

INTRODUCTION

These guidelines have been developed to improve the translation, interpretation and dissemination of health promotion information to Black and minority ethnic communities in Liverpool.

Liverpool has a very diverse and unique composition of Black and minority ethnic communities and it continues to increase due to the influx of people seeking asylum. This diversity, together with the urgent need for health promotion messages in the communities make these guidelines an essential document for all service providers and commissioners.

This document provides guidance on the following questions:

- **Who needs translation of messages into other languages?**
- **What sort of communication media can be used?**
- **How do you determine which media or combination of media to use?**
- **Which community specific media are available in the city?**
- **How do you go about translating written materials into other languages?**
- **Which channels of distribution are available: General or Specific?**
- **Cultural and Religious Festivals.**
- **Who can help?**
- **Where can you apply for resources?**

It is envisaged that the information contained in this document, especially that related to organisations, would change over time due to the short term funding nature of most community based projects and the usual election of new executive committee members for voluntary organisations.

We would like this document to be widely circulated, therefore please feel free to photocopy and pass on to colleagues. Also available is an Acrobat PDF version, which will be regularly updated - you can find this on the Liverpool Health Promotion Service website, www.lhps.org.uk, on the downloads page.

WHO NEEDS TRANSLATION OF MESSAGES INTO OTHER LANGUAGES?

Most communities, including Black and minority ethnic, are not homogeneous. They are usually a diverse group based on age, gender, religion, social class, duration of stay in the UK, literacy and educational status, amongst others. To improve communication to this diverse group, the following recommendations are being made, based on working experience and existing knowledge of the communities that exist within Liverpool.

All messages targeted at Black and minority ethnic communities need to be rewritten into a form which is culturally relevant to the target community, that is, literal translation is not always adequate. The message needs to be 'translated' into a concept which is relevant and understandable to the community.

Written materials should be bilingual to assist both health workers and community members.

The following languages are recommended as the main ones to be considered for routine translation.

Somali - Written

Relevant mainly to the younger members of the Somali community. There are variations and differences in vocabulary and phrases in the Somali language spoken by people who live in the two parts of North and South of Somalia.

Somali - Spoken

Relevant to all sections of the community particularly adults and some children. There are variations and differences in vocabulary and phrases in the Somali language spoken by people who live in the two parts of North and South of Somalia.

Chinese - Written

The traditional form is recommended. Hong Kong terminology is more relevant. Literacy level in the 60+ group is suspected to be low, therefore supplementary approaches should be considered for this age group.

Chinese - Spoken

There are many forms and dialects. The following are recommended in order of priority based on their relevance to the composition of Liverpool's Chinese community

(1) Cantonese - Standard, Hakka and See Yip (2) Mandarin

Arabic - Written

Classical Arabic recommended. Arabic is the language of Islam therefore other communities might be able to access information in this language.

Arabic - Spoken

Standard form recommended though it is recognised that there might be variations. This is particularly relevant to the large Yemeni community in Liverpool.

Bengali - Written

This is relevant to the Bangladeshi community where language is a key issue in terms of access to information.

Bengali - Spoken

Only one form available.

Urdu - Written

This is of relevance mainly to the Pakistani community.

Urdu - Spoken

Relevant to Indian and Pakistani communities.

Punjabi - Written

This is of relevance mainly to the older age group within the Sikh community.

Punjabi - Spoken

Relevant to Indian and Pakistani communities.

Hindi - Written

Relevant mainly to the Indian community.

Hindi - Spoken

Relevant mainly to the Indian community.

In response to the increase of people seeking asylum in Liverpool, the following languages should also be considered for routine translation:

- Kurdish
- Farsi
- Czech
- French
- Russian
- Turkish
- Romanian
- Albanian
- Tamil

WHAT SORT OF COMMUNICATION MEDIA CAN BE USED?

Due to the diversity within the population, a wide range of options exist. The media types are presented below with some examples:

Written form and images

Posters, newsletters, newspapers, leaflets, internet.

Audio-visual

Television, video tapes, live music and drama performances, lectures.

Audio

Audio tapes, radio, public announcements, word of mouth.

