



Induction information - Please keep this information safe

Thank you for joining the Islington Centre!

Here is some important information that you need to be part of the Centre.

Please read it carefully and contact us if you need any help understanding it.

We look forward to working with you.

Who's who at the Centre - Meet the staff:

- Andy - Chief Executive

Operations

- Izzie - Head of Operations (In-Person)
- Kiki - Head of Operations (Online)
- Robina - English and Learning Programme Manager

Support Service

- Isobel - Head of Support Service and Designated Safeguarding Lead
- Martha - Support Service Caseworker

Fundraising

- Anna - Head of Fundraising and Communications
- Jon - Head of Fundraising and Communications
- Erika - Fundraising and Communications Manager

Session Leads who lead our online and in-person activities

- Robina - English Language
- Joanna and Gee - Speak Street
- Sita, Jane and Neda - Art and Writing
- Romain, Alessia - Music, Choir
- Sheldon - Gym and Exercise
- Luca - Dance
- Sarah - English Club, Digital Skills
- Carla - English for Beginners

Volunteers - We work with many volunteers to help us.

Online and In-Person Sessions

We deliver our activities and services both ONLINE and IN PERSON, following school terms. This means there will be times during the year when all our activities will pause, and our centres will close. To check when we are open or closed, always refer to our timetable on the website: <https://islingtoncentre.co.uk/timetable>

ONLINE: Monday to Friday during term times.

IN-PERSON:

- Tuesday at Christ Church Highbury - **159 Highbury Grove, London N5 1SA**
- Wednesday at the Centre in Cross Street - **16-18 Cross Street, London N1 2BG**
- Thursday at Church on the Corner - **64 Barnsbury Rd, London N1 0ES**

English Assessment

Your English level will be assessed by our English and Learning Programme Manager when you join, and again throughout the year, to help you improve your language skills and to support you better in your learning process.

Attending the Sessions

Our timetable is on the website: <https://islingtoncentre.co.uk/timetable/>

We will send you a **TEXT** every Monday morning with a link to the week's classes and sessions.

We have planned the sessions so you can attend as many sessions as possible. This will help you improve your English, practise with other people, and continue to be part of our community.

IMPORTANT:

Please attend a **MINIMUM** of **THREE SESSIONS** each week to continue to stay with the Islington Centre.

This is to help you continue learning and to keep our community together.

We have limited places, unfortunately, so if you don't attend any session for two weeks, we may give your place to someone else to help them.

Please let us know if you no longer wish to attend Islington Centre: info@islingtoncentre.co.uk

Class Rules

It's important to be **ON TIME** for all our sessions.

If you arrive more than 5 minutes late to any class, you may not be allowed into the session, or you might be allowed in, but you will not get your attendance. Please respect that being on time helps everybody.

Please read about our Class Rules and Resources here:

<https://islingtoncentre.co.uk/online-classes-rules-and-resources/>

Attending online classes on Zoom

We use Zoom to deliver all our online classes. To join an online class, you need to click on the Zoom link on our timetable at least 5 minutes before the class starts. You will then need to type a password that will be sent to you via text. Please do not share the password with anyone.

If you need help with using Zoom, please have a look at the following resources on YouTube:

- "HOW TO USE ZOOM MOBILE APP ON YOUR PHONE | Step By Step Tutorial For Beginners (ANDROID & IOS) by Dorothy Tutorials": <https://www.youtube.com/watch?v=sOJkffIN8O4>

- “HOW TO JOIN A ZOOM MEETING ON YOUR PHONE | Attend Zoom Meetings On Mobile - STEP BY STEP TUTORIAL by Dorothy Tutorials”: <https://www.youtube.com/watch?v=L0p7owVgdz8>

Alternatively, if you can attend our centres in person on Wednesday or Thursday, you can ask our ScreenShare Volunteers to guide you through Zoom; or you can message Kiki, Head of Digital Operations.

Staying in Contact

Do not hesitate to contact us if you have any questions. Please ensure you have your phone switched on, and try to answer if we call you.

IMPORTANT: Please tell us if you change your phone number during the year.

Please add our phone numbers to your phone. We suggest that you add to your contacts:

Contact Name to add in Phone:	Phone Number	Email
Support Service Access Line	07458 301 944	n/a
Support Service - Isobel	07424 314 323	isobel@islingtoncentre.co.uk
Support Service - Martha	07702 650 292	martha@islingtoncentre.co.uk
CEO - Andy	07448 332 972	andy@islingtoncentre.co.uk
In-person Activities - Izzie	07526 118 885	izzie@islingtoncentre.co.uk
Online Activities - Kiki	07438 857 691	kiki@islingtoncentre.co.uk
English Classes - Robina	07702 650 289	robina@islingtoncentre.co.uk

For more information on staff, please visit our website here: [Website - Staff Information](#)

English Language Classes

Robina will suggest that you join classes based on your English level, to ensure that we are supporting you at our best. Please ensure that you attend the class you have been advised as this is for everyone's benefit.

