

# Welcome... to the UK



# Welcome

You are in Dorset which is a county in the South West of England. England is part of the United Kingdom (UK) which includes Wales, Scotland and Northern Ireland.

This book is an introduction to life in the UK and things you might need to know about living here. It will give you the basic information you need, and it is okay to ask questions if you need to know more.

You might be feeling a bit worried and anxious because everything is new, strange, exciting and different. We are here to support and help you.

You have come into this country as a child (under 18). Children in the UK who do not have an adult caring for them are cared for by Children Services which are part of local government. As you do not have a responsible adult caring for you, you are being looked after by Children's Services and are called a Child in Care. We want to do our best to help you settle and enjoy life here. Welcome to the UK!



# Contents

1. Introduction to people and roles	4
2. Accommodation	6
3. Money	9
4. Looking after your health	11
5. Education	16
6. Language learning	18
7. Police and law	20
8. Immigration Help and Advice	25
9. Local area information and community support	27
10. Adapting to life in the UK – cultural and social	30
Useful contacts and information	34

# 1. Introduction to people and roles

As a Child in Care there will be a few people you get to know well who are responsible for your care.

## **Your Carer/Support Worker where you live**

is there to support you on arrival in this country, ensure you have food, clothing, your own room and a safe place to live. They will help you get to know your local area and teach you about how we live in the UK.



**Your Social worker** is the person who will make sure you are looked after properly and kept safe from harm. They will work with you to put together a Pathway Plan (16 and over) which will make sure you have the right people around you to help care for you, that you have money for your living expenses and clothes, that you have healthcare and education in place and make sure you have a solicitor to help you with your asylum status.



**Your CiC (Child in Care) Nurse** is the first medical person you will get to know. The Nurse will help you remain healthy, have access to medications you might need and stay well physically and mentally.

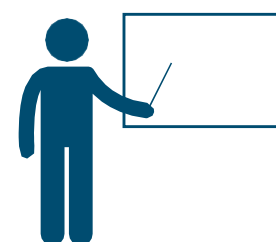


**Your QARO (Quality Assurance Reviewing Officer)** is an independent person who will hold review meetings. Their job is to listen to you and to make sure your care plan is working for you and all your needs are met. There will be an interpreter at the meetings to make sure that you understand what is being said and can give your views.



**Your Virtual School Lead** is there to support you in accessing education, training or work experience.

They are also able to suggest clubs and social activities that might help you get to know other young people, make friends, and practice your language learning.





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# 2. Accommodation

While you are a Child in Care, you will be provided with a place to live and you will not have to pay for it. Your new home may look different to your previous home and rooms may be used in another way.

Your carer/ support worker and social worker will help you to feel comfortable in your new home and answer any questions you may have.



## Questions about your accommodation

What is the English name of the room where you eat?

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What is the English name of the room where you sleep?

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What is the English name of the room where you prepare food?

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What is the English name of the room where you wash your body?

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What is the English name of the room where you wash your clothes?

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What is the English name of the room where you relax with your friends/ family?

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What can you find out about drinking, bathing, hot and cold water in your home?

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What can you find out about fire safety in your home? Ask about alarms, smoking and what to do in an emergency.

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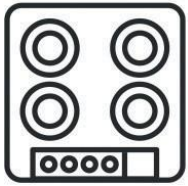
Ask about keys and locks to your home – what does a locked door mean?

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How can you keep in touch with your friends from home?

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# What is this called and what do I use it for?



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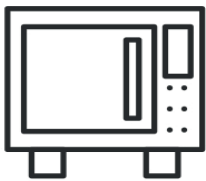
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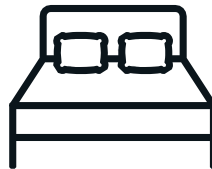
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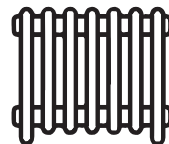
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# 3. Money

As an Asylum Seeker you are not allowed to work for money. As a Child in Care you are entitled to money from the UK Government for food, clothing and personal items and your Social Worker will help you open your own bank account which is just for you. This money is called an Allowance.

The currency in the UK is the Pound Sterling (£) £1 (one pound) = 100p (100 pennies, or pence).

Cash is accepted in most places, but most people use debit/credit cards to pay for goods and services.



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# 4. Looking after your health

In the UK we have the National Health Service (NHS) and you are entitled to free health care, such as doctors called General Practitioners (GP), hospitals and maternity services.

## Register with a Doctor

You will be helped to register with a local doctor (GP) soon after you arrive. GP's do not provide emergency healthcare but can help you with general or non-urgent medical needs.



To see a GP, you need to make an appointment, usually by telephone or online. Appointments are usually 10 minutes long, and it is important to arrive on time and cancel if you cannot attend.

