

# Information for Professionals supporting Unaccompanied Asylum Seeking Children and Young People in Hillingdon

This leaflet has been produced by the Multi Agency Working Group for Unaccompanied Asylum Seeking Children & Young People in Hillingdon, coordinated by Hannah Larkin, MAPS Team & Helen Smith, LBH. For details of the organisations involved please see the directory, or to become a part of the working group please contact [maps@hillingdon.gov.uk](mailto:maps@hillingdon.gov.uk)

Last updated: 07-July-2021

## INTRODUCTION

This leaflet has been produced by a multi-agency working group of professionals in Hillingdon. Its aim is to support professionals in Hillingdon who are supporting unaccompanied asylum seekers.

We've broken the young person's journey into three stages:

- 1) First Steps – first few days
- 2) Organising
- 3) Belonging

At each stage we have marked:

- What happens
- Some simple ways to help

At the end of the leaflet you will find a checklist of the professionals who should be available to support the young person together with contact details for the agencies involved.

Many thanks to the young people at Hillingdon Refugee Support Group (HRSG) who reviewed this leaflet and provided valuable feedback

**ARRIVAL IN HILLINGDON FROM ANOTHER COUNTRY**

Arrive from another country via Heathrow or via lorries M4/M25  
 OR become known to authorities e.g. A & E, Police

Welfare interview by UKBF if via Heathrow otherwise an asylum application is subsequently made to the Home Office at Lunar House - start claim for immigration

Referral and Assessment Social Worker meets with the child to explain the LAC process

Access emergency health care if required  
 (Quarantine FC or Charville)

**FIRST FEW DAYS – FIRST STEPS PHASE**

Social Worker works with placement staff for access to clothes, food, language translation, money, legal support

Virtual School Officer is allocated and contact is made with carer and social worker to arrange the initial PEP meeting

Social Worker begins child & family assessment & requests initial looked after health assessment

Young Person (supported by placement) registers with local GP (as long as the young person does not already have an NHS number if already in UK in a different location. Once the YP has an NHS number they can register with dentist)

Placement provide with Welcome Pack from Hillingdon Refugee Support Group

**PLANNING MEETINGS**

Placement planning meeting within 5 days

Personal education plan (PEP) meeting arranged within 20 days of entering care

Initial looked after health assessment within 20 working days of entering care

Looked After Child Review (arranged by Social Worker) within 20 working Days

Voluntary referral to National Transfer Scheme (NTS under review and subject to change)

**ORGANISING PHASE IF STAYING IN HILLINGDON**

Care Plan coordinated by Social Worker who is the Corporate Parent

- Referral made for education provision following Hillingdon's NTS admissions protocol after 21 days (Virtual School)
- Referrals for dental, physical and mental healthcare
- Referral to immigration solicitor
- Liaison with Red Cross to look for relatives
- Integration into local area including link to HRSG
- Signposting to social, recreational and faith-based activities
- Integration into peer group and local community
- Discussion with SW about rights including right to advocate (Coram Voice)
- Coram providing independent visitors (befriender) - SW can refer

**BELONGING PHASE IF STAYING IN HILLINGDON**

- Grieving for what has been lost and left behind
- Establishing a social network
- Joining organisations / recreational activities
- Thinking forward (education / career / recreation) building a sense of belonging and purpose
- Building independence
- Transition planning

**TRANSFER > UNDER REVIEW & SUBJECT TO CHANGE\*\*\***

Unaccompanied Asylum Seeking Children may be transferred to another part of the country on the National Transfer Scheme (voluntary, up to 18 years only)

(UASC may be placed in Hillingdon from neighbouring boroughs in which case their Local Authority is responsible for the organising phase route. Note: Social Worker & Virtual School remain in placing borough who remain responsible.

UASC can still access Red Cross even if they are transferring (Red Cross will then transfer their case to a local office in the new area)

**TRANSITION TO LEAVING CARE**

Adult mental health care, Personal Advisor from Social Care who with Virtual School advise on Education

## 1. FIRST FEW DAYS – FIRST STEPS PHASE

\*\*\* National Transfer Scheme is likely to go into consultation. People have not been moved for a few months and we do not think referrals are currently going through

### WHAT HAPPENS?

Arrival: Young asylum seekers arrive in country and come to Hillingdon via a number of routes e.g. Heathrow, lorries. Once known to authorities they have a Welfare Interview with a Social Worker. At Heathrow they will be screened by Border Control and then have the Welfare Interview and immigration claim starts here. If not, they need to claim asylum in Croydon. At Heathrow there is a suite for young people and it is likely they are given a telephone interpreter if required. Basic medical attention is available, 999 used if further medical input is required. This process may take several hours.

Social Workers: Out of hours the Welfare Interview is done by the Emergency Duty Team who have a Heathrow standby rota of social workers. In hours: it is done by the Referral and Assessment Team. The social worker checks they have food, drink, money, emergency health care and make sure they are getting independent legal advice. The young person will be informed about the National Transfer Scheme which is optional.

Placements: Social Care identify a suitable placement based on needs, vulnerability and age (foster care or residential unit) – the service manager will agree it.

Language: Google translate is used in many placements. If possible staff introduces them to other young people who speak the same language. In person interpreters are booked for medical appointments and professionals meetings including LAC reviews. Social Worker can arrange an interpreter (this can be for in person or virtual interpreting over phone or video call).

