

# SUPPORT FOR ASYLUM SEEKING FAMILIES

## WESTMINSTER



# A warm welcome to Westminster

Welcome to Westminster. We are here to help and support you. This booklet gives you information about helpful services and friendly places in Westminster for you and your family. For more information, scan the QR codes using your phone.

## 1. Support for families and young people

### Family Hubs

Family Hubs and Children's Centres are warm and friendly places which offer different activities for children aged 0-19, or up to 25 with special educational needs or disabilities (SEND) as well as support for pregnant women. There are friendly and qualified staff to help you and your children.

Activities and support include:

- Drop-in stay and play
- Breastfeeding support
- Midwife / Maternity Support
- Baby Massage
- Health Visitors
- Child Health Clinic
- Parenting groups
- Citizens Advice
- Cooking group at Queen's Park

### ESOL

#### English for Speakers of Other Languages

Each of the Family Hubs listed in the next section offer free ESOL classes - ask at your local hub for more information.

You can also access more advanced ESOL and other Further Education courses as an Asylum seeker once you are over 19 and have been in the UK for 6 months (except if you have a 'no study' condition).

Westminster Adult Education Service offers ESOL and other adult education courses:

<https://www.waes.ac.uk/>



# Your local Family Hub centres are:

## Queen's Park Family Hub

88 Bravington Road, W9 3AL

Telephone: 020 7641 5838

Email: [queensparkfamilyhub](mailto:queensparkfamilyhub@westminster.gov.uk)

[@westminster.gov.uk](mailto:@westminster.gov.uk)



We also deliver services from  
**Bayswater Children's  
Centre:**

Shrewsbury Road, W2 5PR.

## Bessborough Family Hub

1 Bessborough Street, Westminster, SW1V 2JD

Telephone: 020 7641 5923

Email: [bessboroughfamilyhub@westminster.gov.uk](mailto:bessboroughfamilyhub@westminster.gov.uk)



# Your local Family Hub centres are:

## Church Street Family Hub

12-18 Salisbury Street, NW8 8DE

Telephone: 020 3307 1940

Email: [office@portmancentre.co.uk](mailto:office@portmancentre.co.uk)



We also deliver services from

## Maida Vale Children's Centre

St. Augustine's CE Primary School, Kilburn Park,  
NW6 5XA.

Tel: 07971 625 862.



## 2. Schools and Education



### Age 4+

All children who have turned 5 can go to school for free in England. A lot of children start the September after they turn 4. The school year runs from September to July.

You can apply for a school place during the year through the Council's Admissions team. They can help you find and apply for places.

You can talk to the team on telephone

020 7745 6432 / 6433 (Monday to Friday 9am to 2pm)

or email: [schooladmissions@westminster.gov.uk](mailto:schooladmissions@westminster.gov.uk)

### Free school meals

Asylum-seeking children can have free school meals. Talk to the school to apply - they may ask to see a copy of the Section 95 document from the Home Office.

### Age 2-4

Children aged 2-4 can go to nursery part-time for free

[www.gov.uk/get-childcare](http://www.gov.uk/get-childcare)

### Support for disabled children and their families

The Disabled Children's Service is here to help disabled children and their families. You can talk to the Disabled Children's Team by phoning 020 7641 5100.


## 3. Health

As an asylum seeker you can get free health care, prescriptions, and dental care through the National Health Service (NHS). All children in the UK can use these services for free.



### GP (Doctor)

You should register yourself and your children with a GP (a doctor). If you or your children feel unwell, talk to your GP. You can find your nearest GP here: [nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery](https://nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery).

If you cannot get a GP appointment, you can telephone  111 for medical advice at any time.