Ask for an interpreter when booking your appointment. This is free. GPs can refer you to specialist health services as needed, like in a hospital. Your GP may want you to take medication and will write you a prescription.

## Where to go for medical help

**Stay well** : Guide to help you choose the right service for you and your NHS

**NHS**

Self-care	Pharmacy	GP	Minor Injuries	A&E/999
Hangover. Cough. Colds. Grazes. Small cuts. Sore throat.	Diarrhoea. Earache. Painful cough. Sticky eye. Teething. Rashes.	Arthritis. Asthma. Back pain. Vomiting. Stomach ache.	Cuts. Sprains. Strain. Bruises. Itchy rash. Minor burns.	Severe bleeding. Breathing difficulties. Severe chest pain. Loss of consciousness.
Self-care is the best choice to treat minor illnesses and injuries.  A large range of common illnesses and injuries can be treated at home simply with over-the-counter medicines and plenty of rest.	Pharmacists advise and treat a range of symptoms. This can avoid unnecessary trips to your GP or A&E department, and save time.  No appointment is needed and most pharmacies have private consulting areas.	GPs and nurses have an excellent understanding of general health issues and can deal with a whole range of health problems.	Minor Injuries Units, Walk-in Centres and Urgent Care Centres provide non-urgent services for a range of conditions.  They are usually led by nurses and an appointment is not necessary.	A&E or 999 are best used in an emergency for serious or life-threatening situations.
<b>NHS 111</b>	If you're feeling unwell, unsure or if you want health advice and guidance for non-life threatening emergencies call <b>NHS 111</b> .			24 hours a day 7 days a week
<b>NHS Choices</b>	You can also access health advice and guidance or find your nearest service online through <b>NHS Choices</b> .			Visit <a href="http://www.nhs.uk">www.nhs.uk</a>

Produced by NHS Northern, Eastern and Western Devon Clinical Commissioning Group

If you have an accident or a sudden serious illness you should go to your nearest hospital with an Accident & Emergency (A&E) department which is free for everyone. If someone's life is at risk you should phone 999 and ask for an Ambulance.

Your health will not affect your immigration status or affect what NHS services are available to you. None of the people who work for the NHS, including doctors, nurses and interpreters will pass on any information about your health to any other person or organisation outside of the NHS without your permission (except in very exceptional circumstances, such as if the doctor believes you may be at risk of harm to yourself or others).

## Eye Care

Having regular eye tests is important. An optician will test your eyes for any abnormalities and can prescribe and fit glasses and contact lenses. Opticians will register you as an NHS patient, so eye tests and essential treatment is free of charge. Your Social Worker will help you with this.



## Dental Care

A dentist is a doctor for teeth, and regular check-ups will help keep your mouth healthy. In the UK it is recommended you brush your teeth with a toothbrush and toothpaste twice a day. To see a dentist, you need to make an appointment, usually by telephone or online. Dental treatment is free up to age 19. Appointments are usually 20 minutes long, and it is important to arrive on time and cancel if you cannot attend. Ask for an interpreter when booking your appointment – this is free.



## Sexual Health

You can get Sexual Health advice from the GP surgery, pharmacy or sexual health clinic. This includes contraception to prevent pregnancy and sexually transmitted diseases. This is free on the NHS. If you have experienced sexual violence there is help and support for you – speak to your GP or Social Worker.



## Staying healthy

**Physical activity** - Being active can be very good for your physical and emotional well-being and can also reduce the risk of serious illnesses. In the UK the Government recommend about 30 minutes of physical activity per day. You do not have to take part in a sport or join a club. Any activity where your heart rate raises, you breathe faster and feel warmer counts.



**Diet** - Our diet is important to keep us healthy. Try and eat a variety of food including fresh fruit and vegetables every day. Eating too much sugar, salt and fat is bad for our health. There will be lots of things you haven't seen or tried before, and your Carer/Support Worker will help you discover these.



**Smoking** - Smoking is bad for your health and smoking inside is not allowed in most places in the UK. If you are a smoker and want to stop you can get help from your GP or Pharmacy.



**Alcohol drinking** - Too much alcohol is also considered unhealthy and it is against the law in the UK for people under 18 years old to drink alcohol.



**Keeping a 'Happy Head'** - We understand that you may have been through very difficult experiences in your home country, and on the journey to the UK. It is normal to feel upset and worried about what has happened to you and about the people you have left behind. You may also feel anxious and stressed about being in a new country. You may struggle to sleep, feel angry, lack energy and be sad/tearful. This is natural.



How we feel in our head, whether that is happy or sad is called 'emotional well-being' in the UK. You can get help from your GP if you feel like this.

**Things that may help** - Connecting to other people - try not to sit in your room alone all the time. Speak with your Carer/Support worker. There may be a community group or local people that would like to meet with you.

