



Nottingham & Nottinghamshire  
**REFUGEE FORUM**

**Everyone  
deserves a  
chance to rebuild  
their lives**





# What do we do?



## ADVICE

We offer informed, practical advice. We ensure it is solution-focused and a variety of topics which impact people's lives.



## SUPPORT

We take a personalised approach to supporting people as they recover and rebuild their lives here, adapting based on their needs.



## COMMUNITY

We have women's and youth groups as well as activities, events and volunteering to create opportunities for people to share knowledge, skills and experience.



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**REFUGEE FORUM**

# Top Tips for Engaging with Refugees and Asylum Seekers

**Halima Hamza** – Volunteer Interpreter and General Advisor at Nottingham Refugee Forum

**Ophélie Allard** - Fundraising Coordinator at Nottingham Refugee Forum

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**Who is an Asylum Seeker?**



# An Asylum Seeker is

- **Someone who has left his or her country and is asking for another country's protection.**
- **Someone who is still waiting for their application to be recognised as a refugee to be considered.**



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**Who is a Refugee?**



# A Refugee is

Someone who 'Owing to a well-founded fear of being persecuted for reasons of **race, religion, nationality,** membership of a particular **social group,** or **political opinion**

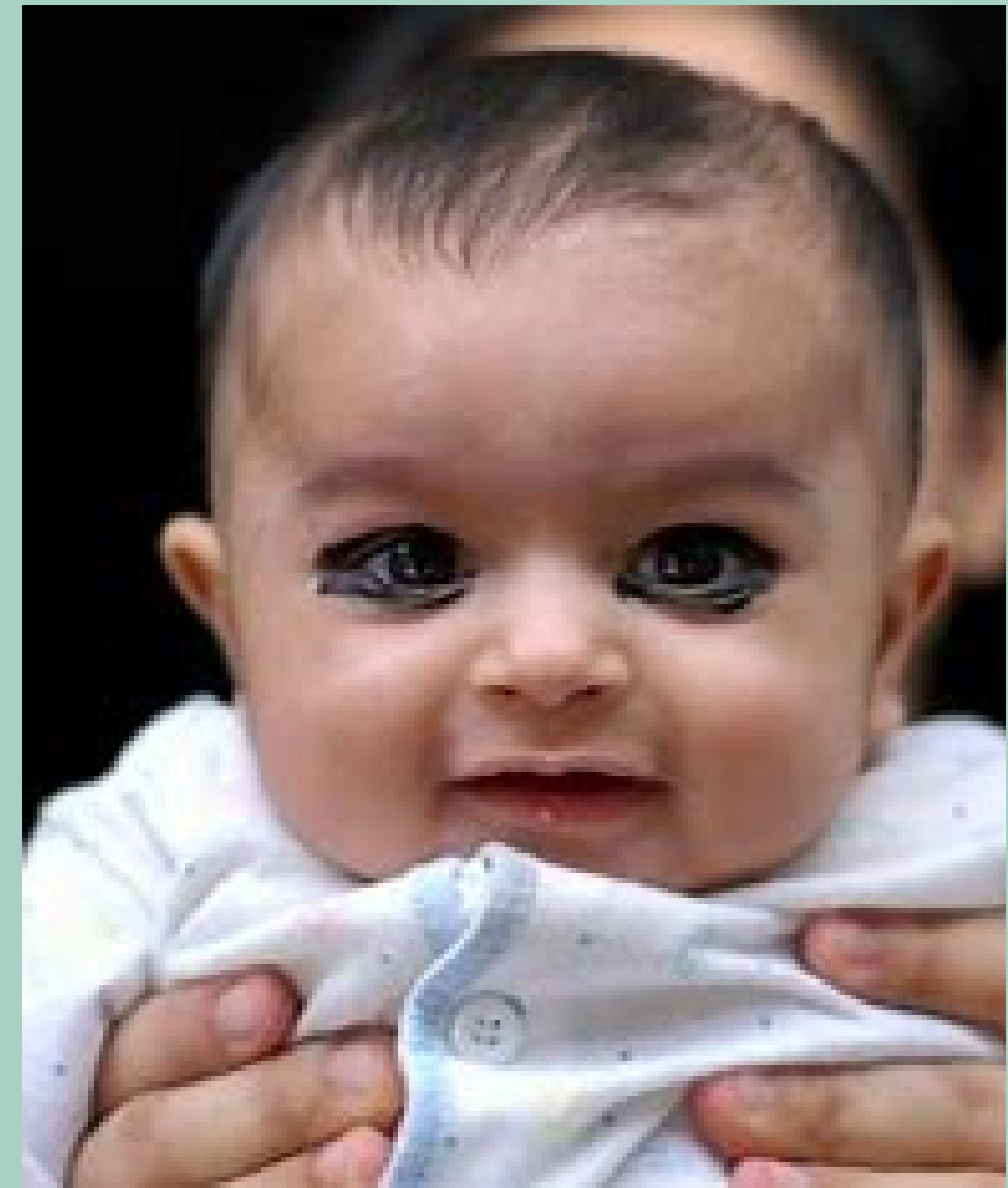
is outside the country of his nationality, and is **unable** to or, owing to such fear is unwilling **to find protection** in that country (Article 1, 1951 Convention Relating to the Status of Refugees).





