

TORTURE SURVIVORS' HANDBOOK

National Edition

*Information on Support and
Resources for
Torture Survivors in the UK and
the Possibilities of
Obtaining Reparation*

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**PART I
INFORMATION
ABOUT SOCIAL AND MEDICAL
WELFARE**

**1. GENERAL ADVICE TO TORTURE
SURVIVORS**

Torture

Torture is the intentional infliction of severe pain or suffering, whether physical or mental, by or on behalf of a public official (such as the police or security forces) or with their consent. In any situation torture can cause physical problems such as broken bones and wounds that heal slowly and may become infected. Often it will cause psychological problems such as an inability to trust, and a difficulty to relax in case the torture happens again, even in a safe environment. The physical and psychological scars can last a lifetime. To someone who has no experience of torture, these symptoms might appear excessive or illogical, but they can be a normal response to trauma. This is described in more detail on page 3.

Those who suffer torture come from all walks of life. Some are working abroad or on holiday. Others are victims of political repression – tortured to ensure silence, to instil fear in individuals and communities. Others are simply in the wrong place at the wrong time.

Asylum seekers

Many of the torture survivors in the UK will have fled to the UK to seek protection from further abuse. Asylum seekers in the UK will be given a form to complete (in English), describing their experiences and why they have sought asylum. Normally they will be interviewed a few days or weeks later about what they wrote, although sometimes the gap can be much longer. Decisions may take a long time and the results may not be positive, despite all that a torture survivor has endured. Survivors of torture can become very depressed and even suicidal on receiving such a letter or while waiting for the result, both because of the fear of being returned to further torture, and because they have not been believed. Some torturers tell their victims that they will not be believed when describing their torture, and the asylum official's disbelief reinforces the torture. It is important to recognise that an initial refusal is only the first stage in the process. The important thing to do on receiving such a letter (or any official letter that the recipient cannot understand) is to take it to the legal adviser at once and discuss the next step. Even a positive letter needs to be acted on rapidly, as it affects the person's housing and benefits.

Britons tortured abroad

The number of Britons tortured around the world is a largely undocumented phenomenon receiving little attention from social or medical agencies in the UK. Additionally, it is often difficult for the survivors' families and friends truly to comprehend what was endured and the lasting impact it will have. These survivors will often feel pressure to forget what happened and return to the lives they led before. They will experience anxiety and

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distress because this is difficult if not impossible. Many of the services for torture survivors appear to be geared towards asylum seekers, and therefore Britons who have suffered torture may experience feelings of alienation.

Psychology

Psychological symptoms are common in survivors of torture. It is widely recognised that they suffer from a range of symptoms, including difficulty in getting to sleep, waking early, sometimes shouting or with nightmares, difficulties with memory and concentration, irritability, persistent feelings of fear and anxiety, depression, and an inability to enjoy any aspect of life. Sometimes these symptoms meet the diagnostic criteria for post-traumatic stress disorder (PTSD) and/or major depression. These diagnoses can be helpful in determining treatment and prognosis, but they are not necessary to help sufferers or to treat symptoms.

These symptoms can be resolved in time, but they need attention. The most useful thing a survivor can do is to try to restore some kind of more normal life. Rebuilding friendships or forging new ones, making a stable home, and creating structure and purpose through study with or without work, are all beneficial. This may not be easy and may need time and support from others. Local community groups and refugee organisations can be very helpful. Lack of trust, irritability, and isolation impair building friendships. For torture survivors who are seeking asylum, the fear of return can prevent them from having a stable home. Problems with memory and concentration inhibit learning. Some survivors are so distressed by their experiences that they cannot even

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start rebuilding their lives, and their friends need to get professional help for them as soon as possible.

The problem of irritability is a particularly important one for survivors living with their family as it is disruptive to family relations and can lead to domestic violence, which is potentially a criminal offence. Cultural values and laws might be different in the UK from the country of origin. Forms of violence towards spouses and children in particular that might be tolerated in other countries could be treated severely by UK police. The family should seek help together, in the first instance with the GP, although schools and counselling services can also be helpful.

Most of these symptoms can benefit from professional help from GPs and local mental health teams. Specialist centres exist, notably the Medical Foundation for the Care of Victims of Torture in London, and they have considerable experience in helping survivors of torture, but they are not essential except in more severe cases. Counselling (if necessary through an interpreter), and antidepressant medication together will help alleviate many of these symptoms. Counselling involves talking about experiences, the feelings they raise, and their consequences in everyday life. There are a number of different types of counselling, and the relationship with the individual counsellor is important. If a survivor and/or family members are not getting on well with the counselling, it might be helpful to change counsellors or to seek a new approach.

Medication, especially antidepressant medication, must be taken as prescribed and under a doctor's guidance. If

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the patient does not understand how it should be taken, it is essential to check with the doctor. Some tablets, such as painkillers, can be taken occasionally as necessary, but the prescribed dose must not be exceeded. Others need to be taken regularly to be effective. Antidepressant medication in particular needs to be taken regularly for several weeks before it becomes effective, and it is important not to stop taking the medication too soon. Any change in dosage should be made only in consultation with a doctor. (See section on Medication below, page 13.)

Victims of sexual abuse, including rape

Sexual abuse may have been used as a form of torture for both women and men. Such a humiliating experience is even more difficult to talk about than many other forms of torture. Sometimes the cultural sensitivities of the survivor make it particularly difficult to speak about the experience, yet they may need urgent physical and psychological help. The sooner they tell their legal adviser about the rape, the easier it will be to include the experience in their asylum or reparations claim. It is also prudent to inform medical doctors, who can advise about the need for specialised treatment and/or tests.

Several agencies help survivors of sexual abuse, although their availability varies from city to city. Most offer support to all who have been raped. Some specialise in treating only women or only men. Others specialise in specific ethnic groups and can provide help in the survivor's own language. GPs will usually know of resources in their area, as will local refugee agencies, community groups and many legal advisers. Information

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is also available in libraries and on the Internet (see page 22 about how to access it).

Most main hospitals have a clinic (usually called the Genito-Urinary Medicine or GUM Clinic) to treat sexually related problems, regardless of how they were caused. They will be sympathetic to victims of sexual abuse and can offer counselling as well as tests for pregnancy, HIV-AIDS and other sexually transmitted diseases. These clinics can be accessed without being referred by a doctor. The clinics may have different times for women and men. Some clinics may use reference numbers rather than a patient's name, so it is usually best to take the appointment card at every attendance to ensure the records are available. The clinic will not normally have the label "GUM Clinic" outside, so patients do not need to fear that passers-by will know where they are going. Confidentiality is guaranteed. The clinic will not pass information on to any other source, even the patient's GP, without the patient's express consent.

For details of your nearest **GUM Clinic** telephone NHS direct on 0845 4647.

Rape Crisis Centres offer counselling and advice to victims of rape and sexual abuse.

To find out details of your local centre telephone 0115 900 3560 or look on the Internet:
www.rapecrisis.co.uk/ukgroups.

Women's Refugee Resource Project (RWRP) offer case and outreach work. They deal specifically with women persecuted because of their sex.

Asylum Aid, 28 Commercial Street, London E1 6LS Tel: 020 7377 5123 Fax: 020 7247 7789 Internet:
www.asylumaid.org.uk/RWRP

Family and relatives of torture survivors

Whether some or only one member of a family has suffered or witnessed torture, this extreme experience tends to disrupt family life seriously in many ways. It also has an effect on each family member in his or her own right. To begin with, torture followed by flight and having to claim asylum in another country means family life can never be the same again. Some members might be physically present but because of their psychological state cannot manage their roles as parents, husband/wife, partner or brother/sister. They might suffer from flashbacks, horrific memories, poor sleep and appetite, irritability and uncontrollable outbursts of rage, inability to concentrate and many other such symptoms that get in the way of daily living. Like their parents, and whether they have been tortured or not, children are likely to have similar responses. In addition, they might feel very afraid that their parents will not be able to comfort and take care of them and that they might even go away or die because they are so affected by their own terrible experiences. Sometimes this makes children feel that they have to take care of their parents rather than the other way round. This is too big a responsibility for a child to have and usually leads to depression and breakdown.

Family members often do not share their pain and suffering with each other, perhaps in order to protect those they love or because they cannot bear to be exposed to more stories of pain and torture. Either way, not talking and trying to concentrate on the present in order to survive is not always possible as memories of the past keep getting in the way. Talking to a counsellor

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(someone who is trained to listen and help families find new ways to rebuild their lives) can help deal with these difficult times. Being in touch with people from one's own community and taking part in familiar cultural and religious activities can also assist the healing process. For children, school can play a very big part in learning about the new culture in which the family is now living. All these things can make an important difference for a family as even those who have always seen themselves as strong and able to cope with most difficulties find themselves feeling hopeless and overwhelmed at least to begin with.

