental Health Information Helpline with **Oxfordshire Mind** (page 29).

Opening times	(drop-in or telephone) Tuesday, Wednesday, Thursday, Friday: 1pm-4.30pm Mental Health Information Helpline: 01865 247788 Monday – Friday: 9.30am-4.30pm
Address	19 Paradise Street Oxford OX1 1LD
Telephone	01865 728981
Fax	01865 203605
E-mail	rural@oxford-mentalhealth.org
Website	www.oxford-mentalhealth.org

• Oxfordshire Mind

Offers a network of mental health centres across Oxfordshire with someone to talk to, information, activities, refreshments, support, advice, groups and resources. Services provided include:

Women of the World Group, meets on Mondays, 1pm-3pm at the **Sure Start Family Centre** (page 72). Telephone Sumandeep Kaur on 07765 253065 for more details.

A monthly Relatives' Support Group, where relatives, friends and carers can discuss freely and in confidence the problems that arise from looking after someone with mental illness. Meets second Thursday of every month, 10.30am-12.30pm. Telephone 01865 890331 for more details.

Evening Crisis Line, open 7pm-1am, 7 nights a week, 365 days a year for people in distress. Telephone 01865 251152.

Mental Health Information Line open 9.30am-4.30pm, Monday to Friday (except Bank Holidays). Telephone 01865 247788.

Address	125 Walton Street Oxford OX2 6AH
Opening times	(drop-in or telephone) Monday – Friday: 10am-4pm
Telephone	01865 310830
Fax	01865 558680
E-mail	info@oxfordshire-mind.org.uk
Website	www.oxfordshire-mind.org.uk

PROBLEMS AND COMPLAINTS

• Independent Complaints Advisory Service (ICAS)

Provides support to people if they have a complaint regarding their National Health Service treatment.

Opening times

(telephone to make an appointment)
Monday – Friday: 9am-5pm

Address

The Old School House
St Edburg's School
Cemetery Road
Bicester OX26 6BB

Telephone

01869 325535

Fax

01869 325420

E-mail

bicester@icassoutheast.org.uk

Website

www.icassoutheast.org.uk

ADULT EDUCATION AND TRAINING

GENERAL ADVICE

• Asylum Welcome

Education Advisors offer advice and information about English classes and other courses to help you continue your education. There is a fund which provides small grants towards costs: fees, books, equipment, etc.

Opening times	(drop-in or telephone) Monday, Tuesday, Wednesday, Friday: 10am-12.30pm, 1pm-3pm
Address	276a Cowley Road Oxford OX4 1UR
Telephone	01865 722082
Fax	01865 792532
E-mail	office@asylum-welcome.supanet.com
Website	www.asylum-welcome.supanet.com

• New Start Adult Guidance (Oxfordshire Adult Learning)

Provides advice and guidance to help with deciding about learning opportunities, training and careers. Also has a resource area with information about training and careers.

Opening times	For advice, information and support with job applications, including use of computers for writing CVs (curriculum vitae), supporting statements, etc: Wednesday: 1pm-3pm, 4pm-6pm (drop-in)
	For guidance: Monday – Friday: 9.30am-5pm (telephone to make an appointment)
	Wednesday: 1pm-3pm, 4pm-6pm (drop-in)

Address East Oxford Lifelong Learning Centre
Collins Street (behind Tesco)
Oxford OX4 1EE

Telephone 01865 798081

E-mail city.newstart@oxfordshire.gov.uk

Website www.oxfordshire.gov.uk
Follow links to 'Education and Learning', 'Adult Learning', 'New Start'

• **Access First (at Refugee Resource)**

Provides information about training for work. You need to make an appointment to talk to an advisor but you can use the resource area without an appointment during opening times, with access to a computer and to the Internet. There is a bursary fund which provides small grants towards costs such as fees, books, equipment.

Opening times (drop-in or telephone to make an appointment)
Monday – Friday: 9.30am-4.30pm

Address Hooper House
3 Collins Street
Oxford OX4 1XS

Telephone 01865 798280 or 0845 458 0055

E-mail info@refugeeresource.org

• **Open Door**

Provides advice and information on English classes and other classes to help you continue your education.

Opening times	(drop-in or telephone) Thursday: 11am-4pm
Address	East Oxford Community Centre 44b Princes Street Oxford OX4 1BB
Telephone	01865 750613
E-mail	refugeeopendoor@yahoo.co.uk

LEARNING ENGLISH

Oxford

• **Community English School**

Part of Oxfordshire County Council Adult Learning Service. Provides free English language classes at a variety of levels from complete beginner to intermediate. Classes are part-time or full-time and available in the morning, afternoon and evening to suit students' needs. Also offers a free crèche. Call or visit to make an appointment for an informal interview to assess your level of English and get a place on an appropriate course.

Opening times	(telephone or drop-in for an appointment) Monday – Friday: 9am-5pm
Address	Union Street Oxford OX4 1JP
Telephone	01865 728688
E-mail	esol@oxfordshire.gov.uk

• Oxford and Cherwell Valley College

The college has both full-time and part-time courses for entry level to level 2, held in the morning and afternoon. Part-time courses only are also available in the evening. There are some extra classes for English at Work and maths. Full-time courses are daily and part-time are two sessions a week. To apply for any course, telephone or drop-in at Reception (Oxford Campus) and ask for an ESOL (English for Speakers of Other Languages) assessment interview. All college facilities – including a crèche on each campus – are available for ESOL students.