# Equity, Diversity and Inclusion

- Understand the difference between being an Asylum Seeker and a Refugee
- People may have different EDI issues – not one-size-fits-all
- Create a safe space
- Be aware of cultural and faith issues







# Language

- Use professional Interpreters
- Translate written material and use clear pictorial images
- Arabic, Farsi, Kurdish Sorani, Tigrinya, and Amharic.
- Be mindful of body language







**ART WORKSHOP**  
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کارگاه هنری  
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کاتر می‌ر ۲ - ۳:۳۰



Nottingham & Nottinghamshire  
**REFUGEE FORUM**

The Sycamore Centre,  
33a Hungerhill Road,  
NG3 4NB



**07485384951**



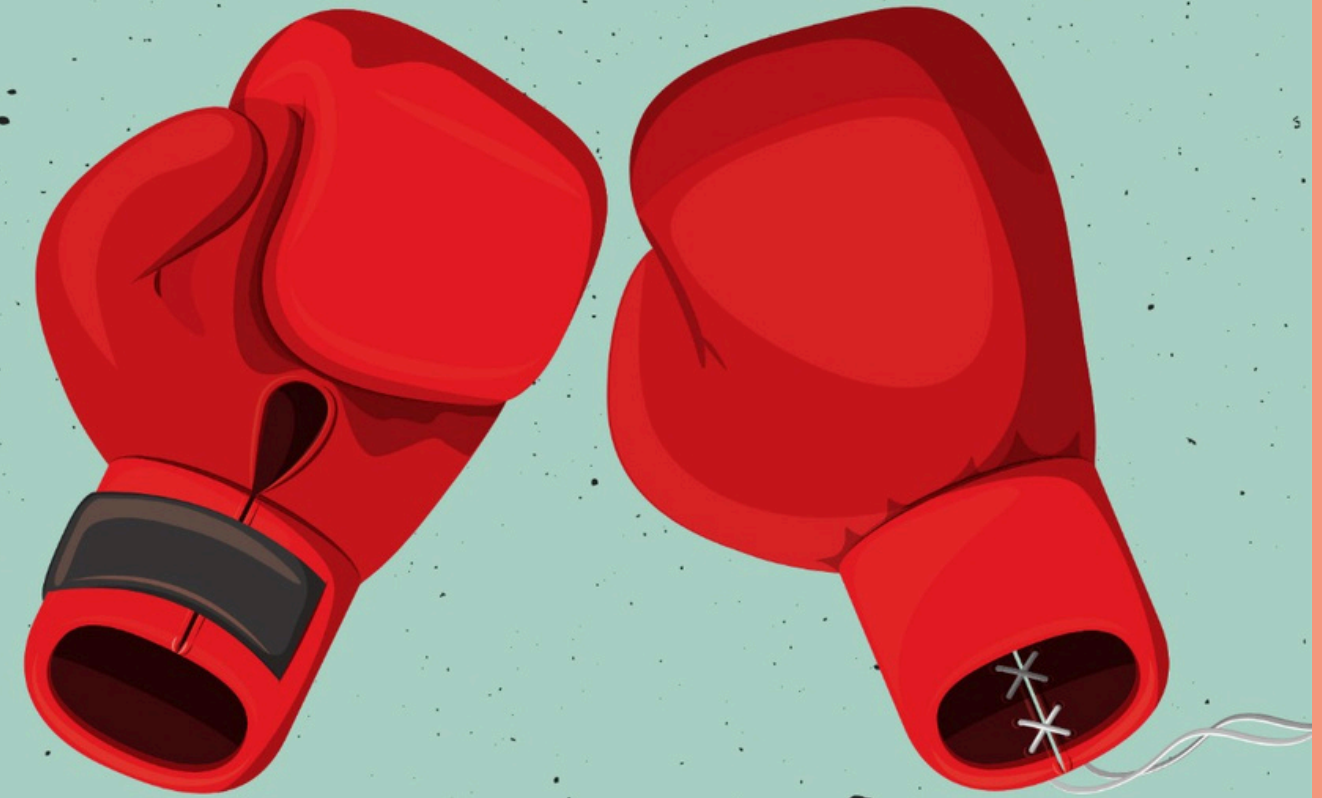
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## **BOXING AND FITNESS CLASS**