Interactive activities

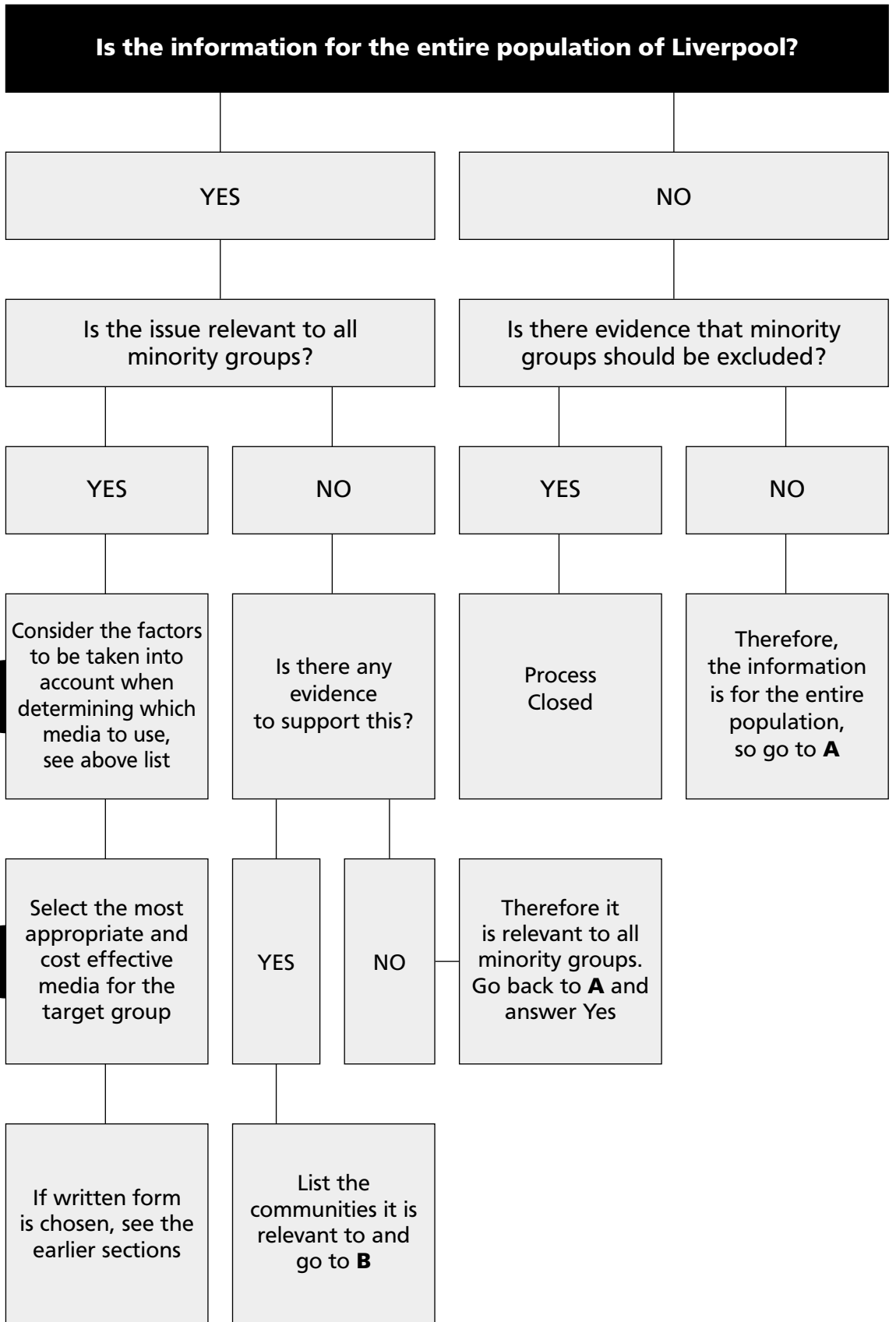
Social events such as carnivals and new year celebrations, public meetings, workshops, health fairs.

HOW DO YOU DETERMINE WHICH MEDIA OR COMBINATION OF MEDIA TO USE?

The factors to take into consideration are:

- Age group being targeted
- Literacy levels
- Presence of physical and learning disabilities
- Complexity of the message
- Cultural and religious sensitivity of the message
- Accessibility and acceptance of the media
- Financial and resource implications

**NEED FURTHER HELP?
CONSIDER THIS MATERIAL TRANSLATION CHART:**



WHICH COMMUNITY SPECIFIC MEDIA ARE AVAILABLE IN THE CITY?

1. Voices newsletter

Bi-monthly publication, translated into Chinese, Arabic, Bengali and Somali languages which is delivered to 35,000 homes in the Granby/Toxteth area. It is published by the Toxteth Health and Community Care Forum, 163 Lodge Lane, Liverpool L8 0QQ. Tel: (0151) 734 4114 • Fax: (0151) 734 3025
Email: thccf@btinternet.com • Website: www.toxteth-health.org

2. Silk Road News

A bilingual Chinese community newspaper published by Merseyside Chinese Community Development Association. 104 Seel Street, Liverpool L1 4BL. Contact Person: Ludi Wu. Tel/Fax: (0151) 709 2359 • Email: silkroadnews@hotmail.com

3. Orient Express

A BBC Radio Merseyside weekly Chinese programme. On air from 9.05pm to 10.00pm on Fridays. Contact person is Georgina Furnell c/o Radio Merseyside, 55 Paradise Street, Liverpool L1 3BP. Tel: (0151) 708 5500 • Fax: (0151) 794 0988

4. Brushstroke

A bilingual arts and culture magazine serving the Chinese community. The magazine is published three times a year. Contact person is Graham Chan c/o Liverpool John Moores University, Aldham Roberts Learning Resource Centre, Mount Pleasant, Liverpool L3 5UZ. Tel: (0151) 231 4371

5. Open House

A BBC Radio Merseyside weekly Asian programme. On air from 8.05pm to 9.00pm on Sunday. Contact person is Umi Prasad c/o Radio Merseyside, 55 Paradise Street, Liverpool L1 3BP. Tel: (0151) 708 5500 • Fax: (0151) 794 0988

