


KCC Open Access & Adolescent Service

Community Resources (East Kent) v22. 10.7.20

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KENT COUNTY COUNCIL

Kent Together Helpline:

A 24-hour helpline has been set up to support vulnerable people in Kent who need urgent help, supplies or medication.

The helpline – called Kent Together – provides a single, convenient point of contact for anyone in the county who is in urgent need of help during the Coronavirus outbreak. It is a collaboration between KCC, central Government, District, Borough and local councils, the voluntary and community sector, the NHS, emergency services and other partners to ensure help is at hand for vulnerable people. It is also the place to report your concerns about the welfare of someone else.

If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline at www.kent.gov.uk/KentTogether or by calling on 03000 41 92 92. It is a 24-hour service.

KCC Early Help Support:

For Early Help Support contact canterburyearlyhelp@kent.gov.uk or thanetearlyhelp@kent.gov.uk or openaccesscanterbury@kent.gov.uk. Or openaccesssthanet@kent.gov.uk

KCC Commissioned Public Health Services:

Please share with anyone who may refer clients to our services as referral routes and service operations have changed significantly. As stated in the letter (see attached) please refer to the website for the most up to date information:

<https://www.kent.gov.uk/social-care-and-health/health/coronavirus/coronavirus-service-updates>

Kent Safeguarding Children Multi-Agency Partnership:



June 2020
Bulletin.docx

[PLEASE SEE ATTACHMENT link](#)

COMMUNITY HUBS

Connect Well

Please see the updated list of services across East Kent



Updated Services
Across East Kent 27-



Blank referral
form.docx

[PLEASE GO TO ATTACHMENT LINK](#)

Oasis



Support Packs.pdf



EIP REFERRAL
FORM NEW.docx

PLEASE GO TO ATTACHMENT LINK

Ageless Thanet

If you are struggling to get shopping or prescription deliveries, or if are experiencing feelings of social isolation and loneliness during this time and would like to hear a friendly voice to see how you are; please get in touch by messaging us on Facebook, emailing info@agelessthanet.org.uk, or calling 01843 210005. Please be aware that we work 9am-5pm, Monday to Friday

Safe Havens



Thanet Haven A4
Opening 20.pdf



Canterbury Haven
A4 Opening20.pdf

PLEASE GO TO ATTACHMENT LINK

Launch of the Oak National Academy online classroom and resource hub

The sector-led Oak National Academy has today launched its [online classroom and resource hub](#). The Academy offers 180 video lessons each week for schools to use, across a broad range of subjects. The lessons cover children in Reception through to Year 10 and are free to use by both teachers and young people.

RELATE

Since the outbreak of Covid-19, so much has changed and we are still in uncertain times. RELATE KENT is learning to adapt to these changes and to do so quickly whilst maintaining delivery of courses where possible. Our job now is to help new and existing service users access our courses remotely whilst not losing the experience of learning together in a shared space.

Everyone at RELATE KENT understands what the impact of a lock-down can mean for vulnerable people, therefore we are assuring you of our commitment to you and our support for others by offering our courses via virtual platforms which will also save both time and money spent on travel etc.

We are now offering our **Supporting Distressed and Emotional People** workshop as a 2 hour weekly Zoom session over 4 weeks, this is for anyone wanting to ensure that they are supporting both their clients (and their own mental health) during these difficult times. The cost of the workshop is £50 per week (£200 in total), sessions will be facilitated by a Relate Trainer who is also a qualified Counsellor, who will ensure the sessions are as experiential as possible, allowing participants time to share their own issues in a safe space. Our next dates are for August, please enquire now for the dates.

Alternatively we can also offer the workshop bespoke to your organisation, at times and dates to suit you and your staff, the advantages of this being that you can make the workshop more specific to your needs and it will be more cost effective if you have more than 4 staff wishing to access this workshop.

A course outline is attached, along with a booking form and pre-course questionnaire. Payment details are also included but please feel free to contact me for more information.

I look forward to hearing from you if you would like to know more about how we can help you, your staff, volunteers and service users through this difficult time.

Lynne Murphy - Training Development Manager - Relate Kent - 17 Stour Street – Canterbury CT1 2NR

Tel: 01302 347749 (Tuesdays-Thursdays)

WEBSITE: www.relate-training-kent.co.uk

Supporting Distressed and Emotional People

An online virtual 8 hour Relate workshop (delivered over 2 hours once a week for 4 weeks) from the acknowledged experts in counselling.

This course is for anyone who is currently dealing with emotional and distressed people, for example HR staff, health and social care providers, voluntary and statutory organisations or for personal use at home or at work. The course will be costed at £50 a week and completion of the course (total cost £200) will lead to a Certificate from Relate Kent. By the end of the course the participants will have:

- Explored the need to build trust and rapport
- Gained an understanding of how they can positively influence a situation
- Practised effective questioning and listening skills
- Practised managing a variety of emotions

Run by a Relate trainer who is also an experienced counsellor, this course is designed to give participants the opportunity to learn the basic skills and therefore work more effectively with people who are struggling in these difficult times. We can also offer these sessions “in-house” at dates and times to suit your own organisation’s needs. To make a booking or for more information:

Please telephone Lynne Murphy at Relate on **01302 347749** or email her on **lynne.relatekent@gmail.com**

Citizens Advice Thanet

Offering a full service via phone, email web chat and video link. We can help with all your employment issues, debts, housing, applying for benefits, family issues and food vouchers, immigration issues and also all our normal areas of tax, consumer issues, all financial matters, relationship and family issues. We can help with all your benefit appeals as normal. We have a team of people at the end of the phone and can access directly legal help when needed. We are available [from 9am](#) each day.

