



BHUMPERS GUIDE TO LIFE IN

LONDON

HILLINGDON

United Kingdom

*B for Befriending
H for Hillingdon
U for Unaccompanied
M for Minors
P for Project*



BHUMP

**“Supporting and
empowering
young people.”**

Supported by
The National Lottery[®]
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Hillingdon Community Trust

Funded by
Heathrow
Making every journey better

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Why this Booklet?



We are the authors of this booklet: young people who have come to England as unaccompanied asylum seekers a few years or a few months ago.

Although most of us are now settled, we remember the beginning of our lives in England and all the difficulties we faced.

We are writing this booklet to provide important information to young people who newly arrive in London seeking asylum.

This booklet is our way of giving something back, and ensuring that newly arrived young people feel guided, supported and not alone in the local community.

What is in this Booklet?

The information is based on our daily experiences in the London Borough of Hillingdon as we try to integrate into the host communities. It is said experience is the best teacher, therefore, we believe our different experiences may be of value to you. This booklet is meant to guide you with information you are most likely to need at the start of life in England. It is the kind of information we wish had been available when we first arrived here. We hope that you find this guide useful.



HRSG



HRSG is a charity that supports unaccompanied young asylum seekers and refugees in Hillingdon from all backgrounds and religions. HRSG is an Acronym. That is, each letter stands for a word!

H – Hillingdon

R – Refugee

S – Support

G – Group



We arrived alone to the UK, had experienced conflict and suffered a lot of stress and trauma and fled countries where wars have taken place. On arrival here we have faced so many different problems like immigration, loneliness, missing family, language, lack of support, sadness, depression. HRSG tries to support us in many ways and address issues we face.

HRSG offers:

- ❖ **Emergency bags;** include items of warm clothing and toiletries. Most of us arrived in the UK with nothing and found these essential items very helpful.



- ❖ Every **Monday 6.00pm – 8.00pm** at Olympic House and every **Tuesday 5.30pm – 8.00pm** in Key House. These sessions will help you gain life skills, meet new friends, learn new skills, gain confidence and learn about UK culture. Sessions include, group discussions, health workshops, budgeting, art, drama.etc



- ❖ On **Monday to Friday** at the HRSRG office – Key House, West Drayton and on **Saturdays** at Olympic House. We have benefited from these classes a lot because they have helped us improve our English and maths preparing us to pass our college exams.



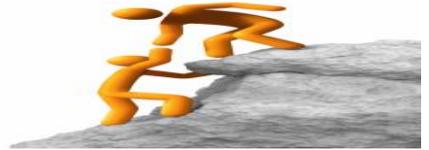
- ❖ Daily support by appointment at Key House. Homework, CV writing, emotional support, form filling, interview and research skills, volunteering, letter and report writing, confidence, self-esteem building. Talk to BHUMP Staff. They are here to support you.



- ❖ Fun educational and recreational activities during the summer



- ❖ **Mentoring and befriending** this is one to one support from an experienced Youth Worker and BHUMP staff in Key House.



- ❖ **Volunteering opportunities:** Volunteering is a great way to engage your free time and get involved in the life of the community. There are plenty of volunteer opportunities. Ask a BHUMP staff member for details



BHUMP Helping Hands (BHH)



BHUMP HELPING HANDS BHH: Pioneered by past BHUMPERS: Alan, Khalid, Ellena and Mamady. A great example of a young person led project. We are a group of young people who attend BHUMP working with staff to plan activities and sessions for other young people. You are welcome to come and join us and get involved with great ideas and help planning project activities. Have your voice heard. Meet and get involved in activities and volunteer with other young people from the community. Speak to a BHUMP staff member to get involved.



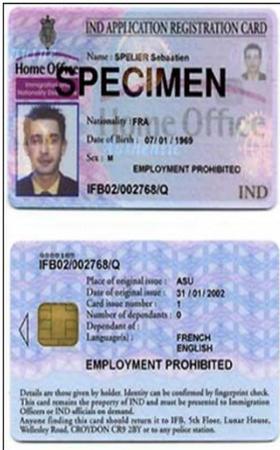
EMPOWERING YOUNG PEOPLE

Asylum Seeker or Refugee?



CLAIMING ASYLUM = ASKING FOR PROTECTION

While the Home Office deals with your asylum claim, you are considered to be an ASYLUM SEEKER and issued with an Application Registration Card (ARC).



You can use this card as ID to register at college and other services. But you cannot use it to find work! The card clearly states that employment is prohibited while you seek asylum. If you did not get issued with this card at the airport, your Social Worker or Keyworker can make you an appointment at the Home Office in Croydon so, you can be issued with one.



REFUGEE = PROTECTION HAS BEEN GRANTED

You are recognised as a REFUGEE and are no longer an asylum-seeker if the Home Office makes a positive decision to your asylum claim. In this case you get issued with 5 years leave to remain and after these 5 years, you can apply to settle in the UK. If you receive a negative decision from the Home Office, your solicitor can assist you to appeal. You're Social Worker or Keyworker will assist you in finding a solicitor who can support you with your asylum claim. The solicitor will see you for free because you are a minor.



London Weather



Winter December-February. Winter can be very cold and grey. It can be difficult to adjust to this if you come from a sunny and warm country. You will need to wear warm clothes. In winter the days are very short and it can get dark from 4.00pm.



Spring March-May. By early March there will be buds on trees. The days start to get longer and there is more sunshine. By May, the temperatures can get close to 20°C.

Summer June-August. Very long days and more sunshine. Average temperature: 24°C, and with 7 plus hours of sunshine per day. London can feel very warm on sunny summer days. But not all summer days are sunny, so enjoy the sun while it lasts!



Autumn September-November.

September can be a very pleasant month, with average maximum temperatures still 20°C, but nights can be cold. The leaves start to change colour and fall. The days start to get shorter and colder, leading to winter.

It is very important for you to learn to budget any money you have and save it for warm clothes, like gloves, scarf, hat, and a warm coat to wear during the cold winter months.



Your Keyworker & Social Worker

Your Keyworker can support you with the following:

- Problems at your accommodation.
- Help register you with local GP (doctor), dentist and optician.
- Help register you in education.
- Help find a solicitor who can support you with your asylum claims.
- Accompany you to your first appointments.
- Help you in gaining independent living skills, such as cooking, cleaning, etc.
- Have a meeting with you once a month, which is called a key work session. At this meeting, they will ask you some questions to find out how you are doing and if you need any support.



Your Social Worker can support you with the following:

- Visit you every 4 – 6 weeks at your accommodation.
- He/she has a duty to see you on your own and find out how you are. We advise you to be open with your Social Worker and let her/him know any difficulties you are facing.
- A Social Worker is responsible for completing your Care Plan or Pathway Plan with you and for making sure that everyone is following the plan in order to meet your needs.



Your Rights as an Unaccompanied Minor



YOU have the right to be safeguarded by the local authority (Hillingdon Social Services) in absence of your parents.

YOU have a right to be placed in 'suitable' accommodation that meets your needs. You have a right to voice your feelings and be heard. The location of the accommodation you are provided must not disrupt your education or your support network.

Local authority support for unaccompanied asylum-seeking children.

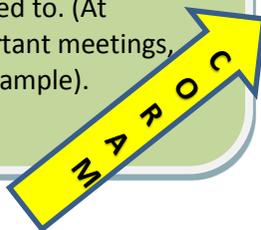
YOU have a right to have your developmental needs met and the local authority should make plans on how they are going to support you with your:

- Health
- Education and training
- Emotional and behavioural development
- Identity (religion, racial origin, culture, language)
- Family and social relationships
- Self-care skills

These plans should be included in your Care Plan and must be discussed with you.

YOU have a right to be provided with financial support. This can include travel expenses and educational help

YOU have a right to access advocacy services, someone who can speak on your behalf. An advocate can ensure that your wishes and feelings are listened to. (At important meetings, for example).



YOU have a right to receive support in finding an Immigration Solicitor to advise you on your immigration matter. You are usually entitled to get this legal advice for free through applying for Legal Aid. Your solicitor will explain this.

DID YOU KNOW?



During your asylum-interview at the Home Office, you have the right to be accompanied by an appropriate adult and to ask for a break when you need it.

YOU have the right to receive the same support as all other Looked After children and not to be discriminated against due to your race, culture, sexual orientation, faith etc.

YOU have a right to make a complaint if you are unhappy with the support you are receiving. Your Social Worker has a Duty to inform you about Complain Procedures, if you want to complain.

If you are unsure about your rights or would like more information you can contact:

CORAM VOICE

Freephone: 0808 800

5792 9:30-6pm

Email:

help@coramvoice.org.uk

SMS: 07758 670 369

Online:

www.coramvoice.org.uk

YOU have the right to have a personal education plan agreed by the Local Authority. This state's how you are going to be supported to achieve your goals and the steps you need to take to achieve them.