You should talk to your GP if you think you might be pregnant or for contraception advice or you can access a walk-in service at a family planning centre - find your nearest one here:

[nhs.uk/Service-Search/other-services/Family%20planning/LocationSearch/1863](https://nhs.uk/Service-Search/other-services/Family%20planning/LocationSearch/1863)



### Mental Health Support

There is support available in the UK for anyone experiencing worries, feelings of sadness, not being able to sleep, or struggling with day-to-day routines. You can speak to your GP or you may wish to self-refer to Talking Therapies - a free NHS service that provides a wide range of support -

<https://talkingtherapies.cnwl.nhs.uk/westminster>



### Dentist (Tooth care)

You can find your nearest dentist here:

[nhs.uk/service-search/find-a-dentist](https://nhs.uk/service-search/find-a-dentist)




### Pharmacy (also called Chemists)

A pharmacy is where you can get medicines and advice from a professional about how to use them. You can find your nearest pharmacy here:

<https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy>



### Emergency Care

For medical emergencies, go to the nearest hospital's Accident and Emergency department (A&E) - see next page or call  999.

## 4. Hospitals

There are several hospitals in Westminster, all of which have an Accident & Emergency (A&E) Department where you can go if you have a medical emergency.



**A&E departments are open 24 hours a day, every day.**

You should not go to A&E for minor medical problems or illness - for this see a Doctor (GP).

You will need to register when you arrive. You'll be asked a few questions, such as your name, address and why you came to A&E.

**Asking for help in another language**

If you need help in another language, including British Sign Language (BSL), ask for an interpreter.

Hospitals in or near Westminster:

### **St Mary's Hospital**

Praed Street, London W2 1NY  
020 3312 6666

[www.imperial.nhs.uk/our-locations/st-marys-hospital](http://www.imperial.nhs.uk/our-locations/st-marys-hospital)

### **St Thomas' Hospital**

Address: Westminster Bridge Road, London SE1 7EH  
020 7188 7188

[www.guysandstthomas.nhs.uk/st-thomas-hospital](http://www.guysandstthomas.nhs.uk/st-thomas-hospital)

### **Chelsea & Westminster**

56 Dean Street, Soho, London, W1D 6AQ  
020 3315 8000

[www.chelwest.nhs.uk/](http://www.chelwest.nhs.uk/)

### **University College Hospital**

235 Euston Road, London, NW1 2BU  
Telephone  
020 3456 7890

[www.uclh.nhs.uk/our-services/our-hospitals/university-college-hospital](http://www.uclh.nhs.uk/our-services/our-hospitals/university-college-hospital)

## 5. Safeguarding children

If you are worried about the safety of a child, please talk to Children's Services by telephone on 020 7641 4000 (Mon-Fri 9am to 5pm).

Outside these hours call the Emergency Duty Team on 020 7373 2227.

If you are worried someone is in immediate danger, please call 999.



Most children arriving in the UK are expected to be in the care of a parent or family member. If you are concerned that a child is not in the care of a parent or appropriate adult or you are concerned about the care they are receiving please contact Children's Services on the numbers above.

## 6. Domestic Abuse

Domestic abuse and violence includes physical, emotional, and sexual abuse in couple relationships or between family members. If someone is hurting you or controlling you, you can talk to someone about it and get support.

### 24-hour National Domestic Violence Helpline

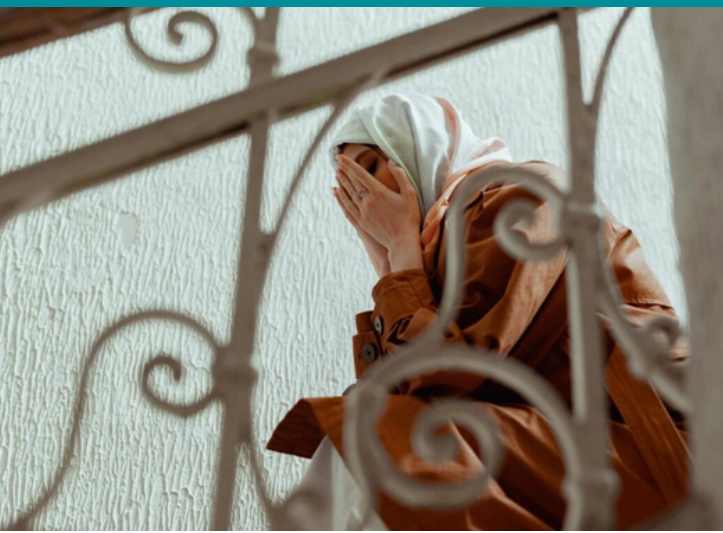
Advice and support, including refuge search. Call: 0808 2000 247 (freephone)

### The Angelou Partnership

Supports women and girls experiencing domestic or sexual violence.

