



EVELYN OLDFIELD UNIT

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Service Booklet

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Introduction

The Evelyn Oldfield Unit is an independent, membership-based, charitable organisation, founded in 1994. We aim to provide, develop and coordinate specialist aid and support services for established RMCOs and individuals in order to increase their capacity and potential for meeting the needs of their communities.

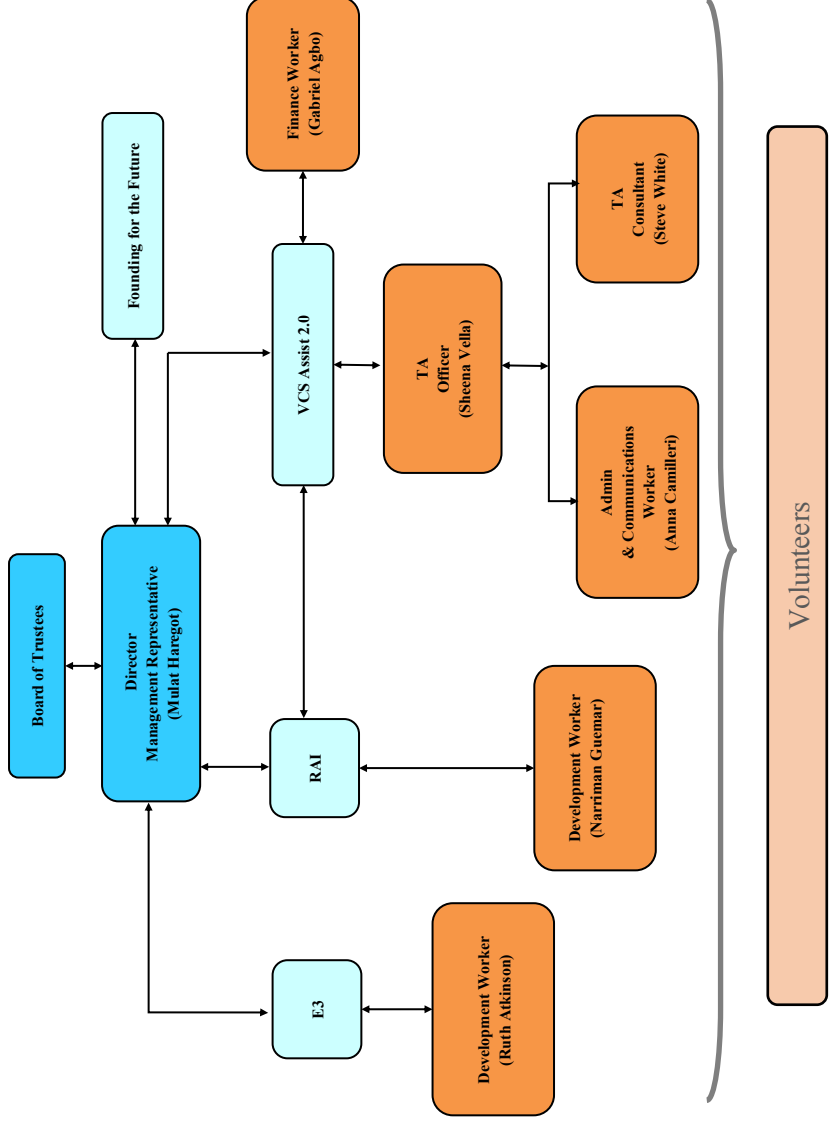
"The EOU's vision is to contribute to a diverse and coherent society based on the principles of equality and social justice."