What about Education?



In the UK, by law, any child under the age of 16 is expected to attend school. If you are under 16 years old when you arrive, you are very likely to be placed with a foster family. Your foster carers and your Social Worker have a duty to register you at a local school.

16



If you are 16 years or over when you arrive, you will need to register at a local college: Uxbridge College or West Thames College.



Most of us had to enrol in an ESOL course to learn or improve our English, before we could enrol for other courses (such as engineering, for example). Your Keyworker and Social Worker will support you with registration.



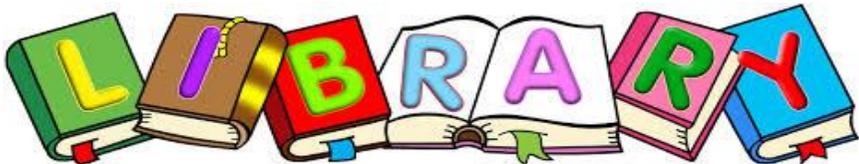
Asphaleia and **Ruislip Young People's Centre** are other options for those who arrive during the academic year and cannot get into college straight away.



train n. – to direct the growth of

HRSG office - Key House in West Drayton -

also offers English and Maths classes during the week. You can ask your Keyworker to refer you.



You will find a huge range of reading, learning and entertainment resources including the dictionary at your local library and online. There is free Wi-Fi, computer and web access. Joining the Library is free. There is a library in most towns in the UK. Ask your Key Worker or a BHUMP staff how to join.

EDUCATION IS THE KEY TO SUCCESS

How can you Access Healthcare Services?



Your Keyworker or Social Worker will assist you in registering with a local doctor (GP), a dentist and optician.

You go to the **GP** if you have any problems with your health. Your GP can prescribe medication and can refer you to see a specialist doctor in hospital.



The main hospital in the Hillingdon Borough is **HILLINGDON HOSPITAL**. It has an Accident & Emergency Department (A & E), where you must go if you have to be seen in an emergency.

You must have a dental check-up at the **DENTIST** every six months; even if you think you have no problems with your teeth.



You must have an eye-test at the **OPTICIAN**'s once a year as a Looked After Child. This is to ensure that you maintain a healthy vision. You will be able to have prescription glasses for free if you need them.



In case of life-threatening emergencies, you will need to call **999** and ask for the **AMBULANCE**. You will be asked over the phone about what the emergency is and about your address.

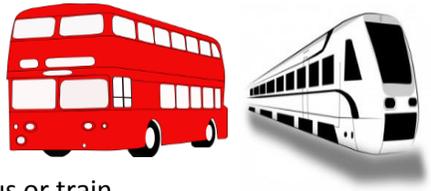


when it's less urgent than 999

NHS 111 – for urgent medical concerns

If you are worried about an urgent medical concern, call **111** and speak to a fully trained adviser. For less urgent health needs, contact your GP or local pharmacist. You should **always** use the **NHS 111** service if you urgently need medical help or advice but it's not a life-threatening situation

How to Travel Around.



You need an **OYSTER CARD** to use the bus or train.



You can get an Oyster Card from: **Uxbridge Train Station** and some **shops**. You must pay **£5 deposit**. A deposit means that you get the money back if you return the card. You also have to top up your Oyster Card with money in order to travel.

When using the train, touch **IN** and **OUT**, otherwise it will take too much money from your Oyster Card. When you travel by bus, you have to touch only once, when you enter.



If in College and full-time student, you can apply for a **16+ Student Oyster Card** with which you can use the buses for free and the trains at a good discount.



This card will have your photo on it and you are not allowed to give it to someone else to use. You must also not use anyone else's 16+ Student Oyster Card. If caught doing so, you can get fined, up to £20.

The London Underground rail network or "**the Tube**" is a great way to travel to and from Central London and will be an important part of most people's stay in the UK capital. It has many different lines to travel on. **London Underground Map**. You can pick one up upon arrival at any London tube station. There are free maps and guides available to help you get around.



LONDON BUSES

- ❖ Buses are an easy and cheap way to travel around.
- ❖ You can't pay bus fares with cash; you must use an Oyster card or contactless payment.
- ❖ A single London bus fare costs £1.50.
- ❖ Night buses run all night between the close of the Tube and the start of daytime bus services



HOW TO ASK THE DRIVER TO STOP A LONDON BUS

Buses only stop at designated bus stops. They do not stop on request between bus stops.

To ask the driver to let you off at the next bus stop, press one of the **red buttons** which can be found on the upright metal posts throughout the bus. You will probably hear a bell and see a **"bus stopping"** light appear at the front of the bus.

SOME OF THE BUS ROUTES YOU WILL USE DAILY TO TRAVEL IN HILLINGDON. THE ROUTES OPERATE IN BOTH DIRECTIONS

ROUTE	START	END
U1	Ruislip station	West Drayton station
U2	Uxbridge station	Brunel University
U3	Uxbridge station	Heathrow Central bus station
U4	Uxbridge station	Hayes ProLogis Park
U5	Hayes & Harlington station	Uxbridge station
U7	Uxbridge station	Hayes Sainsbury's
U9	Uxbridge station	Harefield Hospital
U10	Uxbridge station	Ruislip Heathfield Rise
222	Hounslow bus station	Uxbridge station
A10	Heathrow Central bus station	Uxbridge station
140	Harrow Weald	Heathrow Central bus station
350	Hayes, Hillingdon Asda	Heathrow Terminal 5

LONDON BUS STOPS: Buses run often during the day and you normally won't have to wait more than 5–10 minutes. Each bus stop has a letter at the top. Look at the timetable on the bus stop wall. If the same letter is listed next to where you're going, you're at the right stop. If you're not, it tells you where to catch your bus. The final destination of the bus and the bus number is displayed on the front and side of the bus. Check this before getting on. Not all buses travel the full route.



Remember to ALWAYS have a valid ticket when travelling. You will be fined if caught travelling without one!

Tips on Personal Safety

THINK
SAFETY FIRST,
LAST & ALWAYS.

We all want to be as safe as possible when out and about. Here are some simple precautions you can take to prevent yourself becoming a victim of personal crime:



Be sure your foster carers, your keyworker or your friends know where you are and how to contact you.



If possible, go out accompanied by friends and return home with them. Where possible, don't walk around at night on your own.

Try not to go into areas where you have never been before on your own, especially at night-time. Stay in well-lit, crowded areas and do not take short cuts such as alleyways or wooded areas.



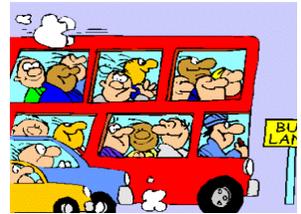
Do not accept a lift from someone you have just met (for example at a party) or from a stranger whilst out walking on the street.

Wherever you are, be aware of how to make an emergency telephone call (999) and the quickest way out.



101 is the number to call when you want to contact the local police - when it is less urgent than a 999 call.

When travelling on public transport, you are safest where there are other people, and where it is well lit. If you are at a bus station or railway station, try to wait in a busy area. Be aware that pickpockets and robbers operate on buses, trains and tubes; keep your personal property out of sight.



If you are on an empty train or on a bus, sit close to the driver. If someone makes you feel threatened, or uncomfortable, move to another seat or carriage. Try not to use badly lit bus stops.

SAFETY FIRST

**Refuse
To Be A Victim.**



Plan ahead. Before you go out, consider how you are going to get home. Can you travel home with a friend? What time does the last bus/train leave? Plan your route, know where you are going so you don't have to ask for directions and accidentally end up lost.

When out and about it is important to protect yourself from thieves stealing your personal belongings; keep your mobile phone out of sight and not in your hands. If your phone is stolen or lost, call your network to get it blocked.



Keep your bag closed: if it is open an opportunist thief or pickpocket is more likely to see what you have and take it.

If you feel uneasy about someone who is walking ahead of you, cross the road to avoid them or change your direction.



Stay alert! Leave your personal stereos, headphones, loud music off. They stop you being aware of or hearing what is going on around you.

Drink spiking is when mind altering substances like drugs or alcohol are added to your drink without you knowing. It can affect the way you behave. **Never** accept a drink from someone you don't know or leave your drink unattended. Take it with you if you can or appoint a friend as your drink watcher. Don't assume soft drinks won't get spiked— they do. If you think your drink has been spiked, contact the police on **101** as soon as possible.



And finally, remember that carrying a knife or a gun is **ILLEGAL IN THE UK** and the courts will take firm action if you are found with either in your possession.