Opening times Monday – Thursday: 9am-5pm
 Friday: 9am-4pm

City Centre Campus

Address Oxpens Road
 Oxford OX1 1SA

Telephone 01865 550550
Fax 01865 551386
E-mail enquiries@oxford.ocvc.ac.uk
Website www.ocvc.ac.uk

Blackbird Leys Campus

Address Cuddesdon Way
 Oxford OX4 6HN

Telephone 01865 550550
Fax 01865 269299
E-mail enquiries@oxford.ocvc.ac.uk
Website www.ocvc.ac.uk

Adult Education and Training

Banbury Campus

Address Broughton Road
Banbury OX16 9QA

Telephone 01865 551755
Fax 01865 551777
E-mail enquiries@banbury.ocvc.ac.uk
Website www.ocvc.ac.uk

Bicester Campus

Address Telford House
Telford Road
Bicester OX26 4LA

Telephone 01865 551155
Fax 01865 551199
E-mail enquiries@ocvc.ac.uk
Website www.ocvc.ac.uk

• **Asylum Welcome**

Provides one-to-one classes for complete beginners to pre-intermediate level, particularly for mothers with infants and toddlers.

Opening times (drop-in or telephone)
Monday, Tuesday, Wednesday, Friday: 10am-12.30pm, 1pm-3pm

Address 276a Cowley Road
Oxford OX4 1UR

Telephone 01865 722082
Fax 01865 792532
E-mail office@asylum-welcome.supanet.com
Website www.asylum-welcome.supanet.com

• **Ethnic Minority Business Service (EMBS)**

Provides advice and training to members of ethnic minority groups, as well as to new and existing businesses. Also runs 13- and 20-week courses in computing; English – both literacy and ESOL (English for Speakers of Other Languages); sewing; crèche work; desktop publishing; book-keeping; Internet and e-mail. EMBS is a centre for Learndirect – an online training facility. Crèche provided.

Opening times (drop-in or telephone)
 Monday – Friday: 9am-5pm

Address Hooper House
 3 Collins Street
 Oxford OX4 1XS

Telephone 01865 794431
Fax 01865 727015
E-mail embs@f2s.com
Website www.embs.org.uk

Abingdon

• **Abingdon and Witney College**

Provides classes for ESOL (English for Speakers of Other Languages), from beginners to advanced. Provides bus passes for asylum seekers and refugees from Oxford.

Opening times (telephone or drop-in for an appointment)
Monday – Thursday: 8.30am-5pm
Friday: 8.30am-4.30pm

Address Wootton Road
Abingdon OX14 1GG

Telephone 01235 555585
E-mail inquiry@abingdon-witney.ac.uk
Website www.abingdon-witney.ac.uk

COMPUTER TRAINING AND OTHER TRAINING AND EDUCATION

• **Oxford and Cherwell Valley College**

Provides a wide range of training and adult education, including some computer courses. Offers exam-based qualifications. There is a crèche. Telephone for a prospectus or collect one from **Refugee Resource** (page 33).

Opening times (telephone for an appointment)
Monday – Thursday: 9am-5pm
Friday: 9am-4pm

City Centre Campus

Address Oxpens Road
Oxford OX1 1SA

Telephone 01865 550550
Fax 01865 551386
E-mail enquiries@oxford.ocvc.ac.uk
Website www.ocvc.ac.uk

Blackbird Leys Campus

Address Cuddesdon Way
Oxford OX4 6HN

Telephone 01865 550550
Fax 01865 269299
E-mail enquiries@oxford.ocvc.ac.uk
Website www.ocvc.ac.uk

• **Oxfordshire Adult Learning Service**

Offers a wide range of adult education courses including exercise, crafts, cookery and much more. Help with fees and childcare costs may be available. Also offers free English and Maths courses; and a range of computer courses from beginner level to accredited courses. Computer courses are free (you may have to pay for books or exam fees). To join any course or find out more, please telephone the Enrolment Line: 0845 351 0646 (open Monday – Friday: 9am-5pm; at other times, leave a message on the answerphone); or drop-in at one of the friendly learning centres.

East Oxford Lifelong Learning Centre

Opening times	Monday – Friday: 9am-5pm
Address	Collins Street Cowley Oxford OX4 1EE
Telephone	01865 727148

Blackbird Leys Library and Learning Centre

Opening times	Monday – Friday: 9am-5pm
Address	Blackbird Leys Road Oxford OX4 6HT
Telephone	01865 778827

North and West Oxford Adult Learning

Opening times Monday – Thursday: 9am-3pm; Friday: 9am-1pm

Address Matthew Arnold School
Arnolds Way
Oxford OX2 9JE

Telephone 01865 862009

South and East Oxford Adult Learning

Opening times Monday – Thursday: 9am-3pm; Friday: 9am-1pm

Address Littlemore Centre
Peers School Campus
Sandy Lane West
Littlemore
Oxford OX4 6BX

Telephone 01865 712094

• **Ethnic Minority Business Service (EMBS)**

Provides advice and training to members of ethnic minority groups, as well as to new and existing businesses. Also runs 13- and 20-week courses in computing; English – both literacy and ESOL (English for Speakers of Other Languages); sewing; crèche work; desktop publishing; book-keeping; Internet and e-mail. EMBS is a centre for Learndirect – an online training facility. Crèche provided.

Opening times (drop-in or telephone)
Monday – Friday: 9am-5pm

Address Hooper House
3 Collins Street
Oxford OX4 1XS

Telephone 01865 794431
Fax 01865 727015
E-mail embs@f2s.com
Website www.embs.org.uk

• **Ruskin College**

Independent Oxford-based college that specialises in providing educational opportunities for adults with few or no qualifications. There are short (one or two day) courses and longer, part-time (a few hours a week) courses.