Call: 0808 801 0660 (freephone - Mon-Fri 10am - 4pm)

[www.angelou.org/our-services](http://www.angelou.org/our-services)



Westminster Early Help service also have a Domestic Violence Consultant in their team:

Valbona Preniqi

07971092567 (Tues-Fri 9-5pm)

[vpreniqi@westminster.gov.uk](mailto:vpreniqi@westminster.gov.uk)

**If you are in immediate danger, call the police on 999.**



## 7. Community Support

Unfold are a local organisation who run a specialised programme of support for asylum seekers and refugees.

They have weekly women's support groups at Bessborough Family Hub and Westbourne Family Centre which offer a safe and supportive space where women can make friends, support one another, and join in group activities that they choose, such as knitting, crocheting and jewellery making.

Please see below for group times and locations:



Email:

parents@unfold.org.uk

Or visit:

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



**Mondays 10am -12pm**

**Bessborough Family Hub**

1 Bessborough Street, SW1V 2JD

**Fridays 10am-12pm**

**Westbourne Park Family Centre**

Westbourne Park Baptist Church  
Porchester Road, London, W2 5DX

Tel: 020 7727 6019



## 8. Food

**Queen's Park Family Hub have a cook and share lunch on Mondays** where families can cook and eat together. Ask at the hub for more details.

**There are also a number of food banks and community pantries** in Westminster but many of them require a referral.

The best way to access this support is to go to one of the groups above as they can provide vouchers and make referrals.



# Libraries & Internet Access



## Paddington Children's Library

Westbourne Park Baptist Church,  
Westbourne Park Villas, W2 5EA



## Pimlico Library

Lupus Street, SW1V 3AT



## Pimlico Toy Library

133A Lupus Street, SW1V 3EN



## Victoria Library

Buckingham Palace Road, SW1W 9UD

Opening times and full details of all libraries in Westminster are here:

[westminster.gov.uk/leisure-libraries-and-community/library-opening-times-and-contact-details](https://westminster.gov.uk/leisure-libraries-and-community/library-opening-times-and-contact-details)

# 10. Sport, Leisure & Activities

## The Holiday Activities & Food (HAF) Programme

Has free activities and food in the school holidays for children 4-16 on Free School Meals.

Find your nearest centre and activities here:

[ourcity.org.uk/haf-programme](http://ourcity.org.uk/haf-programme)



## Sports and leisure activities

Local leisure centres are community spaces where people can go to take part in sports and activities for fun and exercise.

Find out about free activities in your leisure centre here:

[active.westminster.gov.uk/leisure-centres/](http://active.westminster.gov.uk/leisure-centres/)



## Parks and playgrounds

Find free local parks and green spaces here:

[active.westminster.gov.uk/active-places/parks-and-open-spaces/](http://active.westminster.gov.uk/active-places/parks-and-open-spaces/)



# 11. Youth Hubs

Youth Hubs are fun, informal club spaces for young people to connect with their friends, community and trusted youth workers. They deliver a wide range of activities and provide a safe space for members to socialise and learn new skills.