Specialist medical care for torture survivors and their families:

The Aberdeen Traumatic Stress Clinic and the Centre for Trauma Research,

Grampian Primary Care NHS Trust Headquarters, Bennachie, Royal Cornhill Hospital, Aberdeen, AB25 2ZH Tel: 01224-557892, Fax: 01224-403602, E-mail: s.klein@abdn.ac.uk

Centre for Trauma Studies/Traumatic Stress Service,

Nottinghamshire Healthcare NHS Trust, Westminster House, 598 The Wells Rd, Nottingham NG3 3AA Tel: 0115-952-9436 Fax: 0115 952 9487 E-mail: liz.jeffrey@nottshc.nhs.uk

Clinical Treatment Centre,

Traumatic Stress Service, Maudsley Hospital, Denmark Hill, London SE5 8AZ, Tel: 020 7919 2969, Fax: 020 7919 3573

Institute of Family Therapy,

43 New Cavendish, London W1M 7RG, Tel: 020 7391 9150, Fax: 020 7391 9169; E-mail: ift@psyc.bbk.ac.uk.

Medical Foundation for the Care of Victims of Torture,

111, Isledon Road, London N7 7JW Tel: 020 7813 7777, Fax: 020 7813 0011, E-mail: clinical@torturecare.org.uk

Medical Foundation North West,

The Angel Healthy Living Centre, St Philipps Place, Chapel St, Salford, M3 6FA Tel: 0161-839-8090 Fax: 0161-839-7020

Traumatic Stress Clinic,

Camden & Islington Community Health Services, NHS Trust, 73 Charlotte Street, London W1P 1LB, Tel: 020 7530 3666, Fax: 020 7530 3677; E-mail: tsc@ptsdclin.demon.co.uk

2. PRACTICAL INFORMATION ABOUT WELFARE AND MEDICAL CARE IN UK

Welfare and support for torture survivors

The debilitating effect of torture may make it difficult for a survivor to return to work and as a result survivors may have housing and other practical needs.

The welfare of asylum seekers is initially looked after by the National Asylum Support Service (NASS), which will provide accommodation, financial and some material support. In most cases, asylum seekers will not have a choice of location of accommodation and will not be housed in London or the South East of England.

Information about support can be accessed through **One Stop Services** listed in the back of this book.

For British nationals and those who have been given refugee status or humanitarian protection, you may be entitled to unemployment benefit or income support, and other benefits such as housing benefit or disability allowance. For more information about your entitlements you should consult your local benefits office or alternatively seek advice from your local Citizens Advice Bureau.

For those in need of housing assistance (e.g., explanation about housing rights, what to do if you are unable to pay your mortgage or rent, or practical help in resolving your housing problem) Shelter, Citizens Advice Bureau, or National Homelessness Advice Service may be able to assist (see page 17).

Accessing medical care in the United Kingdom

Regardless of whether a torture survivor is an asylum seeker or citizen of the UK, survivors and their families are entitled to the full range of medical and dental healthcare provided by the National Health Service.

General Practitioners (GPs)

To access this healthcare you must first register with a GP practice in your area. To find out where your local GP is you should consult: [**www.NHS.gov.uk**](http://www.NHS.gov.uk). It is the GP surgery that provides initial medical assistance. GP practices provide a range of services including doctors, nurses and counselors. If you require medical help that is not available at the GP surgery, you will be referred to a specialist who will usually work at another clinic or hospital. The GP will agree with you the type of specialist you need to see and request an appointment for you. The specialist will then write to you inviting you to an appointment. Unfortunately, there may be a considerable delay either between your being invited to see a specialist or being given hospital treatment because many specialists have long waiting lists. No preference is given to one patient over another on this waiting list.

When you first visit your GP practice you will be given a health screening by a nurse which may include questions about your medical history and some tests. It is important that you find a GP and register as soon as you arrive in a new area so that you can visit them if you become ill.

Walk-in Clinics (or Centres)

In some areas you can seek medical assistance at a Walk-in Clinic instead of a GP surgery. These can be used if a person cannot see their GP straight away or are not registered with a GP. Walk-in Clinics may be able to provide preliminary medical advice and treat minor injuries and illnesses without making an appointment. Some clinics may also provide specialised treatments. Walk-in clinics will also be able to answer questions on other health services available such as dentists and pharmacists and where to find them. If the centre is unable to give you the assistance they think you need, they will refer you to a doctor or hospital.

To find out where your nearest Walk-in Clinic is and the opening times look on the Internet www.nhs.uk/localhsservices/wicentres or telephone NHS Direct (0845 4647).

NHS Direct

NHS Direct is a telephone helpline that you can call at any time to speak to a nurse about your health problems. When you call them they will first ask you questions in English about your health and then arrange for a nurse to phone you back and speak about your health in your own language. The number is **0845 4647**.

You can also request to speak to an information officer on the NHS Direct helpline. They will be able to answer any questions about available healthcare services, such as your rights to healthcare, waiting lists and information about support organizations for individuals and their

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relatives who have been diagnosed with a particular medical condition.

If you think you or another person is seriously ill and needs urgent medical treatment – such as if someone is experiencing chest pains, is unconscious, or having severe breathing difficulties, a deep wound, broken bones or head injury – most hospitals have an Accident and Emergency department where they will receive help. If you are unable to reach hospital, then telephone for an ambulance by calling 999. If you are not sure whether urgent medical treatment is needed, then you may wish to contact your GP or NHS Direct (on 0845 4647) for their advice.

Interpreters

For all services offered by the NHS, you can request an interpreter for any medical consultation. You may be provided with an interpreter in person or by telephone.

Medication

Most medication used to treat specific illnesses will need a prescription, which only a doctor or specialist can give you. You must take this prescription to a pharmacy where your medication will be given to you. You will have to pay for prescribed medication unless you are on low income or benefits (see below). Some medication can be purchased without needing a prescription from your doctor.

If a survivor or their family have brought medication with them from abroad, it is essential that the medication be checked with their doctor. The possession of certain medication is illegal in the UK even though

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they may be used in other countries. Your GP will be able to confirm whether the medication is legal, and if it is, the doctor should be able to replace it with something similar.

Costs of medication and travel to hospital

Asylum seekers, refugees and British citizens who are on low income or receiving benefits or NASS support are entitled to free prescriptions, dental treatment, optician services and free travel to hospital for appointments. To receive this you will need to show a certificate of entitlement. To receive this certificate you will have to complete Form HC1 available from some GP surgeries and NHS hospitals and refugee agencies providing One Stop Services. You will then receive either Certificate HC2 (full exemption from payment) or Certificate HC3 (partial exemption).

Drug and alcohol use

Some people when under stress may turn to the use of drugs or alcohol. If you feel that drugs or alcohol is a problem for you, you can get confidential help from the following resources:

***Drinkline** offers advice, information and support to anyone concerned about their own or somebody else's drinking. Interpreting is available.*

Tel:(Freephone) 0800 917 8282 (Tuesday, Wednesday and Thursday 9 a.m.-11 p.m. and from Friday 9 a.m. through until Monday 11 p.m.).

***The National Drugs Helpline** gives information and advice to anyone in the UK concerned about drugs. This includes drug users, their families, friends and people who work with them. Interpreting is available.*

Tel (Freephone) 0800 77 66 00 (24 hours a day).

Confidentiality

All information that you tell to any healthcare professional, whether doctor, nurse, specialist/consultant or dentist, will not be given to any other person outside their team without your permission. This also applies to any enquiries you make at a walk-in clinic or NHS Direct telephone helpline and to any interpreter who helps translate any discussions you have with any healthcare worker. If there is concern about a child's health or safety, however, confidentiality might have to be broken.

Use of medical information to support a legal claim

It is always advisable to seek the assistance of an experienced, competent legal advisor to help with the preparation of an asylum claim or a claim for reparation for torture. It is also vital to tell your legal advisor as much as you can remember about what you experienced so that a coherent, full account can be included in your claim. Even though it may be difficult to talk about, providing information from the outset is important to your claim.

Often, legal advisers will arrange for a torture survivor to have a medico-legal report to support their claim. Occasionally this will be from a GP or hospital doctor who is already treating the patient. More often the survivor will be sent to a specialist for one or more appointments in order to provide an expert opinion. These experts come from a wide range of backgrounds, and there are no specific qualifications to look for. Their knowledge and experience should be appropriate to the mental or physical injuries described. What is most important is that the doctor is used to writing medical

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reports for claims. The report will be commissioned by the legal adviser, so individuals should not seek one independently.

One reason to seek a medico-legal report is to corroborate an allegation of torture. Not every victim of torture will need a report, but often the legal adviser will consider that a report will strengthen the case. Such a report would normally mean explaining details of the torture, describing psychological symptoms, and having a physical examination of the parts of the body affected by the torture. It will not be possible to write a helpful report for everyone who has been tortured. Sometimes there is nothing to document that will make a material difference to the claim. Just because a doctor does not provide a medical report, it does not mean that the doctor does not believe the story.

The other main reason for a medical report is to document medical problems needing continuing care in the UK. For asylum seekers this may help your claim to remain in the UK. For these purposes there will normally need to be reports from all the doctors providing care and treatment, and there might be a supplementary report as well, for example from a counsellor or psychotherapist who has worked with a client or family for some time.

Social welfare advice centres:

Citizens Advice Bureau offers general advice.

To find out details of your local office, consult the directory on the Internet: www.citizensadvice.org.uk/cabdir or telephone directory enquiries (Tel: 118 180).

National Homelessness Advice Service is an Internet based advice service for housing and homeless issues.

E-mail: enquiries@nhas.org.uk, Internet: www.nhas.org.uk

Shelter offers free advice on housing issues.

Tel: (Freephone) 0808 800 4444 (24 hour), or visit your local Housing Advice Centre in person. To find out details consult the directory on the Internet:

www.shelter.org.uk/housingadvice/hacs/index.asp

Shelter also runs an Internet based advice service: E-mail: info@shelter.org.uk Internet: www.shelternet.org.uk.