Keeping Personal Details Safe



Wallet: Carry only essential cards in your wallet. Limit the amount of cash you carry to a minimum like £10.



Bank Card: It is important that you don't write your cards' pin number down and leave it in the wallet your bag or anywhere. It is best to try and memorize the pin number which is easier when you change what the bank sent you to some number you remember well.

Cash machine or card reader: Cover your pin when paying by card or withdrawing cash. Use cash machines that are amongst a crowd or busy streets and avoid using cash machines late into the night.

Scam Calls: All calls are scam until they are proven genuine. Follow the following steps unless you are pretty sure you know the caller.

- ❖ Never reveal personal details like: Pin, date of birth, address or account details
- ❖ Hang up
- ❖ Ring the organisation
- ❖ Don't be rushed
- ❖ Ask for a phone number to call them back on if you're unsure then Google the number to see if it's a scam
- ❖ Banks will send letters instead of calling you on the phone

SCAMS
TARGET YOU
PROTECT YOURSELF

Scam/Spam emails and texts: Do not open emails or click on any links in any emails from banks, shops or other institutions.



Tips for Staying Safe Online

The internet is a great place to be creative and chat with friends. But with hacks, scams, catfishing, malware and more, it can feel like a dangerous place these days. Here are some simple tips to help you avoid these problems.

TIP 1: Don't post any personal information online – like your address, email address or mobile number.

TIP 2: Think carefully about what you say before you post something online

TIP 3: Think carefully before posting pictures or videos of yourself. Once you've put a picture of yourself online most people can see it and may be able to download it, it's not just yours anymore.



TIP 4: Keep your privacy settings as high as possible.

TIP 5: Don't befriend people you don't know.



TIP 6: Don't meet up with people you've met online. Speak to your Carer, Social/ Key Worker or BHUMP about people suggesting you do.

TIP 7: Respect other people's views, even if you don't agree with someone else's views doesn't mean you need to be rude.

TIP 8: Never give out your passwords.

A password is like a toothbrush



TIP 9: Remember that not everyone online is who they say they are.

TIP 11: Always sign out of accounts on computers you don't own. You don't want someone to be able to access your details, just because you once signed into Facebook in an internet cafe, or on a public computer.

TIP 10: If you see something online that makes you feel uncomfortable, unsafe or worried: leave the website, turn off your computer if you want to and tell a trusted adult immediately.

Tips to Protect Your Phone

We have written this page because recently some of us have lost or had our mobile phones stolen. For many of us this phone is our life, it has all our contact numbers, internet, tv, memories, photos. Please read this carefully to see how you can stop yourself from being a victim of mobile theft like us.



Don't leave your phone unattended, out of your sight or left on a table – thieves can grab a phone from a table in seconds.

Always be aware of your mobile and your whereabouts and act accordingly. When you've finished using it, put it away.



Ensure you keep a record of your phone's **IMEI** number. This is a 15-digit unique number you can get by keying in ***#06#**. You need this information if the phone is lost or stolen. Don't keep a note of it on your phone as it defeats the object.

Use your device's security features, apps or PIN locking mechanisms to protect your data and prevent the phone being used if stolen.



REGISTER YOUR MOBILE TODAY

www.immobilise.com is a **FREE** web-based, secure, property registration system. It is endorsed and searchable by all 43 UK Police Forces. Fill in the online form and create your own account. You will receive an email from immobilise@immobilise.com with your login name and password.

Immobilise it. Register for free on an accredited mobile phone database such as Immobilise. This helps police to identify you as the rightful owner.

Track it. Consider installing a **free** tracker app on your smartphone. They're readily available online. If your mobile's ever stolen, act fast.



LGBT Young People



All BHUMP services are inclusive for **ALL** young people and always provide a safe environment for them to be themselves and not feel at risk of bullying or harassment. BHUMP values and respects **EVERYONE** for who they are. In the UK law, everyone must be treated equally and with respect irrespective of their age, disability, gender, race, religion or belief, sex, or sexual orientation. Some of us are LGBT and we wrote this information to help others.

LGBT is a commonly-used abbreviation for **Lesbian, Gay, Bisexual** and **Transgender**. It may also apply to those people who are questioning their sexuality.

EQUALITY



I AM ~~GAY~~.
 I AM ~~STRAIGHT~~.
 I AM ~~LESBIAN~~.
 I AM ~~BISEXUAL~~.
 I AM ~~TRANSGENDERED~~.
I AM HUMAN.

Difference doesn't matter.
 Understanding does.

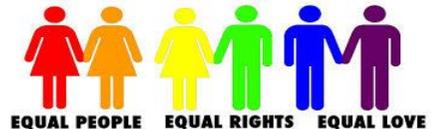


Straight - being 'straight' (or heterosexual) is when you are attracted to the opposite sex, i.e. a man being attracted to a woman, or vice versa.



Gay and lesbian - being 'gay' (or homosexual) means being attracted to people who are the same sex as yourself. The word "lesbian" is usually exclusively used for gay women, whereas the word "gay" can apply to both men or women.

Bi - bisexuality is when you are attracted to both males and females, and not exclusively to just one sex.



Transgender - is when you have changed your gender through gender reassignment surgery and become the opposite sex.

Support for LGBT



These organisations offer confidential advice, support and services, including helplines, for LGBT people.

THE ALBERT KENNEDY TRUST.

Supports young LGBT people between the ages of 16 and 25 years old. They can help with finding LGBT mental health services.

<https://www.akt.org.uk>

GENDERED INTELLIGENCE works with the trans community, especially young people (8-25), and those who affect trans lives.

<http://genderedintelligence.co.uk>

IMAAN is a support group for LGBT Muslims, providing a safe space to share experiences, with factsheets and links to relevant services.

<https://imaanlondon.wordpress.com>

LONDON FRIEND'S aim is to improve the health and mental well-being of LGBT people in and around London. **020 7833 1674**

<http://londonfriend.org.uk>

MERMAIDS provides support for families, teens and children with gender identity issues.

<https://www.mermaidsuk.org.uk>

STONEWALL. Empowers individuals in the UK and abroad by providing support and advice to help tackle discrimination and hate crimes.

020 7593 1850.

<https://www.stonewall.org.uk>

THE TERENCE HIGGINS TRUST is a national sexual health charity that provides information and support on STI's/HIV, and where to get tested.

<https://www.tht.org.uk>

UK LESBIAN AND GAY IMMIGRATION GROUP (UKLGIG) is a charity that promotes equality and dignity for LGBT people who seek asylum in the UK, or wish to immigrate here to be with their same-sex partner.

<https://uklgig.org.uk>



**WE ARE ALL THE
SAME INSIDE**

Bullying



Bullying can happen anywhere and be about anything.

If someone physically hurts you or verbally abuses you, that is bullying

SPECIFIC TYPES OF BULLYING INCLUDE:

- ❖ **Homophobic bullying** based on your sexual orientation
- ❖ **Racist bullying** because of your skin colour
- ❖ **Religious bullying** because of your beliefs or faith.
- ❖ **Sizeist bullying** referring to your body size
- ❖ **Sexist bullying** focusing on you being of the opposite sex
- ❖ **Cyberbullying** targeting you online, often anonymously
- ❖ **Bullying because you are different**

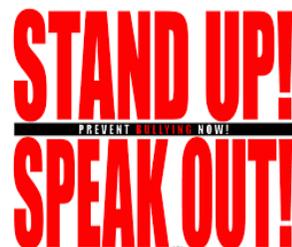


Anyone can get picked on. Being bullied can make you hate going to school, and you can feel sad, lonely and worse. Remember, it is not your fault - you have the right to live without being picked on. You might feel there is no way out, but there are lots of ways to get help.

BEAT BULLYING

Bullying probably won't stop unless you stand up and do something positive about it:

- ❖ tell someone you trust. You shouldn't feel bad about reporting someone if they are making you feel bad
- ❖ act confidently to send out the message that you're not afraid
- ❖ strength in numbers: stay with others. You're more likely to be picked on if you're on your own
- ❖ keep a diary and all text messages as evidence of bullying - you can use it later to show that you're telling the truth



Getting help for Bullying



Ignoring bullying won't make it go away. You need to tell someone about what is happening.

If the bullying is happening at college, talk to your Social/ Key Worker, or your teacher. Your teachers may have no idea that you are being bullied, and the college will have an anti-bullying policy to tackle it. If you feel you can't speak to your teacher, maybe a friend can do it for you.



If the bullying is happening out of college, talk to your Social/Key Worker, or ask to speak to your **BHUMP** Youth Worker after the Monday **BHUMP** sessions or contact **BHUMP** on **01895434728**.