Health: The social worker makes a request for an initial health assessment within five working days, but preferably within 48 hours, and the young person is given an appointment at a dedicated LAC initial health assessment clinic, usually at Hillingdon Hospital. They may see a doctor and a nurse - this appointment is to make health recommendations and is not for treatment. It is a holistic medical assessment and if an interpreter is required - it will be booked by social services. TB screening, testing for blood born viruses and immunisations will be recommended if required. A month later the LAC health team check that the young person is registered with a GP.

Education: Virtual School receive notification of UASC who have newly entered local authority care. Each new case is allocated a Virtual School Officer (VSO) who will arrange an initial PEP meeting within 20 days of the child/young person (CYP) becoming looked after and establish whether or not they are on the National Transfer Scheme (NTS).

If on the NTS, no formal education will be progressed before day 21, as per our NTS protocol. However, UASC can be referred by their placement for English/ESOL tuition through HRSO (BHUMP). HRSO will accept referrals from social workers, keyworkers or carers as soon as a young person arrives (i.e.: before the 21 day period).

If on the NTS and placed locally, interim education will be provided through organisations such as The Skills Hub at Ruislip Young People's Centre (SSA), Hillingdon Refugee Support Group (BHUMP) and other ESOL providers (Post 16). This helps to ensure a supportive and positive start to the CYP educational journey. The interim provision will be reviewed regularly by the VSO and the social worker and planning for permanent education will be initiated by week 4. Transition to a more permanent education setting e.g. local school or college will usually take place by week 6 should the CYP remain a Hillingdon looked after child. The Virtual School Officer (VSO) will advise on the most suitable education provision given the age and location of the CYP as well as the time of year e.g. year 11 pupils arriving in May are not usually directed to schools. The VSO, social worker and carer will work together to ensure there is a smooth transition from the interim programme to school or college to avoid gaps in education.

If not on the NTS, a collaborative decision will be made by the social worker, VSO and carer through the PEP process whether to make an application directly to a local school or college or to refer to the interim programme. This decision will be informed by the needs of the CYP e.g. language needs, previous education history, emotional well-being.

The Virtual School will also provide UASC with bilingual dictionaries and appropriate resources to support their acquisition of language.

Given the pandemic, all ESOL and Maths lessons and all face to face services to young people held in the BHUMP office (Key House) are on hold until further notice as of Thursday 20th March 2020. Since the 31<sup>st</sup> of March 2020, they have been providing online lessons to young people via zoom. They currently provide the following opportunities online:

- ESOL and tutoring/lesson 4 times a week
- Life Skills once a week all via zoom
- ESOL course run by Action West London held on Mondays and Wednesdays although this is currently oversubscribed
- Telephone befriending and emotional support to those who require it during this confusing and trying time
- Any other support needs on request They can be contacted via

Email [freda@hrsg.org.uk](mailto:freda@hrsg.org.uk) with questions or for assistance regarding referrals or queries

Mental Health: For young people with a Hillingdon Social Worker any queries about mental health can be discussed with the MAPS team in the first instance. The MAPS team can advise whether or not Child and Adolescent Mental Health Services (CAMHS) need to be involved. MAPS may signpost to LINK for counselling if appropriate.

For young people without a social worker they should speak to their GP about a referral to CAMHS. Hillingdon CAMHS is for people with a GP based in the Hillingdon Clinical Commissioning Group (CCG), not according to where the Young person is resident. (Harrow GPs refer to Harrow CAMHS, Hounslow GPs to Hounslow CAMHS). If with a Hillingdon GP, the GP makes a referral to Hillingdon CAMHS,

Sometimes the Strength and Difficulties Questionnaire (SDQ) is used to screen for mental health problems and the results are discussed at the first LAC review. For mental health crises, where the young person is at risk from self-harm or harm to others they should be taken to their GP or if this is not possible they should go to A and E. There is a Duty CAMHS nursing team at Hillingdon A&E to support young people with mental health crises.

Hillingdon CAMHS are currently trialling an 'Early Intervention Prototype', which is scheduled to run from January to December 2020 initially. The aim of the prototype is to encourage multi-agency discussion and working between health, education, local authority and third-sector agencies to ensure children and young people presenting with emotional concerns are matched with the right service as quickly as possible. In particular, the prototype is focusing on those children and young people presenting with mild to moderate mental health difficulties and / or behavioural concerns. In addition, CAMHS have changed their offer to include Child Wellbeing Practitioner (CWP) interventions and Goal-Based Interventions (GBIs), which are designed to support those children and young people presenting with mild to moderate mental health difficulties and / or behavioural concerns. Therefore professionals are encouraged to make referrals to CAMHS should there be concerns about a child and young person's mental health or behaviour, as we will be able to signpost children and young people to the most appropriate service for their needs.