Getting involved in activities - some local community groups run a range of activities which can keep you active and you can learn new things. As well as your English lessons, you may be eligible to study other courses for free at a local college. You can volunteer too, which is unpaid but can provide you with experience which will be useful for future employment.

Being active - you can choose! It could be anything you do in your day-to-day life like running, walking, jogging or swimming or you could join a gym or sports or football club or go dancing. Even doing housework can count.





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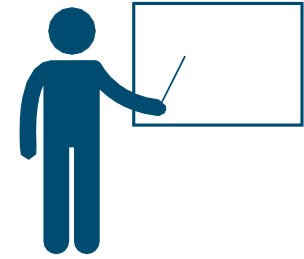
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# 5. Education

Under UK law, children must be in full-time education between the ages of 5 and 16, and children aged 16-18 must be in some form of education or training. Education is free in schools funded by the government. Most are mixed schools, teaching boys and girls together.



All schools teach a range of subjects and textbooks are provided free by the school.

Schools and colleges run from Monday to Friday. The school year runs from September to July, with holidays throughout the year. Every class has a Teacher and sometimes extra adults to help. School is a safe place and staff are not allowed to physically punish students.

Your Virtual School Lead will explain the Education System in the UK and what education is available for you; this could be either academic or practical studies. They will also help you to decide which is the best course for you. Not all learning takes place in a classroom and you will be expected to do some study at home or online by yourself.





# 6. Language learning

Learning to speak English is very important and will help you to settle into your new life and live more independently.

Your Virtual School Lead is responsible for helping you gain access to English classes. Before you join a class, a teacher will check how much English you already know so that you can join a class with people who are at a similar level as you.

You do not need to know any English to join an English course. Classes are a lot of fun and a good place to meet people and make friends. Some classes also include social activities like football.

There are many free online English Language learning opportunities that will support your class work:

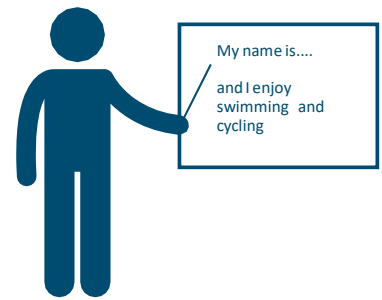
**Learn My Way**

**Skills Workshop**

**South East Grid for Learning - New**

**Arrivals Conversation English resources**

**Conversation English practice**





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# 7. Police and Law

In the UK, the police are here to help and you can approach them if you need help. They have a duty to uphold the law, prevent crime, bring to justice those who break the law, keep the peace, and protect, help and reassure the community. Police do not routinely carry guns in the UK except in special circumstances.



It is important to understand that some things which are allowed in other countries are not acceptable in the UK and some things which may not be allowed in other countries may be legal in the UK.



If you break the law, the police may want to talk to you at a police station. It is important to tell them that you have a social worker and ask for them to contact him or her. Your social worker will make sure that you have support.

The Police can stop and question you at any time, although it is not common and should not happen regularly. A Police Officer might stop you and ask: What your name is, what you are doing in the area and where you are going.

Police Officers can search you depending on the situation - being searched does not mean you are being arrested. Police Officers need to have 'reasonable grounds' to suspect you're carrying something you shouldn't like illegal drugs, a weapon, stolen property or something which could be used to commit a crime.

If you need the police because of a crime, there are lots of ways to contact them but remember in an emergency always dial 999.



## Working in the UK

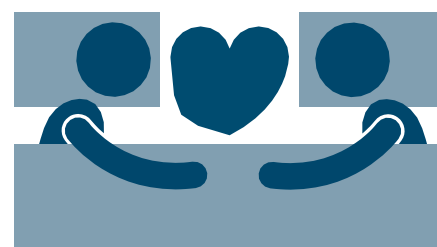
While you are waiting for your asylum claim to be decided, you are not allowed to work. However, you can still make use of your spare time by being part of your local community, joining in activities, learning English, meeting people and taking up volunteering opportunities.

Be wary of anyone approaching you with offers of work as this is not allowed. If you are concerned that you or someone you know is being exploited in this way you should contact the police and speak to your social worker or support worker.

## Laws on Sex in the UK

In the UK, it is against the law to have sexual contact at any time without the other person's consent (this means that both people agree to sexual contact). It is against the law for anyone to have sex with any person who is under the age of 16, even if they consent (agree to this).

Sexual contact includes any unwanted physical touching, kissing or holding on to someone, even if you are in a relationship with them. It also includes someone who is really drunk or high on drugs as they can not give their consent.



## Alcohol, Tobacco and Drugs in the UK

The legal age to buy alcohol is 18 years old. It is an offence for an adult to buy any alcoholic drinks for anyone under the age of 18.