Your local youth hubs in:

## North East Westminster

### Fourth Feathers Youth Club

12 Rossmore Rd, NW1 6NX

Telephone: 020 7723 9167

<https://feathersassociation.org.uk/>



### North Paddington Youth Club

235 Lanark Road, London, W9 1RA

Telephone: 020 3875 0412 (Ronnie Rennie)

[ourcity.org.uk/organisations/north-paddington-youth-club](http://ourcity.org.uk/organisations/north-paddington-youth-club)

### Marylebone Bangladesh Society

19 Samford Street, NW8 8ER  
Telephone: 020 77249746  
[mbs-uk.org/youth-club/](http://mbs-uk.org/youth-club/)



# Youth Hubs

Your local youth hubs in:

## North West Westminster

### Avenues

3-7 Third Avenue, W10 4RS

Phone: 020 8969 9552

Email: [hello@avenues.org.uk](mailto:hello@avenues.org.uk)

[avenues.org.uk/](http://avenues.org.uk/)



### Amberley Youth Hub

Millennium Centre, 11 Clearwell Drive,  
W9 2JZ

Phone: 020 7286 1014

[workingwithmen.org](http://workingwithmen.org)

## Westbourne Park Family Centre Clubs

Term Time at Westbourne Park Baptist Church, Porchester Road, W2 5DX:

- Lancaster Gate Club: Tues 3.30-5.00pm for 4-11s. Parents can stay.
- Hallfield Estate Multi Sports Club: Thurs 4.00-5.30pm for 4-14's Westbourne Park Baptist Church (Winter) on sports pitch on Hallfield Estate (summer)
- Club Xpress: Fri 5.30-7.00pm 4-11's
- Young Leaders: Fri 6-8pm for years 7 & 8/ 7-9pm for years 9 upwards

### Holidays:

- Club Xpress and Young Leaders Holiday club: Tues-Fri 11-3pm for 4-16's

Phone: 07941100762 (Geoff) / Email  
[info@westbourneparkfamilycentre.org.uk](mailto:info@westbourneparkfamilycentre.org.uk)  
[www.westbourneparkfamilycentre.org.uk](http://www.westbourneparkfamilycentre.org.uk)



# Youth Hubs

Your local youth hubs in:

## South Westminster

### St Andrews Youth Club

Alec Wizard House, 12 Old Pye Street, SW1P 2DG

Tel: 020 7222 6481

Email: [info@standrewsclub.com](mailto:info@standrewsclub.com)

[standrewsclub.com/](http://standrewsclub.com/)



### Churchill Gardens Youth Club

Churchill Gardens Rd,

Pimlico, SW1V 3JA.

Phone: 07948 740166

[workingwithmen.org](http://workingwithmen.org)

## Specialist youth club for young people with disabilities

### Caxton Youth Organisation

As well as a youth club Caxton Youth Organisation also has a wide range of support programmes and opportunities for young people with disabilities, whether physical and/or learning disabilities. They have programmes to support wellbeing, health, independence and much more.

#### Caxton Youth Club

Tintern House, Abbots Manor Est, SW1V 4JF

Phone: 020 7834 1883

<https://caxtonyouth.org/>



## 12. Free things to do



There are lots of free things to do with children near Westminster, such as museums like the Natural History Museum and the Science Museum.

[www.nhm.ac.uk/](http://www.nhm.ac.uk/)

[www.sciencemuseum.org.uk/home](http://www.sciencemuseum.org.uk/home)



## Young Westminster Foundation



Lists lots of activities for children and young people, many of which are free.

You can filter the activities by choosing your local area and clicking the 'free' button: [ourcity.org.uk/projects/young-people/outofschool/grid/any/0/0/-1/undefined/free/youngPeople/](http://ourcity.org.uk/projects/young-people/outofschool/grid/any/0/0/-1/undefined/free/youngPeople/)

Westminster council also has lots of activities for children and families on their events page:

<https://www.westminster.gov.uk/event>



# 13. Travel



## Bus, Tube and Train

An Oyster card is a travel card for London that you can use to pay for buses, trains, and other transport. When traveling by tube or train, you need to tap your oyster card when you enter and exit the station. When traveling by bus in London, you need to tap once when you get on the bus. You can also use contactless debit or credit cards in the same way if you have one.

Children under 5 travel free with an adult who is paying to travel. You can also get free or discounted travel for older children and students but they will need their own Oyster card for the right age group. You can find all the details here:

<https://tfl.gov.uk/fares/free-and-discounted-travel>

## Bikes

Santander Cycles are bikes you can rent in London to ride around the city. Prices start from £1.65.

