

**ASYLUM
SEEKERS
WELCOME
PACK**

WELCOME TO GLASGOW

We hope your stay in the City will be a pleasant one.

This Welcome Pack contains information which we hope you will find useful.

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If you have any problems or need assistance please phone 222 7300.

We would recommend that you read through this pack carefully as soon as you arrive.

Useful information about your stay in Glasgow:

YOUR CLAIM FOR ASYLUM

Your application for asylum has been lodged with the Home Office (Immigration Nationality Directorate). They will be keeping in touch with you about your claim and already know your address in Glasgow.

Should you receive any communication from the Home Office, you must read these documents carefully, as you may be required to take some form of action. It may well be that you will require legal representation about your claim for asylum.

The Home Office may want to interview you about your claim for asylum. If this is the case, you **MUST** complete the Travel Warrant application form and send it in the pre-paid envelope, within 5 working days, to the Home Office in Croydon. Your travel documents will be sent to you.

SHOULD YOU HAVE DIFFICULTY WITH THIS, PLEASE SEEK ASSISTANCE FROM THE ASYLUM PROJECT TEAM. THE TELEPHONE NUMBER IS ñ 0141 2227300

ASYLUM SEEKERS SEEKING EMPLOYMENT

Asylum Seekers who have been in the country over six months and have permission to work from the Immigration Nationality Directorate must notify the National Asylum Support Service (NASS) in Croydon. Notification should be sent to:-

National Asylum Support Service
Voyager House
30 Wellesley Road
CROYDON
CR0 2AD

Failure to notify NASS that employment has been secured may result in both accommodation and support being withdrawn. In this event, Glasgow City Council may be unable to assist with accommodation and support.

YOUR OCCUPANCY AGREEMENT WITH GLASGOW CITY COUNCIL

You have signed and retained an occupancy agreement with Glasgow City Council which is a legal and binding document. The main elements of this agreement are as follows:

The furnishings belong to the Council and you must look after these

Repairs must be reported on freephone 0800 595595

Faulty equipment, such as cooker, fridge/freezer etc should be reported to 0141 222 7300

You are not allowed to have anyone living with you who is not included with your asylum application

Visitors are not allowed to stay overnight

You must not carry out structural alterations

You must not keep animals in the property

Council staff may inspect the property at any time

If your accommodation is located in a multi-storey block you are responsible for cleaning the landing area and stairway on a rota basis between your landing and the landing below.

You must deposit small amounts of rubbish in the chute located in the area of the back stairway. Large items should be taken to the bin room in the basement area. Rubbish chutes should not be used after 10 pm.

In the event you require to leave your accommodation for 7 days or more, you must notify the Asylum Support Project Team to gain permission (Tel: 222 7300). Failure to do so may result in both your accommodation and support being withdrawn from NASS.

Please note that the gas/electricity supply to your temporary NASS furnished flat is the responsibility of Glasgow City Council. Any gas / electricity accounts received by you should be handed to your Asylum Support Project Officer.

Once you have received leave to remain in the UK you are responsible to pay your gas / electricity bills.

On no account should you enter into any agreement with a gas / electricity supplier during your stay in the flat.

In certain circumstances NASS have the right to terminate the occupancy agreement.

These are:

Where a member of the household is found to be in paid employment

A failure by the Head of Household to report a change of circumstances to NASS

Where assets are accrued including monies

YOU MUST BE AWARE THAT IN THIS COUNTRY IT IS AGAINST THE LAW TO LEAVE YOUR CHILDREN AT HOME WITHOUT AN ADULT TO TAKE CARE OF THEM.

WHAT DO I DO IF I NEED HELP?

The following information may be helpful in the event of you experiencing problems or emergencies:

EMERGENCIES

Emergencies are incidents of a serious nature which could result in serious harm. Below are some useful contacts:

Police)	Homelessness	Tel: 0800 838502
Fire)	Telephone 999	
Ambulance)	Repairs	Tel: 0800 595595

PROBLEMS

Accommodation / Lifts - Contact the Concierge using the intercom

Neighbours - contact the Neighbourhood Housing Office (details on the back of your Occupancy Agreement)

Vouchers - Contact 0141 2227300

All complaints will be thoroughly investigated and you can expect an outcome to be progressed and reported to you by a member of the Asylum Support Project Team.