The legal age to buy cigarettes or tobacco is 18 years old. It is an offence for an adult to buy cigarettes for anyone under the age of 18. It is illegal to smoke in all public buildings and workplaces and on buses and trains. There is no legal restriction to vaping in the UK however vaping is also usually banned in workplaces, outside hospitals and public buildings.



It is illegal to have in your possession, transport, use or sell drugs which are not available to buy in pharmacies, shops or which have been prescribed for you by your doctor. Punishments can be severe, including going to prison. Cannabis is illegal to use even in your own home in the UK.

## Values, Responsibilities, Rights and Freedoms in the UK

The UK wants everyone to feel welcome and valued. It is illegal to treat anyone differently because of their gender, race, religion, age, disability or sexual orientation.



You are free to practice your religion in the UK. You can find churches, mosques, synagogues, or other places of worship in towns and cities. People must respect each other's views, religion, and dress, even if it is different from what they are used to.



Racism is unacceptable in the UK. It is a serious offence to injure, harass, bully or verbally abuse someone because of their race or ethnicity. It is also against the law to stir up racial hatred.



You do have a right to defend yourself if needed to get away from a situation, but in the UK, it is illegal to carry weapons for protection.

Female Genital Mutilation (FGM) also known as cutting or female circumcision is illegal in the UK. Practising FGM or taking a girl or woman abroad for FGM is a criminal offence punishable by law. If you are a victim of FGM, you should tell your doctor. There are doctors who specialise in helping FGM victims. You can also ask for advice from one of several national organisations, such as the NSPCC on 0800 028 3550



In the UK it is illegal to abuse or harm anyone for reasons of cultural or family honour, whether they are a member of the same family or not. It is illegal to punish someone for what is considered to be dishonourable behaviour. If you are worried about honour-based violence you can speak to the police. You can also get confidential advice from an organisation called Karma Nirvana on 0800 5999 247.

If you have experienced any of these things, you can report it to the police directly by phoning 101 and they will take it seriously and investigate and support and advise you. You do not have to give your name when reporting a hate crime incident. Your report will be completely confidential.



You can get emotional and practical support if you are a victim of crime from Victim Support. They can also help you report a crime including hate crime. Please visit the website [www.victimsupport.org.uk](http://www.victimsupport.org.uk) to search for your local victim support team or phone free on 08081689111





# 8. Immigration Help and Advice

Asylum is the protection granted by a government to someone who has left their home country as a refugee. Someone who applies for asylum in the UK is called an asylum-seeker and if the application is successful, they will be granted refugee status which gives rights and permission to live in the UK.



**Unaccompanied** children who apply for asylum in the UK are sometimes referred to as 'UASCs', which stands for unaccompanied asylum-seeking children.

The Home Office (part of the UK Government) is responsible for considering asylum claims and applications. The process can be complicated and can take a long time. It is essential you have legal representation and your social worker will help you find a qualified immigration solicitor or adviser for this.

You may need to attend interviews and give information about your journey to the UK and why you think it is not safe for you to return to your home country. Children who claim asylum should have a responsible adult to help them throughout the process and the Home Office has a duty to safeguard and promote the welfare of children in the UK as they carry out their functions. The process is explained in this **UASC Journey map (also on page 6)**

There are many organisations who may help people claiming asylum in the UK. It is very important that a legal representative is regulated and qualified to give immigration advice because they must have specialist knowledge of asylum law and policies. Children will normally be eligible for free legal advice and you should not have to pay for this.

You can find more advice and guidance on the asylum process, including some translated information at: Migrant Help: [www.migranthehelpuk.org](http://www.migranthehelpuk.org)  
Tel: **0808 8010 503**

Corom Children's Legal Centre: [www.childrenslegalcentre.com/resources/asylum/](http://www.childrenslegalcentre.com/resources/asylum/)

Refugee Council Children's Advice Project: [children@refugeecouncil.org.uk](mailto:children@refugeecouncil.org.uk)  
Tel: **020 7346 1134**

To find an immigration solicitor or adviser: [www.gov.uk/find-an-immigration-adviser](http://www.gov.uk/find-an-immigration-adviser)

Tracing Family **The British Red Cross | Worldwide Humanitarian Charity**



# 9. Local area information and community support

## Your local neighbourhood

In your local area there will be lots of shops. Some only sell one type of thing like meat or clothing and others that sell a mixture of things. It is okay to go into shops and look at what they sell without buying anything.

It is likely there will be a leisure centre where you can play sport or exercise, local parks and libraries where you can borrow books and access the internet if you do not have it at home. Libraries and parks are free to everyone and leisure centres are often cheap to use.