<https://tfl.gov.uk/modes/cycling/santander-cycles>

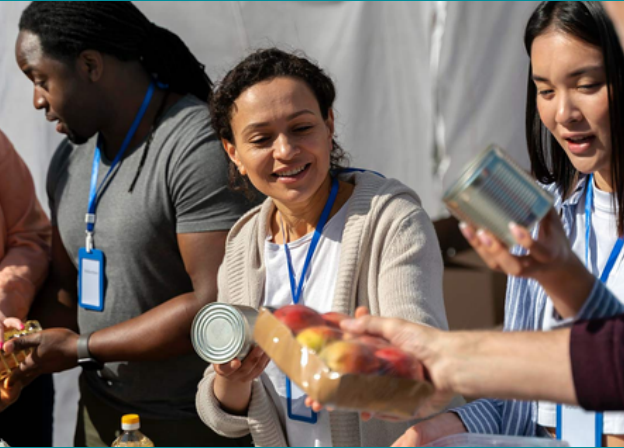
## Getting Around

Citymapper is a useful website that helps you to get around in London. You can use the website or download the app to your phone. It shows you the best ways to travel, different ways to get there including by walking, and how long your trip might take.

<https://citymapper.com/london?lang=en>

# 14. Volunteering

Volunteering means helping others without getting paid. It can make you feel good, give you more confidence, and teach you skills that may help you find a job in the future. You can volunteer even if your asylum claim is being checked and you can't work yet.



These two organisations both offer volunteering opportunities and support in finding them:

Westminster Connects

[westminster.gov.uk/jobs-and-volunteering/volunteering/westminster-connects](https://westminster.gov.uk/jobs-and-volunteering/volunteering/westminster-connects)

One Westminster

[onewestminster.org.uk/volunteering](https://onewestminster.org.uk/volunteering)

# 15. Employment

**Permission to work** - If you've been waiting for your case for over a year, you can apply to the Home Office for permission to work. You will only be able to work in certain jobs from a list called the “shortage occupation list”. To ask for permission to work, you need to write an email or letter to UK Visas and Immigration (UKVI). For more information about the shortage occupation list and how to apply for permission to work visit:

[gov.uk/government/publications/handling-applications-for-permission-to-take-employment-instruction/permission-to-work-and-volunteering-for-asylum-seekers-](https://gov.uk/government/publications/handling-applications-for-permission-to-take-employment-instruction/permission-to-work-and-volunteering-for-asylum-seekers-)

If you want help and advice about finding a job or volunteering, you can talk to Westminster’s Families and Communities Employment Service:

Email: [employmentteam@westminster.gov.uk](mailto:employmentteam@westminster.gov.uk)

Phone: 07971026709

# 16. Refugee & Legal Services



## NRFP Connect

NRPF (No Recourse to Public Funds) and Refugees Services is a service that helps asylum seekers and refugees. They can help you access services and get any extra help you might need.

<https://www.nrpfnetwork.org.uk/nrpf-connect>

## Migrant Help

Can help with applying for accommodation and financial support, reporting issues with asylum accommodation, and any other advice needed during their asylum journey. Also provide support during the post-decision period, whether the decision is positive or negative.

<http://www.migranthehelpuk.org/Pages/Category/asylum>

## Migrants Organise

Provide legal immigration advice and support.

Tel: 020 8964 4815

Email: [info@migrantsorganise.org](mailto:info@migrantsorganise.org)

Address: 15 Gertrude St, London SW10 0JN

Website: <https://www.migrantsorganise.org/>

## Legal Advice

There are 3 levels of immigration adviser. To understand these levels and how they work see:

[gov.uk/find-an-immigration-adviser/what-advisers-can-do](https://www.gov.uk/find-an-immigration-adviser/what-advisers-can-do)

To find a level 2 or 3 advisor for yourself, you can use the 'adviser finder' website here

[https://home.oisc.gov.uk/adviser\\_finder/finder.aspx](https://home.oisc.gov.uk/adviser_finder/finder.aspx)