6. Upfront

A BBC Radio Merseyside programme aimed at people of African-Caribbean descent. On air from 7.30pm to 10.00pm on Saturday. Contact person is Mandy Smith c/o Radio Merseyside, 55 Paradise Street, Liverpool L1 3BP.
Tel: (0151) 708 5500 • Fax: (0151) 794 0988

7. Chinese Talking Newspaper

A Bi-monthly audio newsletter serving the Chinese community. Contact person: Jamal Abdullah c/o Liverpool Voluntary Society for the Blind, Muriel Crooke House, Youensway, Liverpool L14 2EP.
Tel: (0151) 221 0889 • Minicom: (0151) 221 0887 • Fax: (0151) 221 0889

8. Social Events

Notable ones include the Chinese New Year celebrations, The Independence Day Dance of the various Caribbean islands, Africa Oye! is held during the Summer.

9. The Chinese Channel Limited

Chinese television network serving the UK and Europe - contact to discuss promotion of local community events. Contact person: Regina Chan, Project Co-ordinator, Teddington Studios, Teddington, Middlesex TW11 9NT.
Tel: 0208 614 8355 • Fax: 0208 943 0982

HOW DO YOU GO ABOUT TRANSLATING WRITTEN MATERIALS INTO OTHER LANGUAGES?

Leaflets and posters are two of the many tools used in disseminating information to individuals and communities. While working in a multi-cultural environment, it is important to be able to communicate with all sections of the community. It is equally important that a high quality approach in communicating with people whose first language may not be English is maintained. The need to provide a good quality service overrides all other considerations including cost. The aim of this guideline is to formalise and standardise the approach to producing leaflets and posters in other languages.

While remembering that posters and leaflets are communication tools with obvious limitations, it is important to consider the following questions as early as possible:

- 1. Is the message clearly defined?**
- 2. Is the target audience clearly defined?**
- 3. What is the best way of getting the defined message across to the target audience?**
- 4. What are the options in terms of getting the information across? Consider timescale, cost, other resources.**

Once it has been agreed that the development of a poster/leaflet is required, the language(s) required should be determined. As would be seen from the steps outlined below, it is important to note that this has to be a planned process which cannot accommodate short cuts. The process should be as follows:

1. It is important when producing materials to consider the content of the material, to ensure that the information is useful, the message is clear and the language is simple and straightforward. Avoid jargon, if using technical terms provide a simple explanation to aid understanding.
2. Confirm the culture relevance with community group and/or translator who understands the needs, expectations and concerns of the people whom the material is intended and ask them to amend the text were necessary. Health link workers may be able to help.
3. Translate into other languages.
4. Use an independent person/s to check the content by translating it back into English to ensure it is user friendly and the content is respectful and non-patronising. Amend if necessary through discussion with initial translator, to ensure the message is consistent (refer to no. 2) **THIS PROCESS HAS COST IMPLICATIONS BUT ENSURES THAT HIGH QUALITY MATERIAL IS PRODUCED.**

5. If using illustrations, consider carefully and seek the views of the users because cartoons and pictures of people from various ethnic communities frequently cause unintentional offence. It is important to note that pictorial conventions and symbols such as ticks, crosses, arrows, outlined maps and so on, are often assumed to be a way of communicating on paper with people who can't read. In fact, they are linked to literacy; people who can't read may not understand them.
6. Submit to a professional graphic designer if possible.
7. Materials should be bilingual, to enable people to read the language they find easiest and to ensure the English - speaking person distributing the materials is also aware of the content.

Note

1. Avoid tokenistic translation of materials with no real benefits.
2. Avoid merely reproducing existing materials - don't re-invent the wheel.
3. Confirm that the service or event being promoted can meet the language needs of the people reading the leaflets or posters. For example, there is no point inviting people who do not speak English to an event without interpreters.
4. Translator should write well and colloquially in the target language. For instance you may know someone who is a good interpreter (spoken language) but this does not mean they will make a good translator (written language). Oral and written translations require very different skills.
5. The information must be culturally sensitive to the needs of the population you are targeting.
6. Always ensure you use a recognised and credible translator. A list of translating organisation is presented later. There is a cost attached to using these services.
7. All materials produced must indicate the language in English
8. If reading levels are low in the target group, or if the content is difficult to convey simply in writing, it may be better to produce audio-tapes in other languages.
9. If you are from an NHS organisation you should also refer to the NHS Identity Guidelines when producing any materials. Information on how to communicate effectively is given in a clear and concise way ensuring that NHS resources meet a high standard in every respect. An Acrobat PDF of the guidelines can be downloaded from: www.doh.gov.uk/nhsidentity

WHICH CHANNELS OF INFORMATION DISTRIBUTION ARE AVAILABLE?

These channels are divided into general and community specific individuals, venues or organisations. The general ones are those that routinely cater for a wide range of Black and minority ethnic communities. It is important to obtain the consent of people and organisations on this list before sending them information for distribution to their clients.