Services

The EOU is committed to being inspired by the needs of RMCO. Thus, we aim to provide services and support that will enable RMCO to fulfil their potential and to make a positive contribution to the wider society. All the services provided by the EOU are divided into different projects. Each project is assigned to a project leader or development worker. The EOU provides the following services:

- Provide accredited research courses to enable BAMER groups to develop evidence based planning and research for influence
- Organise social and cultural events and trips
- Support students through a mentoring scheme
- Provide consultancy and training to support women
- Organise and provide seminars and workshops
- Build strategic engagement and collaboration, improve access to services
- Support people from BAMER backgrounds to access local and meaningful volunteering opportunities

EOU Organisational Structure



Standard client charter

We aim to provide a high standard quality service for all our clients. This document is your guarantee of our consistently high standards of services. These performance targets tell you what we will do, when we will do it – and what we will do to put things right if they go wrong. We strive to be the best at what we do and encourage you to offer suggestions to help us achieve that aim.

General Service Standards

1. Callers to our office with an appointment will be seen immediately; those without an appointment will be seen if time agrees; if not, an appointment will be made.
2. If we cannot deal with your query there and then, we will get back to you with the answer within five working days.
3. Where an appointment is needed, we will arrange it straight away so that you will be seen within five working days, if you wish. For some projects that are in high demand, we will have to manage a waiting list.
4. When telephoning we will answer your call within 4 rings.
5. If we have to cancel a meeting or site visit, we will let you know on or before the day and reschedule the meeting or visit there and then.
6. Our staff will be helpful and courteous at all times.
7. If something goes wrong and we do not put it right within the time we have promised, you will receive a written apology and action will be taken to make sure it does not happen again.
8. If things go wrong, we want to put it right quickly and efficiently. Firstly, please call our Director who will respond quickly to your complaints on 020 7697 4101.
9. We will continuously review our overall performance and the quality of service in order to improve it.
10. We will always try to get things right first time, every time. But to continually improve our Services we want to know what you think of how well we are performing.

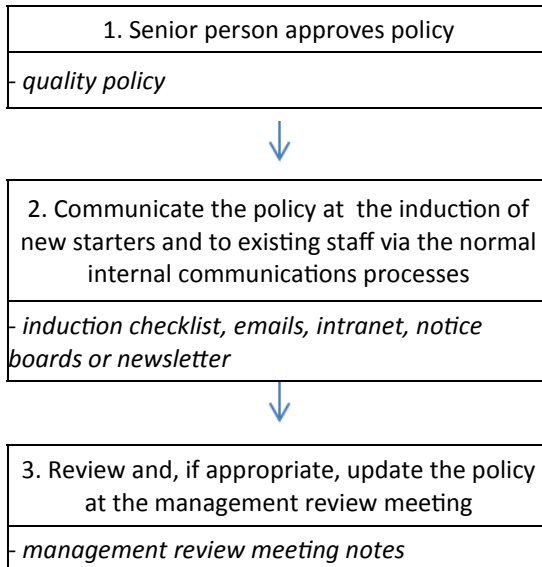
***Please do not wait to contact us until something goes wrong.
Your views and suggestions are ALWAYS welcome!***

Quality Policy

We will ensure that our black and ethnic minority and refugee support services meet our customer's expectations, our own high standards and comply with all relevant regulations.

Specific quality objectives will be set and reviewed through our management review process. To help achieve these, we will strive to improve and maintain a quality system that meets BS EN ISO 9001 - "Quality Management Systems – Requirements".

We must strive to continually improve our performance by regularly evaluating our products and services and identifying actions to ensure that our objectives are achieved and that problems are prevented.



Evelyn Oldfield Unit (EOU) 'Ground rules' for the office

EOU is committed to promoting equal opportunities. The organisation has a fundamental belief in, and commitment to, developing equal opportunities in all areas of its work and structure. Our approach is based on the principle of being a 'learning organisation'. In practice, this means challenging the behaviour and not the person.

At the beginning of 2015 staff had a series of training sessions on equal opportunities including a session on challenging others. In response, staff decided to produce a set of ground rules for behaviour in the office.

Inclusivity

We can all help to create an inclusive culture by avoiding cliques, and being friendly, particularly to new members of staff, and challenging behaviour that contravenes these ground rules.

