

Community Sponsorship Scheme

TOOLKIT WITH RESOURCES FOR USE DURING AND BEYOND THE COVID-19 PANDEMIC

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For further information

For further research outputs and lots of other useful material on the UK's Community Sponsorship Scheme visit <https://www.birmingham.ac.uk/research/superdiversity-institute/community-sponsorship-evaluation/index.aspx>

Introduction

In March and April 2021 the Community Sponsorship Team at the University of Birmingham undertook a research project titled 'Community Sponsorship support and challenges during the COVID-19 pandemic'.

Some 21 interviews were undertaken during which several participants agreed to share information about different resources that their sponsorship groups have been using to support refugee families during the pandemic and lockdown. This document presents a compilation of the information provided by those volunteers with the view that they can help other sponsorship groups who might not be aware of those resources. Many of these resources will be of use after pandemic conditions have passed, particularly for groups that struggle to physically access wide ranging resources such as interpreters or women-only activities.

I.RESOURCES ONLINE

A. REFUGEES

Category	Organization and description	Resources online
HEALTH	Doctors of the World	<p>Information about Coronavirus information translated in different languages</p> <p>https://www.doctorsoftheworld.org.uk/coronavirus-information</p> <p>Key covid-19 information for migrants translated in different languages</p> <p>https://www.doctorsoftheworld.org.uk/key-covid-19-information-for-migrants/</p>
	Covid-19 Infographics	<p>A group of doctors, medical students and volunteers have created infographics to help summarise key points about COVID-19 in a variety of languages to get the right information.</p> <p>https://www.covid19graphics.info/</p>
WELLBEING FOR REFUGEES	Doctors of the world	<p>Wellbeing guidance for refugees translated in different languages</p> <p>https://www.doctorsoftheworld.org.uk/wellbeing-guidance/</p>
	Helen Bamber Foundation	<p>The clinical team of this organisation works with survivors to understand the impact of their trauma and to manage and reduce its symptoms. The team support people over the phone and via video content, helping them to manage distressing feelings.</p> <p>http://www.helenbamber.org/our-services/therapy/</p>
	Nafsiyat Intercultural Therapy Centre	<p>offers culturally sensitive psychotherapy/counselling to ethnic minorities including refugees and asylum seekers in a variety of languages.</p> <p>www.nafsiyat.org.uk</p>

Category	Organization and description	Resources online
	Black & Asian Therapists Network BAATN	provides training, resources and information, and an online directory of qualified therapists experienced in working with immigrant population including African, Caribbean and Asian clients. www.baatn.org.uk
	Refugee Action	Therapeutic services in Bradford https://www.refugee-action.org.uk/project/advice-health-therapeutic-services/
WOMEN ONLY ACTIVITIES	Art workshops	Artist: Anna Ray Canterbury Welcomes Refugees and Canterbury City Council https://www.instagram.com/proliferatearts/ For more information please do contact Domenica Pecoraro at: dpecoraro@diocant.org Artist: Salma Zulfiqar Creative Communications http://www.salmazulfiqar.com/?page=migration_project http://salmazulfiqar.com/?page=workshops
	Xenia	Xenia provides intercultural workshops that support English language learning and social integration https://xenia.org.uk/
	Bomoko	Cookery and English lessons The Northern Ireland Refugees and Asylum Seekers Women's Association runs English lessons and cookery demonstrations online https://www.instagram.com/bomokoni/?hl=en