Welcome Pack: HRSRG have a pack that they give to the Foster Care team to hand out to new asylum seeking young people. Each pack includes: hat, gloves, scarf, socks, pants, jogging bottoms, t-shirts, fleece, jacket, towel, toiletries, slippers, notepad and pen in a drawstring bag. Also included is a sleep pack with tissues, lavender, stress ball, t-shirt, nightlight and eye mask. These are available in small, medium and large, male and female versions and are available on request from HRSRG. These packs can also be sourced directly from Angela Gluck at the Separated Child Foundation: [www.separatedchild.org](http://www.separatedchild.org)

## **WAYS TO HELP**

*In the first few days what is important?*

*Start with **the basics**. Try to take the position of your young person - they are likely to have experienced a long and stressful journey, they may have been used to sleeping in the day and travelling at night, they may be used to being always hypervigilant for danger and they may not have had regular access to food.*

- **Sleep** - *may have been disrupted - ask them about their sleeping pattern and slowly adjust by 1hour at a time until a new routine is established. Sudden noises, the dark, even quiet rooms may be difficult for them given their experiences on their way to the UK. A night light, eye mask, ear plugs and lavender may help them to settle. The Welcome Pack available from Hillingdon Refugee Support Group includes aids for sleep.*
- **Food** - *try to find out what they have been eating, how often they've been eating and what they like to eat. Start to establish a regular routine with their known and preferred foods. Remember they may initially be hungry at night, so ensure they have access to food at all times.*
- **Language** - *you can use translation websites or apps (eg: Google Translate) to help communicate with your young person*
- **Physical health** – *enable access to medication if they are on regular medications. Register the young person with a local GP and ensure any recommendations from the initial health assessment are auctioned. At a later point it will also be important to arrange dental and vision appointments.*
- **Mental health** – *many young people may be in a state of shock and bewilderment, have disturbed sleep, loss of appetite and feel fearful of the future. An Acute Stress Reaction may be perfectly understandable and is best supported by providing clear information about the plan for them and the different processes to sort out legal claim, accommodation, finances, education, contact with family. If there is a psychiatric emergency, eg someone with untreated psychosis or someone with suicidal planning and/or intent, emergency treatment can be accessed via A&E. Otherwise, the most important ways to support mental health at this point is by establishing routines for sleeping, eating, socialising and exercising as well as helping the young person settle into the placement and local area.*
- **Promises** - *the young people asked us to say how important it is for professionals not to make promises that can't be kept.*

## 2. ORGANISING PHASE

### WHAT HAPPENS?

Planning Meetings: Preparation for the LAC review and the Personal Education Plan meetings – which take place within 28 and 10 days respectively.

Accessing educational placement: coordinated by Virtual School, in conjunction with the carer or key worker and social worker. The interim education at Ruislip Young People;s Centre is for a maximum of 6 weeks, and if by week 4 the young person has not been subject to dispersal an application for a school or college place will be submitted.

Asylum application: Applying for and waiting for the results of the asylum application

Red Cross Family Tracing Service: All UASCs can access this service. In certain circumstances, if family is found, the Red Cross can help make the case for a family member joining the UASC in UK, if the young person is particularly vulnerable.

## **WAYS TO HELP**

*After the first few days, establishing a routine and helping the young person to access services that can help them is important.*

*Continue to work on improving sleep and diet.*

*It is likely that the young person is anxiously waiting to find out - where they will live, if they will be able to stay, will they be in school... By helping them to make links with services and build a daily routine this should help to settle them.*

- **Getting to know local area** - budget/transport/ shop/ cook/ wash - HRSRG leaflet designed by young people to help new arrivals get to know the local area.
- **Exercise** - is really important as it can help to lift mood, relieve anxiety and build confidence. Ask the young person what sports or activities they have enjoyed in the past or would like to try and support them to engage in these - perhaps offering to go with them for the first few sessions.
- **Hobbies** - are important to allow a young person to try and relax in this anxious waiting period. Ask your young person what they have enjoyed and encourage them, ensuring they have materials to complete their hobbies (eg: books in appropriate language, access to music, art materials, ingredients to cook with, linking them with local clubs or classes etc). This includes Hillingdon Refugee Support Group and the Red Cross social group based in Hammersmith.
- **Routine** - establishing a daily routine can help provide some predictability in this anxious period. Waking times, meal times and bed times, together with regular exercise and activities is important to establish stability.
- **Faith/cultural support** - ask your young person about their religious or spiritual beliefs and support them to join a local faith group if they wish. You can also see if they would like to meet up with specific cultural groups if this is possible.
- **Mobile phone access and wifi** - this is really important to help young people to stay in contact with home and also to start to build relationships in the UK.
- **Access to peer support** – the social worker or keyworker can refer to the Hillingdon Refugee Support Group (also known as BHUMP) for further support and activities including clubs and sports.
- **Trust** - ensure young people are updated about assessments including age assessments
- **Awareness of professionals** – young people appreciate professionals involved with them educating themselves on the recent geography and history of the country they have travelled from.