A GENERAL STATEMENT OF POLICY FOR TACKLING RACIAL HARASSMENT IN GLASGOW

Glasgow City Council is committed to ensuring that all its tenants can enjoy the full amenity and privacy of their homes.

The City Council deplors any kind of harassment of its tenants and is committed to combating all acts of unfair or anti-social behaviour. Harassment includes assault, threats, abusive or insulting words or behaviour, intimidation and damage to or interference with property, or any kind of intrusion.

The Council is particularly concerned that racial harassment should be dealt with firmly and speedily and would encourage those suffering in this way to come forward and seek the Council's assistance.

Such acts may be physical or verbal and would include:

Interfering with the Peace and Comfort of the victim

Causing nuisance or annoyance to the victim

Causing the victim to fear for his or her safety

This is in line with the Definition provided by the Commission of Racial Equality

You should report and complaint to the local Police Station and inform the Asylum Support Project Team at 222 7300.

If you would rather have someone report an incident on your behalf this is perfectly acceptable.

Should you be of the opinion that you have suffered Racial Abuse/Harassment by any member of the Asylum Support Project Team, you should report this matter to:

National Asylum Support Service
Voyager House
Wellesley Road
CROYDON
CR0 2AQ

STRATHCLYDE POLICE WELCOMES YOU TO SCOTLAND

May we, in conjunction with the eight other Scottish Police Forces, take this opportunity of welcoming you to Scotland and, in particular, to the Strathclyde Police area. The Scottish Police Service is committed to providing a caring service to the public with its main aim being to ensure the provision of safer communities for everyone.

We at Strathclyde Police have an important role to play in ensuring that all members of the community residing in our policing area feel safe and able to pursue their own cultures, customs and religions with peace of mind, in the knowledge that their presence is valued.

The Scottish Police service is not a para-military organisation, having no affiliation to the Armed Forces hence the fact that our patrol officers are not armed. We work in partnership with local authorities but maintain a non-political status in respect to the carrying out of our normal duties of which our primary functions include; the preservation of life; protection of property, and the prevention of crime and detection of those committing crimes.

Strathclyde Police will do its utmost to ensure that your stay in this area is trouble-free and that your basic human rights are not violated. We sincerely hope that whenever possible you take the opportunity of developing and maintaining close links with your local police officers, as they are committed to helping you.

HOW TO CONTACT STRATHCLYDE POLICE

Should you require the services of Strathclyde Police, please call at your local police office. This is normally staffed 24 hours a day. If you are unable to speak or understand English then please ensure you are accompanied by someone who can speak on your behalf. This may be a friend or member of a voluntary organisation. If this is not possible, then provided prior notice is given, we may be able to provide an interpreter free of charge.

Advice on your own personal security and that of your family home and personal possession is obtainable free from your local Community Safety Officer, who will gladly discuss these issues with you at your convenience. Please do not hesitate to contact this person at the local office.

EMERGENCY

Should you require to contact the police in an emergency situation, please dial '999' on the telephone and asks the person answering for the POLICE.

STRATHCLYDE POLICE IS OPPOSED TO RACISM

Strathclyde Police is committed to providing the highest quality of service to all members of society irrespective of their colour or ethnic background and responding effectively and sensitively to their needs,

STANDARDS OF PROOF

In order for the police to charge a person for a crime or offence the evidence of a single witness, however reliable is not enough to prove a charge against the accused person, or to establish identification of the accused. There must be supporting evidence, either by a statement of another person who was present when the incident took place or by evidence of the facts and circumstances.

An exception to this rule is the evidence from a single witness shall be sufficient evidence to establish, that an offence is racially aggravated. (Sect. 92(2) Crime and Disorder Act 1998.

WHAT HAPPENS NEXT

The Procurator Fiscal, is the public official responsible for prosecution of crimes and offences. It is he or she who will decide whether there should be a prosecution. The police do not initiate proceedings in the court. In deciding whether a person be prosecuted for a crime or offence the Procurator Fiscal must consider whether:

There is enough evidence for a prosecution
Whether the prosecution would be in the public interest.

An accused person may plead 'GUILTY' or 'NOT GUILTY'

If the accused person pleads guilty you will not be asked to attend Court as a witness
If the accused person pleads not guilty you will be required to attend Court as a witness

If the Police charge a child (aged up to 16 years) who has committed a crime or offence they will send the report to The Reporter of the Children's Hearing,

The Reporter is the Public Official responsible for dealing with children who have committed a crime or offence. The Reporter will decide the best action to take and may refer the case to a Hearing.