3. INFORMATION FOR TORTURE SURVIVORS WHO ARE REBUILDING THEIR LIVES IN EXILE

Tracing family members and relatives

The **British Red Cross** together with the International Committee of the Red Cross and International Federation of Red Cross and Red Crescent Societies can help put you in contact with lost family members, even where the family member is being kept in prison. They can help send messages about family and personal matters (only) to your family members who are living in areas/countries where the normal means of communication are difficult. If you are having problems contacting a family member and they are ill, elderly, or living alone, the British Red Cross may be able to ask the Red Cross or Red Crescent Society based closest to them to visit your family member and report back on their health. All information given to the Red Cross is kept strictly confidential.

You can contact the British Red Cross with your request for assistance by E-mail: iwd@redcross.org.uk; or in writing to International Welfare Department, British Red Cross, 9 Grosvenor Crescent London SW1X 7EJ; or you may ask for assistance at your local British Red Cross branch (found in the telephone directory under "British").

Racial Harassment

If you are experiencing harassment - this may range from intimidation and insults to damage to your property and being physically threatened or attacked - on account

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of your colour, race, ethnicity or nationality, then you may be a victim of racial harassment. Racial harassment is a crime in the UK and the authorities have an obligation to protect you and your family from this crime and to take appropriate action against those harassing you. If you are a victim of this crime, you are strongly advised to report all incidents to the police immediately by going to your local police station or in an emergency by dialling 999 and asking for the police service. The following organisations may also be of assistance:

***The Commission for Racial Equality** is a non-governmental body that tackles racial discrimination and promotes racial equality.*

To find out details of the relevant Racial Equality Councils consult the website www.cre.gov.uk/about/recs.html or telephone 020 7939 0000.

***Victim Support** is an organisation run by volunteers who will be able to give you practical help about your own security as well as information about the police, housing procedures and claiming compensation.*

To find out details of your local office, consult the directory on the Internet www.victimsupport.com. or telephone 0845 303 0900

Also:

***Citizens Advice Bureau** offers free general advice.*

To find out details of your local office, consult the directory on the Internet: www.citizensadvice.org.uk/cabdir or telephone directory enquiries (Tel: 118 180).

***Law Centres** offer free advice*

To find out your nearest law centre consult the directory on the Internet: www.lawcentres.org.uk or Tel: 020 7387 8570

One Stop Services and **Community Groups** may also provide advice and support. See Regional listings in Part III.

Unaccompanied children

An unaccompanied child is a person who, at the time of making his or her application, is under 18 years of age or who, in the absence of documentary evidence appears to be under that age, and who is:

- a) Applying for asylum in his/her own right;and
- b) Is without adult family members or guardians to turn to in this country.

Unaccompanied children are especially isolated and vulnerable. Ongoing contact with social services is important to ensure that they have a needs assessment and care plan, which are regularly monitored.

Young people aged 15 and below will usually be “looked after” by the local authority. They are usually defined as “in need”, and services are provided under Section 20 of the Children Act (1989), including foster care or residential home placement, an allocated social worker, a care plan, cash financial support and full leaving-care services. Those aged 16 and 17 usually receive services under Section 17 of the Children Act. Accommodation may be in a bed-and-breakfast or hostel. They have no allocated social worker and may be particularly vulnerable.

A child or young person who has experienced political violence or war may have to deal not only with the psychological and physical impact of persecution, scape-goating and violence, but also of separation, loss and the many transitions and changes of being in exile in Europe.

TORTURE SURVIVORS REBUILDING THEIR LIVES IN EXILE

Experiences that have felt overwhelming and frightening may make them feel helpless, perhaps hopeless, and quite troubled. They may not be able to sleep at night and if you fall asleep, they may have bad dreams and nightmares. The bad dreams may be about the shocking events experienced in the past, or they may be about characters and events that are not familiar to them but which are frightening and make them feel the way they did in their own country when the troubles started. They may feel very sad, angry or terrified. They may feel ashamed and guilty and that these terrible events were in some way their fault.

It may feel very frightening that memories from their past come into their minds all the time and that they cannot stop these thoughts or control them. It may be very hard to remember the good, warm feelings and positive events that happened in the past that made them happy.

They may find themselves thinking about people they love very much who have died and feel that they cannot survive without them. They may be able to remember only how they died.

It helps to talk about troubled feelings and thoughts to someone who is trained to understand the experiences of children and young people who have lived through violence and who have lost important people that they love. It is possible to find help for sleeping and for other changes or difficulties that appear after a war or other extreme violence.

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Children who have experienced many shocks may seem to go backwards in their development. They may start to wet their beds at night. They may find it hard to make friends. They may feel that they do not like or understand themselves. It is possible to find ways to help with all these difficulties.

Internet Access

You may find further useful information on the Internet. If you do not have Internet access, most public libraries have computer facilities with Internet access that members of the public can use (sometimes free of charge).

PART II INFORMATION REGARDING REPARATION FOR TORTURE

1. WHAT IS TORTURE?

Torture is universally accepted as:

“any act by which severe pain or suffering, whether physical or mental, is intentionally inflicted on a person for such purposes as obtaining from him or a third person information or a confession, punishing him for an act he or a third person has committed or is suspected of having committed, or intimidating or coercing him or a third person, or for any reason based on discrimination of any kind, when such pain or suffering is inflicted by or at the instigation of or with the consent or acquiescence of a public official or other person acting in an official capacity. It does not include pain or suffering arising only from, inherent in or incidental to lawful sanctions”.

(Article 1 of the United Nations Convention Against Torture and other Cruel, Inhumane or Degrading Treatment or Punishment 1988).

Specifically, for an act to be considered as torture, all of the following elements must be present:

- The act must have caused severe pain or suffering;

INFORMATION REGARDING REPARATION FOR TORTURE

- It must have been inflicted by or on behalf of or at the consent of a public official (such as the police or security forces);
- It must have been committed for a specific purpose, such as to elicit a confession or to instil fear

2. WHAT IS REPARATION FOR TORTURE?

Torture is recognised as an international crime, and under international law, survivors are entitled to reparation. Reparation is usually sought from either the government whose official inflicted the torture and/or by pursuing a claim against the individual perpetrator.

Many people think that reparation for torture means the right to financial compensation. However, it can be much more than that. Reparation for torture can include many different aspects such as:

Medical care and treatment (both physical and psychological) to help torture survivors recover their health and well being;

Truth and justice, such as an official apology and acceptance of responsibility for what happened, punishment of those who inflicted the torture, recognition of the facts and remembrance of those who suffered;

Return of rights and entitlements which were lost in conjunction with the torture, such as pension and employment rights, rights of residency, or return of your personal belongings;

WHAT IS REPARATION FOR TORTURE?

Guarantees that the violation will not be repeated, such as imposing severe punishment to perpetrators in order to deter future violations by the same individual or others, as well as changing the laws that failed to protect victims from torture, and reforming the practices of public institutions (such as the police, and military) to ensure that torture will not be tolerated in future; and

Compensation for the pain and suffering sustained and for losses and expenses incurred.

It is essential to consider from the start what your objectives are and to obtain legal advice on how best they can be achieved.

3. SEEKING REDRESS: POINTS FOR YOU TO CONSIDER

It is a common – and very understandable – reaction by those who have been tortured or who have suffered other serious violations of human rights, to want to seek justice. However, it is essential to consider, from the start, several important points:

- For many people, obtaining reparation may not be possible; there may be no effective court system, complaints procedure or other legal channel for claiming reparation from a particular country. The only way may be to join others in a campaign against torture in that country or to reveal the story publicly of how the injustices were inflicted on you.

INFORMATION REGARDING REPARATION FOR TORTURE

- Others may have the opportunity to seek some form of reparation but this may be a very difficult and long process. For some the experience of trying to seek justice can help in the healing process, while for others it is better to look to the future and start rebuilding their lives.

We therefore strongly recommend that you think very carefully and discuss with your family, friends and advisers before launching into an action for reparation. Some of the points you may wish to consider are:

- Seeking reparation can place enormous strain on you and your family and you will need plenty of moral support and possibly some financial resources.
- You need to be determined and prepared for setbacks and there is no guarantee that you will achieve what you set out to do. The state of your mental and physical well being may be challenged at each turn.
- The safety of your family, friends and colleagues could be endangered if they are still in the country where the torture took place.
- Even when obtained, reparation cannot turn back the clock, but it may help you to put the experience behind you and to enable you to move on.

4. WHAT LEGAL REMEDIES MAY BE AVAILABLE?

There is a range of legal remedies that may be available. Before you embark on a course of action, we strongly recommend that you seek the assistance of either a lawyer or a human rights organisation that may be able to advise you on the likely success of your claim and the procedure required.

Civil claim for damages/compensation

You may be able to make a complaint or start an action in the country where the torture took place for damages/financial compensation. It may even be possible to start that action in the UK if you can identify the person who tortured you.

Criminal prosecution

You may wish to request the authorities in the country where you were tortured to carry out an investigation into your case with a view to prosecuting those who tortured you. It may also be possible to ask the UK Metropolitan police to investigate your case if you know the identity of the torturer **and** you know that the person is either in the UK or when they are likely to come to the UK. A prosecution may also be possible in a third country if you know that your torturer is physically present there.

INFORMATION REGARDING REPARATION FOR TORTURE

Regional and/or international bodies where you can seek redress

There may be a number of international bodies that may investigate complaints of human rights violations, including torture. These can usually only be used if the country responsible for the violation has agreed in advance to allow the international body to receive complaints against it. In all cases, these bodies will only decide on your complaint after you have tried to bring a claim in a domestic court or you can show that it is impossible for you to pursue such a claim.

