



WATLING MEDICAL CENTRE

BARNET REFUGEES AND ASYLUM SEEKERS

— SERVICES HANDBOOK —



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Introduction

According to UNHCR², as of November 2022, there were 231,597 refugees, 127,421 pending asylum cases and 5,483 stateless persons in the UK. By the end of 2022, the top five countries of nationality for asylum applications were Albania, Iran, Afghanistan, Iraq and Syria.

There is no specific data on the number of refugees and asylum seekers in London, or specifically Barnet, however there is no doubt that professionals at Watling Medical Centre have encountered patients from these populations. This is because **refugees, asylum seekers and refused asylum seekers are entitled to primary care free of charge**³.

They often have complex health needs which may have been influenced by their experiences prior to leaving their home country, during transit, or after arrival in the UK³. These require a holistic approach in order to be adequately addressed.

This handbook aims to provide a basic understanding of the definitions and entitlements to NHS services for refugees, asylum seekers and refused asylum seekers, as well as signposting to services relevant to their health needs. It is directed towards healthcare professionals at Watling Medical Centre but it may also be insightful for administrative staff.

This is by no means an exhaustive list and was **up to date as of April 2023**. Please contact your Social Prescribers or consult the NCL GP website for the most up to date information.

Definitions

REFUGEE

A person who has fled war, violence, conflict or persecution and has crossed an international border to find safety in another country. They are unable or unwilling to return to their country of origin due to a well-founded fear of being persecuted for a reason of race, religion, nationality, membership of a particular social group or political opinion⁴.

ASYLUM SEEKER

A person who has left their country of origin for fear of persecution, has applied for recognition as a refugee in another country for protection, and is awaiting a decision on their application⁴.

MIGRANT

A person who has left their country of origin in the hopes of finding a better place to live or better opportunities⁴.

Entitlements to NHS Services⁵

REFUGEES AND ASYLUM SEEKERS

- Primary care
- Secondary care
- A&E care
- Maternity care
- Family planning (excluding termination of pregnancy and infertility treatment)
- Testing and treatment of infectious diseases e.g. COVID-19, HIV and TB
- Testing and treatment of conditions caused by torture, FGM, domestic violence and sexual violence
- Dental care (with an HC2 certificate)
- Prescriptions (with an HC2 certificate)

REFUSED ASYLUM SEEKERS

- Primary care
- A&E care
- Family planning (excluding termination of pregnancy and infertility treatment)
- Testing and treatment of infectious diseases e.g. COVID-19, HIV and TB
- Testing and treatment of conditions caused by torture, FGM, domestic violence and sexual violence

General Services

Doctors of the World



- Supporting patients
 - East London clinic
 - Mobile clinic
 - Hospital Access Project
- Supporting medics
 - Practical resources
 - Training programme

Website: <https://www.doctorsoftheworld.org.uk/>
Clinic email: clinic@doctorsoftheworld.org.uk
Clinic tel: 0207 0789 629
Advice line: 0808 1647 686

New Citizens' Gateway



Previously known as Barnet Refugee Service

- Advice and information
- Training and workshops
- English classes
- Counselling
- Women's group
- Mums' and Tots' group
- Youth activities
- Homework club

Contact details vary depending on referral

Website: <http://www.ncgateway.org.uk/>
Email: info@ncgateway.org.uk
Tel: 07983 437 425

RESPOND



- Infection screening and treatment
- Health assessment and care planning
- Virtual advice and guidance MDT
- Family clinic
- Paediatric clinics

Contact details vary depending on referral

Website: <https://www.uclh.nhs.uk/our-services/find-service/tropical-and-infectious-diseases/respond-integrated-refugee-health-service>
MDT email: uclh.respondmdt@nhs.net

Housing

Barnet Homes



- Housing assistance
- Homelessness support
- Community groups and activities
- Domestic violence support

Website: <https://thebarnetgroup.org/bh/>
General enquiries: talktous@barnethomes.org
Homelessness advice: housingadvice@barnethomes.org
Tel: 020 8080 6587

Glass Door



- StreetLink referral
- Drop-in day service
- Advice and support
- Emergency Winter Accommodation
- Women's group

Website: <https://www.glassdoor.org.uk/>
General enquiries: <https://www.glassdoor.org.uk/forms/contact-us>
Tel: 020 7351 4948

Homeless Action in Barnet



Day-centre providing free food, Internet, shower and laundry facilities

- Housing advice
- Advocacy
- Access to medical services
- Counselling

Website: <https://www.habcentre.org/>
Email: hab@habcentre.org
Tel: 020 8446 8400
Location: 36B Woodhouse Road, North Finchley, N12 0RG

