ENFIELD Council

Welcome to Enfield

A welcome guide for unaccompanied asylum-seeking young people





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A message for you

Welcome to Enfield! We are very glad you are here. Coming to a new country alone can be difficult. You may feel confused, worried, tired, happy, relieved, or uncertain about what will happen next. These feelings are normal. You do not need to know everything straight away. Many young people who arrive in Enfield have had similar experiences. Our job is to help you feel safe, understood, and supported while you settle into life in the United Kingdom.



This guide explains:

- Who will help you
- Where you may live
- Education and learning English
- Healthcare
- Immigration and asylum
- Money and daily life
- Safety and your rights
- Support into adulthood

Remember:

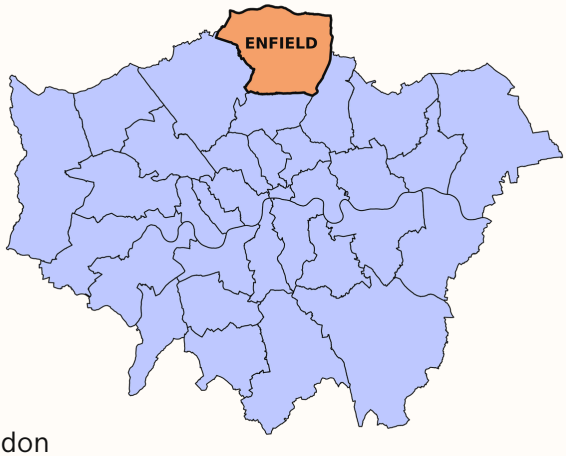
You are not alone.



About Enfield

Enfield is one of the many boroughs of London. It is located in North London. From now on Enfield will be responsible for supporting and looking after you. People from many countries, cultures, religions and languages live here.

Enfield has:



- Schools and colleges
- Parks and sports centres
- Libraries
- Youth clubs
- Community groups
- Places of worship
- Healthcare services
- Good transport links across London

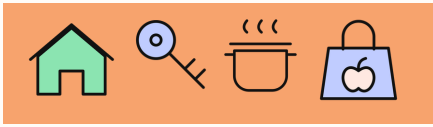
We want you to feel welcome and part of the community.



Where will I live?

Enfield will support you, but you may live in Enfield or in another area.

Where you live will depend on:



- Your age
- Your needs
- The support that is right for you

Your Social Worker will explain where you will live and why. If you are younger, you may live with a **foster carer.** A foster carer provides a safe family home and will help you with everyday life, such as meals, school or college, appointments, and learning about life in the UK.

If you are older, you may live in **supported accommodation** with other young people. This gives you more independence while still providing support from staff. They will help you learn important life skills, such as:

- Cooking
- Shopping
- Travelling safely
- Managing money
- Looking after your health
- Keeping your home clean and safe



Wherever you live, we want you to feel safe, supported, and able to develop the skills you need for your future.

Your first month

During your first few weeks, there will be many appointments.

Do not worry.

Your Social Worker will help you understand each step.



First 30-Day Checklist

- ☐ Meet your Social Worker
- ☐ Meet your Foster Carer or Key Worker
- ☐ Receive important information about your accommodation
- ☐ Register with a GP (doctor)
- ☐ Attend a health assessment
- ☐ Meet your immigration solicitor
- ☐ Discuss education and English language learning
- ☐ Learn about your local area
- ☐ Open a bank account if possible
- ☐ Learn how to travel safely
- ☐ Receive emergency contact numbers
- ☐ Discuss your future plans and goals



Your Social Worker

If you are under 16, you will usually be supported by our **Children in Care (CIC) Team** and have a social worker. If you are 16 or 17 years you will be supported by the Care Leavers Service and work with a social worker as well. Your Social Worker is one of the main people supporting you.

They will:

- Listen to you
- Help keep you safe
- Visit you regularly
- Help with education
- Help with accommodation
- Support your immigration process
- Help you make plans for your future

You can ask them questions at any time.

If you do not understand something, tell them.



Your everyday support

Your Foster Carer

If you are under 16 you will be living with foster carers.
A foster carer provides a safe family home.



They can help with:

Daily routines, Cooking, Laundry, School or college, Health appointments, Learning about life in the UK.