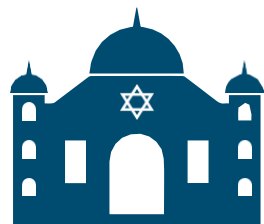
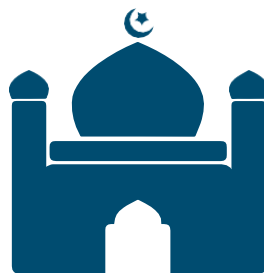
In the UK we drive on the left side of the road. We have crossing points where lights make the vehicles stop so people can cross the road safely. If you are not using a crossing point it is important you look both ways to see if cars are coming because they do not have to stop for you.

On your phone you can access **Google Maps**. These will show you where everything is in your local area and help you get home if you get lost.

## Places of worship

The UK is a multi-faith society and there are mosques, churches, synagogues and other places of worship in larger towns or cities. Some contacts are listed below.

Many newcomers to the UK have found that they have had support and help through their place of worship and have also made friends who have helped them to adapt to life here and made them feel welcome.



## Public transport

There is a large train and bus network across the country. To use public transport, you usually have to buy a ticket before travelling. For national trains or buses, tickets are usually much cheaper if you buy a few weeks before you want to travel. Times and ticket prices are different across the UK; you can find out more information on the national rail website: [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or in your local train or bus station.

You should also get to know the local transport links and bus stops and learn how to use transport to reach places further away. You may not live very close to a doctor, school or big shop and may need to travel to get there.





# 10. Adapting to life in the UK - cultural and social

Adjusting to life in a new culture is difficult and it can take a while before you feel relaxed and confident. The best way to understand UK society is to take part in it by studying, joining in everyday activities, using public transport, watching TV and meeting people.

This short list describes some things that may help you begin to understand behaviour and expectations in UK society:

**Greetings:** Handshakes are common when two people greet each other in a formal situation. Saying 'hello, or hi' and waving is also common but more informal. Men and women will probably shake hands when meeting in a business situation. You may see public displays of affection such as holding hands or kissing. This is allowed in the UK. It is not acceptable to touch anyone if they do not want to be touched; this could be regarded as sexual harassment which is against the law.



**Dress code:** In the UK you will see people wearing all kinds of clothing ranging from smart to casual, traditional to modern. You may find the way men or women choose to dress, different from what you are used to, but you must respect their right to choose their clothing. Some jobs may require you to dress in a specific way such as wearing a suit or a uniform, but this varies from job to job.



**Politeness:** Most people try to be polite, saying 'please' to ask for things and 'thank you' when receiving things. 'Sorry' is also helpful for apologies, but also for minor things such as bumping into someone else by accident, even if it was not your fault.



**Family structure:** Family structures vary in the UK. It is acceptable for both men and women to work and arrange childcare between them. It is acceptable to marry someone of the same gender and it is also acceptable, in the UK for two people to live together and have children without getting married and for a single person to raise children alone. In the UK you can only be married to one person at a time. Divorce is acceptable and normal in the UK. You may also find that the relationship between parents and children in the UK is different from what you are used to in your country.



**Queues and appointments:** If there is a queue to access a service, you should join the queue at the end and wait your turn to be seen. Jumping in front of someone waiting is considered rude in the UK and you may be refused service. In many cases, it is possible to make an appointment to access a service, e.g. at the doctors, the bank or other services. It is important to be on time for your appointment as you may not be able to see someone if you miss the agreed time.



**Shopping:** Prices are fixed in the UK and it is not usually appropriate to bargain or haggle with the shopkeeper on prices.



**Visiting friends:** You may receive an invitation to visit someone else's home. It is not necessary, but you may like to bring a small gift like flowers or chocolates when you visit. You may be offered tea or coffee, which is often drunk with milk and/or sugar, depending on personal taste. You may also be offered alcohol, but it is acceptable to ask for another drink instead if you do not drink alcohol.



Finally, we appreciate that moving to a new culture will challenge almost everything that you think is 'normal'. All the people that are around you want to help you to begin to feel at home here in the UK. Here are a few things that you can do to increase your sense of belonging in the UK:

- Learn the local language
- Learn about the place where you live, by leaving your house and exploring your neighbourhood
- Meet people and make friends
- Take up an activity, sport or a hobby
- Take up studies and attend classes
- Volunteer to gain experience, meet people and practice English
- Join cultural groups – you will meet people from your country or culture who can help you understand and get to know the new culture
- Support each other where you live by sharing and discussing your feelings







# Useful contacts and information

**Emergency Services** - Police, Ambulance and Fire Brigade call 999

**Police** - To report crime and other concerns that do not require an emergency response, please call 101

**Website for England:** [www.police.uk](http://www.police.uk)

## **National Grid**

If you smell gas in or near your home, call 0800 111 999

## **Healthcare**

If you urgently need medical help or advice but it's not a life-threatening situation, contact:

**NHS England:** call 111

**Website:** [www.nhs.uk](http://www.nhs.uk)

**National Domestic Violence Helpline:** 0808 2000 247

**Karma Nirvana:** 0800 5999 247

## **Find a GP websites:**

[www.nhs.uk/service-search/find-a-gp](http://www.nhs.uk/service-search/find-a-gp) <https://assets.nhs.uk/prod/documents/how-to-register-with-a-gp-asylum-seekers-and-refugees.pdf>

## **Find an optician websites:**

[www.nhs.uk/service-search/find-an-optician](http://www.nhs.uk/service-search/find-an-optician)

## **Find a dentist:**

**Website:** [www.nhs.uk/service-search/find-a-dentist](http://www.nhs.uk/service-search/find-a-dentist)

## **Sexual health help:**

**Website:** [www.nhs.uk/service-search/sexual-health/find-a-sexual-health-clinic](http://www.nhs.uk/service-search/sexual-health/find-a-sexual-health-clinic)

## **Staying healthy:**

**Exercise:** [www.nhs.uk/live-well/exercise/](http://www.nhs.uk/live-well/exercise/)

**Diet:** [www.nhs.uk/live-well/eat-well/](http://www.nhs.uk/live-well/eat-well/)

**Smoking:** [www.nhs.uk/smokefree/help-and-advice/local-support-services-helplines](http://www.nhs.uk/smokefree/help-and-advice/local-support-services-helplines)

**Alcohol:** [www.nhs.uk/live-well/alcohol-support/](http://www.nhs.uk/live-well/alcohol-support/)

For **less urgent health needs**, contact your GP or local pharmacist. Doctors of the World provides help to register with a GP and access healthcare

**Website:** [www.doctorsoftheworld.org.uk](http://www.doctorsoftheworld.org.uk)

**Email:** [clinic@doctorsoftheworld.org.uk](mailto:clinic@doctorsoftheworld.org.uk)

**Tel:** 0808 1647 686

#### **Freedom from torture:**

Medical and social care, practical assistance and psychological and physical therapy for survivors of torture.

**Website:** [www.freedomfromtorture.org](http://www.freedomfromtorture.org)

#### **Helen Bamber Foundation:**

Medical and social care, practical assistance and psychological and physical therapy for survivors of torture.

**Website:** [www.helenbamber.org](http://www.helenbamber.org)

**Broken Rainbow National LGBT domestic abuse helpline:** 0300 999 5428

#### **Emotional support**

Samaritans Support for those in emotional distress or struggling to cope

**Website:** [www.samaritans.org](http://www.samaritans.org)

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Tel:** 116 123

#### **Forced marriage**

Karma Nirvana Support for victims and survivors of forced marriage and honour based abuse

**Website:** [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

**Tel:** 0800 5999 247

Forced Marriage Unit UK government helpline providing advice and support to victims of forced marriage.

**Email:** [fmfco.gov.uk](mailto:fmfco.gov.uk)

**Tel:** 020 7008 0151

#### **Children**

**National Society for the Prevention of Cruelty to Children**

**Website:** [www.nspcc.org.uk](http://www.nspcc.org.uk)

**Tel:** 0808 800 5000 460 or 0800 028 3550

**Childline website:** [www.childline.org.uk](http://www.childline.org.uk)

**Tel:** 0800 1111

## **National Centre for Domestic Violence**

**Website:** [www.ncdv.org.uk](http://www.ncdv.org.uk)

**Tel:** 0800 970 2070

## **Men's Advice Line**

**Website:** [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

**Tel:** 0808 801 0327

## **Sexual violence**

**Rape Crisis England** - Information and advice for those who are experiencing or have experienced sexual violence in the past

**Website:** [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

**Tel:** 0808 802 9999

## **Survivors UK**

Help for men who have experienced sexual violence

**Website:** [www.survivorsuk.org](http://www.survivorsuk.org)

**Tel:** 020 3598 3898

**Text:** 020 3322 1860

## **Equality**

**Equality Advisory Service** - Advice and assistance on issues relating to equality and human rights

**Website:** [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

**Tel:** 0808 800 0082

## **Education and employment**

### **National Careers Service**

Information, advice and guidance to help you make decisions on learning, training and work opportunities

**Website:** <https://nationalcareers.service.gov.uk/>

**Tel:** 0800 100 900

**ACAS (Advisory, Conciliation and Arbitration Service) Advice on employment law in Great Britain (Scotland, Wales and England)**

**Website:** [www.acas.org.uk](http://www.acas.org.uk)

**Tel:** 0300 123 1100

## **Modern Slavery Helpline**

**Website:** [www.modernslaveryhelpline.org/](http://www.modernslaveryhelpline.org/)

**Tel:** 0330 0552 2200

## **Student finance**

**Website:** [www.gov.uk/student-finance](http://www.gov.uk/student-finance)

## **Student**

### **Company**

[www.slc.co.uk](http://www.slc.co.uk)

0300 100 0622.