Housing

Night Stop



- Housing advice
- Emergency accommodation
- Counselling
- Mediation

Website: <https://www.depaul.org.uk/nightstop/>
Tel: 020 7278 4224

St Mungo's



- Outreach
- Accommodation
- Health services
- Care homes
- Digital Recovery College
- Skills and employment

Website: <https://www.mungos.org/>
Email: info@mungos.org
Tel: 020 3856 6000

Together in Barnet



Night shelter in partnership with Homeless Action in Barnet

Website: <https://www.togetherinbarnet.org/>
General enquiries: <https://www.togetherinbarnet.org/contact>
Referrals: <https://www.habcentre.org/>
Tel: 020 8446 8400
Location: 36B Woodhouse Road, Finchley, N12 0RG

Ethnicity Specific Services

ACAA



- General advice clinic
- Language classes
- Education support
- Food support
- Women's Project

Website: <https://acaa.org.uk/>

Email: admin@afghanistan-central-asian.org.uk

Tel: 0208 572 0300 / 07414 993 450 / 07585 824 702

Afghan Academy International



- Education
- Health advice
- Mental health support
- Cultural events
- Care of the Elderly
- Women's groups
- Youth clubs

Website: <https://www.afghanacademy.org.uk/>

Tel: 07950 243992

Afghan Association Paiwand Ltd



- Advocacy
- Immigration advice
- Mental health support
- Education
- Youth projects
- Supported accommodation

Contact details vary depending on referral

Website: <https://www.paiwand.com/contact-us-referals#contact>

Tel: 0208 9058770

Location: 11 High Street, Edgware, HA8 7EE

Ethnicity Specific Services

African Refugee Committee



Specialised services to French-speaking asylum seekers and refugees

- Information and advice
- Translation and interpretation
- Mental health and wellbeing
- Domestic violence and FGM
- Visits to prisons, hospitals, and residential homes

Website: <http://www.africanrefugeecommunity.co.uk/index.html>

Email: africanrefugeecommunity@acrc.org.uk

Tel: 020 8368 9070 / 07956566573

Location: Friary House, Friern Barnet Lane, N20 ONR

BritSom



Working with Somali and Black, Minority Ethnic and Refugee (BMER) communities of all ages in Barnet and neighbouring boroughs

- Integration support
- Health and wellbeing
- Debt management
- FGM support
- Children's activities
- Supplementary school
- Youth mentoring and leadership
- Women's ESOL

Website: <https://britsom.org/index.html>

Email: info@britsom.org

Location: The Eversfield Centre, 11 Eversfield Gardens, Mill Hill, NW7 2AE

Center of Excellence



Initiatives to enhance the lives of the Somali and other ethnic communities within Barnet and beyond

- Mental health and emotional wellbeing services
- Culture and heritage workshops and events
- General information and guidance
- Translation
- Advocacy

Website: <https://www.centerofexcellence.org.uk/>

Email: info@centerofexcellence.org.uk

Tel: 07511 161967

Location: 4/5 The Concourse, Colindale, NW9 5XB

Ethnicity Specific Services

Chinese Wellbeing Services



- Wellbeing Club
- Social Club
- Befriending service

Website: <https://www.meridianwellbeing.com/chinese-wellbeing-services>

Email: info@cmha.org.uk

Location: Church End, Hendon, NW4 4JT

Day-Mer



Support for Turkish, Kurdish, Turkish Cypriot and Alevi communities

- Advice: General, Immigration, Housing, Employment and Welfare support
- Youth services
- Women's services
- Education
- Culture and arts

Website: <https://daymer.org/>

Email: info@daymer.org

Tel: 020 7275 8440

IMECE Women's Centre



Support for Turkish, Kurdish and Cypriot Turkish women

Support for Black, Asian, Minority Ethnic and Refugee women

- Advice and Information
- Counselling
- Violence against Women and Girls Service including multiple Projects

Website: <https://imece.org.uk/>

Email: info@imece.org.uk

Tel: 0207 3541359

Ethnicity Specific Services

Iranian Association



- General advice
- Arts and culture events
- Children and families workshops
- Workshops e.g. IT, ESOL, mental health
- Translation and interpretation
- Immigration advice
- Citizenship advice

Website: <https://iranianassociation.org.uk/>
Email: info@iranianassociation.org.uk
Tel: 020 8748 6682

Iranian and Kurdish Women's Rights Organisation

Support for Middle Eastern, North African and Afghan women and girls, who have experienced, or are at risk of gender-based violence