For general enquiries call [01843 228643](tel:01843228643)

For debt call [0184 597011](tel:0184597011)

For universal credit call [01843 229696](tel:01843229696)

We also man an adviceline available on [03448487978](tel:03448487978)

We have webchat available from our national website on www.citizensadvice.org We are here to help everyone with all the financial and practical issues of daily life you are experiencing right now and afterwards

Stop Hate UK Helpline Areas: Coronavirus Update and Advice

The current Covid-19 pandemic is undoubtedly showing us the best in communities coming together. However, isolated incidents of Hate Crime and Hate Speech still remain in our society. In these difficult times, Stop Hate UK need your help in trying to reduce these incidents, especially when directed at and experienced by the most vulnerable people and groups in our communities.

What can you do?

Use Social Media

As you may know, Stop Hate UK is very active across most social media platforms. You can find us on Twitter, Facebook, LinkedIn and Instagram, by searching for Stop Hate UK. If you follow/like our pages you can get up to date information.

 **@stophateuk**  **stop.hate.uk**

 **linkedin.com/company/stophateuk**  **stop_hate_uk**

You can promote our helpline on community pages you belong to, or direct people to our website if people want help, advice or maybe just to talk about an incident - <https://www.stophateuk.org/>

Why does it matter more now?

Nationally, we are seeing a rise in the number of Hate Crimes targeted at members of the Asian community and, in particular, members of the Chinese community. Prior to the outbreak of Coronavirus (Covid-19), there were very few instances of Chinese nationals being targeted by incidents of Race Hate. As such, we believe that those now being targeted may not know where or how to access help, or feel comfortable seeking it.

Please help us to inform people that Stop Hate UK is here to help and would want to hear about any such incidents.

We also have an information leaflet, for the Chinese community, on how to report incidents of Hate, which is available in both traditional and simplified Chinese.

In times of a crisis, many people will feel that incidents of Hate are, perhaps, relatively trivial. However, we feel that raising awareness is key, and that the authorities, including the police, being informed is critical at a time where community cohesion is essential for all. We are all fully aware that police resources will be stretched over the coming weeks. However, the local police also recognise the need for cohesion, and prioritising Hate Crimes is key - **if we work together, this can be achieved.**

Extremist groups are adept at using a time of crisis to spread hatred and misinformation, particularly online. Stop Hate UK can help to get Hate Speech and harmful materials removed, but the more people and organisations we have working with us, the more effective we can all be at recognising local incidents of online abuse which, when reported correctly can be removed.

Given the recent restrictions on people's movement and social interaction, it has never been more vital for vulnerable individuals to be able to go online without fear of abuse.

If you would like to get in touch with us, with ideas about how we can work together to tackle these issues, please email talk@stophateuk.org - we'd love to hear from you. Thank you and stay safe.


0800 138 1625
24 HOUR HELP LINE

STOP HATE. START HERE 

National Police Chiefs Council – Children Society (Can you save me)



CSAE poster -
external.pdf

PLEASE GO TO ATTACHMENT LINK

Canterbury Early Years Project – update

update on the services we are providing at this time.

1. Home activity packs containing all the necessary products to make models, paintings, sticking, quizzes, age appropriate reading books and activities for children and their family.
2. Providing Ingredients and recipe cards for cooking activities to be done in the home.
3. Providing weekly lunch boxes for children containing snacks, yoghurts, cheese snack, drink, crisps, different fruits and food items for their lunch. The boxes also contain a snack and coffee/tea/chocolate drink for parent carers.
4. Packs and boxes are all collected safely by parent/carers, volunteers or delivered to the family home by the partner agencies.
5. The Canterbury and District Early Years Project facebook page keeps families informed of our online courses, support organisations/help available and the many activities that can be done at home. The courses being provided at present are:
 - a. Confidence building and raising self-esteem
 - b. Effective communication in the home. (anger management)
6. We are keeping in touch with families by message, texting, social media, phone calls and letters, offering support and help tackle the loneliness and isolation that families may now be feeling.

We are also working together with partners to ensure we are able support to children and families

Kind regards

Jennie Thompson - Manager - Canterbury & District Early Years Project

TEL: 01227 786420 - MOB: 07527343333

www.canterburydeyp.org

<https://twitter.com/canterburydeyp>

Charlton Athletic Referral Form



CACT Referral Form
- Jan 2020.docx

PLEASE GO TO ATTACHMENT LINK



See Hear Respond -
Information for Refe

- GO TO ATTACHMENT LINK

Home Start



NEW ~ Home-Start Thanet Helpline

We have launched additional support through our new helpline which will be open every:-

Tuesday 9.30 ~ 12.30

Wednesday 9.30 ~ 12.30

Thursday 9.30 ~ 12.30

We are here to support you with parenting guidance and to offer a listening ear and offer emotional support.

Parenting can be a joy but we all realise it also has its ups and downs and just being able to reach out and talk can help.