Helplines and services:

CHILDLINE; www.childline.org.uk you can confidentially call, email or chat online about any problem big or small. **Freephone 24h helpline: 0800 1111**

Sign up for a ChildLine account on the website to be able to message a counsellor anytime without using your email address.

THE MIX; www.themix.org.uk Talk free to The Mix by phone, email or on their webchat. You can also use their phone counselling service, or get more information on support services you might need. **Freephone: 0808 808 4994 (13:00-23:00 daily)**

KOOTH.COM; <https://kooth.com> is an online counselling service that provides vulnerable young people, (11 – 25), with advice and support for emotional or mental health problems. **Kooth.com** offers a free, confidential, safe and anonymous way to access help.

Coping with Stress



FEELING STRESSED?

- Worried, Tense, Upset, Sad or Angry
- Being bullied, Problems with friends
- Worried about money, Immigration, Housing
- Exams, College, Health



EFFECTS OF STRESS

- Feeling tired
- Having problems sleeping
- Not able to eat
- Stomach aches, Headaches
- Aches and pains in your body



EFFECTS ON YOUR FEELINGS

- You may be feeling sad
- You may feel irritable
- Lose your temper easily
- Finding it hard to concentrate



Other ways to reduce stress:

- Get a good night's sleep
- Eat well
- Breathe
- Laugh

Ways of coping with stress:

Listen to music/
watch a film

Go for a walk

Call a friend

Exercise/ Gym

Write in a diary

Slowly count to 10 and take deep breaths

Talk to a GP/
Social worker OR
BHUMP staff

Get help online-
Remember
online safety!!!



Helplines and Services:

Your social worker/ Your GP

EPIC FRIENDS. Mental health problems are common. This website is all about helping you to help your friends who might be struggling emotionally. epicfriends.co.uk

SAMARITANS - Provides a 24-hour service offering confidential emotional support to anyone who is in crisis. Helpline 08457 909090 (UK) or e-mail: jo@samaritans.org



Loneliness and Isolation

Feeling alone is one of the biggest problems we faced on arrival to the UK. We came here after fleeing war, torture and persecution and had to re-build our lives and try to become a part of our new community. This was very challenging and difficult as some of us were unable to understand or speak English, and also arrived here completely alone. This made us feel lost, sad and very lonely, homesick, thinking about our families and friends and wondering where they are.

Loneliness can make us feel down. And if you feel like this, you can get help. There are several local organisations listed in this leaflet starting on page [47](#) who can help support you during this difficult period.



Everyone has feelings of loneliness and isolation from time to time. Of course it does not feel good and can lead to other feelings of anxiety, stress, and depression. Here are a few tips that really helped us.

Talk to someone you trust about how you are feeling. As hard as it may seem, try opening up to someone close to you and sharing with them what you are going through. By sharing your feelings you will find that people really do care about you and are there to help you through your difficult time.



BHUMP can help: Sports, recreational activities, outings, meeting new friends, listening, talking, and finding you help.

You can help: by being kind, asking other young people near you how they feel and if they want to have a chat, **listen** or advise them to get help.

Keeping active, and participating in different activities, was the best thing that we did to help ourselves. Take a jog around the block – it is free; join a gym; attend BHUMP. Exercise can do a lot to clear your head and improve your mood, and you might be surprised by who you might meet while doing it!



Volunteer in the community and help yourself by helping others. Sometimes the only thing that can drag us out of focusing on ourselves is focusing on others instead. Volunteering with other young people, gardening, animals, or the homeless were all ways we gave our time to help others. It made us feel useful and wanted and helped us feel better about our life.

Some of us found it easier to go on the internet and look for groups helping with emotional well-being and self-improvement or groups that talk about books, hobbies, and other interests. **Please do not forget the tips for being safe**

It helped some of us to count and write down our blessings every day. It might seem hard but it helps to try to look at positive things and think of people worse off than you like those still in the war, in Syria, Sudan or those in Calais etc. You can make up your own but here are some that helped us:



- I am away from the war
- I am alive and woke up today
- I have a roof over my head
- I have a kind heart
- I have food and clean water
- I am blessed
- I am a good person
- I have kind people helping me

British Etiquette Do's



Good Manners

In the UK manners or etiquette (et-i-ket) are very important. Certain behaviour is expected. We found these very helpful in mixing and fitting in with people.

It is very good manners to say "**Please**" and "**Thank you**". It is considered rude if you don't. You will notice that in England people say thank you a lot.



Do stand in line: wait patiently for your turn e.g. in a shop, boarding a bus. It is usual to queue when required, and expected that you will take your correct turn and not push in front. 'Queue jumping' is not good.

Do say "Excuse Me":

If someone is blocking your way and you would like them to move, say excuse me and they will move out of your way.

Excuse Me Pardon Me



Always cover your Mouth with your hand or a tissue: when yawning, coughing, or sneezing.



Do Open doors for other people. Men and women both hold open the door for each other. It depends on who goes through the door first.



Do Smile: if you can. A smiling face is a welcoming face.



Do Shake Hands: When you are first introduced to someone, shake their right hand with your own right hand



Do say sorry: If you accidentally bump into someone, say 'sorry'. They probably will too, even if it was your fault.

British Etiquette Don'ts

<p>Don't throw any rubbish or cigarette butts on the floor in the street or anywhere. If you are caught you will get a fine of £80.</p>		<p>Try not to talk too loudly in public.</p>	
	<p>Don't steal from shops! there are cameras and guards everywhere (small shops, big department stores and street markets) even if you don't see them. Sometimes they don't wear a uniform.</p>		
<p>Do not stare It is rude to stare. Privacy is highly regarded.</p>		<p>Do not spit. Spitting in the street is considered to be very bad mannered.</p>	
	<p>Do not pick your nose in public: People are disgusted by this. If your nostrils need cleaning, use a tissue.</p>	<p>REMEMBER GOOD MANNERS ALWAYS. PEOPLE WILL JUDGE YOU BY YOUR BEHAVIOUR</p>	
	<p>EXCUSE ME PLEASE</p>	<p>Do not burp in public; You may feel better by burping loudly after eating or drinking, but other people will not! If you cannot stop a burp from bursting out, then cover your mouth with your hand and say 'excuse me' afterwards.</p>	
<p>Do not pass wind in public Now how can we say this politely? Let's say that you want to pass wind. What do you do? Go somewhere private and let it out. If you accidentally pass wind in company say 'pardon me'.</p>			<p>PARDON OR EXCUSE ME</p>

Common UK Expressions & Slang

To improve your English speaking in a short time, it is helpful to learn the meaning of common phrases, expressions, slang and daily use sentences that English speakers often use informally especially with friends and family. Use the formal way of speech whenever possible. Here is a very short list that helped us communicate better in our daily life especially in college. You can also practice and learn more of these with your BHUMP Tutor.

SLANG	MEANING
Innit?	Isn't it?
Fave/fav	Favourite
Take the piss out of someone	Tease someone
Don't mug me off	I am not an idiot, you know.
Cheeky	A little rude but funny
Have a beef with someone	Fight or have an argument with someone
Quid	Pound
To be wasted	To be drunk
Skint	Without money, broke, bankrupt.
Something is Sick	Something is very nice
Mate	Friend
A tenner / A fiver	10 Pounds / 5 Pounds
Cheers	Thank You / Bye
Bloody	Absolute / Very
To be gutted	To be disappointed
To be chuffed	To be very pleased about something
To fancy someone or something	To like someone or something
Flog Something	To sell something quickly and cheaply
To leg it	To run away
To nick	To steal

Remember, using swear words shows a lack of English or being able to express yourself properly. **It is** not cool to swear. Try and use a better word or express how you feel without swearing.



Common English Phrases

You can find other common phrases in books in the library or online

Phrases to ask how someone is:

What's up?
What's new?
What have you been up to lately?
How's it going?
How are things?
How's life?

Phrases to say how you are:

I'm fine, thanks. How about you?
Pretty good.
Same as always.
Not so great.
Could be better.
Can't complain.

Phrases to say thank you:

I really appreciate it.
I'm really grateful.
That's so kind of you.
I owe you one. (this means you want/need to do a favour for the other person in the future)

Phrases to respond to thank you:

No problem.
No worries,
Don't mention it.
My pleasure.
Anytime.
You are most welcome.

Phrases to say I'm sorry:

Use this phrase to apologize, whether for something big or small. Use **"for"** to give more detail. For example:
I'm sorry for being so late.
I'm sorry for the mess. I wasn't expecting anyone today.
You can use "really" to show you're very sorry for something:
I'm really sorry I didn't invite you to the party.

Phrases to say excuse me:

When you need to get through but there's someone blocking your way, say **"Excuse me."** You can also say this phrase to politely get someone's attention. For example:
Excuse me sir, you dropped your wallet.
Excuse me; do you know what time it is?