### 3. BELONGING PHASE

#### WHAT HAPPENS?

The aim is to

- Identify a suitable and safe placement, well matched to the young person's needs.
- Education provision – the young person is settled in an appropriate educational provision
- Immigration status – the young person is supported to legal advice in terms of immigration
- Establish local connections

#### WAYS TO HELP

*Once the young person knows their longer-term plans (which may include knowing whether they can remain in the UK and where they will be staying), this may be the point that they start to process their loss (loss of their country of origin, family, friends, previous life). Services are mindful of the need for young people to process loss and develop future plans. These can range from short-term forward thinking like planting seeds and watching them grow to long-term planning like considering career options.*

- **Recreational plans** - eg: sports clubs, choirs, gardening, hobbies
- **Educational plans** - eg: courses, college, higher education, training, apprenticeships, career planning
- **Building independence and taking ownership of tasks** - eg: supporting young people to manage activities of daily living, including budgeting, washing, cooking, shopping
- **Building a sense of purpose and belonging** - eg: voluntary work, mentoring, peer support, helping at HRSG
- **Building relationships** – eg: all UASC are entitled to access an independent visitor who will do activities with them once a month on a long-term basis until they turn 18. SW can refer through Coram
- **Planning Transition** to support available from Leaving Care services post 18

## CHECKLIST

All young people should have a:

- Social Worker
- Virtual School Officer
- GP
- Access to HRSG
- Independent Reviewing Officer (IRO)
- A LAC Health Team
- Access to an advocate from Coram Voice if they wish
- An independent visitor if they would like (SW can refer through Coram)

All young people should receive:

- LAC Review
- LAC Initial Health Assessment
- Personal Education Plan (PEP) Meeting

## Racism

It is important to recognise that UASC may experience an additional challenge in regards to experiencing racism and prejudice. It is therefore important that thought is given to being actively anti-racist, as well as ensuring the cultural and identity needs of the child are met.

From discussions at the UASC meeting in July 2020, the following points were highlighted:

- Importance of open and honest discussions about racism
- Understanding that racism can range from overt acts to microaggressions
- Consideration that some YP may have little understanding of racism
- YP may need support to talk about issues relating to race and racism
- Experiences of racism may vary depending on which countries the YP has lived in and their own specific circumstances
- YP may also have experienced other forms of discrimination eg: based on their religious group
- Importance of taking an individual approach
- Importance of recognising and talking more about white privilege

Some key principles for working with a child from a different ethnicity:

- Help the child define themselves as a member of their own culture and ethnicity – consistently value and accept the child’s ethnicity and also bring them into the new culture of the family where they are now living
- Celebrate both similarities and differences
- Protect the child from and prepare the child and wider network for challenges of racism, prejudice and awkward questions
- Incorporate the child’s ethnicity and racial identity into everyday life (sports – crafts – foods – friends – books – music – art – toys – holidays – clothing – language – festivals – leisure – shopping etc)
- Try to find role models of the same ethnicity as your child within your circle (eg: friends, teachers, coaches, tutors, dentists, doctors, other parents/carers etc)
- Ensure any racism is seen by the child as to be dealt with, openly acknowledged and not tolerated – that it is wrong, unfair and that you will go into battle for them. Ensure they do not feel alone in challenging racism, by ensuring the network around them feels confident to challenge racism

The leaflet ‘**Caring for a Child of a Different Ethnicity**’ may be helpful for further information:

<https://www.nottinghamshire.gov.uk/media/127866/caring-for-a-child-of-a-different-ethnicity-web-version.pdf>

## DIRECTORY

*Guide to what determines which services can be accessed:*

*\*Based on the borough of the young person's social worker:*

*Social Worker, LAC Health, Virtual School, Children's Rights & Participation Team, Coram Voice, MAPS, Targeted Programmes, DA Languages*

*\*\*Based on the location of the young person:*

*School, Hillingdon Refugee Support Group, Link Counselling*

*\*\*\*Based on the area of the young person's GP:*

*Access to CAMHS, Contraception and Sexual Health Service, Brook and other generic healthcare services*

*Available to all: Red Cross, Asphaleia,*

### **\* CHILDREN'S SOCIAL CARE**

#### **- EDT (Emergency Duty Team)**

The Emergency Duty Team provides the out of hours service for children, adults, older people, people with learning disabilities as well as people with mental health difficulties. The service operates between 5 pm to 9 am throughout the calendar year and consists of five senior practitioners and a team manager who are also approved mental health practitioners.

#### **- MASH (Multi Agency Safeguarding Hub)**

The Multi Agency Safeguarding Hub is the single point of contact for the community to access support from children's social care. The team consists of two managers, four triage officers, four senior practitioners in addition to six partners agencies namely Police, Health, Education, Victim Support, housing and Early Help who are located on site and presently eighteen off site. The sharing of pertinent information and timely decision making is pivotal to ensuring children and their families receive the most appropriate service when needed.

#### **- REFERRAL & ASSESSMENT TEAM**

Five teams of five social work practitioners and a team manager engage with children and their families in order to undertake child centred assessments of need and risk. This is in order to provide family support and child protection services to children deemed in need, at risk of significant harm or those requiring targeted support through Early help and Prevention Services.

#### **- CHILDREN IN CARE TEAMS**

The looked after children's team will have a statutory duty to assist any young person who is unaccompanied in this country. We work with young people up to the age of 15 years and 9 months when they will transfer to the Young People's Team. The Looked After Children's team will support young people who are waiting to be sent to another part of the country under the National Transfer Scheme. Young people will have an allocated social worker and be supported to access education and an appropriate place to live.

**- YOUNG PEOPLE'S TEAM**

The Young People's Service is made up of three Leaving Care Teams; we provide a service for 16 to 18 year old Looked After Young People (in care) and 18 to 25 year old Care Leavers. We have a dedicated specialist team of Social Workers, Senior Social Workers, an Advanced Practitioner, Personal Advisers and three Team Managers. We support young people who come into care for many reasons including those who are Unaccompanied Asylum Seeking Minors. Our aim is to support our young people to achieve to their potential and help them to develop their independent living skills as well as support them with all of their needs.