Simply ring 01843 609665 or email admin@homestartthanet.org.uk and we will take basic details and match you up to a member of our experienced staff team who will call you back as soon as possible.

Coronavirus, please note our regular Home-Start Programmes are still running although we are currently only offering phone contact.

To find out more ring us or talk to your Health Visitor, Early Help Worker, Children's Centre Worker or check us out on our website www.homestartthanet.org.uk



Home-Start Thanet
service release. JULY

Aspirations:

The Aspirations service continues to operate to support those struggling with their mental health and wellbeing via a telephone service. Everyone eligible will speak to their Aspirations Coach at least once a week where they will work towards helping individuals to focus and motivate themselves to take small steps to improve their mental wellbeing. We recognise that during these uncertain times this may be needed more than ever so will be focusing on how people can remain active both physically and mentally. We will be offering 1-2-1 telephone support to individuals who perceive that their mental health and/or wellbeing is a barrier to them moving forward. We look to help individuals develop a routine that will both support them to remain physically and mentally active; recognising the positive impact this will have on their moods and anxieties. Where individuals are feeling particularly isolated at this time, we will be trying to identify ways in which to relieve this, whether it be through online access, introduction of technology or available befriending services and support.

Eligibility Criteria

- 25-65 years old
- Unemployed
- Perceive mental wellbeing to be a barrier (does not have to be diagnosed.)
- Right to work in the UK

If you feel any of your clients could benefit from extra support at this time, then please don't hesitate to get in touch.

Methods of Referral:

Phone – 0333 880 2730

Email – aspirations@porchlight.org.uk or cleorobbins@porchlight.org.uk

Online - <https://www.porchlight.org.uk/information-support/connect-with-your-community-combating-loneliness-and-isolation/aspirations/tell-us-about-your-situation>

List of organisations offering mental health support all in one place online - <https://www.thanetsupport.co.uk/mentalhealth>

Mental Health User Voice 2020



MHUV.docx



Covid-19 advice
young people v2.pdf-health-and-wellbei



coronavirus-mental



Info sheet PAWS -
Brief.docx



ADHD info.pdf

[GO TO ATTACHMENT LINK](#)

Porchlight – Mental Health

Our service is a community mental health service running in Thanet, wider Canterbury, Swale, Medway, Maidstone and Ashford. You can appreciate that in the current climate we have changed from a face-to-face service to a telephone/televideo service. We are offering:

Please see attached link to resources promoting good wellbeing and mental health for children, young people and families during Covid.

https://www.kentandmedwayccg.nhs.uk/application/files/4315/8730/3673/Supporting_children_and_young_people_mental_health_during_the_Covid-19_pandemic_issue_1.pdf

BeYou Project



BeYou is very much still in existence and since the beginning of lockdown we have continued to run all our groups and services for young LGBT+ people across Kent. We are currently doing a Pride Month campaign so please share on your social media/website platforms. Can I ask that you share this link on such platforms so we can make sure that we are still visible to as many young LGBT+ people across Kent. Here is the link which I'd like for you to share with your Young people:

<https://thebeyouproject.co.uk/celebrating-pride-with-the-beyou-project/>

Our BeYou service offers support and advice for young people (8-25) around exploring their identity, coming out and family relationships.

Online meet-ups: we run virtual meet-ups for LGBT+ young people. These are safe spaces where they can be themselves, socialise with others and take part in fun activities. Meet-ups are run via Zoom (online video conferencing) and staffed by our BeYou team.

Personal support for young people: we can give one-to-one support via phone, Zoom or WhatsApp. This can be help and advice around exploring their identity, coming out and staying safe.

Advice for families and carers: if your child has come out as LGBT+ or is questioning their sexual orientation or gender identity, you may have questions of your own or feel unsure about how to react. We can offer help and advice so you can provide the best support to young people.

Help for professionals: we provide advice for school staff and other professionals that work with young people around LGBT+ issues, identifying and dealing with LGBT+ related bullying, and their responsibilities.

This service is available Kent-wide.

Contact our BeYou team beyou@porchlight.org.uk

BeYou update

: <https://www.youtube.com/watch?v=DGB8I65ifi0&feature=youtu.be>

Please find above a link to a video the BeYou team put together to mark Pride as well as promote our service across an array of media Platforms.

We have been busy sourcing guest speakers for our Thursday zoom session that goes out to our young people across the county. Below is a snap from our guest speaker slot from a few weeks ago- The famous You tubers Jammie Dodger and Shaba. They spoke about their experiences to our young people and it was well received, providing inspiration and aspiration to our cohort.

SpeakUpCIC - Service Update

Mental Health Peer Support Service

On-line peer support groups – where people can meet and talk with others, take part in quizzes, share music and enjoy a range of topical discussions etc.

One-to-one contact (via phone, email, text messages) – to talk to someone about any difficulties being experienced or have a friendly chat when feeling lonely and in need of a listening ear.

Closed peer support groups including:

Night Owls - for people who have difficulty sleeping at night and who would like to connect with others in a safe space.

Personality Disorder Support Group – specifically for people with a PD diagnosis who want to connect with others to share experiences and coping mechanisms etc.

LGBTQ+ - to connect with other people within the LGBTQ+ community.

We are currently signing people up to our peer support services via phone or email and, as always, people can self-refer or be referred. If you are a support agency and would like a referral application form, please email Kay. Anyone wishing to self-refer can email or phone.