Opening times (drop-in or telephone)
Monday – Friday: 8.30am-4.30pm

Address Walton Street
Oxford OX1 2HE

Telephone For short courses: 0870 066 0854
For longer courses: 01865 310713

Fax 01865 554372
E-mail enquiries@ruskin.ac.uk
Website www.ruskin.ac.uk

• **Oxford Brookes University**

Provides a wide range of undergraduate and postgraduate degree courses. Asylum seekers (undergraduate part-time courses only), those with ELR (exceptional leave to remain)/humanitarian protection, and refugees pay the same fees as British students, not the higher rate that overseas students are normally charged. For a prospectus of courses, see website, drop-in or contact below.

Opening times (drop-in or telephone)
 Monday – Friday: 9am-5pm

Address Gipsy Lane
 Headington
 Oxford OX3 0BP

Telephone 01865 741111
E-mail query@brookes.ac.uk
Website www.brookes.ac.uk

• **Oxford University Department for Continuing Education**

Offers certificate and diploma courses in academic subjects and IT (information technology). This is the most accessible part of the university and, for most courses, there are no entry requirements. For the 10- and 20-week courses, there is a 50% reduction on fees if you are receiving benefits. For the Certificate, Diploma and Advanced Diploma, there are some bursaries and fee waivers – contact Student Advisor for details.

Opening times To pick up a list of courses: Monday – Sunday: 8am-10.30pm
 To make an appointment with an advisor: Monday – Friday: 9am-5pm

Adult Education and Training

Address	Rewley House 1 Wellington Square Oxford OX1 2JA
Telephone	01865 270360 (general enquiries) 01865 280355 (for a student advisor)
Fax	01865 270309
E-mail	enquiries@conted.ox.ac.uk
Website	www.conted.ox.ac.uk

Abingdon

• **Abingdon and Witney College**

Offers English support classes as well as training and adult education. Some courses are free. Provides bus passes for asylum seekers and refugees travelling from Oxford.

Opening times	(drop-in or telephone) Monday – Thursday: 8.30am-5pm Friday: 8.30am-4.30pm
Address	Wootton Road Abingdon OX14 1GG
Telephone	01235 555585
E-mail	inquiry@abingdon-witney.ac.uk
Website	www.abingdon-witney.ac.uk

EMPLOYMENT

• **Access First (at Refugee Resource)**

Provides one-to-one advice and support in finding work, including looking for jobs, writing a job application and CV (curriculum vitae), interviewing skills, information technology, confidence building, and health and safety. Also arranges work placements (unpaid). Advises about references and making appointments with employers as well as general advice about employment. Has a resource area about work and training, including newspapers and Internet access. You need to make an appointment to talk to an advisor but you can use the resource area without an appointment during opening times. Has a bursary fund which provides small grants towards costs of starting work or training.

Opening times (drop-in or telephone to make an appointment)
Monday – Friday: 9.30am-4.30pm

Address Hooper House
3 Collins Street
Oxford OX4 1XS

Telephone 01865 798280 or 0845 458 0055
E-mail info@refugeeresource.org

• **Jobcentre Plus**

Helps people find paid work. Offers computer Jobpoints which everyone can use to look for job vacancies. Those with refugee status or ELR (exceptional leave to remain)/humanitarian protection, but not asylum seekers, can apply for New Deal which gives extra help in finding work. Jobcentre Plus also provides benefits (for those with refugee status or ELR/humanitarian protection, but not asylum seekers) while you are actively looking for work or if you are unable to work for health reasons.

Opening times Telephone your local Jobcentre for opening times and to make an appointment:
0845 604 2757

Or if you want to find a job, telephone: 0845 606 0234
Monday – Friday: 9am-6pm; Saturday: 9am-1pm

Website You can search for a job on the Internet at: www.jobcentreplus.gov.uk; and www.worktrain.com has the same information about jobs and also has information about training for work.

Oxford

Address 7 Worcester Street
Oxford OX1 2BX

Telephone 01865 445000

Banbury

Address 47 The Green
South Bar Street
Banbury OX16 9YQ

Telephone 01295 455300

Abingdon

Address 38 Stert Street
Abingdon OX14 3HB

Telephone 01235 703000

• **Ethnic Minority Business Service**

Provides advice and training to members of ethnic minority groups, as well as to new and existing businesses. Also runs 13- and 20-week courses in computing; English – both literacy and ESOL (English for Speakers of Other Languages); sewing; crèche work; desktop publishing; book-keeping; Internet and e-mail. EMBS is a centre for Learndirect – an online training facility. Crèche provided.

Opening times (drop-in or telephone)
Monday – Friday: 9am-5pm

Address Hooper House
3 Collins Street
Oxford OX4 1XS

Telephone 01865 794431
Fax 01865 727015
E-mail embs@f2s.com
Website www.embs.org.uk

• **Oxford Women's Training Scheme (OWTS)**

Provides training in the construction and IT (information technology) industries. Offers advice and courses to help get back into the working environment. Contact OWTS for details of courses offered. A National Insurance (NI) number and proof of residency are required. Childcare and travel expenses will be paid for.

Opening times (telephone for an appointment)
Monday – Friday: 9.30am-3pm

Address Northway Centre
Dora Carr Close
Maltfield Road
Oxford OX3 9RG

Telephone 01865 741317
E-mail women@owts.org.uk
Website www.owts.org.uk

• Oxford Refugee Health Professionals Support Project

Career counselling and training for refugees with medical and other health qualifications wishing to re-enter their profession in the UK. Offers the Readiness Programme – a training in cultural awareness and communication skills during recruitment and selection processes. Occasionally offers preparation courses for the IELTS (International English Language Testing Service) and PLAB (Professional and Linguistic Assessment Board) exams. Also offers a mentorship programme linking members with specialists in their professions. Telephone for details of how to enrol as a member of the project and for the dates and places of the programmes.