Victims and witnesses may be required to attend a Hearing if the child denies the charge.

Any incident that alarms you should be reported to the Police,

You are not permitted to carry any knife or bladed instrument at any time.

You are not allowed to drink alcohol in the street.

STRATHCLYDE POLICE TACKLING RACIAL INCIDENTS

Strathclyde Police is opposed to Racism and recognises the distress caused by any set of racial harassment, however minor you think it may be.

The Police in Scotland are committed to treating every person equally no matter their race, colour, national or ethnic origins and protecting the right to a safe and secure life.

Strathclyde Police has a policy of encouraging any person who is aware of any racist incident to report it so that we can try to help.

If you are an asylum seeker, reporting a crime to the police will not affect your asylum application.

We will offer every assistance to the victim and do everything possible to detect the perpetrator. As well as reporting racial incidents to Strathclyde Police you can tell the Scottish Refugee Council and the Glasgow City Council Asylum Support Team.

REPORTING THE INCIDENT

To help Strathclyde Police effectively investigate any racist incident by having the following information when you call the police.

1. What happened?
e.g. "Someone called me names and threw something at me".
2. What injuries, if any, do you have?
e.g., 'Just a small mark on my leg'.
3. When did this happen?
e.g., 12 o'clock on Thursday, 19th April 2001.
4. Where did it happen?
e.g., 'Outside the shop in High Street across from the school'.
5. Who did this?
e.g. 'A boy about 16 years, wearing a red jacket and a white hat'.
6. Did any else witness it?
e.g., 'I think the shopkeeper saw it'.
7. Do you want to be referred to victim support?
e.g., 'Yes, because I feel hurt and angry'.

WHAT ELSE Will THE POLICE NEED?

Police officers will need to obtain your full name, age and date and place of birth, nationality and language spoken, marital status, address and telephone number.

FURTHER EDUCATION COLLEGES ADDRESSES

ENGLISH LANGUAGE

A number of further education Colleges run courses on English as a second language free of charge. To obtain these services you should approach the college directly yourself.

The Colleges are:

Anniesland College
Hatfield Drive
Glasgow G12 OYE
Tel: 0141 357 3969
Fax: 0141 357 6557

Glasgow College of Nautical Studies
21 Thistle Street
Glasgow G5 9XB
Tel: 0141 565 2500
Student Services: 0141 565 2525
Fax; 0141 565 2599

Cardonald College
690 Mosspark Drive,
Glasgow G53 3AY
Tel: 0141 272 3333
Information Centre: 0141 2723332
Fax: 0141 2723444

John Wheatley College
1346 Shettleston Road
Glasgow G32 9EA
Tel: 0141 778 2426
Fax: 0141 763 2384

Central College of Commerce
300 Cathedral Street
Glasgow G1 2TA
Tel: 0141 5523941
Information Line: 0141 5526100
Fax: 0141 5532368

Langside College
50 Prospecthill Road
Glasgow G42 9LB
Tel: 0141 6494991
Student Advice Centre: 0141 6466066
Fax: 0141 632 5252

Glasgow College of Building & Printing
60 North Hanover Street
Glasgow G1 2BP
Tel: 0141 3329969
Fax: 0141 332 5170

North Glasgow College
110 Flemington Street
Glasgow G21 4BX
Tel: 0141 5589001
Fax: 0141 5589905

Glasgow College of Food Technology
230 Cathedral Street
Glasgow G1 2TG
Tel: 0141 552 3751
Fax: 0141 5532370

Stow College
43 Shamrock Street
Glasgow G4 9LD
Tel: 0141 332 1786
Fax: 0141 332 5207

HOW DO I GET MY CHILDREN REGISTERED IN SCHOOL?

All children aged between 5 and 16 will be expected to attend school in Glasgow.

You do not need to do anything - we will arrange it for you.

You will get a letter which tells you the name of your child's school. You should get this within two weeks of arriving.

You will then get a letter from the Head Teacher of the School. This letter will give you a time to visit the school to enroll. At this meeting, the Head Teacher will tell you about the school and when your child will start to attend.

In the meantime, please do not take your child to school yourself.

