

Appendices

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“Our centre is in a very multicultural part of London, and it is a great asset to have people who can speak different languages, or who understand what its like not to know your way round.”

Chris Reed, Manager, Volunteer Centre Westminster

Appendix 1. Acronyms

BTCV	formerly British Trust for Conservation Volunteers
CAB	Citizens Advice Bureau
CLaSS	Camden Language and Support Service
CRB	Criminal Records Bureau
CRBS	Criminal Records Bureau Scotland
DfES	Department for Education and Skills
DWP	Department for Work and Pensions
DPIA	Displaced People in Action
ECRE	European Council on Refugees and Exiles
ELR	Exceptional Leave to Remain
ESOL	English for Speakers of Other Languages
GDS	Governor Development Service
HND	Higher National Diploma
ICC	Irish Community Care
ILR	Indefinite Leave to Remain
IND	Immigration and Nationality Directorate, Home Office
NASS	National Asylum Support Service
NGFGI	North Glasgow Food Growing Initiative
NHS	National Health Service
OCN	Open College Network
ODPM	Office of the Deputy Prime Minister
RIAF	Refugee Integration Action Fund
SATs	Standard Assessment Tasks
SVQ	Scottish Vocational Qualification
VCW	Volunteer Centre Westminster

“I recommend it to a lot of people – I tell them we can get new skills, I explain that its not just for the British, the staff and volunteers are all nationalities. One of my friends now volunteers here.”

Tina, volunteer, Volunteer Centre Westminster

Appendix 2. Definition of terms

Asylum seeker: someone who has lodged an asylum claim with the Immigration and Nationality Directorate at the Home Office and is waiting for a decision on their claim. Asylum seekers are not usually allowed to work, but they are allowed to volunteer. Most people seeking asylum apply to the National Asylum Support Service (NASS), which offers accommodation and support to asylum-seekers without means to support themselves. They receive the equivalent of 70% of Income Support.

Consortia: regional co-ordinating bodies which provide accommodation and support to NASS-dispersed asylum seekers through local authorities. Consortia also develop a range of services and strategies for asylum seekers and refugees through the activities of a wide range of agencies.

Discretionary Leave: if applicants do not meet the criteria of the Refugee Convention they may qualify either for 'Humanitarian Protection' or 'Discretionary Leave'. Discretionary Leave is normally granted for a period of three years but, as with Humanitarian Protection (see below), it can be granted for shorter periods. Those with Discretionary Leave have full access to mainstream welfare and employment during the period of protection. They are allowed to volunteer.

Dispersal: the government policy of moving newly-arrived asylum seekers who apply to the National Asylum Support Service for accommodation away from London and the South East of England.

Humanitarian Protection: since August 2005, those granted Humanitarian Protection are given leave to remain in the UK for up to five years. During this time, they have access to mainstream welfare benefits and can work and volunteer. After this period, their case is reviewed. (Prior to the introduction of Humanitarian Protection, people were given 'Exceptional Leave to Remain', usually for three years.)

Integration: see [Section 2.5, page 21](#).

Refugee: in the UK, a person is recognised as a refugee only when their application for asylum has been accepted by the Home Office. An asylum applicant is granted refugee status if they meet the criteria laid down in the 1951 UN Convention on Refugees. People who arrived before September 2005 and who met the criteria were granted Indefinite Leave to Remain (ILR). However since August 2005 refugees are only being granted limited leave, initially for five years. All refugees have full entitlement to benefits, housing and health care, and they can work and volunteer.

Unaccompanied minors: see 'Young separated refugees'.

Unpaid work and unpaid employment: asylum seekers are not permitted to take on 'unpaid work'. They (and certain other entrants to the UK) are given an 'IS96' document that states they cannot take on 'unpaid employment'. This has led to some agencies and individuals believing they are not allowed to volunteer. The Home Office Immigration and Nationality Directorate (IND) has made it clear that asylum seekers and refugees are allowed to volunteer (see [Volunteering, below](#)).

The confusion has been compounded because the term 'unpaid work' is used in different ways by different government departments. For the Department of Work and Pensions, it usually excludes volunteering. For IND, it includes volunteering – unless the volunteer is an asylum seeker. The Commission for Racial Equality, Volunteering England and other agencies are calling for the distinction to be made clear so all entrants to the UK are free to volunteer.