Opening times (telephone enquiries only)
 Monday – Friday: 9am-5pm

Address Oxford Refugee Health Professionals Support Project
 Department of Postgraduate Medical and Dental Education
 The Triangle
 Roosevelt Drive
 Headington
 Oxford OX3 7XP

Telephone 01865 740614 (part-time office; please leave your name and contact number)
E-mail rhp@oxford-pgmde.co.uk

Education

• Early Years and Childcare Service

Offers funding for most childcare courses. Oxfordshire provides a wide range of training and qualifications in early years education, play work and childcare. For information about training and to get a training newsletter, telephone the Training Co-ordinator. For general information about careers in childcare, telephone Oxfordshire Children's Information Service: 08452 26 26 36; Monday – Friday: 9am-5pm.

Opening times	Monday – Friday: 9am-5pm
Address	Macclesfield House New Road Oxford OX1 1NA
Telephone	01865 815811
E-mail	earlyyears.education@oxfordshire.gov.uk
Website	www.oxfordshire.gov.uk Follow links to 'Education and Learning', 'Early Years and Childcare'

PUBLIC LIBRARIES

Public Libraries

Public libraries are an excellent source of information about what is on in your area as well as for details of local organisations. In addition to lending books, they may also offer other services, e.g. a music library, newspapers and periodicals, Internet access, photocopier, a fax service, audio books, videos/DVDs for hire. Contact the library for details. Opening times vary but all are closed on Sundays and public holidays.

Oxford Central Library

Address Westgate
Oxford OX1 1DJ

Telephone 01865 815509

Blackbird Leys Library

Address Blackbird Leys Road
Blackbird Leys
Oxford OX4 6HT

Telephone 01865 770403

Botley Library

Address Elms Court
Botley
Oxford OX2 9LP

Telephone 01865 248142

Cowley Library

Address Temple Road
Oxford OX4 2EZ

Telephone 01865 777494

Headington Library

Address Bury Knowle Park
 North Place
 Headington
 Oxford OX3 9HY

Telephone 01865 762867

Kennington Library

Address The Village Hall
 Kennington Road
 Kennington
 Oxford OX1 5PG

Telephone 01865 730763

Kidlington Library

Address Ron Groves House
 23 Oxford Road
 Kidlington
 Oxford OX5 2BP

Telephone 01865 373067

Littlemore Peers Library

Address Peers Campus
 Sandy Lane West
 Littlemore
 Oxford OX4 6JY

Telephone 01865 714309

Public Libraries

Old Marston Library

Address Mortimer Hall
Oxford Road
Old Marston
Oxford OX3 0PH

Telephone 01865 726823

Summertown Library

Address South Parade
Summertown
Oxford OX2 7JN

Telephone 01865 558290

Abingdon Library

Address The Charter
Abingdon OX14 3LY

Telephone 01235 520374

Banbury Library

Address Marlborough Road
Banbury OX16 5DB

Telephone 01295 262282

INTERNET AND COMPUTER ACCESS

• **Community IT Hubs**

Part of Oxfordshire County Council Adult Learning Service, these IT (Information Technology) Hubs offer a range of computer courses and online learning. Opening times vary; telephone for details.

Bee-online Learning Centre

Address Central Library
Westgate
Oxford OX1 1DJ

Telephone 01865 246555

Blackbird Leys IT Hub (BLITZ)

Address Blackbird Leys Community Centre
Blackbird Leys Road
Oxford OX4 6HW

Telephone 01865 714492

Northway IT Hub

Address 45 Westlands Drive
Northway
Oxford OX3 9QS

Telephone 01865 742794

Barton IT Hub

Address 5 Underhill Circus
Barton
Oxford OX3 9LU

Telephone 01865 751616

Wood Farm IT Hub

Address Titup Hall Drive
Wood Farm
Headington
Oxford OX3 8QQ

Telephone 01865 744569

• Ethnic Minority Business Service (EMBS)

Offers free online training, Internet and e-mail. EMBS is a centre for Learndirect – an online training facility. Crèche available.

Opening times (drop-in or telephone)
Monday – Friday: 9am-5pm

Address Hooper House
3 Collins Street
Oxford OX4 1XS

Telephone 01865 794431
Fax 01865 727015

and Orchard Chambers
56 Parsons Street
Banbury OX16 8NB

Telephone 01295 269999
Fax 01295 269999

E-mail embs@f2s.com
Website www.embs.org.uk

• **Refugee Resource**

Has one computer in its resource area for CV (curriculum vitae) writing and Internet job search.

Opening times (drop-in or telephone)
Monday – Friday: 9.30am-4.30pm

Address Hooper House
3 Collins Street
Oxford OX4 1XS

Telephone 01865 798280 or 0845 458 0055
E-mail info@refugeeresource.org

LEISURE AND SPORTS FACILITIES

Leisure and Sports Facilities

• Leisure Centres

There are several leisure centres offering a range of sports and leisure facilities. Many also have swimming pools. Charges vary and reduced rates are available if you buy a Slice Card (offering use of all Oxford City Council's leisure facilities). Phone 01865 252820 for details.