Contact

Maggie: 07958 242834 Kay: 07543 977670 Email:
maggie@speakupcic.co.uk kay@speakupcic.co.uk

Mental Health Service User Engagement

To share and discuss issues relating to mental health services and receive advice and sign-posting support.

Contact

Amanda: 07812 729123 Email: amanda@speakupcic.co.uk
David: 07907 803031 Email: david@speakupcic.co.uk

SpeakUpCIC are part of Live Well Kent and collate service user issues and feedback for Engaging Kent. Please do not hesitate to contact us if you need any further information.

Kent & Medway STP Suicide Prevention Programme Newsletter – updated 12.5.20



Early expert reflections about the impact of Covid-19 on suicidality (at a national and local level) with Professor Louis Appleby (National Confidential Inquiry into Suicide and Self-Harm) and Jess Mookherjee (Public Health Consultant Kent County Council) 19 minutes: [click here for YouTube link](#)

How Kent's mental health trust (KMPT) and other local services have responded to COVID-19 with Lauretta Kavanagh (Kent and Medway STP) and Jacque Mowbray-Gould (KMPT) 18 minutes: [click here for YouTube link](#)

How are men doing in lockdown? A discussion between the leaders of two inspirational projects - Ben Akers (Steve and Talk Club) and Nav Mizra (Dads)



June-Sep
Prospectus.pdf

MENCAP

This is a link to Grief chat on National Mencap's website

https://www.mencap.org.uk/advice-and-support/dealing-bereavement?utm_campaign=1390393_26.%20Covid%20-19%20latest%20update%2027.04.2020%20%28all%20NPs%29&utm_medium=email&utm_source=dotmailer&dm_i=4P14,TSU1,5WGVBH,3M27Z,1

Suzanne Derham – GOLD Delivery Manager

East Kent Mencap (Thanet GOLD)

0845 004 1876 or 074 1273 1919

eastkentmencap.co.uk

Launch of New Mental Well being Support Hub

Health partners and providers, local authorities and emergency services across Kent and Medway are working together to provide information on local support services to help people's mental wellbeing during the ongoing Coronavirus (Covid-19) pandemic crisis.

Information is available at www.kent.gov.uk/wellbeing for people experiencing bereavement and loss, debt and financial difficulties, pregnant women and new mums needing extra support, families looking for help with young children or teenagers.

There is support for those who might already have pre-existing mental health conditions, are victims of domestic abuse or are people in the shielded community.

The site also offers help for people with learning disabilities, people who don't use English as a first language, carers and NHS staff, care staff and other key workers.

Kent County Council Director of Public Health, Andrew Scott-Clark said: "The challenging reality of lockdown is creating uncertainty and anxiety for many. The constant news can feel overwhelming and you may be adjusting to a different way of life, with children off school, many people not working or working from home, as well as not seeing family, friends and colleagues.

"This anxiety is natural, and we are all feeling it. Fortunately, there are things that we can do to protect our mental health and to support the wellbeing of our friends and family. At www.kent.gov.uk/wellbeing you can find information, advice and signposting to other great sites which can help, whatever your situation and need. This is #kenttogether."

Thanks to all of those supplying content to www.kent.gov.uk/wellbeing including: Kent County Council; Medway Council; Public Health England; NHS England; Kent and Medway Clinical Commissioning Group; Kent Community NHS Foundation Trust; Kent and Medway NHS and Social Care Partnership Trust; Live Well Kent; Healthwatch Kent; Kent Community Foundation; Headstart Kent; Carers UK; Kent's Integrated Domestic Abuse Support Services; KCC Children's Centres; Citizen's Advice and Age Concern.

As part of the Release the Pressure campaign, a new text service is now available - by texting the word "Kent" or "Medway" to 85258, you will start a conversation with one of the many trained and experienced volunteers who can give support at any time, wherever you are. It's a place to go if you're struggling to cope and you need immediate help. Texts are free on all major mobile networks and the service is provided by SHOUT and the Crisis Text Line.

The service will run in addition to the current 24/7 freephone helpline and is funded by the Kent and Medway Sustainability and Transformation Partnership (STP) which is a collaboration between Kent County Council, Medway Council, Kent and Medway NHS and Social Care Partnership Trust and all the NHS organisations across Kent and Medway.

Vulnerable people in Kent who need urgent help, supplies or medication are also reminded of the helpline – called **Kent Together** – which provides a single, convenient point of contact for anyone in the county who is in urgent need of help during the Coronavirus outbreak. It is a collaboration between KCC, central Government, District, Borough

and local councils, the voluntary and community sector, the NHS and other partners to ensure help is at hand for vulnerable people.

If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline at www.kent.gov.uk/KentTogether or by calling on 03000 41 92 92. It is a 24-hour service.

Multi Agency Wellbeing Hub

Just to make you aware of the multi-agency wellbeing hub which has been set up for CYP mental health support services www.kent.gov.uk/wellbeingfamilies

Health Visiting website

<http://www.kentcht.nhs.uk/service/kent-baby>

Samaritans Support

Samaritans and NHS, working in partnership, have launched a new confidential support line for NHS and social care workers in England

The spread of Coronavirus (COVID-19) is affecting everyone in the health and social care, from nurses, doctors and porters to caterers, to social workers, support workers and service managers. For most of us, this isn't like anything anyone's ever experienced before.