**Address:**

London Borough of Hillingdon  
Children and Young People Services  
Civic Centre  
Uxbridge  
UB8 1UW

**- FOSTERING SUPPORT, SUPERVISION & DEVELOPMENT TEAM**

The Fostering SSD is a dynamic team and part of the Hillingdon Children Resource Service. The team offers support and supervision to London Borough of Hillingdon foster carers who are looking after Hillingdon looked children and is part of team around the child working to ensure that children are thriving and reaching their potential in foster placement. It also organises foster carers training to promote and support foster carers professional development.

**Contact Details:**

Contact can be made via [fosteringduty@hillingdon.gov.uk](mailto:fosteringduty@hillingdon.gov.uk)  
Fostering Duty: 01895 558 684 (Mon - Fri 9am - 5pm)

**Address:**

Civic Centre  
High Street  
Uxbridge  
UB8 1UW

**-IROs**

### \* CORAM VOICE

Coram Voice provides independent advocacy for Hillingdon children in care. Coram Voice advocates will support children and young people who want to have a greater participation in the decisions made about their future. Coram Voice advocates make sure that young people are aware of their rights and are able to speak up about the things that they feel strongly about. Professionals can make a referral by completing a referral form, or young people can make a referral by contacting Coram Voice direct.

All looked after children and young people are entitled to the support of an Independent Visitor, if this is something they desire. Independent Visitors are volunteers who befriend a child on a long term basis, providing stability, taking them out to enjoy fun activities, and encouraging them in their personal development. Referrals can be made by any party involved, including by the child or young person themselves, and the service is open to all children up until the age of 18 or, if they have additional needs, 24. If you would like to make a referral or are looking for further information, please email [IVLondon@coramvoice.org.uk](mailto:IVLondon@coramvoice.org.uk).

#### **Contact Details:**

Freephone: 0808 800 5792

Email: [help@coramvoice.org.uk](mailto:help@coramvoice.org.uk)

SMS: 07758 670 369

Online: [www.coramvoice.org.uk](http://www.coramvoice.org.uk)

The Helpline is open every weekday from 9.30am to 6pm and on Saturday from 10.00am to 4.00pm. If English is not the young person's first language we have immediate access to Language Line.

### \* LAC HEALTH TEAM

The Looked After Children Health Team ensures that the health and emotional needs of a looked after child are identified. We see children from birth until their 18th birthday, following a request from the child's social worker, for either a holistic Initial Health Assessment (when they first come into care) or an annual Review Health Assessment (twice a year if the child is under 5 years old or once a year if older than 5).

We then make recommendations, often together with the child/young person and carer, as to how to gradually improve their health outcomes, such as regular dental care, opticians, diet, exercise, emotional care, sexual health, education, immunisations and any medical concerns. The LAC nurse is also able to offer some further follow-up support if a child requires it.

We have a Transition Specialist Nurse within our team that provides support to our young people from 14-19 (sometimes older) within Hillingdon. Our Transition Nurse liaises with paediatric services, adult services, GP's and other professionals to empower our care leavers to be healthy, independent adults. If you know a young person who needs support contact the LAC team on the email below.

#### **Address:**

Hillingdon Looked After Children Health Team

Westmead Clinic  
West Mead  
Ruislip  
HA4 0TN

**Contact Details:** 01895-488860 / [Cnw-tr.lookedafterchildren@nhs.net](mailto:Cnw-tr.lookedafterchildren@nhs.net)

### \* VIRTUAL SCHOOL

The core purpose of the Virtual School is to drive up improvements in the educational progress and attainment of all CYP looked after by Hillingdon including unaccompanied asylum seeking CYP. An unaccompanied CYP is entitled to the same local authority support as any other child including support to fulfil their educational outcome. This includes ensuring appropriate education is provided based on needs and informed through a robust plan, action, monitor, review process. All CYP in the care of Hillingdon, aged 5-18, are allocated a Virtual School Officer who will be responsible for ensuring every child has an effective Personal Education Plan and for monitoring the use of pupil premium funding to support educational progress. We work in partnership with schools, colleges, foster carers and social workers to champion the needs of all Children Looked After ensuring access to appropriate support, interventions and resources.

#### **Contact details:**

Phone: 01895 556 264

Email: [virtualschooladmin@hillington.gov.uk](mailto:virtualschooladmin@hillington.gov.uk)

#### **Address:**

Hillingdon Virtual School, London Borough of Hillingdon  
4E/01 Civic Centre  
High Street  
Uxbridge  
UB8 1UW

### \* MAPS (MULTI AGENCY PSYCHOLOGICAL SUPPORT)

A multi agency team including staff from CAMHS and social care, specifically supporting children in care. Offers consultation to professionals including social workers, residential units, foster carers and schools, in addition to assessment and treatment for children in care.

#### **Contact details:**

Referral is via an initial consultation with the child's social worker who can contact us by email [maps@hillington.gov.uk](mailto:maps@hillington.gov.uk) to request a time to meet.