## **Loans**

### **Website:**

### **Tel:**

## **Language Learning contacts**

### **For teenagers**

#### **British Council – Learn English Teens**

Free website from the British Council – Students do the online English test to find out what English level they are – They can then search for content aimed at the right level of English. Videos, games and activities to support language use for both everyday life and study

**Website:** <https://learnenglishteens.britishcouncil.org/>

### **Dual Language English/ Arabic**

#### **Internet polyglot**

This website, for beginners has dual language word lists and tutorials with pictures and sounds

**Website:** [www.internetpolyglot.com/lessons-ar-en](http://www.internetpolyglot.com/lessons-ar-en)

### **For Conversational English**

#### **Oxford English online**

Free short English lessons 10 -20 minutes. Mostly for everyday social communication. Video and follow up quiz. A range of topics from football to shopping to relationships etc.

**Website:** [www.oxfordonlineenglish.com/free-english-vocabulary-lessons](http://www.oxfordonlineenglish.com/free-english-vocabulary-lessons)

### **ESOL courses**

Has English courses for beginners, intermediate and advanced learners

**Website:** [www.esolcourses.com/](http://www.esolcourses.com/)

## **Beginners course**

**Website:** [www.esolcourses.com/uk-english/beginners-course/free-english-lessons.html](http://www.esolcourses.com/uk-english/beginners-course/free-english-lessons.html)

## **Alison**

Alison has a range of courses from beginner to advanced. Many are available through an app that can be used on a mobile phone

**Website:** <https://alison.com/courses/english>

Introduction to conversational English 1.5 – 3-hour course

**Website:** <https://alison.com/course/introduction-to-conversational-english-revised>

## **British Council MOOCS (Massive Open Online Course)**

Open online free courses are available at:

**Website:** <https://www.britishcouncil.me/en/english/mooc>

## **British Council Free Courses -through future learn**

The British Council offers short English courses for adults some (not all) are free

**Website:** <https://learnenglish.britishcouncil.org/online-courses/>

## **Preparing for work or further study**

### **Open Learn**

The Open University offer a number of free English courses. These are longer courses, 24-48 hours. Most courses are to develop speaking, listening, reading and writing skills needed for work or study.

**Website:** [www.open.edu/openlearn/languages/free-courses/?filter=date/grid/601/all/](http://www.open.edu/openlearn/languages/free-courses/?filter=date/grid/601/all/)

### **British Council course**

English for the workplace – 8 hours over 4 weeks

**Website:** [www.futurelearn.com/courses/workplace-english?utm\\_source=BC\\_LE\\_moocs&utm\\_medium=moocs-page&utm\\_campaign=workplace-english](http://www.futurelearn.com/courses/workplace-english?utm_source=BC_LE_moocs&utm_medium=moocs-page&utm_campaign=workplace-english)

### **Alison**

Alison also has courses aimed at specific workplaces. For example, English for a career in travel and tourism

**Website:** [www.alison.com/courses/english](http://www.alison.com/courses/english)

## **Future Learn**

For students interested in going on to University

Future Learn has free courses aimed at preparing students for using academic English at university

**Writing in English** – provided by Reading University

**Website:** [www.futurelearn.com/courses/english-for-study](http://www.futurelearn.com/courses/english-for-study)

**English for Academic Study** – provided by Coventry University

**Website:** [www.futurelearn.com/courses/english-academic-study](http://www.futurelearn.com/courses/english-academic-study)

## **General information and advice**

### **Migrant Help**

Advice and support for migrants in the UK

**Website:** [www.migranthehelpuk.org](http://www.migranthehelpuk.org)

0808 8010 503

### **GOV.UK**

The UK government website, where you can find further details on topics included within this guide, such as benefits, taxes and your rights and responsibilities:

**Website:** [www.gov.uk](http://www.gov.uk)

### **Education UK**

Information about the UK's weather, food and drink, language, clothing, religion and more.