Website www.oxford.gov.uk/services/leisure-facilities.cfm

Blackbird Leys Leisure Centre

Address Pegasus Road
 Cowley
 Oxford OX4 6JP

Telephone 01865 467020

E-mail bbleisure@oxford.gov.uk

Blackbird Leys Pool

Address Blackbird Leys Road
 Oxford OX4 6HW

Telephone 01865 467040

E-mail bblpool@oxford.gov.uk

East Oxford Games Hall

Address 5 Collins Street
 Oxford OX4 1XS

Telephone 01865 467050

Ferry Sports Centre

Address Diamond Place
Summertown
Oxford OX2 7DP

Telephone 01865 467060

E-mail ferrysc@oxford.gov.uk

Hinksey Pools (open-air pool open May–September)

Address Hinksey Park
Lake Street
Oxford OX1 4RP

Telephone 01865 467079

E-mail hinkseypool@oxford.gov.uk

Northway Sports Centre

Address Maltfield Road
Headington
Oxford OX3 9RG

Telephone 01865 467085

Oxford Brookes University Centre for Sports

Address Cheney Lane
Headington
Oxford OX3 0BD

Telephone 01865 484373

Leisure and Sports Facilities

Peers Sports Centre

Address Sandy Lane West
Littlemore
Oxford OX4 6XB

Telephone 01865 467095

E-mail peerssc@oxford.gov.uk

Temple Cowley Pools

Address Temple Road
Cowley
Oxford OX4 2EZ

Telephone 01865 467110

E-mail tcpools@oxford.gov.uk

• **Oxford Ice Rink**

Runs different sessions including skating lessons, disco skating, ice hockey and broomball. Contact rink for details.

Address Oxpens Road
Oxford OX1 1RQ

Telephone 01865 467000

E-mail oxicerink@oxford.gov.uk

Website www.oxfordicerink.co.uk

• **Open Door**

Has table tennis and pool tables. It can also provide you with information about the sports facilities available in Oxford and help you access them at a reduced rate or free of charge.

Opening times	(drop-in or telephone) Thursday: 11am-4pm
Address	East Oxford Community Centre 44b Princes Street Oxford OX4 1BB
Telephone	01865 750613
E-mail	refugeeopendoor@yahoo.co.uk

COMMUNITY SUPPORT

• **Oxfordshire Chinese Community and Advice Centre**

Provides information, advice, interpreting and translation services for the Chinese community as well as cultural, educational and recreational activities. It also offers health and educational talks and classes and support groups.

Opening times	Telephone advice and drop-in service available on Mondays: 10am-4pm Telephone for an appointment on Tuesday, Wednesday or Thursday: 9am-5pm
Address	44b Princes Street Oxford OX4 1DD
Telephone	01865 204188
Fax	01865 242188
E-mail	occac@dsl.pipex.com

• **Asian Cultural Centre**

Offers a variety of activities aimed at promoting cultural awareness and participation for everyone. Regular surgeries are held at the Centre offering immigration advice (from **Citizens' Advice Bureau** (page 3), as well as general advice and housing advice. It also offers classes and leisure activities.

Opening times	(drop-in or telephone) Monday – Friday: 9am-5.30pm
Address	Manzil Way (off Cowley Road) Oxford OX4 1GH
Telephone	01865 425000

CHILDREN AND YOUNG PEOPLE

YOUNG PEOPLE IN THIS COUNTRY WITHOUT FAMILY

• Oxfordshire County Council Children, Young People and Families Asylum Seeker Service

Responsible for the care and welfare of young asylum seekers under the age of 18 who are in this country without family. All children and young people are assessed under The Children Act 1989 and are provided with services according to their age and need. This includes providing them with somewhere to live, a weekly cash allowance, access to health, to enrolment in school or college, and generally offers assistance and support. Young people under the age of 16 – and some over the age 16 – will be given a home with a family. Young people between the age of 18 and 21 may also be eligible for Leaving Care services. As these children and young people are in public care, UK childcare legislation applies.

Children, Young People and Families Asylum Seeker Service

Opening times	(drop-in or telephone) Monday – Thursday: 8.30am-1pm, 2pm-5pm Friday: 8.30am-1pm, 2pm-4pm
Address	Asylum Seeker Team Crown House 193 Cowley Road Oxford OX4 1UT
Telephone	01865 245359
E-mail	asylumseekersteam@oxfordshire.gov.uk

Social Care for Children Looked After and Leaving Care Teams

Opening Times (telephone for an appointment)
Monday – Thursday: 8.30am-5pm
Friday: 8.30am-4pm

Address The City Office
134b Cowley Road
Oxford OX4 1JH

Telephone 01865 815434

Emergency Duty Team (EDT)

telephone enquiries only: 0800 833408
Monday – Thursday: 5pm-8.30am
Friday: 4pm-8.30am

EDUCATION

• Oxfordshire County Council Children, Young People and Families Directorate

Contact the Directorate for Children, Young People and Families for a list of schools in Oxfordshire.

Address Admissions Section
Macclesfield House
New Road
Oxford OX1 1NA

Children and Young People

Telephone 01865 815757

For young people who are newly arrived in the country, the Ethnic Minority Achievement Service based at Cricket Road, Oxford may undertake some assessment work to assist with the appropriate placement of young people into schools. Young people will usually be referred to this service via the Children, Young People and Families professionals dealing with their case.

For help with education advice, go to **Asylum Welcome** (page 2).

• Oasis

Supports young refugees and asylum seekers who are at school in Oxford. Works directly with children and young people aged between 11 and 18 at Cheney School and at Oxford Community School. Also supports parents and carers so that they are able to understand the school system and help their children. Provides information for teachers, teaching assistants and anyone else working with these children and young people – in both primary and secondary schools.

Opening times (telephone for an appointment)
Monday – Friday: 9am-5pm

Address Ascent House
Chapel Street
Oxford OX4 1XL

Telephone 01865 244218

Fax 01865 249876

E-mail oasis-project@childrenssociety.org.uk

ACTIVITIES, ADVICE AND SUPPORT FOR FAMILIES AND YOUNG PEOPLE

• Asylum Welcome

Asylum Welcome has two Family Support Workers and a Youth Worker.