#### **Address:**

Civic Centre  
High Street  
Uxbridge  
UB8 1UW

*For children and young people with a Hounslow Social Worker - similar support is available through the LAC therapeutic team which social workers can request consultation from in the first instance. There is also a monthly support group for UASC.*

### **\*\*\*CAMHS (CHILD AND ADOLESCENT MENTAL HEALTH SERVICE)**

Hillingdon CAMHS provides community mental health services to children, young people up to the age of 18 (not specific to children in care), with complex mental health difficulties, and their families in a range of different ways depending on their needs.

Our psychologists, psychiatrists, and therapists provide assessment and treatment packages for children, young people and their families. Treatment may include cognitive behavioural therapy (CBT), family therapy, play therapy, individual and group psychotherapy. Medication is also used when appropriate and carefully monitored by the doctors.

#### **Address:**

Hillingdon CAMHS - Minet Clinic  
Avondale Drive, Hayes,  
Middlesex, UB3 3NR  
Tel: 01895 256521

#### **Referral Information**

Telephone line can be utilised for referral advice or contact the Referral Gateway number for direct referral advice: 02030288475

#### **Contact Details**

Monday to Friday: Local CAMHS number: 01895 256521 or 01895 485525  
Out of Hours: Weekdays after 5pm and at weekends: CAMHS Gateway: 02030288475  
Email: [cfacs.cnwl@nhs.net](mailto:cfacs.cnwl@nhs.net)  
[www.cnwl.nhs.uk/service/hillingdon-child-family-and-adolescent-consultation-service/](http://www.cnwl.nhs.uk/service/hillingdon-child-family-and-adolescent-consultation-service/)

### **\*\*LINK COUNSELLING**

Counselling by appointment for people aged 13-25 who live, work or study in the London Borough of Hillingdon. Open 10.30am - 7.30pm Monday-Friday.

#### **Contact Details:**

Fountains Mill  
81 High Street  
Uxbridge  
Middlesex  
UB8 1JR

Telephone: 01895277222

## **\*\*HRSG (HILLINGDON REFUGEE SUPPORT GROUP - also known as BHUMP)**

HRSG is a charity whose aims are to bring, hope, dignity, and empowerment to UASC aged 16-21 (up to 23 if still looked after) and Care Leavers in Hillingdon. The main focus of our work with young people is via our project, Befriending Hillingdon Unaccompanied Minors Project (BHUMP) established in 2005.

BHUMP offers friendship, practical and emotional support and a range of structured educational, skills training, outreach and recreational activities which are carefully designed to ensure UASC gain confidence, develop skills and friendships in a non-judgmental and non-threatening environment.

All the activities provided are programmes designed to build confidence, reduce isolation, and provide safe opportunities for sharing and development of UASC to enable their integration into British society empowering them to reach their full potential.

### **Contact details:**

admin@hrsg.org.uk

01895 434728

<http://www.hrsg.org.uk/>

### **Address:**

Hillingdon Refugee Support Group  
Key House, 106 High Street, West Drayton,  
Middlesex,  
UB7 7BQ

### **Referral Information:**

For information and referrals, please call 01895 434728 or email [admin@hrsg.org.uk](mailto:admin@hrsg.org.uk)

## **\*CHILDREN'S RIGHTS AND PARTICIPATION TEAM**

The team run the children in care council, Talkers (7-11) Step Up (12-16) and Stepping out 16+ each group meet once a month to talk about things that really matter and the issues that affect their lives. We discuss and share ideas on how things can be made better for us and other young people in the care of Hillingdon. The team can also offer advice and guidance about your rights as a child in care.

### **Address:**

Children's rights and participation team  
4S/04 Civic Centre  
Uxbridge  
UB8 1UW

### **Contact details:**

childrensrights@hillington.gov.uk

01895 277689

<http://www.hillingdon.gov.uk/kidsincare>

## **\*CHARVILLE**

Charville Lane Children's centre provides residential accommodation for unaccompanied Asylum seeking children on a short term basis. We work with children aged 12-17 years. Charville Lane provides care for up to 13 young people of either gender. All 13 beds are short to medium term beds. Charville Lane is a short stay unit that will look after young people for a specific period of time as part of their journey to settlement within the UK.

At Charville Lane we aim to provide a service that Safeguards young people from diverse backgrounds, within a residential setting and in a way that meets the Children's home regulations: by definition, ensuring the service is Safe, that young people's views are listened to, that young people have appropriate plans in place, including risk assessments and that any planned move, whether to semi-independence, fostering or under the National Transfer Scheme, is managed appropriately and with support of relevant people.

### **Address:**

Charville Lane Children's Home  
113 Charville Lane,  
Hayes,  
Middlesex  
UB4 8PD

### **Contact details:**

Tel: 01895 556760

## **\*MERCHISTON HOUSE**

Merchiston House is a spacious detached house, set in its own grounds in a quiet residential area of Uxbridge, Middlesex, near to local bus routes, and access to Southall, West Drayton, Hayes and Uxbridge (and therefore tube/BR links) are easily accessible.

Externally there is a large log cabin which is utilised by our young people and staff for therapeutic sessions, key working sessions and family contact, providing young people with an additional private space outside of their own bedrooms. The garden also has a large trampoline, a BBQ area, outdoor seating, a punch bag, a swing as well as football goals and a basketball net.