Equality

We operate in a hierarchy but all staff have the right to be treated as equals in the sense that everyone is entitled to be treated with equal respect and consideration. No one should be made to feel uncomfortable by having to listen to comments that are inappropriate.

In meetings and discussions we should try not to interrupt each other. Everyone's contribution should be listened to and respected. No one should be made to feel less important because of their role in the organisation or because of their race, gender, age, etc. Those who know they often have a lot to say should think about sometimes saying less. Those who tend to say little should think about sometimes saying more.

We have the right to challenge being treated as less than equal. There is no such thing as a stupid question or suggestion. We have the right to ask about things we do not understand and to make suggestions. We also have the responsibility to keep ourselves well informed about EOU.

Language

We should avoid deliberately using any language that may cause offence, particularly around race, gender, age, disability, religious belief, class or sexual orientation. We should check out language that we are not sure about with others. It's acceptable to take risks sometimes, these ground rules are about learning from each other not about stifling communication.

We have the right to respectfully challenge the use of inappropriate and offensive language by anyone in the office. Be aware that inappropriate language may have been used unintentionally. Be open to challenges from others and try to respond positively.

Confidentiality

Where information is given or viewpoints are expressed in confidence this should be respected. Occasionally there may be management reasons why a certain issue should not be kept confidential. In such a situation the person giving the information should be told that it will not be possible to keep it confidential.

Accessibility

We should all be sensitive to issues of accessibility in relation to buildings, stairs and other environmental issues, written and other visual materials, language used, audibility.

When things go wrong

Sometimes things go wrong. We should all try to raise issues as soon as possible with the person concerned – though sometimes waiting till we feel calmer may help. If something happens which makes your working life uncomfortable, difficult or prevents you from doing your job properly, please take action. If you cannot resolve the matter with the person concerned and it feels important please talk to your manager, or if the issue is with your manager talk to someone who can raise it with them.

What you can expect from EOU

EOU provides free advice, support and advocacy in the areas of welfare benefits, housing, training, job search and other settlement issues.

EOU is a non-profit making, charitable, independent organisation and we receive funding from charities and trusts to provide services for refugees and migrants. EOU provides a free, confidential, non-judgmental service. This means that:

- All our services are provided free of charge.
- In order to offer you the best possible service, there will be times when we discuss your case with other staff in the organisation. However, the information we discuss will always remain confidential within the organisation as described below.
- No information about your case will be passed on to any other organisation or individual without your permission. Sometimes it may be necessary for us to contact someone outside the EOU to help us in preparing your case – for example if we need to obtain an expert opinion on your case. We will always discuss this with you before passing on any information about you.
- We are committed to ensuring that clients are not discriminated against on the basis of race, colour, gender, ethnic background, national origin, nationality, gender, marital status, disability, sexuality, age, social class or religious beliefs. We will not condone any harassment or acts of discrimination by EOU's staff against clients, nor by clients against staff.
- EOU is committed to providing the best possible service to its clients. We would therefore like you to tell us if you feel that the way we work with you could be improved. Information on how to make a complaint, and copies of a form you can use to make general comments about our service, are available in the waiting area of our offices.

What we do not do

EOU cannot provide detailed advice or support on every part of your case. However we will refer you to other quality advice organisations or solicitors when appropriate.

What we expect of you

In order to assist us in the progress of your case, we will need you to:

- Provide us with full information concerning your case.
- Tell us if someone else is representing you on an asylum or asylum-related matter.
- Keep in regular contact with us.
- Tell us immediately of any change to your address or telephone number.
- Tell us immediately about new information that might affect your asylum claim.
- Attend appointments as arranged. If you fail to attend an appointment without good reason and without notifying us in advance, we may not be able to continue to work on your case.
- Arrive on time for your appointments. We may not be able to see you the same day if you arrive late for an appointment, and we may need to arrange a new appointment. If you know that you are going to be late, please telephone us to let us know.