Category	Organization and description	Resources online
	Tools for inner peace	The aim of the organisation is to Empower refugees and conflict survivors to manage their own healing and wellbeing with tools from yoga http://tools4innerpeace.org/
	Refugee women	Support group for refugee women https://www.refugeewomen.co.uk/empower/our-activities-to-empower-refugee-women/
DRIVING TEST IN ARABIC	YouTube videos	UK driving theory test in the UK in Arabic https://www.youtube.com/playlist?list=PLo0NdDBVizFFkjKw7zwGzu9aDrL1pUJjq
BEFRIENDING ONLINE	Host nation	Organisation connecting refugees with host communities for befriending https://www.hostnation.org.uk/
EDUCATION AND ENTERTAINMENT	UNHCR Malta	UNHCR Malta has compiled a list of online resources on a variety of topics to support refugees, asylum-seekers, and migrants. Information translated in different languages https://www.unhcr.org/mt/14127-online-resources-for-refugees.html
LGBTQI REFUGEES	Micro Rainbow	https://microrainbow.org/ A charity supporting Lesbian, Gay, Bisexual, Transgender, and Intersex (LGBTQI) refugees and asylum seekers, run social and wellbeing activities online; from mindfulness workshops to drawing classes, as well as more formal advice sessions
DIFFERENT KIND OF SUPPORT AND SERVICES FOR ASYLUM	Refugee Council	https://www.refugeecouncil.org.uk/get-support/services/

Category	Organization and description	Resources online
SEEKERS AND REFUGEES		

B. VOLUNTEERS

Category	Organization and description	Resources online
HEALTH	The International Organization for Migration (IOM)	Updated official information about COVID https://covid19uk.iom.int/health
	Helen Bamber Foundation	http://www.helenbamber.org/coronavirus-resources/coronavirus-support/
	London COVID-19 Mutual Aid UK Migrant and Asylum Seeker Support	This community group on Facebook has been set up to help connect individuals and organisations and signpost those looking for help, volunteers or resources. If you are self-isolating and need support, you can post a request on the group itself or ask us to post on your behalf. https://www.facebook.com/groups/193855082039231/about/
REFUGEES WELLBEING	Family Refugee Support Project Liverpool	This organisation delivers socially-distanced therapy outdoors for refugees. Information in English https://frsp.org.uk/
	The Walk & Talk Project	The project aims to support integration, health and inclusivity in South London by training and supporting a team of 20 local volunteers to plan and run thematic community-based walks for the local community https://www.learningunlimited.co/projects/walk-talk/

Category	Organization and description	Resources online
EDUCATION AND TRAINING	UNHCR Malta	Information translated in different languages https://www.unhcr.org/mt/14127-online-resources-for-refugees.html
	ESOL courses online	<i>ESOL Plus Arts</i> COMPASS was an ESOL plus arts project designed and delivered in partnership with Groundwork London and Counterpoints Arts. The project aimed to interweave language learning with arts-based activities and ran between April 2020 and March 2021. It includes a toolkit with material https://www.groundwork.org.uk/esol-plus-arts/ Other resources for teaching ESOL courses recommended: https://esol.excellencegateway.org.uk/learners-new-esol https://www.learningunlimited.co/publications/free-resources/
DIGITAL SKILLS	Ashley Community Housing (ACH)	The SCORE project was focused on providing access and support to learning digital skills for forced migrant, allowing them to successfully navigate the digital world during the COVID-19 pandemic. https://ach.org.uk/news-and-features/score-project-year-upskilling-digital-skills
	Kent Refugee Action Network (KRAN)	This organisation works with 14-24-year-olds in local authority care, noticed their beneficiaries struggling with the switch to virtual services. They trained staff and members of their youth forum to support young people to improve their digital literacy. https://www.facebook.com/kentrefugeeactionnetwork/

Category	Organization and description	Resources online
LIFE IN THE UK AND CULTURAL INFORMATION	Bridges for communities Bristol	This organisation connects people of different cultures and faiths, enabling them to build friendships and grow in their understanding of one another https://www.bridgesforcommunities.com/
	Reading Support Groups	This organisation delivers different activities online for refugees and asylum seekers https://rrsg.org.uk/online-services/
SPECIALISED SUPPORT FOR COMMUNITY SPONSORSHIP	RESET	Resources for helping the CSS groups to adapt their work during the pandemic https://training-resetuk.org/community-sponsorship
	CITIZENS UK SPONSOR REFUGEES	Guidance through the most important steps of the sponsorship journey during the pandemic https://www.sponsorrefugees.org/responding_to_covid_19 https://www.sponsorrefugees.org/resources