Your Key Worker

If you are over 16, you may live in a house with other young people and be supported by a key worker.

They can help you learn skills such as:

Cooking, Cleaning, Shopping, Budgeting, Travel training, Independent living.

Your Personal Advisor

When you become 18 years old, you will be supported by a Personal Advisor instead of a Social Worker.

Their job is to help you:

Access education, Find work, Manage money, Find accommodation, Plan for adulthood.

Support can continue up to age 25 if you need it.

People and services

GP

A GP is a doctor. The GP is usually the first person you see when you are ill. GP services are free.



Dentist

A dentist looks after your teeth.

Solicitor

A solicitor is a legal professional. Your immigration solicitor helps with your asylum or immigration case.

Home Office

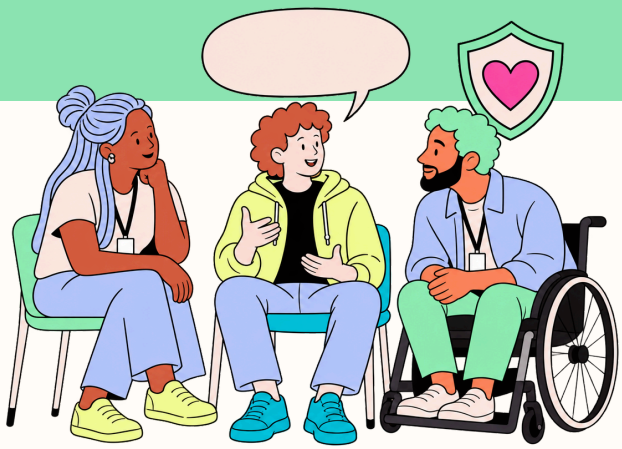
The Home Office is the government department that makes decisions about asylum and immigration applications.

Interpreter

An interpreter helps people communicate in different languages. You have a right to request an interpreter.



Your rights



While you are being looked after by Enfield, you have rights.

You have the right to:

- Be safe
- Be treated fairly
- Be respected
- Be listened to
- Have an interpreter
- Practise your religion
- Keep your culture and language
- Go to school or college
- Receive healthcare
- Get legal advice
- Understand decisions about your life
- Ask questions

Receive support into adulthood

All your rights and the support available to you in Enfield are explained in a booklet called the Local Offer. Your Social Worker will give you a copy in your preferred language and will help you understand the information it contains.

Language and learning

English may be new for you. Do not worry.

We can:

- Arrange interpreters
- Translate important documents
- Explain meetings
- Provide language support
- Help you understand letters and forms

If you do not understand, please tell us.

It is always okay to ask someone to explain again.

Learning English

Learning English takes time. Many young people arrive speaking little or no English and later become confident speakers.



You may be offered:

- ESOL classes
- School education
- College courses
- Online learning
- Language support

Practising every day helps.

Do not be afraid of making mistakes.

Making mistakes is part of learning.

Education and your future



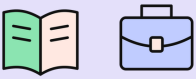
Education is important in the UK.

We will help you:

- Join school or college
- Learn English
- Gain qualifications
- Explore career options
- Access apprenticeships and training

We want you to achieve your goals and ambitions.

Employment and Careers



As you get older, we can help you:

- Write a CV
- Apply for jobs if you are allowed to work in the UK
- Prepare for interviews
- Access apprenticeships
- Explore university
- Access employment support programmes

Everyone's journey is different. We will help you find a path that suits you.

Health and wellbeing

The NHS provides healthcare in the UK.



You will receive support to:

- Register with a GP
- Register with a dentist
- Attend health appointments
- Access emotional support
- Access specialist health services if needed like sexual health



Tell someone if:

- You feel unwell
- You are worried about your health
- You are feeling sad, anxious or stressed

Physical and emotional health are both important.

Looking After Your Wellbeing

Moving countries can be difficult. You may miss family, friends, home, food, language, culture or familiar places. This is normal. Support is available.

Talk to:

- Your Social Worker
- Your Foster Carer
- Your Key Worker
- Your Personal Advisor
- Health professionals

You do not need to manage difficult feelings alone.



Immigration and asylum

Many young people have questions about immigration and asylum. This process can take time.