Now, more than ever, it's important that we look after ourselves and each other, which is why Samaritans have worked in partnership with the NHS in England to launch a confidential wellbeing support line for those working in health and social care. The support line is run by Samaritans and all calls are answered by trained Samaritans volunteers, who provide confidential, non-judgemental support.

The wellbeing support line is available 7am to 11pm, 7 days a week to help NHS and social workers look after themselves, so they can continue to help look after others. If you need to process your experiences during the coronavirus crisis, Samaritan volunteers are there for you. That's whether you've had a tough day, are feeling worried or overwhelmed, or just have a lot on your mind.

They can offer practical support or information about other services, such as debt advice or bereavement support, our volunteers can point you in the direction of other useful sources of support. For more information visit the [Samaritans website](http://www.samaritans.org) and the number to call is 0300 131 7000.

DOMESTIC VIOLENCE/ABUSE

Kent Integrated Domestic Abuse Service:

If you are in danger please call 999 immediately or 101 for non-emergencies.

The Kent Integrated Domestic Abuse Service is continuing to deliver remote support to individuals and take referrals for all services (although referrals will only be accepted if remote working with the client is

possible). We will signpost to other suitable organisations where appropriate or consult on support. Remote working includes using technology and telephone systems to deliver support services.

As of 20.3.20 Refuge services will continue to offer emergency refuge space to women and families, but this is under constant review and risk assessment. Due to government guidance the we are delivering remote IDVA support to MARAC and One Stop Shops. Therapeutic programmes delivered by the commissioned providers such as Phoenix, Freedom programme and the Recovery toolkit will be suspended until further notice.

Victim Support – county wide

0808 16 89 111

<https://www.victimsupport.org.uk/help-and-support/get-help/supportline>

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

Oasis Domestic Abuse service – Service provider, East Kent. (Thanet and Dover)

<http://www.oasisdaservice.org/home>

To access 24 hr support please contact the National Women's Aid Domestic Abuse helpline on: 0800 2000247



Domestic Abuse
flier 31.3.2020.docx



OSS Covid

Thanet[18082] (1).pd

- see attachment link

Clarion Housing Association – Service provider for North and South Kent (Dartford, Gravesham, Swale and Maidstone, Ashford, Canterbury, Folkestone & Hythe)

We are accepting emergency referrals for refuge and continue to provide outreach and IDVA services by telephone. If there's anything else you need do let me know. The Kent Integrated Domestic Abuse Service in Folkestone & Hythe is continuing to deliver remote support to individuals and take referrals for all services (although referrals will only be accepted if remote working with the client is possible). We will signpost to other suitable organisations where appropriate or consult on support. Remote working includes using technology and telephone systems to deliver support services.

As of 20.3.20 Refuge services in Kent and Medway will continue to offer emergency refuge space to women and families but this is under constant review and risk assessment. Due to government guidance we are delivering remote IDVA support to MARAC and One Stop Shops.

Therapeutic programmes delivered by the commissioned providers such as Phoenix, Freedom programme and the Recovery toolkit will be suspended until further notice.

centrakent@centragroup.org.uk

To access 24 hr support please contact the National Women's Aid Domestic Abuse helpline on: 0800 200024



KIDAS referral
pathway.pdf



KIDAS Get Help
Now Covid v5.pdf

PLEASE GO TO ATTACHMENT LINK

Rising Sun:

Please see attached **Rising Sun's** Covid-19 organisation statement and summary of services



NEW_Rising Sun A4
Poster FINAL for wel

[GO TO ATTACHMENT LINK](#)

Kent Police



DA isolation poster
- Reworked.pdf

[GO TO ATTACHMENT LINK](#)

Oasis Raise

All local services have been adapting and changing recently and I thought it might be helpful to give our partner agencies an overview of what our Young People's team have been doing locally, how our services have responded to the Covid issue, and what we are putting in place for the future.

Our team are continuing to support their clients and their families via remote working. Where a child may find this difficult due to age or other factors our mentors are supporting the child via the mother using psycho-educational resources. We have supported families to apply for hardship grants and signposted young people to the wonderful array of local online support that has sprung up in this time of crisis. We have developed a support pack for parents which is emailed out to each new referral and is available for download on our website. From local arts-based organisations such as Pie Factory and Project Motorhouse to Early Help initiatives and Salus online Youth Sessions it has been really wonderful to witness the community working together to address the psychological and social needs of young people at this tricky time.

We have recently seen a downturn in referrals and I would like to assure you all that we are still here and still supporting young people. Currently our referral priority is for the iCan programme as the funding streams for our other mentoring programmes come to an end and new programmes go into development. i-Can is a one-one and group trauma informed programme which harnesses the strengths of young men aged 13-16 (school years 9-11) so they can go on to meet life's challenges. The programme will support young people to build their resilience and support networks. At the moment young men who are willing to engage remotely via telephone or video calls can be worked with immediately.

Our new initiative, Recovering Together, was due to start in April but has now been put back to October. This will be a 12 week group based programme with additional 1-2-1 sessions and will be delivered to mothers and children who are recovering from domestic abuse.