Volunteering: 'an activity that involves spending time, unpaid, doing something that aims to benefit the environment or individuals or groups other than (or in addition to) close relatives' (Volunteering Compact Code of Good Practice, 2005). The Immigration and Nationality Directorate of the Home Office states that, for asylum seekers, where work is 'unpaid and is carried out on behalf of a charity, voluntary organisation or body that raises funds for either, or in the public sector then it will be accepted for immigration law purposes as volunteering' (www.ind.homeoffice.gov.uk).

The Department for Work and Pensions defines a volunteer as follows: 'a person who may or may not have a connection with a charitable or voluntary organisation. They perform, of their own free will, a service for another person (other than a member of their family) or non-profit making organisation.'

Young separated refugees and asylum seekers: children and young people aged under 18 who arrive in the UK without an adult relative or guardian, and request or secure asylum. They are supported by local authority social services, not the National Asylum Support Service (NASS). Also known as unaccompanied minors or unaccompanied children.

For more information about the asylum process in the UK, contact the Refugee Council, www.refugeecouncil.org.uk

Appendix 3. Acknowledgements

Many people have helped in many different ways with the development of this report. Our thanks go to everyone, including the interviewees who chose to remain anonymous, the people who helped us look for case studies, people who helped with photo shoots and others who gave us advice and support. They include:

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Appendix 4. Volunteering and Asylum Project Advisory Group

Nasim Aslam	Senior Community Cohesion Officer, Wakefield Council
Pam Bye	Director, Kirklees Refugees and Friends Together
Charlotte Cooke	Yorkshire and Humberside Team Manager, Refugee Council
Gill Gibbons	Manager, Leeds Asylum Seekers Support Network
Maureen Grant	Development Officer, Joseph Rowntree Charitable Trust
Sheila Hawkins	Head of Volunteering, Health and Social Care, Volunteering England
Val Kay	Training and Information Manager, Yorkshire and Humberside Consortium for Asylum Seekers and Refugees
Lynne Kent	Director, Volunteering Bradford
John Rodgers	Volunteer, Refugee Council
Omer Shurkian	Volunteer Befriending Co-ordinator, Bradford Action for Refugees
Christine Ugborgho	Policy Adviser, Refugee Integration Section, Home Office

“There is no discrimination, I am treated the same as any volunteer. Occasionally you find an old person says something. There was one woman in particular. If I thought in my mind ‘that lady is racist’ I could not work with her. But I feed her, I do it with all my heart, because now is her time, she is approaching her end. Maybe she was afraid of black people, but now I know she loves me.”

Annie, volunteer, Whitchurch hospital

Appendix 5. Methodology

This report is based on research carried out between March and November 2005 using qualitative methods. The aim of the research is to enable the successful involvement of refugees and asylum seekers as volunteers in organisations outside the refugee sector. As this is an emerging practice, a case study method was considered appropriate to capture organisational learning. By profiling good practice and exploring challenges and possible solutions, it is hoped the report will help promote diversity in volunteering. Steps were therefore taken to make the final report accessible and useful to a range of audiences, including the use of photography.

Preparatory research included:

A literature review: this found that little has been written about refugee volunteering in the UK. Publications on volunteering, policy, and case study research and methodologies helped to shape research design. Those we found most useful are listed in [Appendix 7, page 95](#).

Focus groups: three focus groups were held, in London, Birmingham and Glasgow, involving 22 people from the refugee sector and voluntary agencies. Participants were identified through snowballing from existing contact lists and through key agencies. The groups discussed the criteria for selection of case studies, the direction and content of the report, and identified possible case studies.

Identifying case studies

We then sought to identify up to 12 case study organisations.

Selection criteria for organisations were:

- mainstream – outside of the refugee sector
- having three or more refugee or asylum-seeking volunteers for a period of over three months
- a mixture of local and national, small and large voluntary organisations and at least one statutory body
- geographical spread across the UK
- a range of sectors and client groups
- overall, volunteers to include different age groups and nationalities, men and women, asylum seekers and refugees

In practice, selection was also guided by the limited number of organisations already involving refugee volunteers. A large number of contacts helped to find possible case studies. Many organisations fell short of the criteria, often due to having too few volunteers for too short a period, or where roles were work placements or work shadowing, not volunteering. As a result, the decision was made to reduce the number of case studies from twelve to ten.

Interviews

Interviews were carried out with 33 volunteers in ten case study organisations, their volunteer managers and other staff, and also with staff at intermediary organisations.

A summary of the research purpose and plan was sent in advance to managers and volunteers. Volunteer managers established initial consent with volunteers. The researchers recognise the importance of trusting and positive relationships between volunteers and their managers: these helped to establish informed consent, confidentiality, and permission to withdraw. Verbal consent was then confirmed by the researchers at the time of the interview. Written consent was secured for photographs, which were taken at a separate visit.