Phrases for cold weather:

It's a little chilly.
It's freezing. (= extremely cold)
Make sure to bundle up. (bundle up = put on warm clothes for protection against the cold)

Phrases for hot weather:

It's absolutely boiling! (boiling = extremely hot)
It's scorching hot outside.

Notable UK Dates **DATES TO REMEMBER**

You will learn more about these and other important UK dates during BHUMP life skills sessions and also in College.

JANUARY - FEBRUARY

1 January: New Year's Day. On New Year's Eve (31 December) it's traditional to celebrate midnight.

There are parties across the country. New Year's Day is a public holiday so celebrations last late into the night!

Late January-early February: Chinese New Year - See food stalls, fireworks and dragons on many streets

London's celebration is the biggest outside of Asia, offering plenty of colour, sounds and delicious smells.

Shrove Tuesday: also known as Pancake Day falls the day before Lent begins. Lent is the traditional Christian period of fasting which begins 40 days before Easter and ends on Easter Sunday.

Not all Christians fast. Some prefer to give something up for Lent such as chocolate. Because fasting meant that lots of food would spoil, people would use up their eggs, milk and sugar by making pancakes.

14 February: Valentine's Day



Take your loved one out for dinner and give them a Valentine's card, chocolates or flowers to celebrate this day of romance.

MARCH - APRIL

1ST March: ST David's Day - Many people pin a daffodil to their clothes, and wear traditional costumes.

People in Wales and those of Welsh origin celebrate the life of their patron saint, St David,

17 March: St Patrick's Day



Celebrated by Irish communities all around the world. People dress in green.

1st April: On April Fools' Day it is acceptable to play tricks and practical jokes on people.

Even newspapers, TV and radio shows often feature fake stories to try and trick people. Any jokes must be played before midday and if you catch someone out, you must shout '**April Fools!**' After noon, 'the joke is on you'.



<p>23rd April St George's Day.</p> 	<p>St George is the patron Saint of England. There is a legend that he bravely killed a dragon!</p> <p>The Cross of Saint George is red on a white background and is the national flag of England.</p>
<p>Easter: 2 bank holidays on Good Friday and Easter Monday. This Christian holiday is normally celebrated with a meal, usually with roast lamb to mark the start of spring.</p>	<p>Another delicious tradition is chocolate eggs sold in different sizes from tiny ones to some the size of your head!</p>
<p>MAY</p>	
<p>First and Last Mondays of May</p>	<p>Early May bank holiday and Spring bank holiday</p>
<p>Muslims use a lunar calendar which differs in length from the Gregorian calendar used worldwide. This means the Gregorian date of Muslim holidays, shifts slightly from one year to the next, falling about 11 days earlier each year</p>	
<p>Ramadan. Islamic holy month of fasting. The first day of the month of Ramadan in 2018 was May 17.</p>	<p>During this month, Muslims fast from early morning (before dawn) through to sunset. Fasting means no food, drink or smoking.</p>
<p>JUNE – JULY</p>	
<p>Eid al-Fitr: this means Festival of the Breaking of the Fast. In 2018 it was June 15.</p>	<p>is an important religious holiday celebrated by Muslims worldwide that marks the end of Ramadan.</p>
<p>June: The Queen of England's official Birthday. The Queen's real birthday is on the 21st of April however it has been a tradition since 1748 for the state to celebrate the king or queen's birthday in June.</p>	<p>This is because in June there is more likely to be nicer weather, so the Queen can celebrate her birthday with civilians in nicer weather. A military parade known as Trooping the Colour is held in London and is attended by the Royal Family</p>
<p>21 June: Summer solstice -</p>	<p>Celebrate the longest day and shortest night of the year</p>
<p>AUGUST – SEPTEMBER</p>	
<p>Eid al-Adha: on August 21st in 2018</p>	<p>This is the second Eid celebration in the Muslim year. The name means Festival of the Sacrifice.</p>

OCTOBER – NOVEMBER

31 October: Halloween - based on the ancient Celtic religion

Expect to see Children and adults dressed up in scary costumes and masks

5th November: Bonfire Night This event marks the anniversary of Guy Fawkes' plot to blow up the House of Lords in 1605.

Wrap up warm and go to one of the many organised bonfire night events. BHUMP yearly arranges for young people to attend Brunel University spectacular firework display.

Diwali: The 5 day Festival of Lights for Hindu, Sikh and Jain communities is marked in several UK cities.

Leicester's extravagant street parties with traditional food, music, dancing and fireworks is one of the biggest Diwali celebrations outside of India.

Remembrance Day: the second Sunday every November honours the heroic efforts, achievements and sacrifices that were made in past wars. **2 minutes** of silence is also made on November 11 at 11am.



In the weeks leading up to 11th November, The Royal British Legion charity sells paper poppy flowers to raise funds for veterans and their families (the poppy is a symbol of Remembrance Day). You will see many people wearing a poppy during this time and can get one from any local shop by contributing a few coins.

DECEMBER

December: Hanukkah – The Festival of Lights celebrated by Jewish communities across the UK.

The Menorah (the candelabrum lit during Hanukkah) in Trafalgar Square in London is the largest in Europe.

25 and 26 December: Christmas Day and Boxing Day – both are bank holidays when many people spend time with friends and family.

Christmas means a big celebration in the UK! The build-up starts weeks before with Christmas markets, parties, trees, presents and mince pies taking centre stage through most of December.



Tips for Integrating



Here are some things we learnt that have helped us settle in the UK and feel less isolated. We are sharing them with you hoping they help you too. These little cultural differences will be a regular part of adapting to life in UK, and so it's important to learn them so you get used to life in UK. **Remember that integration is a two way street.**

English language skills are most important. Learn the language properly, and get used to it. Look on the internet, YouTube, library and get books which help with particular words used by British.



Understand British humour and irony. Accept the jokes. One of the things we found most confusing about British culture is humour. Bantering or "taking the mickey" are all ways to describe making fun of someone but this isn't necessarily a bad thing. Teasing someone is a common way to show affection.

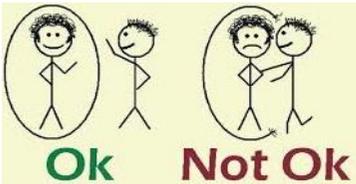
Learn about the **British culture** and how people behave (manners). That does not mean you should forget about your own culture and values. Just make sure they fit with the British norms of politeness, respect and tolerance.



The British are punctual. Being late is odd and, in some cases, considered to be rude. If you're going to be late to something, contact those involved as soon as you know you will be late.

Never jump lines, known as **"queues"** in UK. In some countries jumping the queue may be acceptable, but in UK, people may not be very happy with you and will definitely let you know how unhappy they are about the situation. **Standing patiently** in the queue is a normal part of British culture.





Respect one's personal space. You should not stand too close to people when you talk to them. English people find this uncomfortable.

Please, thank you, and sorry are normal parts of everyday conversations and interactions. Some of us were really surprised by how polite some British people are. You may not be used to this, but you will have to learn this.



If you are on public transport, you are expected to give up your seat if someone who is disabled, pregnant or older and less able to stand comes onto the vehicle and there is no other seat. If an older adult or a disabled person seems to be struggling with something, it is respectful to ask the person if they need your help.

Eye contact or staring: In public, on public transport, people avoid making eye contact with strangers. Most people either read or look towards the ground slightly rather than at peoples' faces. People find it uncomfortable if they feel as though someone is watching them.



Understand the differences. The United Kingdom is made of different countries (**England, Scotland, Northern Ireland and Wales**) and numerous different regions that all have their very own and very different traditions, dialect and even language.

Be patient. Remember, it will take time to settle in the UK and if you follow the tips you have a better chance of fitting in very well. Many people in UK are very kind and helpful but, like everywhere in the world, there are some ignorant people who are not very welcoming. As long as you still follow your own values of honesty and treat everyone you come across with respect, you will settle in well. Also do not forget to thank the people who help you!!!

English Money



1£ (Pound) = 100p (pence)

Notes



£5 Pounds



£10 Pounds



£20 Pounds



£50 Pounds

Coins



1 Penny



2 Pence



5 Pence



10 Pence



20 Pence



50 Pence



1 Pound



2 Pounds

BUDGETING; Speak to your Keyworker or a BHUMP staff member if you need help and advice on managing your money so it can last longer.