Merchiston House provides residential accommodation on a short term basis, predominantly for local young people but can also provide a service for Unaccompanied Asylum Seeking children. We support children aged 11-17 and of either gender. Merchiston House has 5 single bedrooms for young people. The bedrooms are located on the first floor and all boast private en-suite bathrooms.

### **Address:**

Merchiston House  
1 Colham Road  
Uxbridge  
UB8 3RD

### **Contact Details:**

dutydeskmerchiston@hillingdon.gov.uk  
01895 251244

## RED CROSS

**The International Family Tracing Service of the British Red Cross** supports people who look for family members with whom they have lost contact due to **conflict, political upheaval, natural disaster and migration**. International Family Tracing is a free and confidential service, delivered on a neutral and impartial basis. Islington Office: Aztec Row, 5 Berners Road, N10 PW, [londonift@redcross.org.uk](mailto:londonift@redcross.org.uk) – 0207 704 5686

**Dublin Enquiries Service:** we provide information to individuals and organisations from the UK and across Europe. We offer information on the Dublin process, and how to seek legal and practical support within the UK and in the country where the family member is located. For info and referrals please e-mail: [dublinenquiries@redcross.org.uk](mailto:dublinenquiries@redcross.org.uk)

**Family Reunion Advice:** For information on family reunification under the Immigration Rules please email [FRadvice@redcross.org.uk](mailto:FRadvice@redcross.org.uk).

**Refugees and Befriending Projects (RnB):** Life skills projects for refugees and asylum seekers aged 15-21. Opportunities to form friendships and widen social networks, learn a variety of practical skills, and nurture talents and interests, helping young people adjust to life in the UK and learn to live independently. For info and referrals please e-mail: [londonyrs@redcross.org.uk](mailto:londonyrs@redcross.org.uk)

**What is it?** Weekly peer-led befriending and activity sessions and annual trips to build life skills, aid personal and social development and enable young refugees to meet other young people and improve their English. We cook and eat a meal together at every session, which is an important social aspect of the project.

**Who runs it?** Sessions and trips are overseen by Red Cross staff and Project Volunteers who help facilitate the sessions and offer friendly support to young refugees attending the project. All staff and volunteers have undergone CRB checks and training.

**Who is it for?** Unaccompanied refugees and asylum seekers age 15-21 who have arrived in the UK within the last year. Those who would benefit from gaining more confidence, improving English skills or who are at risk of social isolation are particularly welcome.

**Where is it?** Queen Caroline Estate Community Hall, Worlidge Street, Hammersmith, W6 9BP

**When is it?** Every Wednesday during term time. 5.30 - 8.00pm. Young people can turn up to the RnB Project any Wednesday during term time.

**Travel expenses** We can reimburse beneficiaries' travel expenses for their travel to and from the RnB Project on production of a ticket or Oyster Card payment receipt.

**Contact us for more info:** Ember Hibbert (Young Refugee Service Manager)  
[Ehibbert@redcross.org.uk](mailto:Ehibbert@redcross.org.uk) / 07950 914 063

## **\*TARGETED PROGRAMMES**

Targeted Programmes is a part of Hillingdon Council's Early Intervention, Prevention, Special Education Needs and Disabilities Services. We are located within the Social Care Group's Children and Young People's Services division. We work with families and individual family members on an early-support or post-statutory intervention basis, to enable their progression towards positive:

- **Civic Outcomes** - addressing anti-social and offending behaviours
- **Democratic Outcomes** - addressing political disengagement and extremism
- **Economic Outcomes** - addressing unemployment and financial deprivation
- **Educational Outcomes** - addressing academic disengagement and exclusion
- **Familial Outcomes** - addressing family dysfunction and child safeguarding
- **Health Outcomes** - addressing dietary, emotional, physical, sexual health and substance misuse-related concerns
- **Social Outcomes** - addressing social exclusion and isolation

We deliver a range of personal development programmes that support family members to manage any challenges they may face, so they can overcome barriers to their progression and fulfil their potential. Our programmes can be delivered alongside social care interventions on a complimentary basis, or provide 'step-down' support for family members who are coming to the end of their involvement with statutory services. Targeted Programmes also respond to 'step-up' intervention requests from universal service providers including schools, early years, play, youth, and community service providers in Hillingdon who have identified individuals and families in need of early support. We welcome referrals from social care, health, employment, community safety, and education agencies from across the public, voluntary, and faith sectors in Hillingdon.

Targeted Programmes will provide a range of personal support and development programmes for children aged between 7 and 9, adolescents aged between 10 and 19, young adults aged between 20 and 24, and adult parents, guardians, and carers who will benefit from targeted early support. Our priority target groups include families who are subject to Child in Need and Child Protection Plans; children and adolescents who are at risk of, or in, Local Authority care; young care leavers; young people at risk of disengagement or exclusion from education and employment; adolescents and young adults engaged in anti-social or offending behaviours; and those who have additional support needs in relation to substance misuse, or their emotional, physical, or sexual health and wellbeing.

Targeted Programmes are delivered without charge to the service user or referral agent, and are undertaken on a voluntary basis by service users. We therefore require that all referrals are discussed with the relevant family members in advance, to ensure their informed consent and voluntary participation in our programmes.