VCS ASSIST 2.0 Project

VCS Assist 2.0 ESF Technical Assistance is an EU part-funded project supporting voluntary and community sector organisations in London to successfully access the European Social Fund and deliver ESF projects. It succeeds the VCS Assist project which operated during the 2007-2013 ESF round. From the beginning of 2016 VCS Assist 2.0 project partners, London Voluntary Service Council and the Evelyn Oldfield Unit, will deliver:

- One to one surgeries for organisations intending to apply for or holding ESF funding, providing a range of support from application guidance, complying with ESF requirements and ESF project management
- Workshops focusing on particular skills required for ESF and opportunities
- Forum events, bringing together organisations interested in ESF from across London to share information and provide networking opportunities
- Regular updates on ESF opportunities and progress, including through the vcsassist.org.uk website and monthly e-bulletins.

The project partners are grateful to the following funders for providing match funding: City Bridge Trust, Comic Relief, London Councils and Trust for London.

Please contact Sheena at sheena@evelynoldfield.co.uk and **0207 697 4103** for more information.

Office Hours:
Monday 12pm-8pm, Tuesday—Friday 9am-5pm

The Evelyn Oldfield Unit usually publishes its e-bulletin every two weeks, covering various issues concerning RMCOs, if you would like to receive our e-bulletin please contact us at evelyn@evelynoldfield.co.uk or on **0207 697 4100**

Research in Action and Influence Programme

The Research in Action and Influence Programme aims to support BAMER groups to evidence need in their community, understand the decision making process and to use the newly generated evidence to effect change and build influence.

This will be achieved through the following:

- An accredited research course to enable BAMER groups to develop evidence based planning and research for influence (10 sessions)
- Supporting groups to use their findings to influence decision makers (8 sessions)
- Building presentation skills of course attendees (4 sessions)
- Supporting students through a mentoring scheme, whereby each student is paired with an experienced researcher to help them shape their research and become more engaged
- The course will be supported by an advisory panel and input from guest speakers
- The EOU director will play a strategic engagement role by giving voice to the issues and successes of BAMER groups to improve influence of policy and practice

Please contact Narriman at narriman@evelynoldfield.co.uk and **0207 697 4104** for more information.

Office Hours: Tuesday, Wednesday, Thursday 9am-5pm

The Supporting Women Project

This Comic Relief-funded EOU project has been set up building on our previous work with women and with feedback from key stakeholders in order to build the capacity of groups working with vulnerable refugee and asylum-seeking women. It is a multi-agency project involving refugee and asylum-seeking groups (RAS), mainstream and statutory agencies.

Our focus is on those working with women affected by violence or trauma. This includes violence or trauma from experiences pre-migration, during the asylum process and/or faced by new communities here in the UK

The main activities will include:

- **Consultancy** support for the planning of new projects to support women
- Offering **training** for frontline staff supporting vulnerable women
- Running **accredited advocacy sessions** for RAS women
- **Raise awareness** of the issues vulnerable RAS women face
- Facilitating **dialogue** between agencies working with women
- **Annual conference**—sharing learning, understanding new developments in the sector
- Building **strategic engagement, collaboration and improving access to services**
- Working with mainstream and legal groups **to improve their working practices**
- **Building resources**: development of online good-practice resources on working with vulnerable RAS women

This project is currently run by a team of volunteers.

Please contact Sheena, sheena@evelynoldfield.co.uk or 02076974103

for more information

Office Hours:

Monday 12pm-8pm, Tuesday—Friday 9am-5pm

The e3 Project

The e3 Project – ‘English through **S**ocial, **E**conomic and **C**ommunity (**SEC**) action’ creates exponential value by combining;

- Local community outreach and engagement through a partnership of community organisations embedded within their communities, private sector commercialism, and creative sustainability planning
- High-quality English language learning, practice and materials, made cost effective and scalable by practical application of new disruptive technology/ innovative e-delivery methodologies
- Intensive, personalised support for 700 adult learners with the lowest levels of spoken English, through sophisticated tracking and monitoring software tools, motivating activity-led learning
- Localised project delivery and impact, coupled with a Pan-London nexus, in particular, the London Boroughs of Enfield, Hackney, Haringey, Islington, Newham, Tower Hamlets, Waltham Forest, Barking & Dagenham, Barnet, Brent, Camden, Ealing, Redbridge, and Westminster and reach, creating momentum through mutual-aid peer citation and social connectivity, providing interactive learning linked to onward progression in social, economic and community accomplishments.