Only a few of these bodies have the power to order a government to provide you with specific reparations and to enforce their orders.

Those that do only cover certain regions and are:

- **The European Court of Human Rights**
- **The Inter-American Court of Human Rights**

Others only have the power to make a declaration that a violation has taken place and ask the government concerned to redress the wrong and provide reparation.

Examples of these are:

- **The African Commission on Human and Peoples' Rights**
- **The United Nations Human Rights Committee**
- **The United Nations Committee against Torture**

WHAT LEGAL REMEDIES MAY BE AVAILABLE?

It should be stressed that even when you might seem to have a good case, it might not be possible for you to make a complaint. And even if you can, the process may take a number of years and even then, your case may not succeed. Before launching such an action, you need to consider the following:

- You will need to see whether you are required to comply with any time limits within which to make the claim;
- You will need to have the evidence to show that you have exhausted domestic remedies from the specific country concerned;
- You may need to provide evidence to support your claim such as medical reports or other documentation.

If no international or regional bodies are able to hear your complaint, the United Nations Commission for Human Rights has established a number of different bodies designed to protect human rights that may offer some other forms of relief. Some of these bodies may take up the case on your behalf. For instance, you may wish to draw your case to the attention of the United Nations Special *Rapporteur* on Torture who may enter into a dialogue with the government concerned. Or the United Nations may have appointed a Special *Rapporteur* for the country concerned who may be able to put your complaint directly to the government concerned.

INFORMATION REGARDING REPARATION FOR TORTURE

Remedies at the International Criminal Court

The International Criminal Court may be able to prosecute persons responsible for **widespread or systematic** acts of torture. However, the Court will consider taking up your case only if the act was committed after 1st July 2002, if the country responsible in which the accused is present has agreed to the jurisdiction of the Court, and a national court is “unwilling or unable” to prosecute the person.

Regional complaints mechanisms:

African Commission On Human And Peoples' Rights

www.achpr.org

or

90 Kairaba Avenue, P.O. Box 673, Banjul, The Gambia. Tel:
+ 220 392962/ 372070 Fax: + 220 390764.

E-mail: achpr@achpr.org / idoc@achpr.org

European Court Of Human Rights

Information for those wishing to make an application is available from the website (in 28 languages);

www.echr.coe.int/Eng/General

or

European Court of Human Rights, Council of Europe, F -
67075 Strasbourg-Cedex

Tel: +33 3 88 41 20 18 Fax: +33 3 88 41 27 30

E-mail: webmaster@echr.coe.int

Inter-American Commission On Human Rights

The form for presenting petitions on human rights violations by OAS (Organisation of American States) member States is available on;

www.cidh.org/denuncia.eng

or

Inter-American Commission on Human Rights, 1889 F Street,
N. W., Washington, D.C. 20006, USA

Tel: + 1 202 458-6002 Fax: + 1 202 458-3992

E-mail: cidhoea@oas.org

International complaints mechanisms:

International Criminal Court

www.icc-cpi.int

or

ICC, Maanweg, 174, 2516 AB The Hague, The Netherlands

Tel: + 31 70 515 8515 Fax: +31 70 5158555

E-mail: vpru@icc-cpi.int

International Criminal Tribunal For The Former Yugoslavia

www.un.org/icty

or

Churchillplein 1, 2517JW The Hague, Netherlands

International Criminal Tribunal For Rwanda

www.un.org/ictt

or

Arusha International Conference Centre P.O. Box 6016,

Arusha, Tanzania

Tel: +1 212 963 2850 / +255 (57) 2504369/72 Fax: +1 212

963 2848 / +255 (57) 2504000

UNITED NATIONS

Human Rights Committee

Committee against Torture

Committee on the Elimination of Racial Discrimination

Address correspondence to:

The Petitions Team, Office of the High Commissioner for Human Rights, United Nations Office, 1211 Geneva 10, Switzerland

Fax: + 41 22 9179022

E-mail: tb-petitions.hchr@unog.ch

Commission on Human Rights

Address correspondence to:

Commission/Sub-Commission Team (1503 Procedure),

Support Services Branch, Office of the High Commissioner for

INFORMATION REGARDING REPARATION FOR TORTURE

Human Rights, United Nations Office at Geneva, 1211
Geneva 10, Switzerland
Fax: + 41 22 9179011
E-mail:1503.hchr@unog.ch

Commission on the Status of Women

Address correspondence to:
Division for the Advancement of Women, Department of
Economic and Social Affairs, United Nations Secretariat, 2
United Nations Plaza, DC-2/12th Floor, New York, NY 10017,
United States of America
Fax: + 41 22 917 9022

Committee on the Elimination of Discrimination against Women

Address correspondence to:
Division for the Advancement of Women, Department of
Economic and Social Affairs, United Nations Secretariat, 2
United Nations Plaza, DC-2/12th Floor, New York, NY 10017,
United States of America
Fax: + 1 212 963 3463

Communications or Complaints procedures, model complaints
& contact information for the above bodies are available on
the website of the Office of the High Commissioner for
Human Rights;
www.unhchr.ch/html/menu2/complain
or
OHCHR-UNOG, 8-14 Avenue de la Paix, 1211 Geneva 10,
Switzerland
Tel: +41 22 917-9000

You may also wish to consult **The Torture Reporting Handbook** which sets out how to report alleged acts of torture, including the procedure for submitting information to regional and international mechanisms, details of what kind of information needed in support of a claim and possible courses of action. It is available in 8

WHAT LEGAL REMEDIES MAY BE AVAILABLE?

languages from the Internet:

www.essex.ac.uk/torturehandbook or from The Human Rights Centre, University of Essex, Wivenhoe Park, Colchester, CO4 3SQ Tel:01206-872558

Diplomatic representation and Diplomatic protection

If you are a British national, you can ask the Consular Division of the Foreign and Commonwealth Office in London to take up your case for reparations with the government responsible for committing the torture. The UK Foreign and Commonwealth Office can choose whether or not to agree to act on your request and they may make this conditional on you being able to demonstrate that all possible courses of action before the national court in the country where you were tortured were taken or to show that no course of action exists (i.e. to exhaust local remedies). The Foreign and Commonwealth Office has stated in a letter to REDRESS:

“The policy of this Government is to take up with any foreign government, serious allegations of maltreatment of British nationals overseas. The circumstances may vary greatly from one case to another, which would have a bearing on the nature of any representations we would make. If a specific claim for damages has been put forward by the individual concerned, we would expect, in accordance with the normal rules applying to international claims, that the claimant had first exhausted local legal remedies”

In very extreme circumstances where the Foreign and Commonwealth Office do not respond to your requests or they refuse to take any action at all (and provided

INFORMATION REGARDING REPARATION FOR TORTURE

you can show that you have exhausted local remedies) you may wish to challenge the Foreign and Commonwealth Office's action by lodging a judicial review application in the High Court. The Court of Appeal case of *Abbasi v Foreign and Commonwealth Office* (2002 EWCA Civ 1598) has recognised that the Foreign and Commonwealth Office decisions may be reviewable by a British Court in very exceptional circumstances. Here, we strongly recommend that you seek the advice of a lawyer before taking this course of action, as the chances of succeeding with such a claim are slim.

Foreign and Commonwealth Office

Consular Directorate, Foreign & Commonwealth Office, Old Admiralty Building, London SW1A 2PA, UK

Tel: 020 7008 1500 Fax: 020 7008 0155

E-mail: consular.fco@gtnet.gov.uk

For more information on consular services for British Nationals detained abroad consult www.fco.gov.uk

Organisations providing assistance to UK nationals detained abroad:

Prisoners Abroad provides support and welfare for British nationals imprisoned, advice to family and friends and a resettlement service for returning prisoners

89-93 Fonthill Road, Finsbury Park, London N4 3JH, UK

Tel: 020 7561 6820 Fax: 020 7561 6821

E-mail: info@prisonersabroad.org.uk

www.prisonersabroad.org.uk

Fair trials abroad advises and assists EU citizens accused of crimes whilst abroad

Contact Sabine Zanker

WHAT LEGAL REMEDIES MAY BE AVAILABLE?

2nd Floor, Tower building, 11 York Road, London, SE1 NX,
UK
Tel: 020 7981 0415
E-mail: fairtrials.abroad@ntlworld.com
www.f-t-a.freeseve.co.uk

5. WHERE TO SEEK ADVICE IN THE UK?

You may be able to access the above remedies from the UK but ***we strongly advise you to seek assistance in whichever remedy you wish to pursue.*** Legal advisers at REDRESS may be able to provide you with advice and assistance or they may refer you to a specialist lawyer either in the UK or in the country concerned. Alternatively, you may wish to raise this matter with your solicitor or with UK based human rights organisations that take up individual legal cases.

If you do contact REDRESS, its legal advisers will provide you with an initial free and confidential advice. You can contact REDRESS either by e-mail, telephone or letter and one of its legal advisers will respond.

You may be invited to come into the office to discuss your case further. After considering the information you provide, REDRESS will then decide if it has the capacity to assist you.

If REDRESS decides to take up your case, it will then devise a strategy with you and then set out the ways in which it can assist.