Support Service Team

The Support Service can help you access services like: Legal support, Healthcare, Housing, Food banks, Education, and Employment. If you need advice on those matters, please contact:

Support Packages

Support Packages are ONLY available to Asylum Seekers.

We need to see a copy of your ARC or Home Office Document so you can receive a Support Package. Please know that it is very difficult to raise money for this. To help all our clients, we may need to lower the amount of money in the Support Packages in the future.

Destitute Asylum Seeker - this is an asylum seeker who receives **NO SUPPORT** from the government.

Non-Destitute Asylum Seeker - this is an asylum seeker who receives benefits like Section 4, 95 or 98.

There are two types of Support Packages:

- (1) For DESTITUTE ASYLUM SEEKERS: Destitution Element
- (2) For ALL ASYLUM SEEKERS: Reimbursement Element

Asylum Seekers will continue to receive a Support Package if they have **attended THREE FULL SESSIONS each week**. This is very important because the Support Package is to support you while you work towards achieving your goals at the Islington Centre. We have limited funds, so we cannot offer you our Support Package if you do not attend our classes.

Support Packages will be given every TWO WEEKS, usually on Mondays, and will be added to your voucher or paid into your nominated bank account.

If you do not attend a session for two weeks, your support package will stop. This is because it's difficult to raise money, and we have a long waiting list of clients who would like to attend the sessions.

Full details on the Support Package will be shared at a later date.

What happens if I don't have internet access?

The Support Packages are to help you top up your phone and internet data to access the classes. If you still struggle with internet access, please contact us.

AT THE CENTRE

In-Person Days at the Centre

- Tuesday at Christ Church Highbury - open from 12pm to 2.00pm for English language, Support Services, hot drinks and biscuits.
- Wednesday at the Centre in Cross Street - open from 10am to 3pm for Activities, Support Services, Digital Support, lunch.
- Thursday at Church on the Corner - open from 11am to 1pm for English language, Support Services, Digital Support, hot drinks and biscuits.

IMPORTANT:

- Attending a Centre Day is counted as **one** session towards your Support Package.
- We can't give you extra Travel Expenses for coming to the Centre, only the Support Package.

Keep Safe and look after our surroundings

When you are in-person at one of our Centres, you must follow any rules as directed.

Please look after the building we are in. Keep it clean and tidy, and please let a member of staff know immediately if you see anything that looks strange or dangerous. Please respect that there are other users of the space.

Safeguarding

If you have any Safeguarding concerns, please contact Isobel, our Designated Safeguarding Lead on: 07424 314 323 isobel@islingtoncentre.co.uk or any member of staff who will contact Isobel. Your safety is our priority, and each member of the team commits to the Islington Centre Safeguarding Policy available on our website here: <https://islingtoncentre.co.uk>, or you can ask a member of staff for a copy.

Whistleblowing

We have a Whistleblowing policy. Whistleblowing means that you must tell a member of staff if you see any safeguarding issue, something that is not right or if you or anyone is in need or in any type of danger.

Please contact our Designated Safeguarding Lead Contact: 07424314323 - isobel@islingtoncentre.co.uk

Health and Safety

We aim to work in a healthy and safe environment. Please tell us if you notice anything unsafe or dangerous.

Fire Safety

Fire Safety is essential in any building. Please observe the fire safety signs around the buildings.

If there is a Fire or you hear the Fire Alarm, everyone must leave by the nearest safe Fire Exit.

Emergency Meeting Points:

- **Church on the Corner:**

Barnard Park. Exit right out of the building and then turn immediately right.

- **Cross Street Baptist Church:**

All three exits onto Cross Street are Fire Exits.

Exit the building onto Cross Street, TURN RIGHT and meet outside 'PAPER MACHE TIGER' shop.

- **Christ Church Highbury:**

Exit the building and head straight to the Clock Tower, which is straight ahead.

Comments, Compliments and Complaints

Please see a member of staff if you would like to make any comments, compliment us or make a complaint.

The Comments, Compliments and Complaints procedure is available on request.

Privacy Policy and your Data

Islington Centre for Refugees and Migrants is committed to safeguarding your privacy. We only process your personal data following our privacy policy, available here: <https://islingtoncentre.co.uk/our-policies/>

Anything you tell us will be held in confidence by the Centre staff team.

If we have an event where people may take photographs or film you, or any work that you create, we will ask your permission before the event. We will not show your face or use your name if you do not want us to.

We hope that this information is useful: please ask a member of staff or volunteer if you need any further information.