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انجمن پناهندگان ناتینگهام و ناتینگهام شایر  
وله‌شجوانی



**MONDAYS AND THURSDAYS 11:30-12:30**

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**TEXT : 07485384951**

**NOTTINGHAM REFUGEE FORUM,  
33A HUNGERHILL ROAD,  
NOTTINGHAM, NG3 4NB**





# Consider People's Cultures

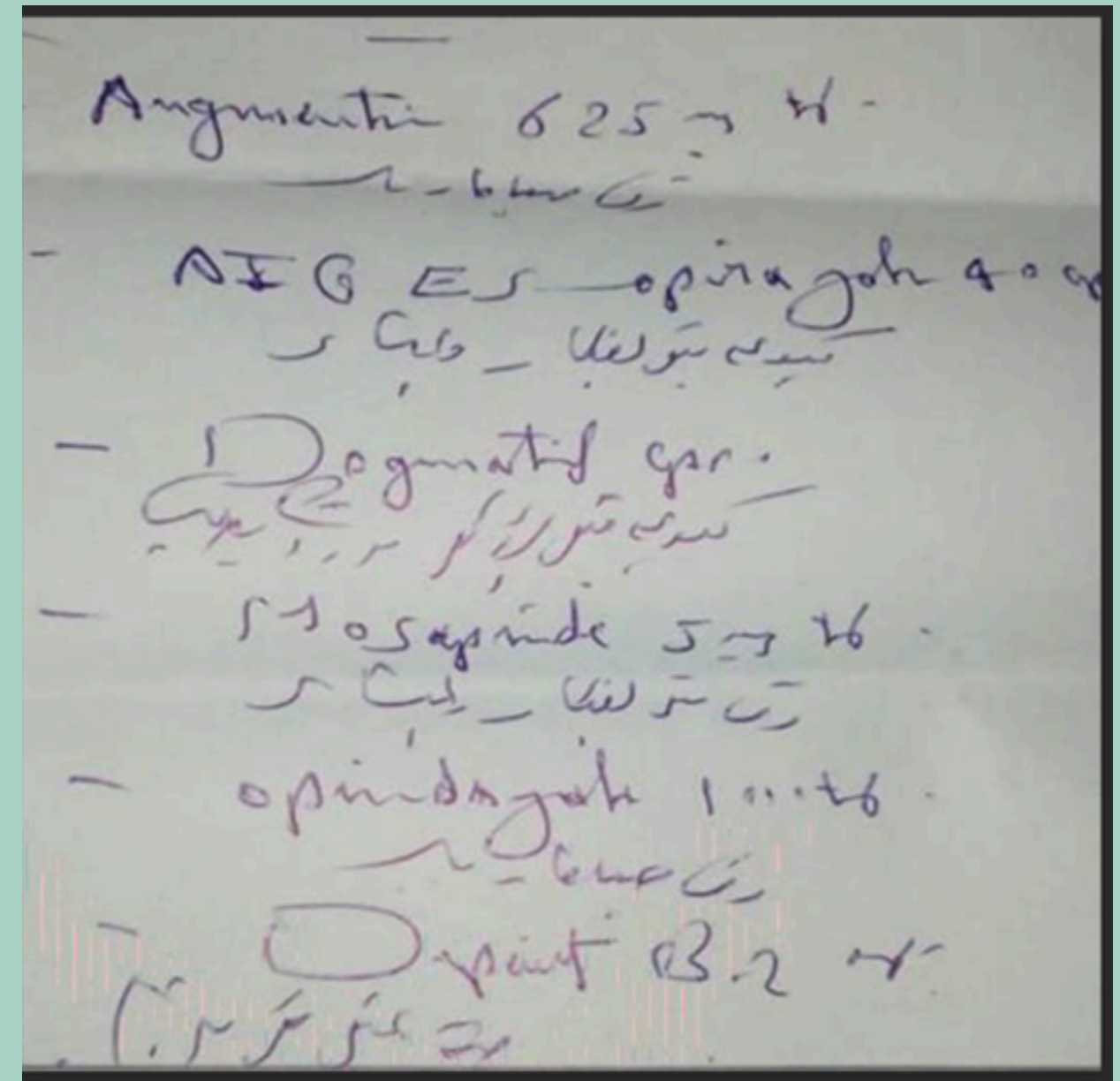
- Think about the best way to build trust
- Appreciate the diversity of experiences, beliefs, and values
- Avoid dates of relevance to cultural or religious festivals





