

WELCOME PACK FOR ASYLUM SEEKERS & REFUGEES

WELCOME TO BURNLEY 



NEW NEIGHBOURS TOGETHER CIO



WE ARE HERE TO WELCOME YOU TO BURNLEY

Come along and register with us and get help with any difficulties you may have.

Meet people in the same situation as you.

Enjoy our cafe social space with free drinks and snacks available and a weekly hot meal on Tuesdays

Our offer of help includes:

- Advice & Advocacy Drop Ins and Appointments
- Free access to good quality pre loved clothing and household goods
- ESOL and Skills for Life in Britain courses
- NHS Outreach services
- Wellbeing Services
- Advice with finding a job when you get Right to Work.
- Mother and child craft and play group weekly
- Appointments in our office for help and advice 5 days per week

Come to our Drop Ins on Tuesday and Thursday 9.30am - 2.30pm

📍 St John's Church Hall, off Ivy Street, Burnley, BB10 1TD

Contact us on - 07710 550 181

email: info@nntburnley.org
website: nntburnley.org



A&E or 999
Life threatening emergencies only



NHS 111
Urgent medical help, Fast, 24/7

GP (Doctor) REGISTRATION

- It is important to register with a GP practice to meet your ongoing health needs.
- A GP gives medical advice, provide a diagnosis and prescribe medicines.
- They might be your first point of contact for many physical and mental health concerns.
- The GP practice is also responsible for coordinating and managing your long term healthcare and they can refer you if you need more specialised hospital services.

Find a GP near you



How the NHS works (translated)



MENTAL HEALTH

1. Contact your GP and book an appointment for mental health services or needs.
2. Seek advice through **111** (Option 2)
3. **Samaritans helpline** - Whatever you're going through, call free any time, from any phone, on **116 123**
4. Refer yourself to **NHS Talking Therapies** using this QR code.



BE ON TIME

GOOD MANNERS



DON'T FORGET



Fines for not throwing trash in correct bin

ESOL ESOL classes help non-native English speakers improve their English. This will help you communicate in the UK.

FORMAL

Available to asylum seekers and refugees

Burnley College

📍 **Princess Way, Burnley
BB120AN**

INFORMAL

Available to all asylum seekers and refugees living in Burnley
New Neighbours Together



CHAI CENTRE

There are gardening sessions, arts & craft, yoga and mental health wellbeing classes.



You can enrol in person, online or by calling

01282 628530

📍 **Chai Centre, Hurtley Street, Burnley, BB10 1BY**

DOWN TOWN



A community shop in the heart of Burnley Town Centre, home to the Community Grocery, school uniforms and clothes, with a community kitchen and support and guidance services, eg: budgeting, benefits, job seeking (for refugees), foodbanks, etc.



Community Grocery

Once a member, Get your weekly shop with fresh fruit and vegetables, bakery items, fridge/freezer goods, and cupboard essentials — all at low cost.

FOODBANK

Need a food parcel? Pick it up from Down Town. Request through New Neighbours Together.

📍 **Charter Walk Shopping Centre (above New Look)
Burnley BB11 1QJ
Mon-Fri 9:30am-4.30pm**

LEGAL ADVICE

- To find legal aid solicitors, contact **Migrant Help** or get a list from **New Neighbours Together**
- To find a legal advisor, please scan the QR code



EDUCATION & SCHOOL ENROLLMENT

East Lancashire Information Exchange (ELLIE)

For all nursery and school enquiries. eg: new applications, free school meals, transport

Monday-Friday **9am-1pm**

📍 **Barden Campus
Barden Lane
Burnley
BB10 1JD**

FAMILY HUBS NETWORK



Supports families living in Lancashire. Visit the New Neighbours Together drop-in on Thursdays to speak to a member of their team about support you need.

You can also visit these centres:

• **Tay Street Family Hub**

📍 Address: 21 Tay Street, Burnley, BB11 4BU

• **Burnley Wood Family Hub**

📍 Address: 33 Brunswick Street, Burnley, BB11 3NY

SUPPORT FOR WOMEN

Maternity services-

You should contact a GP and see a midwife as early as possible to get the pregnancy care. Scan the QR code for information on a healthy pregnancy and to register your pregnancy.



Lancashire Women

- Support with mental health and wellbeing (1-to-1 sessions and group sessions)
- employment guidance
- money advice
- energy advice.
- Justice & Safety team for women in the justice system or women who might face homelessness or domestic abuse.

11 Hammerton Street, Burnley, BB11 1NA
📍 0300 330 1354
Appointments only