Shopping



There are lots of supermarkets for you to choose around the area:



Uxbridge:



- Sainsbury's (U1,U2,U3,U4,U5,U7,222, A10)
- M & S (U1,U2,U3,U4,U5,U7,222, A10)
- Tesco (U1,U2,U3,U4,U5,U7,222, A10)
- Iceland (U1,U2,U3,U4,U5,U7,222, A10)



1. Lidl (U5, 222)

Hayes:



2. Iceland (U4, 140, E6, 350)
3. Asda (U4, 140, E6, 350)
4. Lidl (90, 40, 427,U7)
5. Sainsbury's (U7, U3)
6. Tesco (U4, 427, E6)



West Drayton



- Morrison's (U1,U3,U5, 222)
- Iceland (U1,U3,U5, 222)
- Aldi (U1,U3,U5, 222)
- Tesco Superstore (U1,U3,U5.222)



Tips on Shopping...



TIP 1: Make a quick shopping list; spend just a couple of minutes itemising what you need and which shops to go to. Having a plan of action reduces the chance of impulse buys, saving you time and money!



TIP 2: Sometimes if you go to supermarkets later in the day (3 hours before it closes), they discount food to really cheap. So when you next go into the supermarket, just ask a worker if they have a discount section.

TIP 3: To save money, bring your own plastic bags or reusable bag because supermarkets charge 5p for one!



£1.29
for 24

TIP 4: Don't be afraid to buy the cheap store-brand stuff because it probably tastes exactly the same. Store-brand cereal is just as good as the slightly more expensive cereal, so save those pennies!



£2.39
for 24



TIP 5: Shop in the cheapest Store possible. You can check prices online to find the cheapest!



Let's get
cooking

TIP 6: Cook from scratch. Save money by reducing spending on takeaways. Preparing and cooking your own meals is generally cheaper than buying a takeaway or a ready meal, and because you control what goes in to your dish, it can be healthier.



NEED HELP COOKING? SPEAK TO YOUR KEY WORKER OR TO BHUMP STAFF.

Discount Shops



The budgeting and life skills we have gained during BHUMP sessions have helped us look after the money we have and not waste it.

TIP 7: Buy most of your things at good discount shops around our community. Some of these shops are: Primark, Peacock, Matalan, Lidl, Aldi, Pound Land, Wilkinson and B&M Stores.



TIP 8: Charity Shops are a great place to find decent cheap second-hand items at a very good price. Shop carefully for books, clothes, shoes, household items, you can find many good bargains. Just wash the clothes before use. They look as good as new. There are many Charity shops around and here are a few; Scope; 18 Station Rd, Hayes, UB3 4DA
The Salvation Army; 2 Westbourne Parade, Uxbridge, UB10 0NY.

I ❤️ **SAVING MONEY**

Harlington Hospice; Station Road, West Drayton, UB7 7DD.

Barnardo's; 2 Fairfield Road, West Drayton, UB7 7DS.

TIP 9: Always check and keep your receipt after you have bought your goods from any shop. If they are faulty, you have a right to return them as long as you do so within 2 weeks or time stated on the receipt.



TRAINING	
Customer Card Number	XXXXX00001
*BAKESHOP	
*VESTERDAYS MUFFIN	3.87 *
*GROCERY	
*BONE MAR & FR PRE	4.99 *
*BONE MAR APRE PR	4.99 *
*SB PURE MPL SYR	6.49 *
*PRODUCE	
*T01 0.30 LB #	\$3.49/ 1LB
*JALAPENO PEPPER	1.05 *
*T01 0.30 LB #	\$1.99/ 1LB
* Stop & Shop Card Savings	-0.45 *
* Price with your card	0.60
*T01 2.00 LB #	\$0.99/ 1LB
*MUSTARD GREENS	2.01 *
*PRODUCE EACH	1.99 *
*PRODUCE EACH	1.99 *
*PRODUCE EACH	1.99 *
*T01 1.21 LB #	\$3.99/ 1LB
*RED PEPPERS	4.83 *
*T01 1.21 LB #	\$2.49/ 1LB
* Stop & Shop Card Savings	-1.82 *
* Price with your card	3.01
* Total before savings	\$26.19
* Your Total Savings	\$2.27
* Total after savings	\$33.92
* Total	\$33.92
* Misc Tnd	\$33.92
* Change	\$0.00

Traditional Food



There are lots of supermarkets around that sell traditional foods from your home country; here are a few:

- **Sira Cash and Carry-** Asian, African and European food (Amrit House, Springfield Road, Hayes, UB4 0LG)
- **Hayes food Centre-** Iranian, Turkish and Middle Eastern food (66-68 Coldharbour Ln, Hayes UB3 3ES)
- **Continental Food Store-** African food (The Arcade Unit 7, High St, Uxbridge UB8 1LG,)
- **MIESZKO Polski sklep-** Polish food (784 Uxbridge Rd, Hayes UB4 0RS)
- **Yiewsley Food Centre-** Fruit, vegetables and food from Asia, Middle East, Africa, Europe. (73-75, High Street, Yiewsley, West Drayton, Middlesex, UB7 7QH)

*Please ask your Social Worker, Key Worker, and/ or Youth Worker at Key House if you need help getting there.

EXAMPLE: If you are looking for traditional food from your country, type it into Google:



iranian supermarket in hayes



All

Maps

Shopping

News

Videos

More

Settings

Tools

About 27,400,000 results (1.02 seconds)

Turkish Supermarket in Hayes, Middlesex | Reviews - Yell

<https://www.yell.com/s/turkish+supermarket-hayes-middlesex.html> ▼

Find Turkish Supermarket in Hayes, Middlesex on Yell. Get reviews and contact details for each ...
"oriental supermarkets ...All kind of Turkish ,Iranian,Middle.

You may also find some food from your home country in the 'World' section in your local supermarkets like 'Asda', Sainsbury's and 'Tesco'.



Struggling to buy food? No money?
Speak to BHUMP for Foodbank information. We may be able to help you with a free food package.

Entertainment/Leisure



Hillingdon has some of the best sports and leisure facilities in London, offering a huge range of activities and classes for everyone. There are many different things to do around Hillingdon to keep you entertained.

ODEON (Uxbridge) - Cinema. See the latest films here on IMAX, 3D and 2D. **(£7-12 for students)**



BOTWELL LEISURE CENTRE (Hayes) – Swimming, Gym, Sauna and lots of different sports. **(£2 per hour)**

UXBRIDGE LIDO - for swimming outside, it's very nice in summer! **(£1.20 – 3.70 per hour)**



Find out about the **BATTLE OF BRITAIN BUNKER (Uxbridge)** – which played a big role in British history in 1940 **(Entrance £3 each)**

PARKS AND OPEN SPACES. Hillingdon is the second largest London Borough with over 200 green spaces covering about 1,800 acres, so many places to discover.



OUTDOOR GYMS. Hillingdon has 18 outdoor gyms in beautiful parks and open spaces designed to encourage residents to keep fit and active. **(Free of charge).** For a list of sites visit; www.hillingdon.gov.uk/outdoorgyms



RUISLIP LIDO - offers a range of facilities situated around a 40 acre lake and is home to many species of wildlife. Great for walks, swimming, and enjoying a sandy beach. **(Free entrance)**

HILLINGDON TRAIL - A lovely area to go and relax. Great for cycling, picnics, walks and runs **(Free entrance)**.



WALK HILLINGDON - Free local enjoyable led walks across Hillingdon for all fitness levels. Each walk lasts between 30 minutes and 2 hours and is designed to improve health and wellbeing. You can meet new people and also familiarise yourself with the local area.

www.hillingdon.gov.uk/explore



HEATHROW BOWL (Harlington/Hayes)
- Bowling, arcade and pool tables! **(£4 per game per person)**



THE WILLIAM BYRD POOL (Harlington)

Offers a more personal swimming experience, the only facility is a swimming pool, which has no balcony or other facilities overlooking it, so you can swim with a bit more privacy.



THE POLISH WAR MEMORIAL- is a war memorial in South Ruislip in memory of airmen from Poland who served in the Royal Air Force as part of the Polish contribution to World War 2.



Sports



There are many different sports you can be involved in around the area. Here are a few examples

- ❖ BHUMP Running and Football Club
- ❖ Uxbridge **Football** Club
- ❖ Yeading and Hayes **Football** Club
- ❖ **Basketball** at Hillingdon Leisure centre



SOCIAL BIKE RIDES- UXBRIDGE.

Free social bike rides take place from **Bikewise** on the 2nd and 4th Sunday of every month. Get fit, meet new people and have fun! Rides are for all ability riders to many locations. Please check their website www.bikewise.gb.com for dates and destinations.



If you need a bike to help you get around, you may be able to get a second hand or used bike. Speak to Freda in Key House. You will be put on a waiting list which may take up to 3 months. You will also need to have an ARC or BRP no to register for a bike.

For ALL sports in Hillingdon, please go to this website:

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



Places of Worship.