The key outcomes of the project will be:

1. A reduction in parental stress
2. An improvement in children's ability to manage complex emotions
3. An improvement in children's behaviour
4. A reduction in family conflict

Our learning from our APVA (adolescent to parent violence) programme was that we need to work with children prior to adolescence to achieve best outcomes. The team will offer interventions that are DA trauma and attachment-based and teach Transactional Analysis skills to enable families to understand the impact of their experiences and respond in restorative ways.

In terms of partnership working, we would aim to work with Local Early Help Teams, schools, and our own RAISE Adult services. In engaging families in community settings such as Children's Centres where Early Help Teams are based, we hope to increase families' trust and engagement in Early Help support. We believe that picking up child referrals via the supported adult would enable us to reduce the focus on the child as a problem, and to enhance the family and community understanding of the impact of the trauma on the child. This programme is key in developing the whole family approach to recovering from DA trauma and will be working within the broader picture of Ace awareness and trauma-informed practice.

We expect to be liaising with relevant parties from the end of June and putting together referral cohorts from July onwards. Priority will be given to mothers who are in service with Oasis, however there should be plenty of scope to give consideration to referrals from community sources.

Please do make contact if you would like to discuss how we at Oasis can support the young people you are working with or if you would like to make us aware of what you are doing in the community. Our team is looking forward to your feedback and ideas.

Joanne Baldwin - Team Leader - Raise Young People

Oasis Domestic Abuse Service, PO Box 174, Margate CT9 4GA - Mobile Number: 07860879674

www.oasisdaservice.org

<https://www.surveymonkey.co.uk/r/Oasis-External-Feedback-2018>

FOODBANKS

Family Food Bank Team:

Please find attached the updated voucher – again the only changes are regarding which distribution centres are currently open. We have also updated our website to represent this.

https://www.familyfoodbank.org/?gclid=EAIaIQobChMInNHHilDH6AIVhbHtCh3U3QJHEAAYASAAEgJs5PD_BwE

Currently the home page of this website <https://www.familyfoodbank.org/> - scroll down to find your area.

<https://www.familyfoodbank.org/thanet-ffb.html> - info relates to the Childrens Centres and Youth Hubs which are open now

Canterbury City Council Community members - register for help with collecting prescriptions, food shopping, having a check-in phone call: <https://www.canterbury.gov.uk/help>

Advice for vulnerable/shielded people: <https://www.canterbury.gov.uk/coronavirus-advice-residents> They can register to get help: <https://www.canterbury.gov.uk/xfp/form/588>

The Salvation Army

167a High Street , Ramsgate Kent CT11 9TT – Mob: 07900 49 73 26 or 01843 58 98 20

carl.whitewood@salvationarmy.org.uk

www.salvationarmy.org.uk/ramsgate

The Salvation Army, Union Crescent, Margate – Tel: 01843 298260

Canterbury Umbrella Centre:



The Canterbury
Umbrella service pro



Umbrella Centre
Activites-sheet-2020



Umbrella Centre
referral form.docx

see attachment link

SUBSTANCE MISUSE

We are with You – direct link

Here is a direct link for our online booking system that goes live 1st June 2020

<https://www.wearewithyou.org.uk/services/kent-for-young-people/>

We have a new service video which has been designed by the Kent service in conjunction with Scriberia, an award winning international animation company. We're really proud of the video and will launch it via social media on this coming Monday, the 6th July.

We'd really appreciate your support with this and are asking that you share the video via your media outlets on Monday (please, not before) to help us reach more young people and professionals across the county and further afield.

Here is the link to the video - <https://vimeo.com/429596439/7adcd3ed6c>

HOMELESS

RISE

(Rough sleeping Intervention, Support and Empowerment) on 01843 577277 (there should still be people answering this phone as the homeless officers are classed as key workers). Back before coronavirus, there were drop-ins but these have been cancelled until further notice, so the only way to contact them is by phone or email to roughsleeping@thanet.gov.uk

POLICE/CRIME

Coronavirus Scams:

Unfortunately to add to the challenges, we are seeing scams increase with examples of:

- Fake co-vid 19 testing kits.
- Supplements that falsely claim to prevent or cure co-vid 19.
- Cold calling / pressure selling on people's doorsteps.
- Dog quarantine scams
- Online bitcoin trading scams

The NTS SCAMS team have developed some excellent awareness raising materials attached.



5193 Coronavirus
Scam Postcard V3.pc



DA isolation poster
- Reworked.pdf



Hate Crime
leaflet.final.pdf

See attachment link

Early Release information for Victims The Government has announced new measures to protect the NHS from coronavirus risks in prisons, deciding to release selected low-risk offenders, who have served over half their sentence and are within two months of their automatic release dates. This action is necessary to avoid thousands of prisoners overwhelming local NHS services and to save lives. All actions have been informed by the advice of experts from Public Health England and will be kept under constant review.

We know that the decision to release an offender early will be distressing for some victims but, in order to protect victims, a number of important exclusions are in place.

Exclusions

☐ This early release scheme will **only apply** to offenders who are to be released in the next 2 months

The following are excluded and so will not be released early under this scheme:

- ☐ any offender who received a sentence of 12 months or more for a violent or sexual offence;
- ☐ any offender with a history of domestic violence;
- ☐ any offender convicted of stalking or harassment offences (coercive/controlling behaviour, breach of Restraining Order or revenge pornography); and
- ☐ any offender who is of concern on the grounds of National Security.