C. SUPPORT FROM LOCAL AUTHORITIES

Organization and description	Links
London	https://www.london.gov.uk/coronavirus/covid-19-resources-and-services-your-language-0 https://www.london.gov.uk/what-we-do/volunteering/search/1-to-1-support-for-kids-in-carerefugees-during-covid19-crisis-beyond
North Yorkshire	https://www.northyorks.gov.uk/refugees-playing-key-role-pandemic-response
Bradford	https://www.bradford.gov.uk/your-community/welcome-to-bradford/advice/
Lewisham	https://lewisham.gov.uk/mayorandcouncil/community-support/refugees
Islington	https://islingtoncentre.co.uk/online-activities-timetable/

II. PRACTICAL TIPS TO IMPROVE THE SUPPORT OF VOLUNTEERS DURING COVID

A. Communication by whatsapp

HOW TO USE WHATSAPP IN ARABIC WITH GOOGLE TRANSLATE (Android version)

Paul Williams, Bristol 2020

For using with Google Translate app on Android. The really important thing is back-translating so that you can see what it looks like in the target language before finalising and sending.

Using Goggle Translate for written messages is really very easy but using it effectively does require a bit of practice. Here is how to do it, stage by stage, making it absolutely simple.

TO TRANSLATE AND SEND A MESSAGE

1. Open Google Translate. Make sure you are translating from English into Arabic (or from Arabic into English, if that is what you want; in what follows I assume that you are translating from English into Arabic). This is controlled by the arrows at the top.
2. Tap and enter your English text. IMPORTANT: Put what you want to say in short sentences and as simply and straightforwardly as possible. In particular, I have found when translating to and from Arabic that the personal pronouns sometimes get mixed up. So, it is better to say what you want to say avoiding the personal pronouns if possible.
3. When you have said what you want to say, click the arrow on the right. This will then give you the English language with the Arabic translation below (on the right, because Arabic reads from right to left).
4. NOW COMES THE REALLY IMPORTANT BIT! Do not assume the translation will say what you want to say. It is often far from it. You have to back-translate the translation into the original language so as to see what it looks like.
5. To do this, click on the three dots at the bottom right. Then tap on Reverse Translate. This is showing you how your translation will read to someone reading the translated language (i.e. Arabic).
6. If you are unhappy with the English, or it needs tidying up, click on the cross sign in the top right.

You will now see below, your original and translated version. Now go back and click on your original. It will return to the top. Make whatever changes you wish to the English version. Then repeat the whole process, reverse translating until you get an English version of the Arabic you are happy with. This will tell you what the person reading the Arabic will read, and hence they too will read something you are happy with. (PS Do not be too perfectionist! A good enough translation is, well, good enough.)

7. When you have a translation you are happy with, make a copy of the Arabic by clicking on the copy icon at the bottom right (the 'two pages'), next to the three dots.
8. Your copy can now be pasted into another document, email or e.g. WhatsApp.
9. At any time you want to check your translation, simply copy it and paste it into GT again for checking.

HOW TO TRANSLATE AND READ A RECEIVED MESSAGE

Supposing you have now received a message in Arabic, and you want to translate it into English so that you can understand it. Let us assume it is a WhatsApp message.

1. Copy the message. On WhatsApp, you can do this by pressing the message (it turns blue) and then copying it with the copy icon at the top right.
2. Then close WhatsApp or minimize it. Open Google Translate.
3. Make sure the right language is at the top for translating out of and into (i.e. Arabic on the left, if that is what you are translating out of). If not, tap on the arrows to switch.
4. Paste the text into the translation space. This is done in the normal copy/paste way (i.e. by pressing the screen, normally).
5. You will then see the translation below.
6. If you wish to reply:
 - a. Click on the cross to delete the translation.
 - b. Reverse the arrows so that you are translating from the right language.
 - c. Then do everything above to translate your text and to paste into WhatsApp, the email or the document and send as a reply.