- Advocacy
- Refuge
- Counselling

Website: <https://ikwro.org.uk/>
Email: advice@ikwro.org.uk
Tel: 020 7920 6460

Kurdish and Middle Eastern Women's Organisation



- Advocacy
- General advice
- Counselling
- Services for women and girls who have experienced, or are at risk of gender-based violence
- Employment
- Classes and workshops
- Exercise and fitness

Website: <https://www.kmewo.com/>
Referral email: referrals@kmewo.com
Tel: 020 7263 1027

Ethnicity Specific Services

Latin American Women's Aid



Services for Latin American, and other BAME, women and children fleeing gender-based violence

- Advice and support
- Counselling
- Refuges
- English lessons
- Children and young people's services
- Homelessness project

Website: <https://lawadv.org.uk/>
Email: referrals@lawadv.org.uk
Tel: 020 7275 0321

Latin American Women's Right Service



- Advice and counselling for women facing gender-based violence
- Legal advice in welfare benefits, housing, debt, and employment rights
- Integration activities and groups

Website: <https://lawrs.org.uk/what-we-do/>
Email: info@lawrs.org.uk
Tel: 0808 145 4909

MEWSO



Support for predominantly Middle Eastern, North African and Asian women

- Welfare advice and support
- Domestic abuse advice and support
- Befriending services
- English classes
- Outdoor events
- Creative activities

Website: <https://www.mewso.org/>
Email: office@mewso.org
Tel: 07958 145 666

Ethnicity Specific Services

Nene Tereza



- General advice and support: Housing, Finances, Employment and Education
- Networking and befriending
- Access to health services including mental health
- English language classes

Website: <https://www.nenetereza.co.uk/refugee-support.php>
Email: info@nenetereza.co.uk
Tel: 02089453212

Persian Advice Bureau



Relief to those granted refugee status, in particular, but not exclusively to Iranians and Farsi speakers. Training and support services to advance them in life and assist them with the adaption and integration within a new community.

Website: <https://www.facebook.com/persianadvicebureau>
Email: info@persianadvicebureau.co.uk
Tel: 020 8446 1716 / 0771 5021 333
Location: Avenue House, 17 East End Road, Finchley, N3 3QE

Romanian Culture and Charity Together



One-stop Hub on Tuesdays and Thursdays

- Foodbank and hot meals
- Translating and interpretation
- Signposting to services
- Talks by community stakeholders
- Culture and heritage events
- Advocacy

Website: <https://rcct.uk/>
Email: office@rcct.uk
Tel: 07311 488 110
Location: International Gospel Church. Livingstone House,
102A Watling Avenue, Burnt Oak, HA8 0LN

Ethnicity Specific Services

The Romanian and Eastern European Hub



- Immigration advice
- Welfare advice
- Access to healthcare
- Access to education
- Befriending
- English classes and interpretation
- Foodbanks
- Domestic abuse support

Website: <https://ro-eehub.org.uk/>
Email: contact@ro-eehub.org.uk
Tel: 0203 833 1190 (Ukrainian) / 0204 513 1500 (Romanian)

SBWA

To support the Somali and Bravanese community, many of whom have escaped war and persecution in Somalia

- Community development
- Housing and financial support
- Health advice
- Employment advice and training
- Children's education and activities

Website: <https://www.sbwa.org.uk/>
Email: info@sbwa.org.uk
Tel: 020 7018 6560
Location: Tarling Road Community Hub, 20 Fallows Close, East Finchley, N2 8LG

Shpresa Programme



Inspiring hope & change

Support for the Albanian speaking community

- Advice and support
- Children and young people's services
- Parenting services
- Women's services including women and girls who have experienced, or are at risk of gender-based violence

Website: <https://shpresaprogramme.org/>
General enquiries: <https://shpresaprogramme.org/contact/>
Tel: 020 7511 1586

Ethnicity Specific Services

Vietnamese Family Partnership



- Advice and support centre: Signposting, Wellbeing, Government
- English language classes
- Cultural events

Website: <https://www.vietfp.org/>

General enquiries: form at the end of <https://www.vietfp.org/>

Vietnamese Mental Health Services



- General information
- Access to Vietnamese services
- Partnership with other agencies
- Outreach
- Counselling
- Drop-in day centre
- Support for carers and children
- Supported accommodation
- Training and education

Website: <http://www.vmhs.org.uk/>

Referrals: <http://www.vmhs.org.uk/useful-links/referral-form/>

Email: info@vmhs.org.uk

Tel: 020 7234 0601

Waging Peace



Support for Sudanese asylum seekers, refugees, and the wider community

- Information and advice
- Crisis support
- Advocacy and training
- Community events and groups