Questions for semi-structured interviews were based on the model developed by Katherine Gaskin in 'A Choice Blend: what organisations want from volunteers and management'. See [Section 1.6, page 15](#) for more on Gaskin's model.

Monitoring data on country of origin, length of time in the UK, age, gender, and past experience were collected to ensure representation. Breadth of these factors were sought, although inclusion was also guided by the agreement of organisations and volunteers to take part. Selection was not limited to English speakers – however, all the volunteers interviewed had good English so no interpreting was needed. Notes were taken by hand during the interview and afterwards. Thus quotes are sometimes approximations.

Checking text

Draft text was reviewed by the Volunteering and Asylum Project advisory group (see [Appendix 4, page 91](#)), other key contacts, and relevant sections were sent to all participants for checking prior to publication.

For more information

More information about the methodology and our ethical approach is available at: www.tandem-uk.com

Appendix 6. Useful organisations

There are many organisations that can help with the development of volunteering that involves refugees and asylum seekers. Some are listed at the end of different case studies, because they relate to a particular area of volunteering. On this page we list a few of the key agencies – their websites are often a starting point for finding other useful resources.

Active Community Unit, Home Office

www.homeoffice.gov.uk
020 7035 4413

Promotes the development of the voluntary and community sector, and encourages people to become actively involved in their communities.

Central Registered Body in Scotland (CRBS)

www.crbs.org.uk

Provides free disclosures for volunteers in the voluntary sector working with children, young people and vulnerable adults in Scotland. CRBS is part of Volunteer Development Scotland.

Charity Commission

www.charity-commission.gov.uk
0845 300 0218

The regulator and registrar for charities in England and Wales.

Criminal Records Bureau

www.crb.gov.uk
0870 90 90 811

CRB's aim is to help organisations by identifying candidates who may be unsuitable to work with children or other vulnerable members of society.

Department for Social Development, Northern Ireland

Voluntary and Community Unit
www.dsdni.gov.uk/index/voluntary_and_community.htm
028 90829 414

Administers and develops policy on Northern Ireland charity law.

Department for Work and Pensions

www.dwp.gov.uk

Disclosure Scotland

www.disclosurescotland.co.uk
0870 609 6006

Immigration and Nationality Directorate, Home Office

www.ind.homeoffice.gov.uk
0870 606 7766

For government information on the asylum process, immigration legislation, and related matters.

Jobcentre Plus

www.jobcentreplus.gov.uk

National Council of Voluntary Organisations (NCVO)

www.ncvo-vol.org.uk
020 7713 6161

Services include advice and publications on governance.

National Refugee Integration Forum (NRIF)

www.nrif.org.uk

A government-led forum with five sub-groups looking at particular themes, including community and employment and training.

NICEM (Northern Ireland Council for Ethnic Minorities)

www.nicem.org.uk
028 9023 8645

Provides services and support to ethnic minorities living and working in Northern Ireland.

Office of the Scottish Charity Regulator

www.oscr.org.uk
01382 220446

The regulator of Scottish charities.

Refugee Council

www.refugeecouncil.org.uk
020 7346 6700

The largest refugee agency in the UK working with asylum seekers and refugees.

Scottish Executive

www.scotland.gov.uk
08457 741741

Policies on asylum, social inclusion, equality and volunteering.

Scottish Refugee Council

www.scottishrefugeecouncil.org.uk
0141 248 9799

Offers advice, information and assistance to asylum seekers and refugees in Scotland.

Scottish Refugee Integration Forum

www.scotland.gov.uk/Topics/People/Equality/Refugees-asylum/integration

Volunteer Centre Sheffield

www.vas.org.uk/refugee_asylum_project.htm

0114 249 3360 ext 129

Downloadable translated resources to help organisations involve refugees and asylum seekers as volunteers are available.

Volunteer Development Agency, Northern Ireland

www.volunteering-ni.org

028 90236100

The development agency for volunteering in Northern Ireland.

Volunteer Development Scotland

www.vds.org.uk

01786 479593

The development agency for volunteering in Scotland.

Volunteering England

www.volunteering.org.uk

0845 3056979

The development agency for volunteering in England.

Wales Council for Voluntary Action

www.wcva.org.uk

0870 607 1666

Supports volunteering and the voluntary sector in Wales.

Welsh Refugee Council

www.welshrefugeecouncil.org

029 2048 9800

Support, information and advice for individuals and organisations.

www.exile.org.uk

Central website for three email groups: asylumpolicy.info, asylumsupport.info and newcomers.org.uk.