If you have any questions, please phone this number:

0141 222 7367 or 0141 222 7364

Maria Walker Education Co-ordinator

HOW DO I GET REGISTERED WITH A DOCTOR?

The Health Board in Glasgow has already been given your family details and has made arrangements for you to be registered with a local general practitioner. The name of the Doctor will be given to you by the Local Health Care Co-operative. You must go along to this Doctor and register at the earliest possible date taking the Doctor Registration Card with you.

HOW DO I ACCESS A LOCAL DENTIST?

In the event that you experience dental problems you should source a local dentist in your area.

When you register with the Doctor and Dentist you must bring along with you the Health Certificate form provided for you in your information pack supplied by the National Asylum support Service.

SOME IMMIGRATION ADVISERS IN GLASGOW

Immigration Advisory Service
115 Bath Street
Glasgow
G2 2SZ
Tel: 0141 2482956

Dilip Deb
1 Cumbernauld Road
G31 2SW
Tel: 0141 5544556

Ethnic Minority Law Centre
41 St Vincent Place Glasgow
G12ER
Tel: 0141 2042888

Stewarts & Murdochs Solicitors
1 Royal Bank Place
Glasgow
G13AA
Tel: 0141 2488810

Gray & Co Solicitors
16 Bilisland Drive
Maryhill
Glasgow
G20 9TH
Tel: 0141 9467777

Kidstons & Co
Buchanan Street
1 Royal Bank Place
G1 3AA
Tel: 0141 221 6551

Maclay, Murray & Spens
151 St Vincent Street
G2 5NJ
Tel: 0141 248 5011

Quinn, Martin & Langan
87 Carlton Place Glasgow
G5 9TD
Tel: 0141 4294354

Legal Services Agency
Fleming House
34 Donfield Street
G3 6ST
Tel: 0141 353 3354

MacKinlay & Suttie
48 Cross Arthurlie Street
Barrhead
Glasgow
G78 1 QU
Tel: 01418811572/1450

McAuley, McArthy & Co
417 Paisley Road
G51 1 LF
Tel: 0141 4277150

This list is not comprehensive

Further names of solicitors may be obtained from the Law Society of Scotland Telephone 0131 226 7411.

**ASYLUM SEEKERS PROJECT LIST OF VOLUNTEER AGENCIES
A GUIDE FOR NEW ARRIVALS CENTRES
AND OTHER USEFUL NUMBERS.**

Centre for Education and Racial Equality in Scotland
(0131 5586371)

Glasgow Women's Aid
4th Floor,
30 Bell Street
(0141 553 2022)

Multicultural Health Development
Unit Community & Mental Health.
NHS Trust
Gartnavel Royal Hospital
1005 Great Western Road
(0141 221 0344)

Provide culturally relevant health advice.

Positive Action in Housing
(0141 3532220)

Advice with housing.

Scottish Refugee Council
98 West George Street
Glasgow, G2 1 PO
(0141 333 1850)

Wide variety of resources available.

One Stop Shop
94 Hope Street
Glasgow
G2 6QA

5 Codagan Square
170 Blythswood Court
Glasgow, G2 7QH
(0141 2489799)

Wide variety of resources available.

Meridian
58 Fox Street
Glasgow, G1 4AU
(0141 221 4443)

Various courses including English for women of Ethnic minorities
(has creche facilities).

Scottish Travellers Association
(Mrs McKinnes)
(01506 828783)

Liases with different ethnic
travellers groups.

West of Scotland Community
Relations Council
115 Wellington Street
Glasgow, G2 2XT
(0141 2876048)

Practical and emotional support
to women who have been abused.

Race and Community Advice
www.show.scot.nhs.uk/lggp/ct

On-line directory of Ethnic Community
Organisations.

Scottish Asian Action Committee
39 Napiershall Street
G20 6EZ
(341 0025/Fax 341 0020)

Afro-Caribbean Women's
Association, Glasgow
Mrs Harriet Campbell
President, c/o 11 Avon Avenue
Bearsden G61 2PS
0141 942 5762

Barnado's APNA Services
St Ninian's Episcopal Church
1 Albert Drive
Glasgow
G41 2PF

To provide, information, - practical assistance, support and advice to parents from an Asian back-
ground who have children with a Disability. To encourage black women to be socially and politi-
cally active.