It should also be noted that distribution of health promotion materials is not the primary function of these individuals and organisations.

General

Alder Centre

Support and counselling for those affected by the death of a child
Royal Liverpool Children's NHS Trust, Alder Hey, Eaton Road, Liverpool L12 2AP
Tel: (0151) 252 5391 • Fax: (0151) 252 5513

Ante-Natal Link Clinic

Liverpool Women's Hospital, Crown Street, Liverpool L8 7SS
Tel: (0151) 708 9988

Bilingual Projects - working with bilingual families

Smithdown Primary School, Chatsworth Drive, Smithdown Road, Liverpool L7 6LJ
Tel: (0151) 707 0260

Black and Racial Minority Disability Outreach Worker

Glaxo Neurological Centre, Norton Street, Liverpool L3 8LR
Tel: (0151) 298 2999 • Fax: (0151) 298 2333

Centre for Inherited Blood Disorders

Abercromby Health Centre
Grove Street, Liverpool L7 7HG
Tel: (0151) 708 9370 • Fax: (0151) 709 6725

City of Liverpool Community College

Manager for Quality and Equality
Riversdale Centre, Riversdale Road, Liverpool L19 3QR
Tel: (0151) 252 1515 • Fax: (0151) 494 2796

Community Dieticians and Food Workers

Abercromby Health Centre, Grove Street, Liverpool L7 7HG
Tel: (0151) 708 9370 • Fax: (0151) 709 6725

Edge Hill Library - with specialist Black and Arabic study sections

Lodge Lane, Liverpool L8 0QH
Tel: (0151) 709 5213

Education and Health Care

Blackburn House, Blackburn Place, Falkner Street/Hope Street, Liverpool L8 7PE
Tel: (0151) 709 4356

Liverpool 8 Law Centre
34-36 Princes Road, Liverpool L8 1TH
Tel: (0151) 709 7222 • Fax: (0151) 708 8178

Liverpool Central Library
Multi-Racial Library Promotions Unit, William Brown Street, Liverpool L3 8EW
Tel: (0151) 298 2245 • Fax: (0151) 233 5824

Liverpool Roots Trust Ltd - Mental Health Day Centre
36 - 42 Soho Street, Liverpool L3 8AE
Tel: (0151) 207 7268

Mary Seacole House - Mental Health Drop-in Day Centre
91 Upper Parliament Street, Liverpool L8 7LB
Tel: (0151) 707 0319 • Fax: (0151) 709 6661

Merseyside Racial Harassment Prevention Unit
PO Box 119, Liverpool L69 2TR
Tel: (0151) 330 6610 • Fax: (0151) 330 6613
Racist Incident Hotline: 0800 138 1688

Methodist Centre Youth Service
Beaconsfield Street, Princes Avenue, Liverpool L8 2UU
Tel: (0151) 727 2035 • Fax: (0151) 727 2035

Outreach Worker for Blind and Ethnic Minority Groups
Liverpool Voluntary Society for the Blind
Muriel Crooke House, Youens Way, Liverpool L14 2EP
Tel: (0151) 221 0888 • Fax: (0151) 221 0889
Minicom: (0151) 221 0887 • Email: Lvsb@lvsb.freereserve.co.uk

Phoenix Adult Education Centre
Wellington Road, Liverpool L8 4TX
Tel: (0151) 728 9086 • Fax: (0151) 727 7762

PSS - support for those with mental health, learning and physical difficulties
18 Seel Street, Liverpool L1 4BE
Tel: (0151) 722 5555 • Fax: (0151) 702 5566 • Minicom: (0151) 702 5599
www.pss.org.uk • Email: information@pss.org.uk

Sheila Kay Day Centre
High Park Street, Liverpool L8 8DX
Tel: (0151) 727 5850 • Fax: (0151) 727 5098

TB Research and Resouce Unit
Cardio Thoracic Centre
Thomas Drive, Liverpool L14 3PE
Tel: (0151) 288 2273 • Fax: (0151) 288 2423

Toxteth Library - with specialist Chinese, Bengali and Asylum Seeker sections.
Windsor Street, Liverpool L8 1XF
Tel: (0151) 709 7489 • Fax: (0151) 709 8142

Toxteth Tigers Basketball Programme/Positive Futures
Unit 3, Myrtle Parade, Myrtle Street, Liverpool L7 7EL
Tel: (0151) 708 7507 • Fax: (0151) 7507

Wavertree Library - with a specialist Asian literature section
Picton Road, Liverpool L15 4LP
(0151) 733 7024

Women's Health Information and Support Centre (WHISC)
120 Bold Street, Liverpool L1 4JA
Tel: (0151) 707 1826 • Fax: (0151) 709 2566

Women's Independent Cinema House (WITCH)
40 Rodney Street, Liverpool L1 9AA
Tel: (0151) 707 0539 • Fax: (0151) 707 8314

Young Person's Advisory Service
36 Bolton Street, Liverpool L3 5LX
Tel: (0151) 707 1025

SPECIFIC

Muslim Community

The Al Ghazali Multi Cultural Centre
care of 7 Lime Grove, Liverpool L8 0SJ
Tel: (0151) 734 4007 • Fax: (0151) 733 7187