**Website:** [www.educationuk.org/global/sub/welcome-to-the-uk/](http://www.educationuk.org/global/sub/welcome-to-the-uk/)

### **Citizen Advice**

Free, independent, confidential and impartial advice on your rights and responsibilities (England)

**Website:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Tel:** 0344 111 444

# Asylum process

colour key:

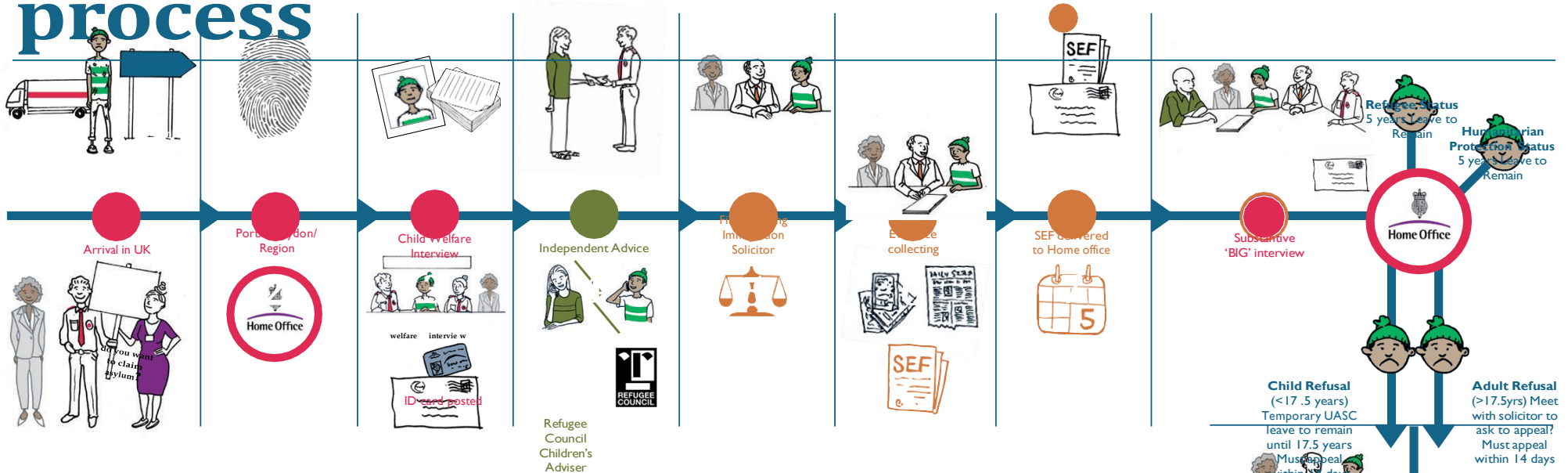
Home Office  
(UK Government)

Solicitor

Charity support services

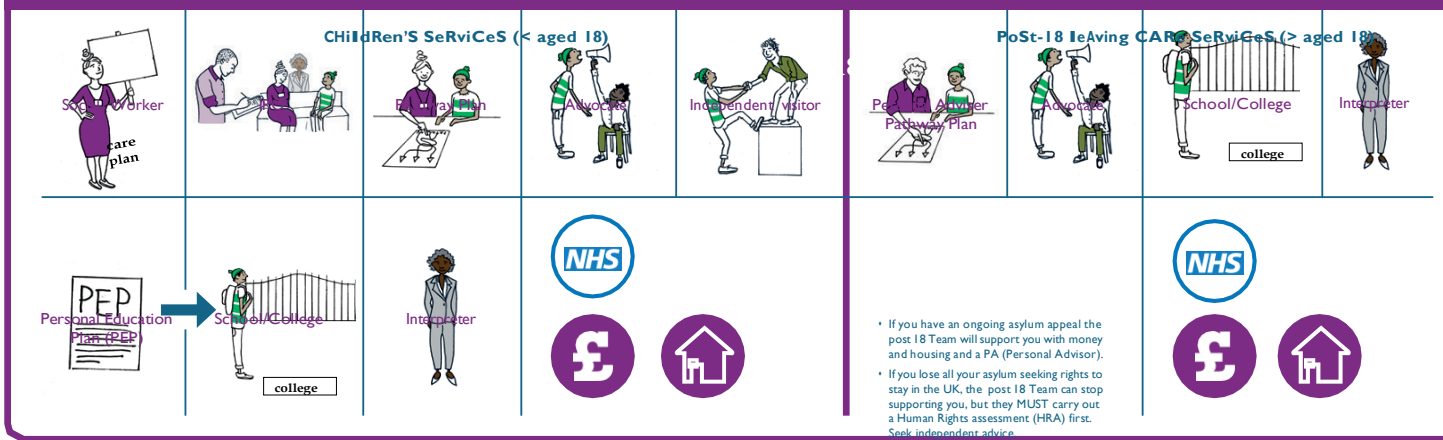
Social services  
inter

Interpr



Tel: 0207 346 1134

## Looked after Children's Services and Post 18 Leaving Care Services



- If you have an ongoing asylum appeal the post 18 Team will support you with money and housing and a PA (Personal Advisor).
- If you lose all your asylum seeking rights to stay in the UK, the post 18 Team can stop supporting you, but they MUST carry out a Human Rights assessment (HRA) first. Seek independent advice.
- If you leave the post 18 Team and still have rights to stay in the UK, then you can always return to ask for their support again - until age 25.