B. How to use screenshots to access online services

Use a screenshot from inside a new app to demonstrate the steps must follow to complete an activity. It is an easy way to model expectations and show how to navigate a website, navigate an app or access services online. See example below:

NHS App
NHS Digital Medical
★★★★★ 7,321
PEGI 3
This app is available for all of your devices
Add to wishlist

Install

استخدم هذا التطبيق للتسجيل مع الطبيب عبر الإنترنت

Use this app for registering with the doctor online

Mark up screenshot in Microsoft

<https://www.youtube.com/watch?v=R5r9OHgBN6U>

Mark up screenshot in Android

https://www.youtube.com/watch?v=0v7vbgpjhys&ab_channel=TrickyTalk

Mark up screenshots in ipad or iphone

https://www.youtube.com/watch?v=T_TEmLPPMyE&ab_channel=MaxDalton

C. Create videos with Arabic subtitles

Some CSS groups created their own videos with subtitles in Arabic to explain their sponsored family things when lockdown restrictions were in place and they were not able to visit the family in person. They created a welcome video that

The *Kapwing subtitler* is a very helpful web tool for adding subtitles to videos with no watermark. This editor allows to burn subtitles into video directly and translate them at the same time, so that the subtitles appear on any platform the video gets shared to.

A You tube video in how to use Kapwing is below

https://www.youtube.com/watch?v=NFHDHcs4BvQ&ab_channel=VideoZeus

D. Digital resources for practicing English for Arabic speakers

Apps for Arabic speakers to learn and practice English

<https://apps.apple.com/us/app/english-study-for-arabic-speakers-smart-learning/id887019361>

https://play.google.com/store/apps/details?id=com.rightdisha.thearabic&hl=en_US&gl=US

https://play.google.com/store/apps/details?id=com.zawaya.enlIn&hl=en_US&gl=US

E. Alternative translator online to google

SYSTRAN delivers instant translation in a straightforward and easy platform. This Translate a document in Arabic or understand a foreign language Web page in Arabic with the free Arabic translator.

<https://translate.systran.net/>

F. WT2 language translator

This is a device that is worn in your ear and it translates in real-time so you can walk and talk at the same time. It comes with two wireless earpieces go you and the person you are communicating with to wear, making it convenient to carry on conversations during activities and without having to face each other. And you do not need to be connected to the internet to use these because it supports offline translation.

Detailed review of this device in the below link:

<https://appleinsider.com/articles/20/02/20/review-the-wt2-plus-translation-earbuds-allow-you-to-converse-with-almost-anyone-with-ease>

III. OTHER RECOMMENDATIONS

A. Films and books about the refugee crisis

Documentary: [For Sama](#) is an intimate and epic journey into the female experience of war. A love letter from a young mother to her daughter, the film tells the story of Waad al-Kateab's life through five years of the uprising in Aleppo, Syria as she falls in love, gets married and gives birth to Sama, all while cataclysmic conflict rises around her.

The movie [The Good Lie](#) did a great job of portraying the feelings of isolation that refugees can feel when they are relocated to a new country and then try to get over their trauma and restart their lives.

Book: [In Rescue: Refugees and the Political Crisis of our Time](#) (*TED Books 2017*) by David Miliband. The author describes the war zones in the Middle East and the peaceful suburbs in America to explain the refugee crisis and show what can be done, not just by governments with the power to change policy but by citizens with the urge to change lives. The message is simple: rescue refugees and we rescue ourselves.

B. Scholarships and grant opportunities for refugees

[Refugee Study](#). Scholarships, grants and free courses for refugees, asylum seekers and migrants in the UK.

[UK University scholarships for refugees and asylum seekers](#) open for applications (UCAS).

Since 1992, the [DAFI program](#) from the UNHCR and the German government has offered scholarships to refugees worldwide.

C. Jobs and training opportunities

Farmhouse welcomes refugees in the British countryside

<https://www.unhcr.org/uk/news/stories/2017/7/596dd4df4/farmhouse-welcomes-refugees-british-countryside.html>