Website: <https://wagingpeace.info/>

Email: info@wagingpeace.info

Tel: 020 8191 9235

Mental Health



Nafsiyat

- Individual therapy
- Arabic, Amharic and Tigrinya speaking Women's group
 - Workshops
 - Classes
 - Social activities

Website: <https://www.nafsiyat.org.uk/>
Email: admin@nafsiyat.org.uk
Tel: 020 7263 6947



Refugee Council

- Individual counselling
- Intensive casework
- Psycho-education
- Crisis intervention
- Psychosocial groups

Website: <https://www.refugeecouncil.org.uk/our-work/mental-health-support-for-refugees-and-asylum-seekers/>
Email: info@refugeecouncil.org.uk
London team: London.therapeutic@refugeecouncil.org.uk
Tel: 02073466700

Trauma

Freedom From Torture



- One-to-one therapy
- Group activities
- Physical health support
- Medico-legal reports
- Support for asylum and rights

Website: <https://www.freedomfromtorture.org/>

Referrals: <https://www.freedomfromtorture.org/help-for-survivors/therapy-and-practical-help/make-referral>

Tel: 020 7697 7777

Helen Bamber Foundation



- Therapy
- Medical advice
- Community and integration
- Housing and welfare
- Legal protection
- Counter-trafficking support

Website: <https://www.helenbamber.org/>

Referrals: <https://www.helenbamber.org/refer>

Email: reception@helenbamber.org

Tel: 0203 058 2020

Tavistock Trauma Service



The Tavistock and Portman
NHS Foundation Trust

- Trauma informed psychological support

Website: <https://tavistockandportman.nhs.uk/care-and-treatment/our-clinical-services/trauma-service/>

Referral email: ACN-referrals@tavi-port.nhs.uk

Maternity

Birth Companions



Practical and emotional support through pregnancy, birth and early motherhood

- Essential items
- Group activities
- Peer support

Website: <https://www.birthcompanions.org.uk/>
Tel: 020 7117 2824

Cariad Baby Bank



- Essential items for mothers, babies and pre-school children in Harrow

Website: <https://www.cariadbabybank.org/>
Email referrals: cariadbabybank@gmail.com

Happy Baby Community



- Welfare advice
- Food support
- Listening and counselling
- Mother and baby activities
- English lessons
- Antenatal support
- Birth support
- Postnatal support
- New baby bundles
- Education and Employment support

Website: <https://www.happybabycommunity.org.uk/>
Referrals: referrals@happybabycommunity.org.uk
Tel: 07736 973 200

Maternity

Little Village



Equipment, clothes and toys to families with children under the age of 5

Website: <https://littlevillagehq.org/>
General advice: <https://littlevillagehq.org/family-support-resources/>
General enquiries: <https://littlevillagehq.org/contact-us/>

MATCH mothers



Support and information to mothers apart from their children

Website: <https://matchmothers.org/>
General enquiries: <https://matchmothers.org/contact-us>
Tel: 0800 689 4104

PramDepot



- Baby boxes
- Buggies

Website: <https://pramdepot.com/>
Email: hello@pramdepot.com
Tel: 07740 744289

Women

Asian Women's Resource Centre



- Domestic abuse support
- Advice and information
- Community activities
- Emotional and practical support
- Signposting and referrals
- Workshops

Website: <https://www.asianwomenscentre.org.uk/>
Referral email: referrals@awrc.org.uk
Email: info@awrc.org.uk
Tel: 020 8961 6549 /5701

African Women Care



- Drop-in Women's Centre
- Domestic abuse support
- Group programmes

Website: <https://africanwomenscare.org.uk/>
Email: info@africanwomenscare.org.uk
Tel: 0208 969 8389

Crossroads Women

- Crossroads Women's Centre in Kentish Town
- Multiple organisations available: <http://crossroadswomen.net/groups>

Website: <http://crossroadswomen.net/>
Email: contact@crossroadswomen.net
Tel: 0207 482 2496

Women

Ella's



Survivors of trafficking and sexual exploitation

- Safe houses
- Community support
- Medical support
- Education and employment
- Legal support
- Financial support

Website: <https://www.ellas.org.uk/>

Referral email: referrals@ellas.org.uk

Hibiscus Initiatives



Advocacy, support and specialist services to marginalised, vulnerable foreign national and black, minority ethnic, and refugee women and families facing immigration and criminal justice systems