Additionally, no offender convicted of COVID-19 related offences, including coughing at emergency workers or stealing personal protective equipment, will be eligible.

Other safeguards

For any offender not automatically excluded, there will be:

- ☐ a thorough risk-assessment beforehand to ensure they do not pose a significant risk to the public, including any child safeguarding issues.
- ☐ subject to strict licence conditions;
- ☐ electronically monitored, including with GPS tags, to enforce the requirement to stay at home; and immediately recalled to prison for breaching these conditions or committing further offences.

What happens next?

- ☐ The releases will be phased over time but can start later in the week commencing 6 April.
 - ☐ Phasing the release will ensure appropriate checks and risk assessments can take place. This will not lead to thousands of prisoners being released at the same time.
- For more information: www.gov.uk/government/news/measures-announced-to-protect-nhs-from-coronavirus-risk-in-prisons

Can the victim find out if the offender in their case has been released?

☐ Victims who are not part of the Victim Contact Scheme¹, who wish to know if the offender in their case has been given early release, or if they have received unwanted contact from the offender, should contact Her Majesty's Prison and Probation Service Victim Helpline on **0300 060 6699** (Monday – Friday 9.00am – 4.00pm) or by emailing **victim.helpline@justice.gov.uk**

☐ Victims support groups may ring the Helpline on behalf of individual victims.

Helpline staff will make enquiries and then notify the victim as to whether the prisoner is due to be released or has been released.

☐ As always, if victims are concerned about their immediate safety, they should call the **police on 999**.

What support is available to victims?

☐ Victims can continue to access support during the Coronavirus outbreak. Further details are available on Gov.uk (www.gov.uk/guidance/coronavirus-covid-19-victim-and-witness-services) or by contacting their local Police and Crime Commissioner (www.police.uk).

FAMILY SUPPORT/PARENTING

Fegans:

As we're not able to see clients face to face, Fegans have set up the following:

www.fegans.org.uk/family-hub/ - this contains articles, ideas, etc. for parents.

www.dad.info- this website is for ALL parents

There is a Fegans Parent Support Worker available every day (Mon - Fri) if parents want to ask for any advice/support on the forums. 01892 538288; info@fegans.org.uk

East Kent Mediation:

Neighbour disputes - still taking referrals just working via the phones – this at least gives people someone to talk to and a listening ear. Moving Forward which is coaching, this might apply to someone that is calling services with high anxiety about things like what they feel neighbours are doing or are fearful. This is not just for those who are struggling full stop as sadly that's a huge amount of people. But workers/partners are coming across such cases they

are very welcome to refer in. We do also have positive choices running still in Folkestone. We wouldn't be able to take on families to visit. But might be able to offer telephone support to a parent for instance of a child that is not listening to the stay indoors situation. Please contact - East Kent Mediation EastKentMediation@mediationse.org.uk

Save the Children

Save the Children has put together an online resource which families might find helpful during this time.

The 'Den' [here](#), is our virtual and online play area where families can find everything they might need to support their children through the coronavirus crisis. Resources include support for families to talk to their kids about coronavirus, useful resources on creative play ideas and helping children to stay connected to their friends and grandparents



Save the Children -
UK Covid-19 Resour

[GO TO ATTACHMENT LINK](#)



SEN Support for
Parents.docx

[GO TO ATTACHMENT LINK](#)



Virtual Managing
Children's Behaviour



Virtual Confident
Parent can child pos



Virtual
Understanding your

[unfortunately cannot be linked](#)

Utilities Networks Partnership – united front by utilities to help customers in vulnerable situations

Utilities Networks Partnership - united front by utilities to help customers in vulnerable situations

Please find a [press release which has sent out by South East Water](#) on behalf of 12 utility companies. As you can see it is about a video that has been created by 12 utility companies

promoting their Priority Services Register (PSR). They are trying to get the message about PSR out far and wide to encourage people to sign up. It is particularly important now with the hot weather here. As you can see, as a water company, they deliver bottled water to people on the register if they are experiencing supply issues.

YOUTH Work and Support

Pie Factory Music



Pie 29.6.docx

Salus

The Salus Youth Team are offering virtual youth sessions to young people aged between 8-19 years. The sessions include language lessons, make up tutorials, quizzes and fun games with new topics and suggestions being added each week.

If interested you will need to send an email to e-youthservicebookings@salusgroup.org.uk with the session, time, date, young person's age and email address that you would like them to send the invite too.

You will need to download the Zoom app on your device (e.g. phone or PC) in order to be added to the session. You will receive an email before the sessions with a code to join a meeting. On your app you will then click on join and type the number given in the email to access the session.



Mind of My Own
for Young People (G



Mind of My Own
User Guide.pdf

[GO TO ATTACHMENT LINK](#)

Quarterdeck Youth Hub – Look out for the New Facebook Page

Youth Hub Delivery staff, please email below for further updates or our Facebook page



Quarterdeck Virtual
Youth Groups Poste

see attachment link

Virtual Youth Offer– Online Youth Services for Young People

Kent commissions seven independent providers to deliver open access youth services across twelve districts of Kent for young people aged 8-19 (up to 25 for young people with learning difficulties and disabilities). Following the start of the Covid crisis, all of these providers have been developing their own virtual youth offers to replace what would they would normally deliver face to face.