INFORMATION REGARDING REPARATION FOR TORTURE

Legal advice giving organisations:

Liberty *The Human Rights Litigation Unit at Liberty will take individual test cases to UK domestic courts and the European Court of Human Rights, Strasbourg.*

21 Tabard Street, London, SE1 4LA, UK

Tel: 020 7403 3888 Fax: 020 7407 5354

E-mail: info@liberty-human-rights.org.uk

www.liberty-human-rights.org.uk

Redress *provides legal advice and assistance to individuals seeking reparation for torture.*

87 Vauxhall walk, London, SE11 5HA, UK

Tel: 020 7793 1777 Fax: 020 7793 1719

E-mail: redresstrust@gn.apc.org

www.redress.org

Other legal organisations that may assist:

The AIRE Centre *offers advice on European law and human rights to legal practitioners. Individuals can receive general information but not advice.*

Third Floor, 17 Red Lion Square, London WC1R 4QH, UK

Tel: 020 7831 4276 Fax: 020 7404 7760

E-mail: info@airecentre.org

www.airecentre.org

The Bar Human Rights Committee *works uniquely internationally to protect the rights of advocates and judges and promotes the rule of law and internationally recognised legal standards relating to the right to a fair trial. The BHRC does not offer individual advice.*

Bar Human Rights Committee, 10-11 Gray's Inn Square,
London, WC1R 5JD, UK

Tel: 020 7395 9508 Fax: 020 7831 2430

E-mail: bhrc@compuserve.com

www.barhumanrights.org.uk

WHERE TO SEEK ADVICE IN THE UK?

British Institute of Human Rights acts as a resource on human rights issues. It aims to increase public awareness and understanding of human rights through events, training and outreach projects. BIHR does not offer individual advice
School of Law, Kings College London, 8th floor, 75 York Road, London SE1 7AW, UK
Tel: 020 7401 2712 Fax: 020 7401 2695
E-mail: admin@bihr.org
www.bihr.org

The International Bar Association The Human Rights Institute at the IBA carries out examinations of legal systems world-wide and will make representations to the relevant government when legal professionals have been threatened, detained or abused.
271 Regent Street, London W1B 2AQ, UK
Tel: 020 7629 1206 Fax: 020 7409 0456
E-mail: iba@int-bar.org
www.ibanet.org

The International Centre for the Legal Protection of Human Rights is a UK based charity offering advice, assistance and training to legal professionals and NGOs in relation to human rights issues in four geographical areas: South Asia, Commonwealth, Central & Eastern Europe and Africa. Interights does not offer advice to non-legal professionals.
INTERIGHTS, Lancaster House, 33 Islington High Street, London N1 9LH, UK
Tel: 020 7278 3230 Fax: 020 7278 4334
E-mail: ir@interights.org
www.interights.org

Justice aims at legal reform through its wide and influential membership of legal professionals, academics and voluntary sector workers. Justice does not provide individual advice.
59 Carter Lane, London EC4V 5AQ, UK
Tel: 020 7329 5100 Fax: 020 7329 5055
E-mail: admin@justice.org.uk
www.justice.org.uk

INFORMATION REGARDING REPARATION FOR TORTURE

***The Law Society** The International Unit at the Law Society is unable to give legal advice or lobby, but will intervene with the relevant government authorities in cases of human rights violations against members of the legal profession*

113 Chancery lane, London WC2A 1P, UK

Tel: 020 7320 5881

E-mail: internationalhumanrights@lawsociety.org.uk

6. WHO ELSE MAY GIVE ASSISTANCE?

Human Rights organisations running advocacy campaigns on prevention and reparation for torture

You may wish to give details of your complaint to human rights organisations that campaign against torture or the general situation in the country concerned. The human rights organisation will document your case and may use it in their campaign for change

Organisations focused on torture:

Amnesty International

99-119 Rosebery Avenue, London, EC1R 4RE, UK

Tel: 020 7814 6200 Fax: 020 7833 1510

E-mail: info@amnesty.org.uk

www.amnesty.org.uk

Association for the Prevention of Torture

Route de Ferney 10, PO. Box 2267, CH-1211 Geneva 2, Switzerland

Tel: + 41 22 919 21 70 Fax: + 41 22 919 21 80

E-mail: apt@apt.ch

www.apt.ch

Centre for Victims of Torture

717 East River Road, Minneapolis, MN 55455

Tel: + 1 612 436 4800 Fax: + 1 612 436 2600

WHO ELSE MAY GIVE ASSISTANCE?

E-mail: cvt@cvt.org
www.cvt.org

***The International Federation of Action by Christians
for the Abolition of Torture (Fi.ACAT)***

27 rue de Maubeuge, 75009 Paris, France
Tel: + 33 1 42 80 01 60 Fax: + 33 1 42 80 20 89
E-mail: fi.acat@wanadoo.fr
www.fiacat.org

***International Rehabilitation Council for Torture
Victims***

Borgergade 13 , P.O. Box 9049 , DK-1022 Copenhagen, K,
Denmark
Tel: +45 33 76 06 00 Fax: +45 33 76 05 00
E-mail: irct@irct.org
www.irct.org

World Organisation Against Torture

OMCT Europe , Rue de L'Enseignement, 91, B-1000
Bruxelles, Belgium
Tel/Fax: +32 2 218 37 19
E-mail: omcteuropa@omct.org
www.omct.org

General organisations:

Association for the Victims of Repression in Exile

AVRE, 1-3 allée du Tertre, 92000 Nanterre, France
Tel: + 33 1 41 91 72 80 Fax: + 33 1 47 25 35 86
E-mail: contact@avre.org
www.avre.org

Human Rights Watch

2nd floor, 2-12 Pentonville road, London, N1 9HF, UK
Tel: 020 7713 1955 Fax: 020 7713 1800
E-mail: hrwuk@hrw.org
www.hrw.org

International Federation for Human Rights

FIDH, 17 Passage de la Main d'Or, 75011 Paris, France

INFORMATION REGARDING REPARATION FOR TORTURE

Tel: + 33 1 43 55 25 18

Email: fidh@fidh.org

www.fidh.org

Lawyers Committee for Human Rights

333 Seventh Avenue, 13th Floor, New York, NY 10001-5004

Tel: + 1 212 845 5200 Fax: + 1 212 845 5299

E-mail: nyc@lchr.org

www.lchr.org

Relevant specialised organisations:

Anti-Slavery International *working exclusively against slavery and related abuses.*

Thomas Clarkson House, The Stableyard, Broomgrove Road, London, SW9 9TL, UK

Tel: 020 7501 8920 Fax: 020 7738 4110

E-mail: info@antislavery.org

www.antislavery.org

Minority Rights Group International *working to secure the rights of minorities worldwide.*

379 Brixton Road, London, SW9 7DE, UK

Tel: 020 7978 9498 Fax: 020 7738 6265

E-mail: minority.rights@mrqmail.org

www.minorityrights.org

Survival International (Survive) *working to protect the rights of 'tribal' people worldwide*

6 Charterhouse Buildings, London, EC1M 7ET, UK

Tel: 020 7687 8700 Fax: 020 7687 8701

E-mail: info@survival-international.org

www.survial-international.org

Member of Parliament and Member of the European Parliament

Your member of Parliament (MP) and European Parliament (MEP) may be able to assist, by making representations on your behalf to the Ambassador or

WHO ELSE MAY GIVE ASSISTANCE?

representative of the government concerned (if there is one in the UK) or to the Foreign and Commonwealth Office or by writing to your government directly. You can make contact with your MP and MEP either by letter, arranging a meeting with them or by asking your legal adviser to contact them on your behalf. They are unlikely to become involved if you are lodging a case with the Court or another regional or international claims process. They may also be able to raise questions in their Parliament to highlight the matter and request a response on action being taken.

Contacting your MP

You can write to your **MP** at House of Commons, London, SW1A 0AA. If you do not know who your MP is, search on the Internet database www.locata.co.uk/commons or telephone the information line 020 7219 4272

If you live in Scotland you can also contact your member of the Scottish Parliament (**MSP**) at The Scottish Parliament, Edinburgh EH99 1SP. To find out who your MSP is search on the Internet www.scottish.parliament.uk/msps or telephone 0131 348 5000.

If you live in Wales you can also contact your member of the Welsh Assembly (**AM**) at National Assembly for Wales, Cardiff Bay, Cardiff CF99 1NA. To find out who your AM is search on the Internet www.wales.gov.uk/who/constit_e or telephone 029 2089 8200

Contacting your MEP

To find out who your MEP is and how to contact them search on the Internet www.europarl.org.uk/uk_mep or telephone 020 7227 4300

INFORMATION REGARDING REPARATION FOR TORTURE

MPs groups

The following groups of MPs may also be of use:

All-Party Parliamentary Human Rights Group

Chair: Ann Clwyd Contact: Ms Ann Clwyd MP, House of Commons, London SW1A 0AA. Tel: 020 7219 6609

All-Party Parliamentary Group on Refugees

Chair: Neil Gerrard Contact: Mr Imran Hussain, Refugee Council, 3 Bondway, London SW8 1SJ. Tel: 020 7820 3046

All-Party Parliamentary War Crimes Group

Chair: Baroness Golding Contact: Mr Edward Lewin, c/o Lord Janner of Braunstone, House of Lords, London SW1A 0PW. Tel: 020 7222 2863

All-Party Parliamentary Group for World Government

(promotes democratic reform of the United Nations, global institutions and international law)

Chair: Gavin Strang Contact: Mr Simon Burall, One World Trust, c/o All-Party Parliamentary Group for World Government, Houses of Parliament, London SW1A 0AA. Tel: 020 7219 3825

Other groups including country groups (e.g. *All-Party Parliamentary Turkey Group*, which encourage relations between Britain and that country) are listed at: www.publications.parliament.uk/pa/cm/cmparty/memi01.htm

PART III

NATIONWIDE LISTINGS OF SERVICES OFFERING SUPPORT, INFORMATION AND ADVICE

This section lists: **One Stop Services, Legal Advice centres, Health Care centres, Community Support and Refugee Community Organisations.**

The list is by region and alphabetically. Before the listings you will find general information about these services and sources of further information.