We are now recruiting for a new cohort.

Please contact Ruth at ruth@evelynoldfield.co.uk or **0207 697 4102**

for more information.

Office Hours: Monday—Friday, 9am-5pm

Founding the Future Project

“Founding the Future” will enable BAMER groups to build capacity, deliver & measure quality programmes, engage in cross-sectoral partnerships and give BAMER communities a voice.

“Founding the Future” will address 7 key spheres:

1. Leadership Development— To end the ‘dependency culture’ many BAMER groups have with 2nd tier bodies, developing leaders who promote the self-sufficiency and sustainability of their groups
2. Providing ‘a Voice’ for the BAMER Community, through the development of Forums and other platforms which bring communities together and identify/promote their needs
3. Capacity Building – 1:1 consultancy, workshops and training events including Business Planning, Quality Development [e.g. PQASSO] and bid writing to equip / provide resources to BAMER groups.
4. Measurement [Evaluation] – development / adoption of dedicated systems to track progress and evaluate services to measure and demonstrate impact e.g. to funders
5. Research of real needs in the community i.e. how to conduct research – supporting BAMER organisations to conduct group workshops / surveys to research community needs.
6. Partnership & Mergers to build capacity, develop stronger funding bids / contract tenders, influence strategy [have a voice] and promote sustainability
7. Volunteering – enabling BAMER groups to engage more volunteers through promotion of funded / formal programmes ensuring professional conditions for participants.

For more details please contact **Mulat Haregot, Director**

mulat@evelynoldfield.co.uk and 0207697 4101

Office Hours: Monday—Friday, 9am-5pm

EOU Solicitor Pro Bono Project

Overview of project

The Evelyn Oldfield Solicitor Pro Bono Project is a project which will provide a free legal advice surgery by fully qualified solicitors to London's black, Asian, minority ethnic and refugee (BAMER) community.

Why the project is needed

In light of Legal Aid, Sentencing and Punishment of Offenders Act 2012 (LASPO) cuts, those from the BAMER community have been impacted greatly. The cuts to those from the BAMER community in particular have been devastating. They have been doubly impacted, because as well as the usual hardships of life, there are cultural and language barriers. BAMER should not be barred from having access to justice because of the above reasons.

Aims of project

- To relieve overcapacity of other service providers such as CAB, legal advice centres, advocacy clinics and other independent advice clinics;
- To provide a free advice service to the community staffed by qualified solicitors with specialised knowledge and expertise;
- To remedy the mischief of service users being subjected to long waiting times and overcomplicated applications to access free legal services.

You can book your free 15 minute appointment to see a solicitor by doing any one of the following:

For appointments, please contact **Mulat** on
mulat@evelynoldfield.co.uk or **0207 697 4101**

Office Hours:

Monday—Friday, 9am-5pm

Enhance Desk Space Project

The Enhance Project at Resource for London on Holloway Road can provide small and emerging London-based Black, Asian, Minority Ethnic and Refugee (BAMER) groups with free desk space for up to one year. Funded by the City Bridge Trust, the Enhance project can offer both a free desk and support via the Evelyn Oldfield Unit to help smaller community groups get established.

The Evelyn Oldfield Unit can give you free **one-to-one support** with this desk space.

The Enhance Desk Space Project at Resource for London can provide you with free office space including:

- Computer
- Internet
- Telephone
- Printing
- Support

To apply, please contact Anna at evelyn@evelynoldfield.co.uk

or on **0207 697 4100**.