You will be supported to:

- Access a solicitor
- Attend appointments
- Understand letters
- Prepare for interviews
- Understand decisions

Important:

Your Social Worker cannot decide your immigration status.

Only the Home Office makes these decisions.

However, we will support you throughout the process.



Building your life in Enfield

We want you to feel connected to your community.

You can:

- Join sports clubs
- Attend youth activities
- Use libraries
- Volunteer
- Attend cultural events
- Join community groups
- Attend activities at the Enfield Care Leavers Hub and Enfield Youth Hubs, where you can meet other young people, learn new skills, take part in trips and events, and get support from trusted adults.

Making friends takes time. We will help you find opportunities to meet people and build positive relationships.



Life in the UK



Emergency Services

Call 999 if there is an emergency.

Examples:

- Serious injury
- Fire
- Immediate danger

Non-Emergencies

Call 101 for police matters that are not emergencies. Call 111 for urgent medical advice.



Public Transport

London has:

- Buses
- Trains
- Underground (Tube)

Most people use an Oyster card or contactless bank card to travel. Ask your Social Worker if you need help learning how transport works.



Money and banking

A bank account helps you:

- Receive money
- Save money
- Pay for things safely

We will help you open an account when possible.



Managing Your Money

As you grow older, you will learn about:

- Saving
- Budgeting
- Bills
- Banking
- Benefits
- Rent
- Employment income

You do not need to learn everything immediately.

We will help you step by step.



Staying safe

Your safety is very important.

Tell a trusted adult if:



- Someone threatens you
- Someone asks you to do something illegal
- Someone takes your money
- Someone controls you
- Someone makes you feel unsafe
- You are worried about where you live

Never be afraid to ask for help.

Online Safety

The internet can be useful but also risky.

Remember:

- ☐ Protect your personal information
- ☐ Use strong passwords
- ☐ Be careful who you talk to online
- ☐ Report anything that worries you
- ☐ Tell a trusted adult if someone contacts you in a way that makes you uncomfortable



If you are unhappy

You have the right to speak up.

You can:

- Speak to your Social Worker
- Speak to their manager
- Speak to your Independent Reviewing Officer
- Ask for an Advocate
- Make a complaint

An Advocate is an independent person who helps make sure your voice is heard.



Preparing for adulthood

As you get older, we will help you prepare for adult life.

Support may include:

- Housing support
- Education support
- Employment support
- Financial advice
- Life skills training
- Emotional wellbeing support

You will have a pathway plan that explains your goals and the support available to achieve them.

Support for Care Leavers

Support does not stop at age 18. You may continue receiving support through Enfield's Care Leavers Service.

This can include:

- A Personal Advisor
- Housing support
- Education support
- Employment support
- Financial assistance
- Health and wellbeing support

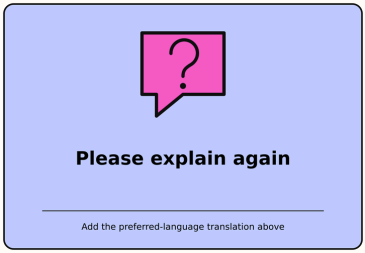
Eligible young people can receive support up to age 25. This can vary depending on whether the Home Office agrees with your application to live in this Country.



Our promise to you

We promise to:

- Listen to you
- Respect you
- Help keep you safe
- Support your education
- Help you learn English
- Support your immigration journey
- Support your health and wellbeing
- Help you become independent
- Help you build positive relationships
- Support your ambitions and dreams
- Help you prepare for adulthood







Useful contacts

Enfield Children's Services

You can reach us by calling the Duty Team at 020 8379 3418 or visit us at Thomas Hardy House, 39 London Road, EN2 6DS. We are open Monday to Friday from 9:00 AM to 5:00 PM.

Your Social Worker

Name: _____ Telephone: _____
Email: _____

Out of Hours Emergency Duty Team

Telephone: 020 8379 1000



NHS Non-Emergency Medical Help

Telephone: 111

Emergency Services

Telephone: 999

Immigration Solicitor

Name: _____ Telephone: _____

Personal Adviser

Name: _____ Telephone: _____

My important information

My address:



My GP:



My dentist:



My college/school:



My solicitor:



Emergency contact:





Notes and questions



Use these pages to write questions, reminders, important dates or information you want to discuss with your Social Worker.