Please note this list is not comprehensive and in no way exhaustive. There may be services and centres that do not appear on this list that may be of great assistance to you. One Stop Services will have details of many local services and groups. Also making enquiries at your local health care centre and searching the Internet may provide you with further information.

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1. GENERAL INFORMATION

ONE STOP SERVICES

One Stop Services (OSS) are for those receiving NASS support. Every OSS in the UK is listed below. Each OSS has details of its' local social and health care centres, as well as contact details of Refugee Community Organisations. It is strongly advisable to telephone before arriving at the OSS, as opening times may vary.

The Refugee Council

The largest organisation in the UK working with asylum seekers and refugees www.refugeecouncil.org.uk

The Scottish Refugee Council

Working with asylum seekers and refugee within Scotland
www.scottishrefugeecouncil.org.uk

LEGAL ADVICE

Legal advice centres listed below have experience in dealing with asylum seekers and torture survivors.

If there is no legal advice centre listed for your area, you can search the Community Legal Service directory www.justask.org.uk

Citizens Advice Bureau

CAB offers free independent impartial advice. For your local bureau www.nacab.org.uk/cabdir

Immigration Advisory Service

The IAS gives free legal advice and representation to immigrants and asylum seekers. For details of your local IAS office www.iasuk.org

NATIONWIDE LISTINGS OF SERVICES

Joint Council for the Welfare of Immigrants

JCWI offers free advice and casework on immigration and asylum law and policy www.jcwi.org.uk

Law Centres

Law Centres provide a free and independent legal service to people who live or work in their catchment area. For details of your local law Centre www.lawcentres.org.u

Multikulti

Translated information, advice, guidance and learning materials on welfare law in (11) community languages www.multikulti.org.uk

HEALTH CARE

Health Care centres listed below have experience in dealing with asylum seekers and torture survivors.

If you require a health service that is not listed, you can search the NHS website www.nhs.uk/localservices

Babel Tree

Health information in (36) community languages www.adec.org.au/babeltree

British Red Cross

Run a skin camouflaging service teaching techniques on how to cover, or lessen the impact of, disfiguring marks or skin conditions on the face or body. Medical referral is required. For details of your local Red Cross branch www.redcross.org.uk

HARP Health for Asylum Seekers and Refugees Portal

A directory of information and resources concerning asylum seekers and refugees www.harpweb.org

NATIONWIDE LISTINGS OF SERVICES

Medact

A network of health professionals working with refugees and asylum seekers offering high level care to refugees and asylum seekers.

www.medact.org

UK Trauma Group

Information and a directory of services relating to the experience of major traumatic events, including links to the European and International Societies for Traumatic Stress Studies www.uktrauma.org.uk

COMMUNITY SUPPORT and REFUGEE COMMUNITY ORGANISATIONS

Community Support for refugees and Refugee Community Organisations (RCOs) run by refugees to provide support and advice to their own communities, are listed below.

We would stress that there may be relevant groups in your area that are not listed, individual research is advised.

Your nearest main library should have a database of local clubs, societies and associations. These databases can usually be accessed on the Internet, but again these directories are not necessarily exhaustive.

The following web sites have substantial information on Community Support and RCOs:

Asian Resource Centre

A Birmingham based centre offering information to communities in West Midlands

home.btclick.com/asian.resource

Community World UK

A nationwide directory of web based communities or web sites of community groups www.community-world.co.uk

NATIONWIDE LISTINGS OF SERVICES

Greater Glasgow Ethnic Minority Directory

A directory of community organisations in the Glasgow area
www.ethnicminoritydirectory.co.uk

HARP Health for Asylum Seekers and Refugees Portal

A directory of information and resources concerning asylum seekers and refugees
www.harpweb.org

ICAR Information Centre about Asylum and Refugees (Mapping the UK)

Independent information and resources relating to asylum and refugee issues by region (under construction)
www.icar.org.uk/content/res/map

London Health

Support and Campaign Groups Directory for the London Area
www.londonhealth.co.uk/campaignandsupportgroupsethnicminorities

Middle East UK

A directory of UK-based Muslim organisations and Middle Eastern Associations www.middleeastuk.com

North of England Refugee Service

North East based organisation with details of regional refugee community organisations www.refugee.org.uk

Refugee Access

Directory for the Yorkshire and Humberside region for asylum seekers and refugees www.refugeeaccess.info

2. EASTERN ENGLAND

CAMBRIDGE

Community Support

Cambridge Refugee Support Group,
Llandaff Chambers, 2 Regent Street, Cambridge, CB2 1AX,
Tel:01223-575489

NATIONWIDE LISTINGS OF SERVICES

GREAT YARMOUTH

Community Support

Great Yarmouth Refugee Outreach Service (GYROS),
Great Yarmouth Tel:01493-650585

KINGS LYNN

Community Support

Kings Lynn Asylum Refugee Support,
The Friends' Meeting House, Bridge St, Kings Lynn, PE30 Tel:
01553-692037

IPSWICH

One Stop Service

Refugee Council,
1st Floor, 4-8 Museum Street, Ipswich, IP1 1HT Tel:01473-
221560

Health Care

Suffolk Community Refugee Team,
70 St Helen's St, Ipswich, IP4 2LA, Tel: 01473-341750

Community Support

Suffolk Refugee Support Forum,
38 Matthew Street, Ipswich, IP1 3EP, Tel:01473-400785

NORWICH

Legal Advice

Immigration Advisory Service (IAS),
The Advice Arcade, 4 Guildhall Hill, Norwich, NR2 1JH, Tel:
01603-496623

PETERBOROUGH

Community Support

Peterborough Refugee Association,
Peterborough Regional College, Park Crescent, Peterborough,
PE1 4DZ Tel:01733-762245

3. EAST MIDLANDS

DERBY

Health Care

Fountain Primary Care Service,
60-62 Sale Street, Derby, DE23 8GD Tel: 01332-546660

Refugee Community Organisations

Refugee Advice Centre,
c/o Bosnia Herzegovina Community Association, 1 Uttoxeter
New Road, Derby, DE22 3NL Tel:01332-294436

LEICESTER

One Stop Service

Refugee Action,
Melbourne Centre, Melbourne Road, Leicester, LE2 0GU Tel:
0116-261-4830

NATIONWIDE LISTINGS OF SERVICES

NORTHAMPTON

Health Care

Maple Access Project for Asylum Seekers,
6 Castillion Terrace, Northampton, NN1 1LD Tel:01604-
250969

NOTTINGHAM

One Stop Service

Refugee Action,
3rd Floor, Albion House, Canal Street, Nottingham, NG1 7EG
Tel:0115-941-8552

Health Care

Centre for Trauma Studies/Traumatic Stress Service,
Nottinghamshire Healthcare NHS Trust, Westminster House,
598 The Wells Rd, Nottingham NG3 3AA Tel: 0115-952-9436.

Community Support

Refugee Forum,
118 Mansfield Road, Nottingham, NG1 3HL Tel:0115-985-
9546

4. LONDON

One Stop Service

Migrant Helpline,
PB House 185 Dartmos Road, Sydenham, SE26 4RJ Tel: 020
8699 0048

Refugee Council,
240-250 Ferndale Road, London, SW9 8BB Tel: 020 7346
6700, Advice Line: 020-7346-6777

NATIONWIDE LISTINGS OF SERVICES

Health Care

The African Well Woman Clinic,
St Thomas' Hospital, Office 3, 6th Floor, North Wing, London,
SE1 7EH Tel: 020-7960-5595

Brixton Refugee Health Project,
1 Lower Marsh, Waterloo, SE1 7NT Tel: 0207-716-7000

Chinese National Healthy Living Centre,
29-30 Soho Square, London, W1D 3QS Tel: 020-7287-0904

Health and Housing Access Workers,
St Pancras Hospital, 4 St Pancras Way, London, NW1 OPH
Tel: 020-7530-34444

HHELP,
1 St Mark Street, London, E1 8DJ Tel: 020-7702-9202

Medical Foundation for the Care of Victims of Torture,
111, Isledon Road, London N7 7JW Tel: 020-7813-7777

Orexis,
192 Evelyn Street, London, SE8 5DB Tel: 020-8691-1233

Primary Care Refugees Project,
Health Development Service, Beckenham Hospital, 379
Croydon Road, Beckenham, BR3 3QL Tel: 020-8402-6998

Refugee Health Access Project
1st Floor, Britannia House, 960 High Road, North Finchley,
N12 9RY Tel: 020-8446-6624

St Hilda's East Community Centre,
18 Club Row, E2 7EY Tel:020-773- 8066

*Primary Health Care Team for Lambeth, Lewisham and
Southwark (Homeless People and Refugees),*
49 Plashet Road, E13 0QA Tel: 020-7414-1507