African Caribbean Advisory Service
10 Newton Place
Glasgow
G3 7PR
0141 3324499

Ethnic Minorities Men's Health Project
178 Kenmure Street
Glasgow
G41 2LD

Ethnic Minorities men health
Advice and counselling service to the
African Caribbean community

Reception Assistant
Floor 5
94 Hope Street
Glasgow
G26QA
Tel: 0141 2489799

Ethnic Minority Carer's Group
C/o Community Relations Council
115 Wellington Street
Glasgow
G2 2XT
0141 287 6048

Ethnic Minorities - Carers

THE SCOTTISH REFUGEE COUNCIL ONE STOP SERVICES OFFER

An 0800 advice and appointments help-line for asylum seekers.

Access to NASS support and emergency accommodation.

Appointments held in community-based locations in Sighthill, Kingsway, Govanhill, Glasgow City Centre and Edinburgh.

Drop in centers, mixed and women only.

Written translated information for asylum seekers.

Reporting of racial harassment/attacks to the police.

Advice/information and referral services for asylum seekers receiving decisions on their asylum claim.

To make an appointment call Free phone Number - 0800 085 6087

Access to the One Stop Shop Offices at 82 Gordon Street is limited to new arrivals,

Emergencies and those with appointments.

Humanitarian Aid I Befriending

"Glasgow, The Caring City", is a charity run by the main religious faiths within the City.

These include Christian, Muslim and Jewish faiths. It organises a number of services to support asylum seekers and refugees in Glasgow. The support services include English classes, befriending services, humanitarian aid and creche facilities. The charity can also assist with practical help by way of items of clothing and prams. There are currently 3 centres in Glasgow where the charity provide this kind of service. These are:

St Rolox Centre, Fountainwell Road

Monday	10.00am - 12.00pm 06.30pm - 08.30pm	Drop In Kids Club
Tuesday	12.30pm - 02.30pm	Food Co-op Hope to start Saturday
Wednesday	10.00am - 12.00pm 06.30pm - 07.30pm English Classes	Clothes & Household Tea & Coffee Drop In Beginners & One to One
Sunday	Church Service	11.00am - 12.30pm Kids Club for Church

Troy St Mary's Church, 128 Red Road

Wednesday	03.00pm - 05.00pm	Drop In
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St Mungo's Church Hall, McAslin Street

Monday	11.30am - 01.30pm	Drop In
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Health Visitor Play & Chat

Tuesday	11.30am - 01.30pm	
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English Conversation & Museum Projects

Wednesday	11.30am - 01.30pm	
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Play & Chat, Arts & Crafts

Would you like to learn English, then come along to the Eagle's Nest, 4 Fountainwell Place, Sighthill.

Classes are Monday and Tuesday from 1.00pm to 3.00pm. All Welcome.

All of Glasgow City Council's museums are free to visit. They are places filled with marvellous objects - where Glasgow meets the World and the World meets Glasgow. Visitors from all countries are always welcome at museums, where they can find many beautiful and wonderful things. All ages are welcome and will always find something to surprise, interest or delight.

Many museums have special displays for children and all offer programmes of special activities and events during school holidays. Most museums have reasonably priced cafes and shops where small gifts can be purchased.

All Museums Open Daily 10.00 a.m. - 5.00 p.m., Friday and Sunday 11.00 a.m. - 5.00 p.m.
(except for Fossil Grove)

Art Gallery and Museum Kelvingrove
Glasgow
G38AG
Tel: 0141 287 2699

Masterpieces of art from the world's greatest artists, Scottish history and nature, World Cultures and Arms and Armour as well as a special exhibition for Children.

Museum of Transport 1 Bunhouse Road Glasgow
G38DP
Tel: 0141 287 2720

Trains, Motor Vehicles and Ships from Glasgow's industrial past, hands-on displays for children and a reconstructed Glasgow Street from yesteryear make this museum a family favourite.

The Burrell Collection 2060 Pollokshaws Road G43 1AT
Tel: 0141 2872550

A museum of beautiful art objects in a lovely parkland setting. This museum offers a full day of exploration of world cultures for all the family.

Gallery of Modern Art Queen Street Glasgow
C 1 3AZ
Tel: 0141 229 1996

There is always something new and exciting to see in this city centre gallery. Art by living artists from around the World as well as events and activities.