Health Linkworker and Well-Women's Clinic
Abercromby Health Centre, Grove Street, Liverpool L7 7HG
Tel: (0151) 708 9370 • Fax: (0151) 709 6725

Liverpool Muslim Society
29 - 31 Hatherley Street, Liverpool L8 2TJ
Tel/Fax: (0151) 709 2560

Liverpool Muslim Society Day Centre
27 Hatherley Street, Liverpool L8 2TJ
Tel: (0151) 708 9909

Muslim Youth Association
11 Ryedale Close, Liverpool L8 0YF
Tel: (0151) 707 8995

Somali Community

Liverpool Somali Community Association
57 Granby Street, Liverpool L8 2TU
Tel/Fax: (0151) 709 3853

Merseyside Somali Community Association
145 Granby Street, Liverpool L8 2UR
Tel/Fax: (0151) 726 0594

Granby Somali Women's Group
12 Beaconsfield Street, Liverpool L8 2UU
Tel/Fax: (0151) 726 0267

PSS
The Gateway Project, 4 Beaconsfield Street, Liverpool L 8 2UU
Tel: (0151) 727 1133 • Fax: (0151) 727 1214

Somali Women's Group
171 Lodge Lane, Liverpool L8 0QG
Tel/Fax: (0151) 734 1908

Health Linkworkers:

Abercromby Health Centre: Grove Street, Liverpool L7 7HG
Tel: (0151) 708 9370 • Fax: (0151) 709 6725 • Helpline: (0151) 707 1694
and
Princes Park Health Centre: Bentley Road, Liverpool L8 0SY
Tel: (0151) 728 8313 • Fax: (0151) 728 8417

Somali Umbrella Group
care of Remisus
Toxteth Town Hall, 15 High Park Street, Liverpool L8 8BX
Tel: (0151) 727 5057

Local businesses on Granby Street and Lodge Lane.

Yemeni Community

Arabic Speaking Health Development Workers
Princess Park Health Centre, Bentley Road, Liverpool L8 0SY
Tel: (0151) 728 8313

Health Linkworker
Abercromby Health Centre, Grove Street, Liverpool L8 7HG
Tel: (0151) 708 9370 and 709 5042 • Fax: (0151) 709 6725
Helpline: (0151) 707 1694

Liverpool Yemeni Arabic Club
167a Lodge Lane, Liverpool L8 OQQ
Tel/Fax: (0151) 734 0550

Yemeni Community Association
167 Lodge Lane, Liverpool L8 OQQ

Local businesses on Granby Street, Lodge Lane and Myrtle Street.

Bengali Community

Friends Information Centre
77 Renshaw Street, Liverpool L1 2SJ
Tel/Fax: (0151) 709 9995 • Email: friends@uk.2.net

Health Linkworker
Abercromby Health Centre, Grove Street, Liverpool L8 7HG
Tel: (0151) 708 9370 and 709 5042 • Fax: (0151) 709 6725
Helpline: (0151) 707 1694

Merseyside Bangladesh Association
Bangladesh House, 101 - 107 High Park Street, Liverpool L8 3UF
Tel: (0151) 726 0294

Pakistani Community

Friends Information Centre

77 Renshaw Street, Liverpool L1 2SJ

Tel/Fax: (0151) 709 9995 • Email: friends@uk.2.net

Health Linkworker

Abercromby Health Centre, Grove Street, Liverpool L8 7HG

Tel: (0151) 708 9370 and 709 5042 • Fax: (0151) 709 6725

Helpline: (0151) 707 1694

Pakistan Association, Pakistani Youth and Community Centre

60 Mulgrave Street, Liverpool L8 2TF

Tel: (0151) 708 9669 • Fax: (0151) 708 5854

Sikh Community

Health Linkworker

Abercromby Health Centre, Grove Street, Liverpool L8 7HG

Tel: (0151) 708 9370 and 709 5042 • Fax: (0151) 709 6725

Helpline: (0151) 707 1694

Sikh Guru Nanak Gurdwara and Community Centre

16 Wellington Road, Liverpool L15 4JN

Tel: (0151) 280 4116

Friends Information Centre

77 Renshaw Street, Liverpool L1 2SJ

(0151) 709 9995 • Email: friends@uk.2.net

Hindu Community

Health Linkworker

Abercromby Health Centre, Grove Street, Liverpool L8 7HG

Tel: (0151) 708 9370 and 709 5042 • Fax: (0151) 709 6725

Helpline: (0151) 707 1694

Hindu Cultural Organisation

253 Edge Lane, Liverpool L7 5NA

Tel/Fax: (0151) 263 7965

Friends Information Centre

77 Renshaw Street, Liverpool L1 2SJ

Tel/Fax: (0151) 709 9995 • Email: friends@uk.2.net

Indian Community

Indo British Association
care of 14 North View, Edge Hill, Liverpool L7 8TS
Tel: (0151) 709 3779

Chinese Community

Chinese Carers Network
Project Co-ordinator
22 Slater Street, Liverpool L1 4BS
Tel: (0151) 709 2643