Local Catholic Churches:

- ❖ Our Lady of Lourdes and St. Michael (The Presbytery, Osborn Rd, Uxbridge UB8 1UE)
- ❖ Immaculate Heart of Mary church (Hayes UB3 2BG)
- ❖ St. Catherine RC Church (20 The Green, West Drayton UB7 7PJ)



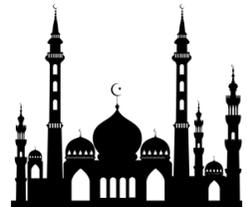
Other Churches:

- ❖ Hillingdon *Pentecostal* church
- ❖ All Saints Hillingdon- *Church of England*
- ❖ Salem *Baptist* Church- Uxbridge



Local Mosques:

- ❖ Hayes Central Mosque (3, Pump Ln, Hayes UB3 3NB)
- ❖ Hillingdon central mosque- Uxbridge (UB8 9HE)
- ❖ West Drayton Central Mosque (1 Colham Mill Rd, West Drayton UB7 7AD)



Sikh Temple:

- ❖ Hayes Sikh temple (Golden Cres, Hayes UB3 1AQ)



Hindu Temple:

- ❖ Shree Adhya Shakti Mataji temple (55, High Street, Cowley, Uxbridge, London, Middlesex UB8 2DX)

If you are looking for a different place of worship, ask your social worker/key worker or someone here at BHUMP. You can also type it into google.

Directory of Services

The services listed below are those you are most likely to access and are especially here to support your needs.

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.

Address:

Looked After Children's Team
London Borough of Hillingdon
Children and Young People Services
Civic Centre
Uxbridge, UB8 1UW

CHILDREN & YOUNG PEOPLE'S SERVICE.

We work with young people 18-25

Address:

Children and Young People's Service.
London Borough of Hillingdon
2 South, Civic Centre, High Street
Uxbridge
UB8 1UW
01895 250111

MAPS (MULTI AGENCY PSYCHOLOGICAL SUPPORT)

If you have a **Hillingdon Social Worker** you can ask them to speak to **MAPS (Multi Agency Psychological Support)**.

MAPS give support to social workers, foster carers and young people.

If you are feeling very low and sad, or very worried and scared ask your social worker to talk to **MAPS**.

If you are having nightmares or scary thoughts about something that has happened to you in the past, ask your social worker to get advice from **MAPS** about how to help you.

If you want some support - ask your social worker to talk to **MAPS**.

We work together with **CAMHS (Child and Adolescent Mental Health Service)** to offer support to children and young people in care.

If you have a **Hounslow Social Worker** you can ask them to speak to the **LAC therapeutic team**.

This team gives support to social workers, to foster carers and to young people.

You can also attend a monthly support group - ask your Social Worker for information.

If you have a **Social Worker from another area**, you can ask them to refer you to **CAMHS (Child and Adolescent Mental Health Service)**.

Or you can ask your doctor (**GP**) to refer you to **CAMHS**.

In an **emergency** speak to your **GP** or **Social Worker** or go to **A&E** at the hospital.

SUPPORT AND TREATMENT FOR YOUNG PEOPLE WITH MENTAL HEALTH DISORDERS.

Referral via General Practitioner (GP).

The new address is

**Hillingdon Child & Adolescent Mental Health Service (CAMHS)
Central and North West London NHS Foundation Trust
Minet Clinic**

Avondale Drive, Hayes, Middlesex, UB3 3NR

Tel: 01895 256521

CORAM VOICE

Advocacy provider for Hillingdon

Issues Based advocacy services for Hillingdon. Independent visitors, Return home interviews.

Making a referral to the service could not be easier.

For young people:

Freephone: 0808 800 5792

Email: help@coramvoice.org.uk

SMS: 07758 670 369

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.

CORPORATE PARENTING BOARD

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@hillingdon.gov.uk
01895 277689
<http://www.hillingdon.gov.uk/kidsincare>

HEALTHWATCH HILLINGDON

Healthwatch Hillingdon is your local health and social care watchdog. We are independent of the NHS and the local Council.

We help to give you a voice in how local health and social care services are delivered e.g. doctors, hospitals, dentists and make sure your views are represented with these services.

We can provide you with information, advice and support about local health services and we can help you raise concerns and complaints when you are not happy with the service you receive.

Tel: 01895 272 997

Email: office@healthwatchhillingdon.org.uk

**20 Chequers Square, The Pavilions Shopping Centre,
Uxbridge, UB8 1LN**

www.healthwatchhillingdon.org.uk

PEEPAL TREE SUPPORT SERVICES.

We are a supported accommodation service who provides tailored support services for young people aged between 16 and 25 years old.

We work with different client groups but specialise in supporting asylum seeking young people who are under the care of social services.

We assist the people we work with to settle in to the UK and build a foundation from which they can progress and go on to live independently.

Some of the support we offer includes helping the following areas...

- Developing Independence skills such as cooking, self-care, personal organisation and tenancy management
- Improving Budget management to help young people's financial wellbeing
- Assisting young people to find education, employment and training opportunities.
- Helping young people to access services that will fulfil cultural, religious, leisure and sporting interests.
- Support to access appropriate services in relation to asylum claims and other legal appointments.
- Support to address physical and mental health needs.

We believe that each person is an individual and we tailor our support to reflect this. We work very closely with each person and take our time to understand their life story and appreciate their views so we can help them in the best possible way. We also encourage young people to provide their thoughts on how we work so we can improve our service.

We are passionate about helping young people. So, if you see us and want to ask a question then please do come and say hello. If we can't help you ourselves, we will do our best to sign post you to the best people who can.

For more information please visit our website at:

www.peepaltree.co.uk

LONDON YOUNG REFUGEE SERVICE

OVERVIEW

The Young Refugee Service works with unaccompanied refugee and asylum-seeking young people aged 15-21, supporting them through the asylum process and social care system as they transition through to adulthood.

RnB PROJECTS

Our five Refugee and Befriending (RnB) Projects - in Islington, Lewisham, Camden, Hammersmith and Croydon - meet weekly during term time and aim to build confidence, improve English, and develop life skills through activity-based sessions. The projects provide 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 to learn to live independently.

Lewisham – every Monday, 5.30 – 8pm

Camden - every Monday, 5.30 – 8pm

Islington – every Tuesday, 5.30-8pm

Hammersmith – every Wednesday, 5.30-8pm

Croydon – every Saturday, 12.30-4.30pm

CASEWORK

The Young Refugee casework team take London-based referrals from the RnB projects, and undertake a range of duties designed to empower young people to access their entitlements in the UK and plan for their future. With a focus on holistic support packages, our casework provides guidance on questions of immigration and welfare, as well as help to access statutory medical, legal and educational services. The casework team also promote refugee support, international family tracing and youth services.

ESOL AND STUDY CLUB

The ESOL and Study Club is aimed at young asylum seekers and refugees aged 15-25, in or out of education, looking to improve their English and numeracy skills and to receive support with their homework through Creative ESOL techniques and one-to-one support.

CONTACT

For more information on the services we provide, please contact:

londonyrs@redcross.org.uk

Useful Contacts



Organisation	Services provided	Contact details / Address
HRSG (Hillingdon Refugee Support Group)	Life Skills, emotional support, tutoring, mentoring, befriending, advocacy	Key House, 106 High St, Yiewsley, West Drayton UB7 7BQ Email: admin@hrsg.org.uk Tel: 01895 434 728.
Olympic House Hillingdon run hostel for young people	Accommodation, Key worker support	Olympic House, 1 Grove Lane Hillingdon, UB8 3RG Tel: 01895 250 853
Samaritans of Hillingdon	Confidential emotional support for people experiencing feelings of distress or despair. If something is troubling you, get in touch day or night.	2 Press Road, Uxbridge, UB8 1AT. Tel: 01895 253355 Free phone Tel: 116 123 Email jo@samaritans.org SMS: 07725 90 90 90.
P3 Navigator.	Housing advice, homelessness, health, welfare, education, employment and training	18e Fairfield Road, Yiewsley, West Drayton, UB7 8EX Tel: 01895 436114
Link Counselling Service	Provide counselling by appointment for people aged 13-25 who live, in the London Borough of Hillingdon	Fountains Mill, 81 High Street Uxbridge, Middlesex, UB8 1JR Tel: (01895) 277222
SORTED Contact details:	A confidential service for 11-25 year olds in Hillingdon who are experiencing a drug or alcohol-related problems.	Fountains Mill Young People's Centre, 81 High Street, Uxbridge, UB8 1JR. Tel: 01895 250721
One Stop shop Hayes	For advice and information on all council services.	Botwell Green Sports and Leisure Centre, East Avenue, Hayes, UB3 2HW. Tel: (0300) 1231384 Email: benefits@hillingsdon.gov.uk
Hillingdon Talking Therapies	A free, confidential NHS service which provides psychological treatment for depression and anxiety disorders.	Mill House 38 Riverside Way, Off Rockingham Road Uxbridge, UB8 2YF United Kingdom Telephone: 01895 206800

Translation



Google Translate; an example of an app that you can download to your smartphone. It has over 52 languages available!