People's Palace
Glasgow Green
Glasgow
G40 1AT
Tel: 0141 287 8468

The history of the city of Glasgow through colourful hands-on displays is told

St Mungo Museum of Religious Life and Art 2 Castle Street
Glasgow
G4 ORH
Tel: 0141 5532557

This special museum is devoted to religion and its importance in people's lives. Transitions of information about displays are available in Punjabi, Urdu, Mandarin, some Hindi and Arabic, German, French, Italian and Spanish. The museum can also provide information about places of worship for various religions.

Fossil Grove Victoria Park
Glasgow
G14 1 BN
Open Daily: 12 noon - 5.00 p.m. from 1st April - 30th September

A unique grove of fossil remains from the dawn of time - travel 300 million years into the past.

Glasgow Libraries and Archives welcome asylum seekers and refugees to Glasgow. We look forward to you using our 32 libraries, Learning Centres and the Mitchell Library.

A list of library addresses, phone numbers and opening hours is given for your information.

You can join the library:

By showing identification of your name, address and signature such as your Occupancy Agreement and completing a registration card. Children, under fourteen years will also need a parent or other carer to sign their card. You will then receive a library card that you can use in any Glasgow City library to borrow items for use at home.

You do not need a library card to use items in the library itself or to use the Mitchell library as items in this library cannot be borrowed for home use.

Adults can borrow:

Up to 12 items and 8 audio items, that is music on cassette or CD. A charge is made for audio but concessions are available and there is no charge for people who are registered blind.

Children can borrow:

Up to 6 items and 6 audio items. There is a charge for audio.

Books, talking books and language courses can be borrowed for 4 weeks, items reserved by other members, audio and videos can be borrowed for 2 weeks. There are charges if the items are not returned by the date stamped on the item.

Every library has:

Books, magazines, audio, newspapers and information in English for a wide range of interests

At least 1 PC with word processing facilities and free internet access. Copy charges apply to internet print-outs or use of the photocopier

Study and reading facilities

Special books and areas for children

Friendly and helpful staff - please let us know what help you need

Many libraries have:

them Books, packs and courses on learning and improving English

Books, magazines and audio in other languages. We will make every effort to provide books in your language if we do not already have

Real Learning Centres at Ibrox, Pollok and Shettleston, have:

6-24 PC's with Internet access and computer packages to support skills and learning of all kinds for all ages

Support to use the computers, the internet and learning packages

IF YOU ARE GRANTED LEAVE TO REMAIN IN BRITAIN

If you are granted leave to Remain in Britain - you would be entitled to a number of different benefits.

In the first instance you should visit will be visited by the:

Asylum Support Project Team

telephone number 222 7300

Thereafter you will be seen by the refugee resettlement team, 25 Cochrane Street, Glasgow Tel no 287 5956 who would complete the relevant state benefit claim forms on your behalf.

If you have children under school age they would qualify for a state nursery place, however there may be a waiting list for this.

There would be no restrictions on your movements within the United Kingdom and you would be at liberty to choose any area within the United Kingdom to take up residency. There is no guarantee however, that another local authority will give you priority housing need in terms of homelessness legislation.

If you choose to remain in Glasgow you may be entitled to:

stay in the flat you are currently residing in

or

request a move to a similar type property

apply to other landlords within the City including Housing Associations

In making your decision, if you pursue other accommodation to that of your NASS flat or when deciding your options it takes longer than 7 days you must sign a temporary Tenancy Agreement, this will allow you to remain in your NASS flat until you move to other accommodation.

Failure to sign a temporary Tenancy Agreement under these circumstances will result in your eviction from the property.

As soon as you receive leave to remain in Britain you will be responsible for all gas I electricity charges, rent and Council Tax Charges. You should make arrangements with appropriate agencies about payments. Housing benefit and Council Tax benefit are available to assist with rent and council tax payments, please note that sewage and water charges become your responsibility whenever a temporary/ permanent tenancy commences.

ARE YOU COPING WITH LOSS, SHOCK AND TRAUMA?

We understand that you may be suffering from many losses. You have lost your homes and jobs. You have also had to leave your country.

You have been separated from family and loved ones. Many of you will have experienced or seen very upsetting things. On top of this you have had to cope with temporary accommodation and now, getting used to a new country, Scotland.