Chinese Diabetes Education and Support Group
c/o Chinese Health Linkworker, Abercromby Health Centre, Grove Street,
Liverpool L7 7HG
Tel: (0151) 708 9370 • Fax: (0151) 709 6725

Chinese Health Linkworkers
Abercromby Health Centre, Grove Street, Liverpool L8 7HG
Tel: (0151) 708 9370 • Fax: (0151) 709 6725

Chinese Gospel Church
11 Great George Square, Liverpool L1 5DY
Tel: (0151) 709 5058 • Fax: (0151) 709 5050

Imagine - Chinese Mental Health Group
140 Salisbury Road, Liverpool L15
Tel: (0151) 281 2827

Liverpool Chinese and Vietnamese Social Service Team
80 Wavetree Road, Liverpool L15
Tel: (0151) 225 6625 • Fax: (0151) 708 8757

Liverpool Chinese Christian Disciples
30 Hope Street, Liverpool, Liverpool L1 9BX
Tel: (0151) 709 4565 • Email: (0151) lccdckim@aol.com

Liverpool Chinese Luncheon Club
19 - 20 Great George Square, Liverpool L1 5DY
Tel: (0151) 709 5058

Pagoda of Hundred Harmony Chinese Community Centre
Henry Street, Liverpool L1 5BU
Tel: (0151) 233 8833 • Fax: (0151) 233 8839

African-Caribbean Community

Merseyside Caribbean Council - services listed below

1 Amberley Street, Liverpool L8 1YJ

Tel: (0151) 708 9790 • Fax: (0151) 707 8177

- Barbados Merseyside Association
- Jamaica Merseyside Association
- Merseyside St Lucian Association
- Trinidad and Tobago Association
- West Indian Domino Club
- African-Caribbean Diabetes Self help Group

Local businesses on Granby Street and Smithdown Road.

West African Community

Congolese Association of Liverpool

3 Mirfield Street, Liverpool L6 6BD

Tel: (0151) 261 0552 • Fax: (0151) 263 2198

congomania20@hotmail.com

Merseyside Association of Ghanaians

Room 2, 60 Duke Street, Liverpool L1 5AA

Tel: (0151) 707 4306 • Fax: (0151) 707 4301

West African Elders

138 Granby Street, Liverpool L8 2US

Tel/Fax: (0151) 727 7310

Merseyside Yoruba Community Association

108 - 110, Tower Street, Brunswick Business Park, Liverpool L3 4BJ

Tel: (0151) 709 2225

Nigeria Community Association

64 Upper Parliament Street, Liverpool L8 7LF

Tel: (0151) 709 6162

Black British Community

Access to Higher Education for the Black Community
Octagon Centre, Liverpool L7 7AD
Tel: (0151) 709 4773

Amadudu Project
PO Box 25, Liverpool L69 8NA
Tel: (0151) 734 0083

Black Workforce Development Team
Liverpool City Council, Premiere Courts, 3rd Floor, Hatton Gardens, Liverpool
Tel: (0151) 225 6160

Liverpool Black Sisters
34 Princes Road, Liverpool L8 1TH
Tel: (0151) 709 8162 • Fax: (0151) 707 8096
Email: renee@blacksisters.freeserve.co.uk

Methodist Centre
Beaconsfield Street/Princes Avenue, Liverpool L8 2UU
Tel: (0151) 727 2035 • Fax: (0151) 727 2035

Women's Independent Cinema House (WITCH)
40 Rodney Street, Liverpool L1 9AA
Tel: (0151) 707 0539 • Fax: (0151) 707 8314

Asylum Seekers

AsylumLink
St Anne's Parish House, 7 Overbury Street, Edge Hill, Liverpool L7
Tel: (0151) 709 1713

Asylum Seekers Adult Learning
4th Floor, Renshaw Street, Liverpool
Tel: (0151) 233 2919 and 233 8272/5 • Fax: (051) 233 8232

Social Inclusion Team
Princes Park Health Centre, Bentley Road, Liverpool L8 0SY
Tel: (0151) 285 6362/3 • Fax: (0151) 285 6364

Czech Community of Liverpool
The Vicarage, Berkley Street, Liverpool L8 1XB

Disability Outreach Worker
Glaxo Neurological Centre, Norton Street, Liverpool L3 8LR
Tel: (0151) 298 2999 • Fax: (0151) 298 2333

Emmanuel Church
152 Granby Street, Liverpool L8
Tel: (0151) 727 0078

Family Refugee Support Project
43 Seymour Terrace, Seymour Street, Liverpool L3 5TE
Tel: (0151) 707 0101 • Fax: (0151) 708 9200

Health care and courses
Blackburn House, Blackburn Place, Falkner Street, Hope Street, Liverpool L8 7PE
Tel: (0151) 709 4356

Health Advocacy Worker
Great Homer Medical Centre, Great Homer Street, Liverpool L5 3SF
Tel: (0151) 207 6077

Refugee Action
34 Princes Road, Liverpool L8 1TH
Tel: (0151) 702 6300 • Fax: (0151) 709 6684