Website: <https://hibiscusinitiatives.org.uk/>

Email: info@hibiscus.org.uk

Tel: 020 7697 4120

Solace Women's Aid



Advice and support for women and children who have experienced, or are at risk of domestic abuse

- Accommodation
- Rape Crisis Service
- Therapeutic services: counselling, classes, group work

Website: <https://www.solacewomensaid.org/>

Email: advice@solacewomensaid.org

Tel: 0808 802 5565

Women

Sophie Hayes Foundation



Survivors of trafficking and modern slavery

- Employability programme
- CREW Survivor Network

Website: <https://www.sophiehayesfoundation.org/>
Email: info@sophiehayesfoundation.org

Women's Aid



Advice and support for women and children who have experienced, or are at risk of domestic abuse

Website: <https://www.womensaid.org.uk/>
Email: helpline@womensaid.org.uk

Women for Refugee Women



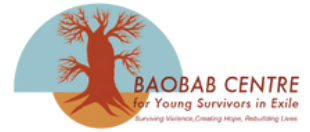
Advice and support for women and children who have experienced, or are at risk of domestic abuse

- English classes
- Drama group
- Yoga
- General advice
- Empowerment courses

Website: <https://www.refugeewomen.co.uk/>
Email: admin@refugeewomen.co.uk
Tel: 020 7250 1239

Young People

Baobab Centre



- Psychotherapy
- Group activities
- Monthly Consultation Service for Healthcare Workers

Website: <https://baobabsurvivors.org/>
Email: elisa.obrien@baobabsurvivors.org
Tel: 020 7263 1301

Barnardo's



- Mental Health and Wellbeing Project
- Foster services for unaccompanied children and young people
- Parental support and advice

Website: <https://www.barnardos.org.uk/what-we-do/services>
Tel: 0800 151 2605
Mental Health and Wellbeing Project: boloh.helpline@barnardos.org.uk

ECPAT



- Youth advisory group
- Trafficked girls and young women's group
- Trafficked boys and young men's group
- Individual and peer support
- Life skills and education
- Projects and activities

Website: <https://www.ecpat.org.uk/>
Email: youth@ecpat.org.uk
Tel: 020 7607 2136

Young People

RefuAid



- Employment
- Education
- Language

Website: <https://refuaid.org/>

Refugee Council



- Independent Unaccompanied Asylum-Seeking Children Support Service
- Youth Development Project
- Age Dispute Project

Website: <https://www.refugeecouncil.org.uk/service-category/children-young-people/>

Email: info@refugeecouncil.org.uk

Tel: 02073466700

Refugee Education UK

- College assistance
- University assistance
- Wellbeing and practical help
- Leadership courses

Website: <https://www.reuk.org/youthsite>

Email: hello@reuk.org.uk

LGBTQ+

Say It Loud Club



- Mentoring
- Workshops
- Social events
- Peer support
- Referral to partner organisations for further support

Website: <https://www.sayitloudclub.org/>
Email: info@sayitloudclub.org
Tel: 07478 801676
Location: Notting Hill Genesis, 2 Killick Street, King's Cross, N1 9QL

Micro Rainbow



- Safe housing
- Social inclusion activities
- Access to volunteering, training , education and employment

Contact details vary depending on programme

Website: <https://microrainbow.org/>
Email: info@microrainbow.org
Tel: 0800 3585851

Rainbow Migration



- Practical and emotional support
- Access to health and housing services
- Legal information and advice

Website: <https://www.rainbowmigration.org.uk/>
Email: hello@rainbowmigration.org.uk
Tel: 020 7922 7812

LGBTQ+

MEWSO



Support LGBTQ+ people from Middle Eastern, North African and Asian communities experiencing abuse and discrimination

Website: <https://www.mewso.org/lgbtq-matters>
Email: Sodabeh.Gashtasebi@mewso.org
Tel: 07579 801 365

African Rainbow Family



Support LGBTIQ people of African heritage and the wider Black, Asian, Minority Ethnic groups

- Counselling
- Subsidising costs
- Social events and activities
- Signposting to advice and other services
- Moral and practical support to people in detention centres, court or immigration reporting centres

Website: <https://africanrainbowfamily.org/>
Email: info@africanrainbowfamily.org
Tel: 07711285567
London location: The Outside Project, Unit 1, 52 Lant Street, SE1 1RB

Women for Refugee Women



Rainbow Sisters for lesbian, bisexual and trans women, and non-binary people seeking asylum

Website: <https://www.refugeewomen.co.uk/empower/our-activities-to-empower-refugee-women/>
Tel: 07918276793

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