NATIONWIDE LISTINGS OF SERVICES

Traumatic Stress Clinic,
73 Charlotte Street, London W1T 4PL Tel: 020-7530-3666

Women's Health and Family Services,
The Brady Arts and Community Centre, 192-196 Hanbury
Street, E1 5HU Tel: 020-7377-8725

Refugee Community Organisations

Afghan Association of London,
Suite 1, 84-88 Pinner Road, Harrow, Middlesex, HA1 4HZ
Tel: 020-8861-6990

African Community Welfare Association
728 Romford Road, Manor Park, E12 6BT Tel: 020-8514-
5657

Kurdish Advice Centre (For Kurds from Turkey),
St Mary's Community Centre, Birkbeck Road, London, N8
7PF Tel: 020-8347-8657

*Kurdish Advocacy & Information Centre (KIAC, For Kurds
from Iraq)*
Caxton House, 129 St John Way, London, N19 3RQ Tel: 020-
7272-9499

Iranian Association,
Palingswick House, 241 King Street, London, W6 9LP Tel:
020-8748-6682

Halkevi Kurdish & Turkish Community Centre,
92-100 Stoke Newington, London, N16 7XB, Tel: 020-7249-
6980

Iraqi Community Association,,
Palingswick House, 241 King Street, London, W6 9LP Tel:
020-8741-5491

Muslim Women's Welfare Association,
425 Lea Bridge Road, London, E10 7EA Tel: 020-8539-7478

NATIONWIDE LISTINGS OF SERVICES

MOSAADA Centre for Single Women,
Ground Floor, 118 Commercial Street, E1 6NF Tel: 022-7247-7111

Romany Support Group,
PO Box 23610, London, E7 0XB Tel: 07949 089 778

Somali Community Centre,
1-2 Lismore Circus, London, NW5 4QF Tel: 020-7633-0729

5. NORTH EAST ENGLAND

MIDDLESBROUGH

One Stop Service

North of England Refugee Service,
27 Borough Road, Middlesbrough, TS1 4AP Tel:01642-217447

Legal Advice

Immigration Advisory Service (IAS),
96-98 Borough Road, Middlesbrough, TS1 2HJ Tel:01642-219222

Health Care

PMS to Asylum Seekers,
Haven Medical Practice, 7 Harris Street, Middlesbrough, TS1
Tel:01642-251053

NEWCASTLE-UPON-TYNE

One Stop Service

North of England Refugee Service (NERS),
19 Bigg Market, Newcastle-upon-Tyne, NE1 1UN Tel:0191-222-0406

NATIONWIDE LISTINGS OF SERVICES

Health Care

Sceptre Court Surgery,
Elswick Health Centre, Medon Street, Newcastle-upon-Tyne,
NE4 6SH Tel:0191-219-5160

Community Support

West End Refugee Service,
St Philip's Vicarage, St Philip's Close, Newcastle-upon-Tyne,
NE4 Tel:0191-273-7482

Refugee Community Organisations

Regional Refugee Forum,
c/o NERS, 2 Jesmond Road West, Newcastle-upon-Tyne, NE2
9PQ Tel:0191-245-7311

STOCKTON-ON-TEES

Health Care

Arrival Practice,
Matthew Road, Teesdale, Thornaby, Stockton-on-Tees, TS17
6EY Tel: 01642-615415

Community Support

Asylum Support Team,
Advice Centre, Bath Lane, Stockton-on-Tees TS18 2DS Tel:
01642-415030

SUNDERLAND

One Stop Service

North of England Refugee Service (NERS),
19 Villier St, Sunderland, SR1 1EJ Tel: 0191 510 8685

NATIONWIDE LISTINGS OF SERVICES

Health Care

Pegasi Practice,
Hendon Health Centre, Meaburn Terrace, Sunderland, SR1
2LR Tel:0191-510-1865

WALLSEND

One Stop Service

North of England Refugee Service (NERS),
3rd Floor, The Forum, Wallsend, NE28 8LX Tel:0191-200-
1109

Health Care

North Tyneside Transitional Care Practice,
Wallsend Health Centre, The Green, Wallsend, NE28 7PD Tel:
0191-220-5969

6. NORTH WEST ENGLAND

BLACKBURN & DARWEN

Health Care

Asylum Seeker Health Team (ASH),
Larkhill Health Centre, Mount Pleasant, Blackburn
BB1 5BJ Tel:01254-263611

LIVERPOOL

One Stop Service

Refugee Action
34 Princes Road, Liverpool, L8 1TH Tel:0151-702-6300

NATIONWIDE LISTINGS OF SERVICES

Refugee Action,
Great Homer Street Medical Centre, 25 Conway Street,
Liverpool L5 Tel: 0151-702-6300 (main Liverpool Office)

Refugee Action,
Toxteth Citizens Advice Bureau, High Park Street, Liverpool
L8. Tel: 0151-702-6300 (main Liverpool Office)

Legal Advice

Immigration Advisory Service (IAS),
Beetham House, 59-61 Tithesbarm, Liverpool, L2 2SB Tel:
0151-242-0920

Health Care

Princes Park Health Centre,
Bentley Road, Liverpool, L8 6SY Tel:0151-728-8313

MANCHESTER & SALFORD

One Stop Service

Refugee Action,
1 Tariff Street, Manchester, M1 2HF Tel:0161-233-1200

Legal Advice

Immigration Advisory Services,
Suite 7B, 7th Floor, Blackfriars House, Parsonage,
Manchester, M3 5JA Tel:0161-834-9942

Health Care

Medical Foundation North West,
The Angel Healthy Living Centre, St Philipps Place, Chapel St,
Salford, M3 6FA Tel: 0161-839-8090

NATIONWIDE LISTINGS OF SERVICES

Community Support

Refugee Orientation Project,
British Red Cross, Bradbury House, Unit 4, Ohio Avenue,
Central Park, Salford, M5 2GT Tel:0161-888-8900

Refugee Community Organisations

Manchester Refugee Support Network (MSRN),
St James' Centre, 95a Princess Road, Moss Side, Manchester,
Tel: 0161-868-0777

WIGAN & LEIGH

Community Support

Wigan Citizen Advice Bureau Asylum Seekers Unit,
Gerard Winstanley House, Crawford Street, General & Legal
Advice, Wigan, WN1 1NG Tel:01942-241113

Add a Voice (Direct advocacy service),
53 Church Street, Leigh, WN7 1AY Tel:01942-601563

7. NORTHERN IRELAND

BELFAST

One Stop Service

Northern Ireland Council for Ethnic Minorities (NICEM),
3rd Floor, Ascott House, 24-31 Shaftesbury Square, Belfast,
BT2 7DW Tel:02890-238645

Legal Advice

Law Centre NI,
124 Donegall Street, Belfast, BT1 2GY Tel:02890-244401

8. SCOTLAND

ABERDEEN

Health Care

The Aberdeen Traumatic Stress Clinic and the Centre for Trauma Research,
Grampian Primary Care NHS Trust Headquarters, Bennachie,
Royal Cornhill Hospital, Aberdeen, AB25 2ZH Tel: 01224-
557892

EDINBURGH

One Stop Services

Scottish Refugee Council,
200 Cowgate, Edinburgh, EH1 1NQ Tel: 0141-248-9799
(main Glasgow office)

GLASGOW

One Stop Services

Scottish Refugee Council,
5 Cadogan Square, Cadogan Street, Glasgow, G2 7PH Office
Tel:0141-248-9799 Advice Line Tel:0800-0856087

Scottish Refugee Council,
Drop-in Club AT Elmbank Crescent, Quaker Meeting House,
38 Elmbank Crescent, Glasgow Tel: 0141-248-9799 (main
Glasgow office)

Scottish Refugee Council Women's Group,
Quaker Meeting House, 38 Elmbank Crescent Tel: 0141-248-
9799 (main Glasgow office)

NATIONWIDE LISTINGS OF SERVICES

Legal Advice

Immigration Advisory Service (IAS),
115 Bath Street, Glasgow, G2 2SZ, Tel:0141-248-2956

Health Care

Fernbank Health Centre,
194 Fernbank Street, Glasgow, G22 6DB Tel:0141-589-8000

Castlemilk Health Centre,
71 Dougrie Drive, Glasgow, G45 9AW Tel:0141-531-8585

Practice A Governhill Health Centre,
233 Calder Street, Glasgow, G42 7DR Tel:0141-531-8361

Woodside Health Centre,
Barr Street, Glasgow, G20 7LR Tel:0141-531-9510

*Asylum Seekers Mental Health Liaison Team*Department of
Clinical Psychology,
Stobb Hill Hospital, 133 Balornock Road, Glasgow, G21 3UT
Tel:0141-531-3274

9. SOUTHERN ENGLAND

ASHFORD

One Stop Service

Migrant Helpline,
Ashford Christian Fellowship, Solid Rock, Norwood Street,
Ashford, Kent TN23 1QU Tel: Tel:01304-203977 (main Dover
office)

NATIONWIDE LISTINGS OF SERVICES

BRIGHTON

One Stop Service

Migrant Helpline,
7a Church Street, Brighton, BN1 1US Tel:01273-671711

Community Support

Sussex Refugee Association,
Kemptown Crypt Community Centre, St George's Church, St
George's Road, Brighton, BN2 1ED Tel:01273-275190

CANTERBURY

One Stop Service

Migrant Helpline,
The Friends Meeting House, 6 The Friars, Canterbury, Kent
CT1 2AS Tel:01304-203977 (main Dover office)