Google translate

translate.google.com

appsforrefugees.com; is a collection of free smartphone apps especially for refugees. Safe downloads directly from Google Play Store or Apple App Store to your mobile phone!

Apps For Refugees .com

free - quick - essential

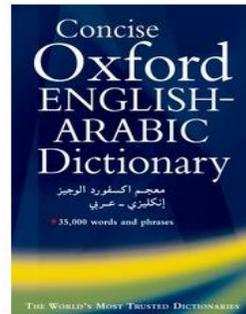
Refugee Phrasebook interactive; Small translation app with about 1100 useful phrases for communication between refugees and supporters. More than 30 languages supported. **This app Works OFFLINE**

Refugee Phrasebook - interactive -

Translate Voice; provides text-to-speech and voice-to-voice translation on both iOS and Android devices. It translates what you say right after you say it. Supports 44 languages. Downloaded from the App Store or Google Play



Dictionaries: available to buy, so please ask your Social or Key worker for more information. You may also be able to borrow one from the Library.



General

The laws of England may be different than your home country, so if you are not sure, always ask!

Here are some general laws in England of what you CANT do until you are 18



- ❖ You **cannot** buy alcohol
- ❖ You **cannot** see or buy 18 rated films
- ❖ You **cannot** buy fireworks
- ❖ You **cannot** bet in a shop
- ❖ You **cannot** buy cigarettes and tobacco and **BE CAREFUL...** it is illegal to smoke in public places
- ❖ You **cannot** get a tattoo
- ❖ You **cannot** buy a knife, blade razor or anything else with a sharp point. **BE CAREFUL**, it is illegal to carry a knife whatever age you are.

Street fight /violence: In the U.K. fighting with anyone at any age is considered a crime. If you cannot solve the conflict instead of getting physical, walk away. Alternatively report the abusive person to a police officer giving a full description of the person, time, place and circumstances.





Sexual Harassment; if you feel you are being a victim of sexual attack or harassment please report it to your social worker, a police officer or responsible adult e.g. Teacher who is close by.

Do not delay the reporting as much as possible. But don't assume it is ever too late to report concerns.

A late reported incident is better than keeping silent. You should also be aware that committing

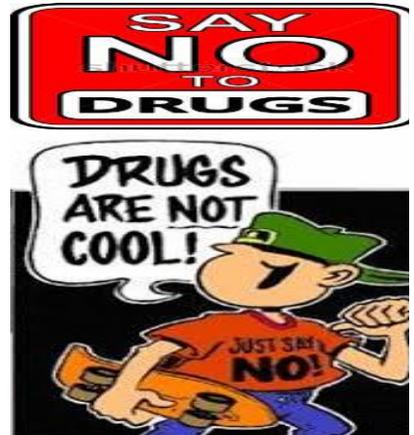
sexual harassment is a serious crime in the

UK. Some examples of unwanted inappropriate behaviour include sexual comments, unwelcome sexual advances, displaying pictures, Sending emails or text messages etc.



Drugs; are classified into class A, B and C. Possession of these controlled substances could carry a prison term of up to 7 plus years. However, their supply and production is a more serious offence. You might end up getting a life sentence in prison.

The best thing to do is to avoid anything that seems suspicious. If you choose to even carry someone else's drugs, everyone involved gets a sentence. Also, don't give in to temptations as drugs are often offered free of charge to get you hooked on them.



Shoplifting; is the theft of goods from a shop, supermarket or other retail business. The shoplifter will take items, such as clothing, food, video games, and leave the shop without paying for the goods. In most cases, the shoplifter will hide the items in their pockets, in a bag or under their coat. If you are found guilty of shoplifting, you can be charged with theft under the Theft Act 1986. It is a serious criminal offence. Not only would you receive a criminal record, but you could also receive a prison sentence.



Tips to Achieve Your Goals

We all have dreams whether we live in our home country or in a foreign one. But, settling in a new country leaves us spending a lot of our time and energy while trying to adjust to a new culture.



The direct result of this is that we might lose sight of what it is we love to do or become. And refocusing needs a lot of effort and a solid strategy.

Easy Steps

We hope these easy-to-follow five steps help you close the gap between where you are now and where you want to be.

1. Set a daily routine. Don't rely on motivation.

- ❖ Physical Exercise: walk or skip ropes at the very least
- ❖ Read: Do this for 20 minutes before bed every day on a topic of your interest.
- ❖ Sleep: Go to bed and wake up at around the same time every day.
- ❖ If working or studying: Never start new tasks until the old task is finished.



2. Set a goal, Start small and work at it every day.

- ❖ Focus on progress not perfection.
- ❖ Learn from your mistakes and try to move on.

Goals

Have a Positive



Day!

3. Surround yourself with people who are motivated

- ❖ Limit the time you spend around people who aren't working towards a goal of their own.

4. Say no to negative thoughts and feelings.

- ❖ Keep a journal and dump your thoughts on it as often as possible.

SAY NO TO
NEGATIVE
THINKING



5. Ask for help.

- ❖ Get advice on how to overcome your challenges from someone you trust. There are also many organisations and people who care and can help if you ask!!!

It is ok
to ask
for help

A GOAL WITHOUT
A PLAN IS JUST A
WISH

Messages of Encouragement

From BHUMP Young People



“Attend BHUMP SESSIONS - to help you understand how everything works and what to expect from a new country.”

“Beginnings are difficult but it will get easier with time.”

“Every day offers a new beginning.”

“Keep strong! Stay positive! Things will get better.”

“It is OK to ask for help.”

“Welcome to London. Try your best to learn English fast.”

“Make use of all the opportunities you are offered in UK.”

“To help learn English fast speak mostly in English with your friends and not only your language.”

“There are many people who can support you at BHUMP and in UK.”

“It won’t be easy but it will get better.”

“You are not alone!”

“May courage keep you strong and love make you stronger.”

“H.O.P.E. Hold On Pain Ends.”

“Remember to always say thank you to everyone who helps you and for small things.”

"BHUMP can help you to learn English and many new things."

"Don't give up hope."

"Save any money you have and do not waste it. It is cold so you might need warm clothes."

"Learn English by reading many English books, watching films on you tube, and TV."

"Learn English by speaking to many British people and make friends with them."

"You can do anything you want if you try and believe in yourself."

"I advise you to go for exercise. I do not know what your favourite sport is, but please your own health is very important. "

"All of us had problems in our countries and were forced to leave. Please forget these previous events and work hard for your new future here."

"Please, if you are a smoker, do not waste money on smoking. Try to think about your goals and purpose at large."

"After 1 month you can go to Asphaelia or college and learn new things."

"It is good news for me to go to college, progress and be a good person for England and you should also do it. "

"The first thing you must do is learn English because you are like deaf and dumb without it."

"You can do anything you want if you try and believe in yourself."

"Be thankful for all things and for safety. Always think of people worse off than you. "

Why this booklet?

*This book was written by young asylum seekers and refugees and is aimed at new arrivals hoping it helps them as they navigate their way and settle into the host community. We thought of producing an information hand book, (**BHUMPERS GUIDE**) as a result of our own personal experiences finding our way in a new community. We saw the need to author our own booklet so that we too can help new arrivals specifically young people in Hillingdon like us, who are within the age range 16 to 21 years.*

Why is this booklet not translated to different languages?

This booklet has not been translated as we all need to learn English as quickly as possible to help us get into college and also integrate in the community. This booklet will help us practice reading and learning the English language.

What is in this booklet?

The information in this booklet is based on our day to day experiences in the London Borough of Hillingdon, as we try to integrate into our host communities. Our varied experiences span from just six months to five years living in this Borough. It is said experience is the best teacher. Therefore, we believe our different experiences may be of value to you. We also hope that one day you will add your own experiences to benefit other young people.

How did we do it?

We spent a number of weeks with BHUMP staff and volunteers in a series of writing workshops; in which we developed ideas together and were supported to write about our various experiences on the how, where and what we did; when we just arrived in our new communities.

We all had different experiences. However, we learnt that we all had a number of things in common on how we were able (and still trying) to adjust to our host communities.

At the end of the day, our supporting adults then 'brushed' and 'polished' our work. We therefore say a big thank you to all of them; for making us write our ever first literature.

We hope, dear reader, you will enjoy and find useful our small and humble information booklet.