Refugees Welcome is a volunteer-led charity in Cheshire East. We help refugees settle and rebuild their lives. We have been doing this since 2015.

We believe refugees bring valuable skills and ideas. We want to help you live independently and be part of our community.

We can help refugees or evacuees resettled in Cheshire East and people who arrived through Family Reunion or Community Sponsorship.

How Can We Help You?

- Learn English.
- Register for health, housing, school, and library services.
- Understand letters and bills.
- Go with you to appointments and explain what you need to do next.
- Help you explore your town, find shops, and join activities.
- Sometimes provide furniture or equipment.
- Connect you with other helpful services.

How Do We Help?

- English practice: Weekly group ESOL classes. We also offer one-to-one English practice in person or via Zoom.
- Family Support: Families can be supported by a small team of volunteers to help you settle in and access services.
- Additional Support: Other volunteers, Trustees, or our Volunteer Supervisor may also assist.
- Working with Other Organisations: We work with agencies like Cheshire East Council, schools, and Citizens Advice. We only share your information with your permission.

For more information about our activities please visit the Refugees Welcome Website: bit.ly/3CSNEFY

What We Don't Do

- We do not provide housing.
- We do not give financial support (except in special cases, like for school uniforms).
- We do not manage your money or payments.
- We do not give advice on benefits, finances, or legal/immigration matters.

Who to contact?

For Refugees:
- If you have a Family Support Volunteer, contact them first.
- New to Refugees Welcome? Email us at: refugeescheshireeast@gmail.com
- Need to contact the Chair or Trustee? Use the same email or our website enquiry form.

For Agencies or Services:
- If you are referring or discussing a refugee client, email: refugeescheshireeast@gmail.com

For Volunteers or Supporters:
- Visit our website to learn more.
- To volunteer or support us, email Estelle Worthington: estelle.worthington@cvsce.org.uk

For Emergencies
- **Life-Threatening Situation:** Call **999** for ambulance, fire, or police.
- **Non-Emergency Medical Help:** Call **111** or use 111 online.
- **Reporting Crime:** Visit this guide for more details: bit.ly/3ZgEYku

If You're a Refugee Receiving Help
- Our Goal: To support, integrate, and empower refugees.
- Who We Are: Volunteers who are not paid, but we are dedicated to helping you.
- Why We Help: We want you to become an independent member of the community and have the chance to rebuild your life and fulfil your potential.

Your Role in Making This Work
- Respect Volunteers: Volunteers give their time to help you. Be respectful and give them your full attention when they come to meet you.
- Communicate Honestly: Tell us about your needs so we can help you better. We understand it can be extremely difficult to leave your country and family. We won't ask you to talk about things that make you uncomfortable, but the more you tell us, the better we can help.
- Tell Us About Other Help: Let us know if you are getting help from other organisations. This will help us avoid repeating the same support and reduce confusion.

Your Responsibilities
- Get to know your community and try to learn English as soon as you can.

In the UK, we all follow important rules and values, including:
- Obey the law and understand your role in the community. (Learn more here: bit.ly/49mpZd9)
- Respect the rights of others.
- Treat everyone fairly and equally, no matter their sex, race, religion, age, disability, or sexual orientation.
- Respect the environment.
- For more information on living in the UK and where to get help, visit: bit.ly/4ijGr28

Refugees Welcome believes refugees should be embraced in Cheshire East, living safely, thriving, and contributing as responsible, active members of our community.

Registered Charity Number 1169909