The Family Support Workers see parents and families at home and in the office, offering advice and support on a wide range of issues: health, schooling, childcare, housing, benefits, leisure activities, social events, etc. They also help newly-arrived families to enrol their children in school. Asylum Welcome runs a session on Tuesdays where free second-hand clothing, toys and household equipment are available, and on Monday mornings a bilingual mental health support worker is available to offer advice.

The Youth Worker supports children who are separated from their families and young people within families. There are clubs and groups for young people, holiday activities, and individual advice and support. The Youth Worker also provides information on other services and activities in Oxford for young people.

Opening times	(drop-in or telephone) Monday, Tuesday, Wednesday, Friday: 10am-12.30pm, 1pm-3pm
Address	276a Cowley Road Oxford OX4 1UR
Telephone	General – 01865 722082 Family Support Worker – 07939 428087 Youth Worker – 07786 074565
Fax	01865 792532
E-mail	office@asylum-welcome.supanet.com
Website	www.asylum-welcome.supanet.com

• **Sure Start**

This family centre open to all offers a drop-in service with play facilities, a cafe, a crèche, computer courses and ESOL (English for Speakers of Other Languages). If you live in Rose Hill or Littlemore and have a child under four years old, or if you are pregnant, there are many additional services, including health visitors and midwifery clinics, speech and language therapy, help with childcare, and free baby equipment.

Opening times (drop-in or telephone)
Monday, Tuesday, Wednesday, Friday: 9am-3pm
Thursday: 9am-1pm

Address The Oval
Rose Hill
Oxford OX4 4UY

Telephone 01865 716739

Fax 01865 776330

E-mail surestart.fs@oxfordshire.gov.uk

There are also Sure Start services in Littlemore (The Pod, 69 St Nicholas Road, Oxford) and Littlemore Community Centre (Giles Road, Oxford). Telephone 01865 716739 or 01865 712702 for details.

• **Oxfordshire Youth Mentoring Service (OYMS)**

Provides mentoring support to unaccompanied asylum seekers aged 10-17 years living in Oxford City. This is not a drop-in service; you need to be referred. For further information, contact OYMS.

Opening times (telephone enquiries only)
Monday – Friday: 9am-5pm

Address The Forum Youth Centre
Oxford Road
Kidlington
Oxford OX5 1AB

Telephone 01865 848181
E-mail oyms@oxfordshire.gov.uk
Website www.oyms.org.uk

• **Oasis**

Supports young refugees and asylum seekers who are at school in Oxford. Works directly with children and young people aged between 11 and 18 at Cheney School and at Oxford Community School. Also supports parents and carers so that they are able to understand the school system and help their children. Provides information for teachers, teaching assistants and anyone else working with these children and young people – in both primary and secondary schools.

Opening times (telephone for an appointment)
Monday – Friday: 9am-5pm

Address Ascent House
Chapel Street
Oxford OX4 1XL

Telephone 01865 244218
Fax 01865 249876
E-mail oasis-project@childrenssociety.org.uk

• **Connexions**

A service for 13-19 year olds, offering advice, guidance, information and support on careers, training and employment.

Opening times	(drop-in or telephone) Monday – Friday: 9am-5pm
Address	CfBT Advice & Guidance 104 Gloucester Green Oxford OX1 2RH
Telephone	01865 790716
Fax	01865 792256
E-mail	oxford@cfbt-hq.org.uk
Website	www.wayahead-careers.co.uk/oxfordshire/home

• **The Bridging Project**

A multi-agency initiative helping young people aged 16-19 years from minority ethnic groups who have come to live in this country in the last five years. The project helps young people to access and remain in education. After initial educational and language assessment, young people are helped to find a place to study and personal advisors give on-site support to overcome any difficulties that may affect their studies.

Opening times	(drop-in or telephone) Monday – Thursday: 8.30am-5.00pm Friday: 8.30am-4.30pm
Address	Bridging Project Oxford and Cherwell Valley College Oxpens Oxford OX1 1SA
Telephone	01865 881957
E-mail	fchaudri@occ.ac.uk

CHILDCARE

There are a number of different types of childcare available. Some will charge fees; please contact directly to find out.

Childminders provide care, play and learning opportunities for children within a home setting.

Day nurseries provide full day-care, usually all year round, for children aged 0-5 years of working parents.

Nursery schools/classes and pre-school playgroups provide early education and childcare usually for children aged 2.5 years to 5 years.

Toddler groups are informal, unregistered, part-time groups of parents and carers that meet locally with their children and cater for the under-fives.

Crèches provide occasional care for young children, usually while parents or carers are attending training or leisure activities.

After-school clubs provide a place for children to play and do their homework after school hours. There are many after-school clubs; ask at your child's school for the nearest one.

Holiday play schemes provide fun and educational activities for children during school holidays.

Other services:

Early Years and Childcare Service helps to increase the life opportunities and well-being of children and families through the provision of services for early education, childcare and family support. Financial help may be available through the Early Years Support Scheme; a nursery education grant; or the Inclusion Support Scheme. For information, telephone 01865 815630.

Financial help may also be available by applying to the Community Chest funds; telephone 01865 256646 for information.

Language Line: offers information in different languages. Telephone 01865 815630.

The following pages list details of some family centres in Oxford. For full listings of available childcare in Oxford please consult the Oxfordshire Children's Information Service at www.oxoncis.org.uk or by telephoning 08452 262636; or contact the Family Worker at **Asylum Welcome** (page 71).

FAMILY CENTRES

Parents with children under five years are welcome to come together and join in fun and educational activities with trained staff. Four centres in Oxford particularly welcome asylum seekers. Opening hours change during school holidays – telephone for details.