CRAWLEY

One Stop Service

Migrant Helpline West Sussex, The Red Cross building, West
Green Drive, Crawley Tel:01273-671711 (main Brighton
office)

DOVER

One Stop Service

Migrant Helpline,
Room 65, No 1 Control Building, Eastern Docks, Dover, CT16
1JA Tel:01304-203977

Migrant Helpline,
89 Folkestone Road, Dover, CT17 9SD Tel:01304-203074

NATIONWIDE LISTINGS OF SERVICES

Health Care

Dover Health Centre,
1st Floor , Maison Dieu Road, Dover, CT16 1RH Tel:01304-
865577

EASTBOURNE

One Stop Service

Migrant Helpline East Sussex,
Braemar House, 28 St Leonards Road, Eastbourne
Tel:01273-671711 (main Brighton office)

FOLKESTONE

One Stop Service

Migrant Helpline Kent,
53 The Old High Street, Folkestone, Kent CT20 1RN Tel:
01304-203977 (main Dover office)

GRAVESEND

One Stop Service

Migrant Helpline Kent
The Methodist Church Hall, Wilfred Street, Gravesend, Kent
DA12 2RE Tel:01304-203977 (main Dover office)

HASTINGS

One Stop Service

Migrant Helpline,
48 Havelock Road, Hastings, TN34 1BE Tel: 01424-717011

NATIONWIDE LISTINGS OF SERVICES

HOUNSLOW

One Stop Service

Refugee Arrivals Project,
41b Cross Lances Road, Hounslow, Middlesex, TW3 OES Tel:
020-8607-6888

HOVE

One Stop Service

Migrant Helpline West Sussex,
Hove drop-in, Cornerstone Community Centre, Church Road,
Hove Tel:01273-671711 (main Brighton office)

MARGATE

One Stop Service

Migrant Helpline,
1 Cecil Street, Margate, CT7 1NX Tel:01843-292921

Community Support

Kent Refugee Support Group,
Omega House, 7 New St, CT9 Tel:01843-280225

OXFORD

Community Support

Asylum Welcome & Detainees Support Group,
276a Cowley Road, Oxford, OX4 1UR Tel:01865-722082

SOUTHAMPTON

One Stop Service

Refugee Action,
50 Oxford Street, Southampton, SO14 3PP Tel:02380-
248130

10. SOUTH WEST ENGLAND

BRISTOL

One Stop Service

Refugee Action,
Senate House, 36 Stokes Croft, Bristol, BS1 3QD Tel:0117-
989-2100

PLYMOUTH

One Stop Service

Refugee Action,
Virginia House, 40 Looe Street, Plymouth, PL4 0EB Tel:
01752-519866

Health Care

Asylum Seeker Mental Health Service,
Nuffield Clinic, Lipson Road, Plymouth, PL4 8NQ Tel: 07876-
564585

Community Support

Devon & Cornwall Refugee Support Council,
7 Whimple St, Plymouth, PL1 2DH Tel:01752-265952

11. WALES

CARDIFF

One Stop Service

Welsh Refugee Council,
Phoenix House, 389 Newport Road, Cardiff, CF24 1TP Tel:
02920-489800

Legal Advice

Immigration Advisory Service,
211a City Road, Roath, Cardiff, CF2 3JD Tel:02920-496662

Refugee Community Organisations

Iraqi Community Organisation,
SWICRA, 29 Lakeside Drive, Cardiff, CF2 6DD Tel:02920-
689380

Somali Advice & Information,
68 St James Street, Cardiff, CF10 5EZ Tel:02920-499916

NEWPORT

One Stop Service

Welsh Refugee Council,
High Street Chambers, 51 High Street, Newport, NP20 1GB
Tel: 01633-266420

SWANSEA

One Stop Service

Welsh Refugee Council,
YMCA, 1 The Kingsway, Swansea, SA1 5JQ Tel:01792-
301729

NATIONWIDE LISTINGS OF SERVICES

Health Care

Asylum Seekers Health Team,
Central Clinic, Trinity Buildings, 21 Orchard Street, Swansea,
SA1 5AT Tel: 01792-651501 or 01792-517882

WREXHAM

One Stop Service

Welsh Refugee Council,
Trinity House, Trinity Street, Wrexham, LL11 1NL Tel:01978-
363240

12. WEST MIDLANDS

BIRMINGHAM

One Stop Service

Refugee Council,
1st Floor, Smithfield House, Digbeth, Birmingham, B5 6BS
Tel:0121-622-1515

Legal Advice

Immigration Advisory Service (IAS),
Federation House, 2309 Coventry Road, Birmingham
B26 3PG Tel:0121-742-1221

Health Care

Asylum Seeker & Refugee Centre for Health (ARCH),
Broadway Health Centre, Cope Street, Ladywood,
Birmingham, B18 7BA Tel: 020-456-1551

Midlands Refugee Council
5th Floor, Smithfield House, Digbeth, Birmingham, B5 6BS
Tel:0121-242-2200

NATIONWIDE LISTINGS OF SERVICES

Refugee Community Organisations

African Francophone Community
1st Floor, Hamilton House, Grove Lane, Smethwick,
Birmingham, B66 3QX Tel:0121-558-9033

Midlands Ethnic Albanian Foundation,
Unit 215, The Custard Factory, Gibbs Street, Digbeth
Birmingham, B9 4AA Tel:0121-683-0080

COVENTRY

Community Support

Coventry Refugee Centre,
St Peter's Centre, Charles Street, Coventry, CV1 5NP Tel:
02476-227254

STOKE-ON-TRENT

Heath Care

Asylum Seeker & Refugee Project,
North Stoke PCT, Bedford House, Havelock Place, Stoke-on-
Trent Tel:01782-425020

Community Support

Refugee & Asylum Seeker Support Project,
Citizens Advice Bureau, Advice House, Cheapside, Stoke-on-
Trent, ST1 1HL Tel:01782-408600

13. YORKSHIRE AND HUMBERSIDE

BRADFORD

Community Support

Bradford Action for Refugees,
Unit A, Carlisle Business Centre, Carlisle Road, Bradford, BD8
8BD Tel: 01274-223240

DONCASTER

Health Care

Dove Primary Care Centre,
6b Cavendish Court, South Parade, Doncaster, DN1 2DJ
Tel: 01302-762110

Community Support

Asylum Seeker Drop In Centre,
United Reformed Church, Hallgate, Doncaster
Tel: 01302-736131

HUDDERSFIELD

Health Care

The Whitehouse Centre,
23a New North Parade, Huddersfield, HD1 5JU
Tel: 01484-301911

Community Support

Kirklees Friends & Refugees Together (KRAFT),
21 Belmont Street, Huddersfield, HD1 5BX
Tel: 01484-352050

MISSION STATEMENTS

KINGSTON-UPON-HULL

Legal Advice

Humberside Law Centre,
95 Alfred Gelder Street, Kingston-upon-Hull, HU1 2JN
Tel: 01482-211180

Health Care

The Quays PMS Pilot,
35-39 Miton Street, Kingston-upon-Hull, HU1 2PS
Tel: 01482-335335

Community Support

Asylum Seeker Support Project,
Citizens Advice Bureau, 2 Charlotte Street Mews, Kingston-upon-Hull, HU1 3BQ Tel: 01482-224608

LEEDS

One Stop Service

Refugee Council,
Ground Floor, Hurley House, 1 Dewsbury Road, Leeds, LS11 5DQ Tel: 0113-244-9404

Legal Advice

Refugee Legal Centre,
5 Butts Court, Leeds, LS1 5JS Tel: 0113-245-2819

Health Care

Health Access Team,
8 Avenue Hill, Leeds, LS8 4EY Tel: 0113-295-1790

Community Support

Leeds Asylum Seeker Support Network (LASSN),
233 Roundhay Road, Leeds, LS8 4HS Tel:0113-380-5690

SHEFFIELD

Health Care

Asylum Seeker & Refugee Health,
Park Medical Centre, 190 Duke Street, S2 5QQ Tel: 0114-
226-1739

Refugee Community Organisations

Northern Refugee Centre,
Carver House, 2 Carver Street, Sheffield, S1 4FS Tel:0114-
275-3114

Somali Mental Health Project,
Volserve House, 14-18 West Bar Green, Sheffield, S1 2DA
Tel:0114-275-8556

THE MEDICAL FOUNDATION
Caring for Victims of Torture

Mission

The Medical Foundation for the Care of Victims of Torture is a human rights organisation that exists to enable survivors of torture and organised violence to engage in a healing process to assert their own human dignity and worth. Our concern for the health and well-being of torture survivors and their families is directed towards providing medical and social care, practical assistance, and psychological and physical therapy. It is also our mission to raise public awareness about torture and its consequences.

The full mission statement of the Medical Foundations with its aims and methods can be found at www.torturecare.org.uk

REDRESS

Seeking Reparation for Torture Survivors

Mission

To rebuild the lives and livelihoods of torture survivors and their families so that they become active and contributing members of society again.

To eradicate the practice of torture worldwide.

Objectives

To obtain reparation for victims of torture and, when appropriate, their families, anywhere in the world.

To make accountable all those who perpetrate, aid and abet acts of torture.

Strategies

To provide legal advice and assist torture survivors gain both access to the courts and redress for their suffering.

To promote the development and implementation of national and international standards which provide effective and enforceable civil and criminal remedies for torture.

To increase awareness of the widespread use of torture and of measures to provide redress.