# Address Barriers

- Each country has their own health system and the UK one might need to be explained
- People's experiences of the UK health system will be varied
- People should not be prohibited from attending an event or activity for financial reasons







# Seek Advice

- Ask partners and voluntary agencies
- Organisations can provide information and resources
- Do your research for the specific case and situation







# Build Trust

- Go to an existing group
- Spend time getting to know people
- Research the issues affecting Refugees
- Someone may be reticent to take part to avoid affecting their asylum claim







# Support & Value

- Don't ask people about their status unless necessary or their story
- Be open-minded and ascertain that every individual's experience is unique
- Mental health challenges are common among the refugee community due to their past experiences
- Manage expectations – be clear about what the service can/cannot do and the timelines







مرحبا  
hello

# How to Use an Interpreter

A guide to help you use an interpreter effectively by Voices in Refuge

你好

## 1 Speak Directly to the Client

Maintain **eye contact** with your client as you would with someone who speaks the same language as you.

Remember your **gestures** and **body language** are constantly conveying a message to the client.



## 2 Explain Yourself

Explain any idioms, acronyms, technical language and cultural references.

Do not expect the interpreter to provide explanations, even cultural ones.

An interpreter is not an advocate or a witness to a culture they may or may not share.



## 3 Interpreter is Neutral

Do not ask the interpreter for their opinion or include them directly in the conversation.

They are there to enable the conversation but are not part of the discourse.



## 4 Use Short Sentences

Speak in **short, simple, sentences** to allow the interpreter to easily understand and convey the meaning of your message.

**Pause** regularly to allow them to interpret everything you are saying accurately.



## 5 One at a Time

Take turns speaking.

**Wait** for the interpreter to convey the **full message** before you reply to avoid missing key details.



## 6 Be Patient

Interpreting takes time!

Even short sentences can take a long time to interpret in order to retain the original meaning.



## 7 One Conversation

Everyone party to the conversation has the right to understand everything which is being said.

Therefore, avoid having side conversations whilst someone else is speaking.



## 1 Discuss Session with Interpreter in Advance

Try to meet with your interpreter in **advance**. Give them any materials you may be using as far in advance as possible.

Discuss how the session will work and when you'll be expecting feedback



## 2 Allow More Time than you Think

Remember the interpreter needs time to accurately impart your message!

Plan to talk for **half** the time you would normally to allow everything you say to be repeated in another language.



## 3 Multi-Language Limit

Interpreting with **more than 2 languages** in the room is extremely difficult and often leads to **confusion**.

If it's essential, rules 1-2 take on even more importance.



## 4 Allocate Time for Q & A

It's **vital** there are **times set aside for questions & answers**. The interpreter cannot act as a facilitator and is only there to enable conversation between the group and you.

If you need to walk around the group, always do so yourself and have the interpreter accompany you.



## 5 Normal Rules Apply

Remember to follow all normal rules of interpreting (see *How to Use an Interpreter Guide*).

A group setting is more likely to lead to confusion and misunderstandings so it's important to stick to the rules.





# Resources



## Interpreting

Voices in Refuge provides fully trained, ethically paid interpreters in a wide range of languages.

<https://www.voicesinrefuge.com>

Download the Guide to Using Interpreters



## Factsheet

6 things you need to know about refugees

6 Myths About Asylum Seekers & Refugees



## Toolkits

The Right to Remain Toolkit  
A guide to the UK asylum system

Understanding the NHS in multiple languages - Videos created for Refugees



# Nottingham & Nottinghamshire **REFUGEE FORUM**

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## **Contact**

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