### **Contact details:**

Details of all Targeted Programmes on offer each term are provided in a termly brochure. If you require a copy of this brochure or indeed more information about any elements of the Targeted Programmes programme offer, or want to discuss how we can support a family or family member that you are working with, please telephone 01895 556 300, or email: [targetedprogrammes@hillingdon.gov.uk](mailto:targetedprogrammes@hillingdon.gov.uk) - we'll always try to work with you to design

and deliver effective intervention programmes that will develop your service users' resilience to risk and harm.

**Address:**

Targeted Programmes Team  
Fountain's Mill Young People's Centre,  
81 High Street,  
Uxbridge,  
UB8 1JR

**\*DA LANGUAGES**

DA Languages provide face to face interpreting, telephone interpreting and translation interpreting across 450 languages and dialects. We supply highly qualified interpreters to Courts, NHS, Police, Local Councils and Government agencies. We have an excellent record of providing interpreters at short notice for urgent requests and you can trust us to go the extra mile to ensure you get the service you need.

**Contact Details:**

For face to face interpreting requests, please contact [Hillingdon@dalanguages.co.uk](mailto:Hillingdon@dalanguages.co.uk) or 0161 928 2533 \*217

For telephone interpreting, please contact [telephoneinterpreting@dalanguages.co.uk](mailto:telephoneinterpreting@dalanguages.co.uk) or 0161 928 5233 \*201

For translation services, please contact [translation@dalanugages.co.uk](mailto:translation@dalanugages.co.uk) or 0161 928 2533 \*202

Please note, that only Hillingdon council members/staff can raise bookings and to raise a booking you need to provide us with your directorate, service area and PO number.

**\*\*\*Hillingdon young people's Contraception and Sexual Health Service**

Our young people's service is free and confidential. We offer a range of things related to sexual and reproductive health, such as advice, testing, treatment, examinations and education. Our aim is to improve the sexual health and wellbeing of all our patients. We are here to help and to make sure you feel safe.

Our clinic is run by doctors, nurses, health advisors and health care assistants. Depending on your concerns you might meet some or all of us at your appointment. Our team are friendly and experienced.

We ask to see patients alone, so we can discuss private issues in confidence. We may ask questions about your experiences or understanding of sex and relationships. You can tell us if you have any concerns about the health of your private parts (genital problems) and we will ask questions to check you are safe.

We often ask for a urine sample, so try not to pee just before you come in.

Sadly, some young people have experienced acts of violence or threats of violence, or being asked or forced to do things they don't agree to (without their consent). Some young people haven't experienced this, but could be at risk of this, so we will ask questions and offer advice around these issues too.

Whether sex and relationships is the first or the last thing on your mind at the moment, we are happy to see ALL young people, especially those new to living in England, so we can introduce them to our service, and show you what to expect. For some people our service is not relevant for now, but for most people it will be relevant in the future.

If you can't speak English phone us and tell us your language, we will call you back with a telephone interpreter or you could use google translate and send us an email. We will arrange an interpreter to help with the consultation. Telephone interpreters usually work best, but we can arrange interpreters in person too, if preferred.

The best way to make an appointment is by phoning the appointment line or sending an email. If a young person does not have the credit or the privacy to make a call, emailing us might work best. We will contact you back! We are also very happy for professionals to make a referral to us, on a young person's behalf.

We have a dedicated Young person's Clinic (YPC) for 19's and under on Monday evenings from 4-7pm. Young people are welcome in the clinic at other times too.

**Service information:**

Our main clinic address is:

**The Wakley Centre  
Grange Road, UB3 2RR.**

We can sometimes ask you to attend our other clinics at:  
Oakland's Medical Centre, 32 The Parkway, UB10 9JX and  
HESA Medical centre (2<sup>nd</sup> floor), 52 Station Road, Hayes, UB3 4DS

**Our appointment line numbers are:**

**0208 453 2751 or 0208 453 2752**

(Lines are open Monday, Tuesday and Wednesday, 8.30am to 6.30pm,  
Thursday and Friday, 8.30am to 5.00pm)

**Email:**

**[LNWH-tr.hillingdonisrh@nhs.net](mailto:LNWH-tr.hillingdonisrh@nhs.net)**

Our website is: <https://www.nwlondonsexualhealth.nhs.uk/>

If aged 16 and over, you can also request free and confidential tests online, that you can do yourself at home. You need a mobile phone to register and to receive a text message with your results. Go to: [www.sh24.org.uk](http://www.sh24.org.uk) for more information.

**\*\*\*BROOK**

Brook firmly believe in the need for all young people to receive good quality sex and relationships education (RSE) which is part of broader personal, social health and economic education.

Brook provides participative, informative workshops in schools and other settings aimed at generating evidence-based discussion around sex, sexuality and relationships. We work across schools in Hillingdon to deliver our outreach programme.

Brook's one-to-one support work (My Life) is part of our wider education offer. It is an early help programme which aims to empower and support young people improve their own health and wellbeing. The structure and resources have been co-designed with young people and have been independently evaluated.

To refer a young person to the 1:1 programme, please contact the Education and Wellbeing Coordinator: Lauren Chalkley [lauren.chalkley@brook.org.uk](mailto:lauren.chalkley@brook.org.uk) 07760161237.

#### HELPFUL WEBSITES

[www.uaschealth.org](http://www.uaschealth.org)