• Barton's Open Door

Opening times	Monday – Thursday: 8.30am-5pm Friday: 8.30am-4.30pm
Address	Ormerod School Waynefleet Road Headington Oxford OX3 8DD
Telephone	01865 764952
E-mail	theroundaboutcentre@oxfordshire.gov.uk

• **Cuddesdon Corner**

Opening times Monday, Wednesday: 12.30pm-3pm
 Tuesday, Thursday: 9.15am-12 noon

Address 61/63 Cuddesdon Way
 Blackbird Leys
 Oxford OX4 6SB

Telephone 01865 773263
E-mail pc@cuddcorn.freeseve.co.uk

• **Donnington Doorstep**

Opening times Monday – Friday: 10am-4pm

Address Townsend Square
 off Donnington Bridge Road
 Oxford OX4 4BB

Telephone 01865 727721
E-mail donnington-doorstep@supanet.com

• **Florence Park**

Opening times Monday, Tuesday, Thursday, Friday: 8.30am-4pm
 Wednesday: 8.30am-1pm

Address Rymers Lane (in the park, near the tennis courts)
 Oxford OX4 3JZ

Telephone 01865 777286
E-mail florence.park@oxfordshire.gov.uk

• **St Clements Family Centre**

Opening times telephone for details
Address Cross Street
 Oxford OX4 1DA
Telephone 01865 246674
E-mail parish.office@stclements.org.uk

YOUTH CENTRES

Facilities vary but most provide leisure and educational activities for older children and young people as well as support and information. They are staffed by trained youth workers. Opening times vary.

Oxford

• **Barton Youth Centre**

Address Underhill Circus
 Barton
 Oxford OX3 9LY
Telephone 01865 741173
E-mail headington.youth@oxfordshire.gov.uk

• **Blackbird Leys Youth and Community Centre**

Address Blackbird Leys Road
 Oxford OX4 6HW
Telephone 01865 772886
E-mail bbleys.youth@oxfordshire.gov.uk

• **Union Street Centre for Young People**

Address Union Street
Oxford OX4 1JP

Telephone 01865 248521

E-mail union.street@lineone.net

• **Riverside Centre**

Address Donnington Bridge
Oxford OX4 4AZ

Telephone 01865 248673

E-mail riverside.oxford@btinternet.com

• **The Mish**

Address 57f St Clements
Oxford OX4 1AA

Telephone 01865 248276

• **Cotteslowe Youth Club**

Address Cotteslowe Community Centre
Cotteslowe Road
Oxford OX2 7SX

Telephone 01865 311172

E-mail communitycentre@cotteslowe.co.uk

Children and Young People

- **Rose Hill/Littlemore Young People's Club**

Telephone 01865 749971 for details.

- **Matrix Youth Club, Botley**

Telephone 01865 864717 for details.

- **Wolvercote Young People's Club**

Address	St Peter's Road Upper Wolvercote Oxford OX2 8AU
Telephone	01865 559374
E-mail	wolvercote.youth@oxfordshire.gov.uk
Website	www.spired.com

Banbury

- **Banbury Youth Centre**

Address	Hilton Road Banbury OX16 0EJ
Telephone	01295 264665
E-mail	banburywest.youth@oxfordshire.gov.uk

Abingdon• **Abingdon Bridge**

Address 27 Bridge Street
Abingdon OX14 3HN

Telephone 01235 522375

E-mail tabcentre@yahoo.co.uk

MENTAL HEALTH SERVICES FOR YOUNG PEOPLE

• **Woodpath (at Refugee Resource)**

Woodpath is a service for refugees and asylum seekers living in Oxfordshire. It offers time and space to talk to someone in confidence about past experiences, difficulties with adjusting to life in the UK or to share your concerns and worries. This could be either in the form of one-to-one counselling or through group activities such as art, writing or music. It provides a therapeutic gardening activity to work on a plot of land and to grow your own fruit, vegetables or flowers. It also offers an opportunity for women to meet to support one another and to share activities.

The service is confidential and will provide interpreters. You can access the service either by contacting Woodpath directly or through your GP (General Practitioner, doctor), Social Worker or Advisor. Woodpath also offers training and consultation support to professionals working with refugees and asylum seekers to raise their awareness and skills in refugee mental health issues.

Children and Young People

Opening times	(drop-in or telephone) Monday – Friday: 9.30am-4.30pm
Address	Hooper House 3 Collins Street Oxford OX4 1XS
Telephone	01865 798280 or 0845 458 0055
E-mail	info@refugeeresource.org

• Action for Children in Conflict

Provides psychiatric and psychological support and treatment to young asylum seeker and refugee pupils and their families at selected schools in East Oxford. Also known as the Haven Project.

Opening times	These vary so telephone for more information or for an appointment.
Address	2 Frilford Farm Hinton Road Longworth Abingdon OX13 5EA
Telephone	01865 821380
Fax	01865 822150
E-mail	info@actionchildren.org
Website	www.actionchildren.org

FAMILY TRACING

• **British Red Cross**

The Family Tracing Service and the Message Service can help put you in touch with members of your family with whom you have lost contact because of war or other conflict. If you do not know where a member of your family is, the Family Tracing Service can help you to find them. If you know where a member of your family is but cannot contact them, the Message Service can help get a message to them. Both services work internationally. Contact the Red Cross at the numbers below, and a volunteer will come to visit you at home.

Opening times	(telephone enquiries only) Monday – Friday: 9am-5pm
Address	Red Cross House Colwell Drive Abingdon OX14 1AU
Telephone	01235 552660
Fax	01235 539009
E-mail	oxon@redcross.org.uk
Website	www.redcross.org.uk

RACIAL HARASSMENT

• **Oxfordshire Racial Equality Council (OREC)**

If you are being verbally or physically harassed because of your race, nationality or ethnicity, you can get confidential help and support by telephoning the Racism Action Line. OREC also offers confidential advice and assistance on racial discrimination, particularly in employment, housing and statutory service provision. Make an appointment to see a member of staff. Interpreters available by arrangement.

