

WHO ARE WE?

- ◆ We are a group of people from the local area who care about people in detention.
- ◆ We are unpaid volunteers who give our time to try to make life better for all in detention at Gatwick.
- ◆ We are independent of the Detention Centre and of Immigration.
- ◆ Some of us are religious and some of us have no faith.

WHO DO WE HELP?

- ◆ We help anybody of any race, nationality and religion held in detention at Gatwick who asks for our help.

WHAT DO WE DO?

- ◆ We run a **Visiting Scheme** for detainees, where we link up a visitor from our group with a detainee.
- ◆ A **visitor** offers friendship, concern, care and support when they visit you. They are someone you can talk to about anything that you want, especially any problems that you are having. They will listen and they will try to help you in any way that they can.
- ◆ We can help with small practical items that you may need, such as **toiletries** that are not given by the centre and second hand **clothes**. If you need any of these things ask your visitor, or if you are waiting for a visitor telephone the office.
- ◆ We can help you to keep in contact with your **solicitor**. If you are confused about something, you can ask your visitor to phone your solicitor for you. We can help you change solicitor or complain if you need to: we know of some experienced immigration solicitors you could approach. We can also give you information about other organisations which can help you.

WHAT WE CANNOT HELP WITH

- ◆ We **cannot** get you released from detention or stop you from being deported.
- ◆ We are **not** solicitors and we **cannot** give legal advice about your case.

Our visitors **cannot** stand surety for you to get bail. If you want to make a bail application another organisation, BID, may be able to help. They are open from 10am–12pm, Mon–Thurs:
Tel: 0207 247 3590 Fax: 0207 247 3550

- ◆ We are a small **charity** with limited funds. Visitors **cannot** provide you with expensive items.

HOW DO WE WORK?

- ◆ Once you have contacted the office to ask for a visitor, our staff will put your name on the **list** for a visitor.
- ◆ When your name gets to the top of the waiting list you will get a visitor, usually within a few days.
- ◆ If you have **children** with you, or are **under 18 years old**, or have **medical problems**, or are **finding it very difficult to cope**, then you must tell the office staff and you may be able to get a visitor sooner.

WHAT YOU CAN EXPECT FROM YOUR VISITOR

- ◆ Once you have a visitor they will usually come and see you **once a week** every week that you are in detention at Gatwick.
- ◆ If they cannot visit you one week they should let you know. They may be able to arrange for someone else to come and see you if they are going to be away for several weeks. If you have any problems and you can't get in contact with your visitor then you should phone the office.

INTERPRETERS

- ◆ The visitors from our group speak a number of languages but not all languages. If you want a visitor but do not speak English, we will try and find a visitor who speaks your language. If this is not possible then maybe you have a friend in the centre who can translate for you when we visit.

CONFIDENTIALITY

- ◆ We respect your need for privacy. Your visitor will not talk about you outside our group, unless you give them permission.

COMPLAINTS AND PROBLEMS

- ◆ If you have any comments or complaints about the service that we provide, please contact our office staff. They will investigate the problem and try to address your concern, in line with our complaints procedure.

LEGAL PROBLEMS AND ADVICE

- ◆ If you are detained you may be entitled to FREE legal advice and representation. Not all solicitors are good, and some may ask you for large amounts of money. If you have any doubts about your legal representative speak to your visitor or a reputable legal advice agency. There is a list of qualified legal representatives in the centre library.
- ◆ If you are having problems with your solicitor, or you do not have one, we recommend that you see the legal advisors who come to the centre. They offer free expert legal advice. They usually visit the centre twice a week and may be able to advise or represent you. You can ask the staff in the centre for more information about this.

In an emergency, (for instance, if you are about to be deported) you can phone the **RLC** in the evening and at the weekend on **07831 598 057**.

MEDICAL PROBLEMS

- ◆ If you are having any medical difficulties, go and see the doctor in the Medical Centre. If you are worried about your health then you have the right to see the doctor, when they are available.
- ◆ If you are not happy with the treatment you get, or if it is not working, go back to the doctor and tell them.
- ◆ If you are still not happy you can speak to your solicitor and also talk to your visitor from our group. You can also complain officially (see below.)

YOUR RIGHTS IN DETENTION

While in detention you have rights and privileges under the DETENTION CENTRE RULES. These should be explained to you if you are at the centre for longer than a couple of days. These include:

Complaints procedure: You should be informed about the procedure for making complaints. Your complaint will be investigated and will not affect your legal case or your treatment while detained.

Toiletries: You should be given a toothbrush and paste, soap, shampoo, shaving cream, sanitary towels and other essentials free of charge.

Money: You are entitled to a small daily cash allowance. Centre staff should tell you how this is given to you.

Immigration Report: When you are detained, and every month after that, you should receive a progress report from Immigration, giving the reason why you are still detained. If you do not receive this, ask to make an appointment to see Immigration in the centre, who can help you to get a report.

IF YOU ARE TRANSFERRED TO ANOTHER DETENTION CENTRE

- ◆ If you are moved to another detention centre or prison, then your visitor will **no longer** be able to visit you. However there may be another Visitors Group that might be able to help:
 - ◆ **Harmondsworth and Colnbrook** – London Detainee Support Group Tel. 020 7226 3114 / 0800 587 2096
 - ◆ **Dover** – Dover Visitors Group Tel: 01304 242755
 - ◆ **Haslar Holding Centre** – Haslar Visitors Group Tel. 023 9283 9222
 - ◆ **Yarls Wood Detention Centre** – Yarls Wood Visiting Group Tel. 01234 708710

If you are transferred elsewhere and would like a visitor, please call us and we will try and assist you.

IF YOU ARE RELEASED

- ◆ If you are released and have nowhere to go or need support and advice, you can contact:
Refugee Council's One Stop Service:
240-250 Ferndale Road, Brixton, London SW9 8BB
Tel. 0207 346 6700

GDWG OFFICE:
225 Three Bridges Road,
Crawley, West Sussex, RH10 1LG
Tel: (01293) 434350. Fax: (01293) 434351

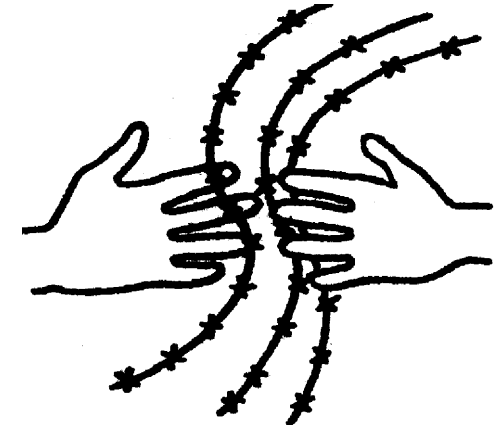
FREEPHONE – 0800 389 4367

Our office is open Monday–Friday 9.30am–5.30pm, but you can leave a message any time and we will call you back as soon as we can. Please spell your name and leave your room number.

Co-ordinator: Nic Eadie
Support Worker: Anna Pincus
Support Worker: Louise Peim

GATWICK DETAINEES WELFARE GROUP

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Wales No. 4911257



INFORMATION FOR DETAINEES

English