Support for Asylum Seekers
Mersey and Region Churches Assembly
38 The Mount, Heswall, Wirral CH60 4RA
Tel: (0151) 342 4425

Jewish Community

Merseyside Jewish Community Care
Shifrin House, 433 Smithdown Road, Liverpool L15 3JL
Tel: (0151) 733 2292 • Fax: (0151) 734 0212

Liverpool Jewish Youth and Community Centre
Harold House, Dunbabin Road, Liverpool L15 6XL
Tel: (0151) 475 5671

Irish Community

Irish Community Care Merseyside
60 Duke Street, Liverpool L1 5AA
Tel: (0151) 707 1732 • Fax: (0151) 707 4303 • Email: enquiries@iccm.org.uk

Irish Travellers' Health Visitor and Advocacy Worker
Vauxhall Health Centre
Limekiln Lane, Liverpool L5 8XR
Tel: (0151) 298 2246 • Fax: (0151) 207 1272

St Michael's Irish Centre
6 Boundary Lane, West Derby Road, Liverpool L6 5JG
Tel: (0151) 263 1808

Projects

Advocacy Project
91 Upper Parliament Street, Liverpool L8 7LB
Tel: (0151) 709 9442 • Fax: (0151) 709 0004

Amadudu - offers refuge to black women and children, and white women with mixed race children fleeing from domestic violence
PO Box 25, Liverpool L69 8NA
Tel: (0151) 734 0083

Asylum Seekers and Refugee Counselling Project
PSS Counselling Service, 18 Seel Street, Liverpool L1 4BE
Tel: (0151) 702 5527

Building Bridges - developing and improving services for black and ethnic minority children and their families. Counselling and advocacy services provided.
13 Croxteth Road, Liverpool L8 3SE
Tel: (0151) 726 1893

Family Refugee Support Project
43 Seymour Terrace, Seymour Street, Liverpool L3 5TE
Tel: (0151) 707 0101 • Fax: (0151) 708 9200

Greenbank Project - provides opportunities for people with health problems and disabilities, and disadvantaged groups in education, training, sport, recreation and employment.

Greenbank Lane, Liverpool L17 1AG • Tel: (0151) 733 7255

Mentor-Me - a mentoring service for black young people aged 11 - 17 and any young people living in Liverpool 8.

Elimu Academy, Dove Street, Toxteth, Liverpool L8 OTU

Tel: (0151) 708 5701 • Fax: (0151) 708 0571 • Email: administration@elimu.com

Our Children Our Future - aims to achieve participation in the arts and community initiatives with Yemeni/Arabic children aged 7 -13 years and their parents.

167a lodge Lane, Liverpool L8 OQQ

Tel/Fax: (0151) 734 0550 • Email: lyac_1@hotmail.com

Windows Project - writing workshops

1st Floor, Liver House, 96 Bold Street, Liverpool L1 4HY

Tel: (0151) 709 3688 • Fax: (0151) 707 8722

Working Life Project - a bridge to training and employment for people with a neurological condition

Glaxo Neurological Centre, Norton Street, Liverpool L3 8LR

Tel: (0151) 298 2999 • Fax: (0151) 298 2333

Children and Young Peoples' Project

The Al Ghazali Multi Cultural Centre has five projects running concurrently, including cultural, educational, health, parent and advocacy and sport and recreation projects.

Care of 7 Lime Grove, Liverpool L8 0SJ

Tel: (0151) 734 4007 • Fax: (0151) 733 7187

Liverpool Sport Action Zone

Providing sustainable physical activity initiatives for older people, women and girls and Black and minority ethnic communities working within Wavertree, Kensington, Dingle, Granby, Toxteth and Edge Hill.

Liverpool SAZ, Job Bank, 4 Tunnel Road, Edge Hill, Liverpool L7 6QD

Tel: (0151) 233 6183

Heal 8

A five year Healthy Living Centre project targeting the whole of Liverpool 8.

Themes are food and nutrition, physical fitness and well-being, environment, mental health and capacity building.

Rialto Buildings

90 - 94 Upper Parliament Street, Liverpool L8 7SY

Tel: (0151) 703 2067

REACT

A range of 'green' projects to promote healthy lifestyles to Black and minority ethnic, disabled and young people within Abercromby, Dingle, Everton, Granby and Vauxhall.

Riverside Centre for Health, Park Street, Liverpool L8 6QP

Tel: (0151) 706 8301

CULTURAL AND RELIGIOUS HOLIDAYS 2004

Buddhist

New Year	7th January
Wesak Day	4th May
Dharma Day	13th July

Chinese

Yuan Tan (New year)	22nd January
Dragon Boat Festival	22nd June
Mid-Autumn Festival	28th September

Christian

Good Friday	9th April
Easter Sunday	11th April
Christmas Day	25th December

Hindu

Holi (Spring Festival)	7th March
Lord Krishna's Birthday	6th September
Diwali (Festival of Lights)	12th November
New Year	13th November

Jewish

Passover	6th - 13th April
Shavuot	26th - 27th May
Rosh Hashana (New Year)	16th - 17th September
Yom Kippur	25th September
Succoth	30th September - 8th October
Chanukah	8th - 15th December

Muslim

Eid-UI-Adha	1st February
Muharram (New Year)	22nd February
Eid-Milad-Un-Nabi	1st May
Ramadan	15th October - 14th November
Eid-UI-Fitr	14th November

Sikh

Guru Gobind Singh's Birthday	5th Jan
Vaisakhi (New Year)	14th April
Diwali (Festival of Lights)	12th November
Guru Nanak's Birthday	26th November

WHO CAN HELP?