HOW YOU MIGHT FEEL

You are likely to be feeling tired and upset. You may be finding it difficult to sleep or that you want to sleep all the time. Your appetite may be affected. You may find that you are crying a lot or that you feel numb or in shock. Some of you may be having nightmares or find that unwanted thoughts and pictures are coming into your mind.

These feelings are normal after all you have been through. Crying can sometimes bring relief. Often talking to other people who have been through the same traumas may ease your distress.

WHERE TO SEEK EXTRA HELP

You may find that talking to your family and friends is all the help you need. This is often the case and distressing feelings can naturally lessen in their own time. If after a month or two you are still feeling very disturbed by nightmares and distressing memories and feel you need to get professional help we will try to arrange this for you. If you do not have any family and friends in this country and want to talk to someone we will try and arrange this for you.

WHAT HELP IS AVAILABLE

When you settle in your new accommodation you will be registered with a doctor. This doctor is called a General Practitioner or G.P. In Scotland you must see your G.P. before you can attend any other specialist service. Your G.P. will be able to arrange for psychological help. In Scotland we have special services for children, teenagers and adults. You or your child would visit a therapist for an appointment that would last about an hour. If you would prefer to see a female therapist we will try and arrange this for you. We will arrange for an interpreter to be present if necessary.

Fire Safety

Fires in the home claim hundreds of lives every year. Here are some important facts about how to prevent fire and what you should do if fire breaks out. Please read them carefully and make sure you understand them.

What you should do if your smoke alarm goes off or you discover fire in your home:

Alert everyone who is in your home and get them out as quickly as possible.

Don't run - walk quickly out of your home and, when everyone is outside, close the door.

If your home is a high-rise flat and you have to leave the building, always use the stair case.
NEVER USE THE LIFT.

Don't go looking for the fire but, if possible, close the door of the room where the fire is. This will help to stop the fire spreading.

Don't open the door of any room if it feels warm when touched with the back of your hand.

When you are outside, go to a telephone and dial 999 and ask for the Fire Brigade. Don't go back into the house.

Alert your neighbours.

If your home is a high-rise flat there are other important facts you should know and remember:

Your building has been designed with fire safety and prevention in mind. The walls and the doors between the flats, stairs and corridors are specially designed to resist fire and stop the spread of smoke.

When they are not in use, these doors must be kept closed at all times. Do not prop them open.

Do not obstruct the stairs and corridors in your building: in the event of fire, they are the escape route for you and other residents. The building has been designed so that everyone can get outside quickly and safely.

The lift system has been designed so that firemen can use it in an emergency.

In your own flat, you will find that you can get to your front door without going through the rooms where a fire is most likely to start - the kitchen and the living room.

In your flat, the hall is the escape route for you and your family if fire breaks out - do not obstruct it, particularly with things that catch fire easily. Avoid using portable heaters in the hall.

Outside the building, the roads and other areas are designed so that emergency vehicles can get as near as possible. And you will find that there is a public telephone close by which you can use to call the Fire Brigade.

If your home is a high-rise flat and the fire is not in your flat but you cannot get out:

Stay calm.

Alert the Fire Brigade.

Get everyone in your home together and go to a room with the window.

Close the door and open the window to keep the room free of smoke.

Shout to attract attention.

If smoke starts to enter the room, use blankets, towels or clothing to seal the door and restrict the amount of smoke getting in.

If your home is a high-rise flat and the fire is not in your flat but there is no danger to you or other people in your flat:

Stay calm.

Alert the Fire Brigade and stay in your flat. However, if your flat becomes affected by heat or smoke, leave immediately, closing all windows or doors behind you.

When the Fire Brigade arrive, they will take charge of the situation. For your own safety, they may ask you to leave your home even if there is no immediate danger. Always do what the Fire Brigade tell you. If asked to leave, do not re-enter until you are told it is safe to do so.

Otherwise, carry on as normal, remaining in your flat until everything is safe.

Other useful information:

If you have smoke alarms in your home:

Once a month, check the battery by pressing the test button. If it does not work, replace the battery immediately.

Once a year, clean the inside of the alarm to make sure that dust is not blocking the sensors.

Do not leave the alarm disconnected from a battery.

Glasgow's Free Museums Welcome Asylum Seekers

LIBRARY SERVICES

LEISURE FACILITIES

It may be possible for you to obtain a leisure pass which will give you access at reduced prices for many of Glasgow's cultural, recreational and sports facilities. Details of this scheme will be sent to you shortly after arrival