The KEY Project

The KEY has been specially created as a tool for young people. The name of the project – KEY stands for Knowledge Empowers You and this is exactly the aim of it – to empower and to give options in world full of challenges for young people. The core of the project is psychological wellbeing workshops and provides balanced programme of activities that develops the whole person-mind, body and soul – in an environment of social interaction and team working. KEY focuses on what is good and positive trying to emphasise on it, to inspire the young people, using their own talents. The Evelyn Oldfield Unit runs this project with shared values of collaboration and participation at the core and thus we are looking for steering group members, collaborators, advice, and new connections, including reaching out to small community groups working with young people. KEY has been funded by BBC Children in Need and will look into expanding.

Activities:

- Psychological wellbeing workshops
- Sports activities
- Music classes
- Art activities
- Education and career advice
- Social event

We are passionate about developing the potential of young people by unleashing their strengths, creativity and confidence and we aim to make a difference in their lives.

Please contact us on evelyn@evelynoldfield.co.uk for more information.

Membership

The Evelyn Oldfield Unit is a membership organisation. It is run and led by its members who elect representatives to the management committee at Annual General Meetings.

Organisations applying for membership must:

1. Support the aims and objectives of the Evelyn Oldfield Unit.
2. Include with their application:
 - Copy of constitution
 - List of Management Committee members
3. Pay a membership fee of:
 - £5 (refugee controlled organisation – concessions available)
 - £30 (non-refugee controlled organisations)

Individuals applying for membership must:

- Be over 18
- Support the aims and objectives of the Evelyn Oldfield Unit.
- Pay a membership fee of £5.
- Not have a managerial or controlling capacity or be in paid employment of any member organisation.

If you would like to become a member organisation, please request and fill in a membership form and email it to **Mulat, Director** at **mulat@evelynoldfield.co.uk**

Volunteering Opportunities at EOU

The Evelyn Oldfield Unit is always on the lookout for volunteers. If you can spare your time, we would like to hear from you. Volunteering can be a very valuable experience, which can help you to gain new skills, meet new people and provide a much needed service to people who need it.

Many of our volunteers have enjoyed their experience at EOU or the organisations we placed them in, and have subsequently pursued a career in this area.

“Volunteering moves me forward. My college put me in paid work experience in a large investment company once they found out that I was doing voluntary job and I have good experience and skills.” - EOU volunteer

Areas of Voluntary Work include:

- Outreach
- Teaching (e.g. English Language, computer literacy)
- General Admin, Office Work, & Quality Management
- Research
- Communications, Social Media & Publicity
- Graphic Design and Web Development
- Training
- Event Management

If you have any other skills that you think would contribute to the Evelyn Oldfield Unit, please do not hesitate to contact us.

For volunteering enquiries, please contact Anna at evelyn@evelynoldfield.co.uk

or on **0207 697 4100**

Comment / Suggestion / Compliment / Complaint

Your views are important to us. Please tell us below

Comment Suggestion Compliment Complaint

Your reply is strictly confidential

Please tell us the areas you want to make a comment or complaint

	Very Satisfied	Fairly Satisfied	Neither Satisfied	Fairly Dissatisfied	Very Dissatisfied
The helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed you were served	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The condition of the reception area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information you received from staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall view of our service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments:

Please tell us a little bit about yourself: Are you?

Female Male Intersex Prefer not to say

Which of the following would you describe yourself as:

African European Asian Mixed Other

If you would like to leave your name please fill below, however if you do not please leave section blank

Name & Address: _____

Thank you for taking the time and fill this form, please send it to or hand it in at our office:

The Evelyn Oldfield Unit 356 Holloway Road, London, N7 6PA



EOU Quality Marks and Awards



How to get to the EOU—we are next to Waitrose supermarket.
*Nearest tube is **Holloway Road** on the **Piccadilly Line**. We are 10 minutes walk from the tube station and around the corner from bus stops served by 29, 91, 153, 253, 25, 271.*