Opening times	(telephone or drop-in for an appointment) Monday – Friday: 9.30am-12.30pm, 2pm-4.30pm Racism Action Line has an answerphone so at other times leave a message and someone will contact you when the office opens.
Address	Old Court House Floyds Row Oxford OX1 1SS
Telephone	Racism Action Line: 01865 815121 General enquiries: 01865 791891
E-mail:	info.orec@oxfordshire.gov.uk

• **Police**

Acts of racial harassment are a criminal offence which you may want to report to the police. If a crime is being committed, or if there is risk of injury or risk of serious damage to property you should dial 999, and ask for the police. Otherwise, telephone 0845 850 5505. The police have specialist Race Relations Officers who may take on your case, but police officers at all police stations will handle your complaint sympathetically.

Website www.thamesvalley.police.uk

Oxford – Central station

Address St Aldate's
Oxford OX1 1SZ

Oxford – Cowley station

Address Oxford Road
Cowley
Oxford OX4 2LE

Banbury

Address Warwick Road
Banbury OX16 2AE

Abingdon

Address Colwell Drive
Abingdon OX14 1AU

SUPPORT TO ASYLUM SEEKERS IN DETENTION

• Asylum Welcome

Organises volunteers to visit detainees held in Campsfield House. Visitors offer support, friendship, and contact with the outside world. Detainees wanting a visitor should telephone.

Opening times	(drop-in or telephone) Monday, Tuesday, Wednesday, Friday: 10am-12.30pm, 1pm-3pm
Address	276a Cowley Road Oxford OX4 1UR
Telephone	01865 722082
Fax	01865 792532
E-mail	office@asylum-welcome.supanet.com
Website	www.asylum-welcome.supanet.com

• Bail for Immigration Detainees (BID)

Provides a service preparing and presenting bail applications for anyone detained under immigration laws. Offers workshops at Campsfield House to give information to detainees on how to run your own application.

Opening times	(telephone enquiries only) Tuesday, Thursday, Friday: 11am-4pm
Address	c/o Viva Network 53 Westway Botley Oxford OX2 0JE
Telephone	0845 330 4536
Fax	0845 330 4537
E-mail	info@bidoxford.org
Website	www.biduk.org

OTHER ORGANISATIONS

Other Organisations

• Bicester Refugee Support

Promotes pro-refugee views about the proposed Detention Centre near Bicester, opposing it on humanitarian grounds alone.

Address P.O. Box 231
Bicester OX26 6ZN

Telephone 01869 245718

E-mail www.bicesterrefugeesupport.org.uk/contact

Website www.bicesterrefugeesupport.org.uk

• Oxfordshire Multi-Agency Refugee Forum (OMARF)

A partnership of organisations – mainly voluntary sector-led – with statutory sector involvement, whose purpose is to improve the reception and settlement of asylum seekers and refugees within the county. Its role is to share information; to review and evaluate their needs, the services available and gaps in provision; and to lobby government and policy-makers locally and nationally.

Address c/o Action for Children in Conflict
2 Frilford Farm
Hinton Road
Longworth
Abingdon OX13 5EA

Telephone 01865 821380

Fax 01865 822150

E-mail info@actionchildren.org

Website www.actionchildren.org

• Oxfordshire Refugee and Asylum Seeker Training, Education and Employment Partnership (ORASTEEP)

A partnership of statutory and voluntary organisations working in the field of refugee education, training and employment. Its role is to enable active collaboration and co-operation between agencies, to maximise the resources available and to avoid duplication of services. Contact any member of the Partnership (listed in this Directory) for more details.

Abingdon and Witney College, page 38

Asylum Seeker Team, Oxfordshire County Council Children, Young People and Families, page 9

Asylum Welcome, page 2

Community English School, page 34

Connexions, page 74

Jobcentre Plus, page 46

Oxfordshire County Council Adult Learning Service, page 40

Oxford and Cherwell Valley College, page 35

Refugee Resource, page 33

• Close Campsfield Campaign

A campaigning group raising public awareness about what goes on inside detention centres. Particularly welcomes involvement of ex-detainees. Monthly demonstration outside Campsfield House Immigration Removal Centre (Langford Lane, Kidlington), between 12 noon and 2pm on the last Saturday of every month. There is also a meeting on the first Tuesday of every month at 7.30pm at Oxford Town Hall – all welcome.

Address	60 Great Clarendon Street Oxford OX2 6AX
Telephone	01865 558145
E-mail	info@closecampsfield.org.uk
Website	www.closecampsfield.org.uk

Other Organisations

• **Oxfordshire Employers' Race Equality Network (OEREN)**

Enables local employers to share resources in order to maximise employment opportunities, including recruitment, progression and retention, for members of minority ethnic communities.

Address Human Resources Directorate
Defence Storage and Distribution Agency
HQ Building
Bicester OX25 2LD

Telephone 01869 256144

E-mail paula.sweet217@qcis.mod.uk

• **Association of Visitors to Immigration Detainees (AVID)**

An association of individuals and groups of visitors which supports those who visit Immigration Act detainees. Supports the setting up of new groups and offers training, workshops, conferences and In Touch, a monthly publication, to keep visitors informed. Also carries out research into detention conditions in order to improve policy and practice.

Address P.O. Box 7
Oxted
Surrey RH8 0YT

Telephone 01883 717275

E-mail coordinator@aviddetention.org.uk

Website www.aviddetention.org.uk

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