General Services

Central Liverpool Primary Care Trust
Hartington Road Family Health Clinic, Hartington Road/Lesseps Road,
Liverpool L8 0SQ
Main Clinic Tel: (0151) 285 2800/2801 • Fax: (0151) 733 9213

Community Resources Unit
Liverpool City Council, Ground Floor, 11 Dale Street L2 2SH
Tel: (0151) 233 5357/5345 • Fax: (0151) 233 6700

Equal Opportunities/Positive Action Training
2nd Floor, Millennium House, 48 - 72 Victoria Street Liverpool L1 6JJ
Tel: (0151) 233 5303 • Fax: (0151) 233 5305

Equality Officer
Mossley Hill Hospital, Park Avenue, Park Avenue, Liverpool L18 8BA
Tel: (0151) 250 6052 • Fax: (0151) 724 4712

Health Inequalities Resource Centre
Public Health Department
2nd Floor, Hamilton House, 24 Pall mall, Liverpool L3 6AL
Tel: (0151) 285 2345

Liverpool Council Voluntary Service (LCVS)
14 Castle Street, Liverpool L2 0NL
Tel: (0151) 236 7728 • Fax: (0151) 258 1153 • Email: link@lcvs.u-net.com

Liverpool Direct - call centre contact for Liverpool City Council
Tel: (0151) 233 3000 (7 days a week)

Liverpool Health Promotion Service, 10 Maryland Street, Liverpool L1 9DE
Tel: (0151) 707 1555 x 112 • Fax: (0151) 707 2552 • Website: www.lhps.org.uk

NHS Direct
A telephone advice line staffed by nurses providing confidential health care
advice and information 24 hours a day. Interpreters in many languages
available.
Tel: 0845 4647 (24 Hour)

North Liverpool Primary Care Trust
Cottage 7, Newhall Campus, Long Lane, Liverpool L10 1LD
Tel: (0151) 293 1900 • Fax: (0151) 284 7517

Patient Advice and Liaison Service (PALS)
PALS co-ordinator, Central Liverpool Primary Care Trust
Freepost NATW535, Liverpool L8 0BR
Tel: (0151) 234 1316

Public Health Department
Hamilton House, 24 Pall Mall, Liverpool L3 6AL
Tel: (0151) 236 4747 and (0151) 268 4747 • Fax: (0151) 285 2007

South Liverpool Primary Care Trust
Pavilion Six, The Matchworks, Speke Road, Liverpool L19 2PH
Tel: (0151) 234 1019 • Fax: (0151) 234 1001

Toxteth Health and Community Care Forum
163 Lodge Lane, Liverpool L8 0QQ
Tel: (0151) 734 4114 • Fax: (0151) 734 3025 • Email: thccf@btinternet.com
Website: www.toxteth-health.org

Translation Services

This is not a formal recommendation of the services below. Other services are available, see Yellow Pages or any of the above.

Language to Language

c/o Abdul-Salam Malik
15 Broughton Avenue, Littleover, Derby DE23 6JA
Tel: (01332) 272 171 • Fax: (01332) 273 655
Email: lang2lang@compuserve.com • Web: www.lang2lang.co.uk

Language Line Limited

11 - 21 Northdown Street, London N1 9BN
Tel: 0207 520 1430 • Fax: 0207 520 1450
Web: www.languageline.co.uk • Email: info@languageline.co.uk

Liverpool City Council Translation and Interpreting Services

Ground Floor, Millennium House, 60 Victoria Street, Liverpool L1 6JJ
Tel: (0151) 233 6712/3 • Fax: (0151) 233 6749

Useful Websites

Refugee Council - www.refugeecouncil.org.uk

North West Public Health Observatory - www.nwpho.org.uk

Ethnic Health North West - www.ethnichealth-northwest.net

Mental Health Services Directory - www.northmersey.nhs.uk/mental.html

Multi-lingual health information - www.mypil.com

Health for asylum seekers - www.harpweb.org.uk

WHERE CAN YOU APPLY FOR RESOURCES TO SUPPORT YOUR WORK?

Central Liverpool Primary Care Trust - Community Chest fund.

Small grants from Liverpool City Council via the Community Resource Unit and Liverpool Council Voluntary Service (LCVS).

Information presented was correct at the time of production. This document will be updated annually. If you have any additional information, amendments, comments or would like to receive future revisions of this document, please contact:

Liverpool Health Promotion Service, 10 Maryland Street, Liverpool L1 9DE
Tel: (0151) 707 1555 • www.lhps.org.uk