“Often people think that because they are barred from doing ‘paid or unpaid work’ that they are not allowed to volunteer.”

Magi Jackson, Horizons Project Officer, Refugee Action

Appendix 7. Useful publications

Amara, M, et al (undated) 'The Roles of Sport and Education in the Social Inclusion of Asylum Seekers and Refugees: An evaluation of policy and practice in the UK', University of Stirling and the Institute of Sport and Leisure Policy, Loughborough University.

Available from: www.lboro.ac.uk/departments/sses/institutes/salp/compransnat.html

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Cordon, A and Ellis, A (2004) 'Volunteering and employability: exploring the link for incapacity benefit recipients', Volume 12, Number 2, pp113–118.

Department for Education and Skills (2005) 'Governing the School of the Future', DfES.

Available from: www.dfes.gov.uk

Department for Work and Pensions (2005a) 'Working to Rebuild Lives: A refugee employment strategy'.

Available from: http://www.dwp.gov.uk/publications/dwp/2005/emp_guide.pdf

Department for Work and Pensions (2005b) 'Five year strategy – Opportunity and security through life', DWP.

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Dooner, P (2005) 'Valuing Volunteers: the value of volunteering for refugees and asylum seekers', Wales Council for Voluntary Action. Available from: www.wcva.org.uk

ECRE (2005) 'The Way Forward: towards the integration of refugees in Europe', ECRE, 2005.

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Esterhuizen, L (2004) 'Doing case studies for the refugee sector: a DIY handbook for agencies and practitioners', ICAR. Available from: www.icar.org.uk/

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Available from: www.volunteeringengland.org

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Home Office (2005a) 'Integration Matters: A National Strategy for Integration', IND Corporate Communications.

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Home Office and ODPM (2005) 'Community Cohesion: Seven Steps A Practitioner's Toolkit', Home Office and ODPM. Available from: <http://communities.homeoffice.gov.uk/raceandfaith>

Hurstfield, J. et al (2004) 'Employing Refugees: Some organisations' experiences', Institute for Employment Studies. Available from: www.employment-studies.co.uk/pdflibrary/01550ef.pdf

Institute of Volunteering Research (undated) 'Volunteering for All? Exploring the link between volunteering and social exclusion', IVR. Available from: www.ivr.org.uk/social/exclusion/fullreport.pdf

Jobcentre Plus (undated) 'Working together to help rebuild lives, A framework for partnership working to help refugees fulfil their potential', Jobcentre Plus.

Available from: www.jobcentreplus.gov.uk/JCP/static/Dev_009918.pdf

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- Working Lives Research Institute (2005) 'Women Refugees – from volunteers to employees: a research project on paid and unpaid work in the voluntary sector and volunteering as a pathway into employment', University of East London. Available from: www.workinglives.org/volunteers.html
- Yin, R (2003) 'Case Study Research – design and methods', Sage Publications.

“By having the problems of the host community being sorted out by these volunteers we hope that in the long run we can change attitudes.”

Tim Cowen, Refugee and Asylum Seeker Co-ordinator, Maryhill CAB

"Oxfam is delighted to see this refreshing and inspiring report. This research not only provides practical advice and guidance, its clarity and simplicity will help support organisations who want to positively encourage volunteering by asylum seekers and refugees. Oxfam knows that embracing diversity can be an extremely beneficial and rewarding experience for the organisation, and for the refugee and asylum seeker."

Chris Coe, Trading Director, Oxfam

"Cardiff and Vale NHS Trust places a strong emphasis on equal opportunity and diversity, and we therefore welcome this clear and useful publication. Volunteers play an important role in the work of the Trust and we include and support volunteers from many different backgrounds. I would certainly encourage other NHS organisations to involve their local communities in the ways highlighted in this book."

Hugh Ross, Chief Executive, Cardiff and Vale NHS Trust

"I am delighted to see this publication. Volunteering in non-refugee organisations can play an important part in the integration of asylum seekers and refugees, and promotes a wider understanding of the difficulties that people fleeing persecution face in the UK. These case studies show what can be achieved by seeing beyond the headlines and taking a positive approach to involving and supporting this talented and dedicated source of volunteers. The Refugee Council welcomes this publication and its recommendations."

Maeve Sherlock, Chief Executive, Refugee Council

PRICE: £10 (including postage and packaging)

FROM: Tandem communications and research ltd, 21 Kingswood Avenue, Leeds LS8 2DB

FREE DOWNLOAD FROM: www.tandem-uk.com