Each provider's offer differs and may vary from week to week, but they all seek to offer a number of open access online group activities via social media or other platforms, including sessions based around music, physical activity and emotional wellbeing. Sessions offered can be live and interactive or pre-recorded for young people to dip in and

out of as they choose. Crucially, each provider also makes youth staff available to chat, either with other young people in a group or on a one to one basis; giving support, advice and guidance as appropriate, but often simply being a familiar or welcoming face for young people to talk to.

Young people are not limited to accessing sessions delivered by their local provider – they can choose to join in with sessions in other areas if these appeal to them more. The whole offer is subject to ongoing development and is explained on our page “Online Youth Services” which contains links for each provider and can be found here:

<https://www.kent.gov.uk/education-and-children/young-people/online-youth-services>

Please do share details of this offer with all your contacts/colleagues, within your own newsletters, and with anyone else who you think may benefit or be able to promote it – and please do feel free to feedback or contact us with any thoughts/queries.

Additional Resources for Young People and Families (Kooth, Headstart, Moodspark, Sexual Health Service, One You Kent.

We would also like to remind you that there are a number of additional services commissioned by our public health and other colleagues that can be of real benefit to young people and their families at this time. Further details on these services specific to young people are being maintained by our Headstart colleagues on Kelsi and can be found by clicking [here](#). Services detailed on this link include:

Kooth (<https://www.kooth.com/>) - a supportive space for young people who are missing their friends and need to talk. It includes discussion boards, Kooth Magazine & Help Articles, free counselling and self-help tools.

Moodspark: (<https://moodspark.org.uk/>) - A place where young people aged 10-16 can learn how to look after their emotional and mental health and find ways to help them bounce back when life gets tough

Other sites and services that may be particularly relevant to young people and their families include:

Kent Resilience Hub (<https://kentresiliencehub.org.uk/>) - a resource that helps young people, parents and carers and professionals to understand emotional growth and resilience. This is shortly to be updated with a wide range of emotional wellbeing support resources for young people

Sexual Health Service (<https://www.kent.gov.uk/social-care-and-health/health/sexual-health>) – information on the local service offer - including online STI testing – which is still live and accessible Kent wide. Information for the general public about what to do on contraception, emergency contraception, abortion, sexually transmitted infections, HIV and sexual assault during Covid-19 is on [Sexwise](#). This includes links to other organisations providing information and support.

Mental Health Resources and Support for Parents and Carers (www.kent.gov.uk/wellbeing)

School Health (<https://www.kentcht.nhs.uk/service/school-health>) – a range of emotional and physical health resources and details of how to get support for school age children and young people – regardless of whether or not they are in school.

One You Kent (<https://www.kent.gov.uk/social-care-and-health/health/one-you-kent>) – a range of links and resources around improving physical and mental health

KCC Service Updates During Covid - these can be found by clicking [here](#)

In case if it of use, we also have been provided with a guided twenty day social media campaign – including a calendar and all resources required - to help promote our range of public health services available; this is attached for your convenience as a Zip file.

Universal Credit updates

- Our Jobcentres are starting to open up again for vulnerable people who have no access to a phone or internet to get support from their Jobcentre (Margate opened 08/07 & Ramsgate opened 09/07) each office in Kent will be open on a phased approach and customers who need the F2F support will need to go their local jobcentre where information will be displayed on the door.
- Customers will not need to visit the Jobcentre unless we ask them to do so. It is important that we manage the number of customers who come into our jobcentres carefully so that we can provide a safe environment for our most vulnerable customers and people in urgent need of help.
- Claimant Commitments – Go live for conditionality has been postponed (possibly 15/07/20) for new claims to Universal Credit. Claimants in the Intensive Work Search Regime will have a claimant commitment and then a fortnightly Work Search Review from 15th July.
- We are supporting customers via the phone and on line and working with partners to deliver services digitally to support people back into work.

A Plan for Jobs

Chancellor of the Exchequer Rishi Sunak (Wednesday 8 July) announced a 'plan to support, create and protect jobs', building on the existing support offered by our jobcentres.

As well as the [increase in Work Coaches](#) announced over the weekend, with 13,500 joining the department by March 2021, the new package includes:

- **A Kickstart Job Creation Scheme** – 6-month paid work placement opportunities will be available to 16 to 24 year olds who are on Universal Credit and are deemed to be at risk of long term unemployment. Funding will cover National Minimum Wage for 25 hours a week.
- **Expanded Youth Offer** – the intensive support offered to young jobseekers will be expanded to include all those aged 18-24 in the Intensive Work Search group in Universal Credit. Further support after this point will be available through young people's hubs with specialist employment coaches.
- **Expansion of the Work and Health Programme** – additional voluntary support will be provided for customers who have been unemployed for more than 3 months. This will have no impact on the existing provision for those with illnesses or disabilities in England and Wales. Equivalent provision will also be put in place in Scotland.
- **Increased Flexible Support Fund** – an extra £150 million will be provided for local support, including the Rapid Response Service, which provides extra help to those who have been made redundant.
- **Expansion of sector based work academies** – directed at priority areas including construction, infrastructure and social care. These will establish bespoke opportunities, working with employers and training providers to support claimants to fill job vacancies and pivot into new careers.
- **Job finding support service** – funding will be available for additional job finding support service. This online, one-to-one service will help those who have been unemployed for less than 3 months increase their chances of finding employment.

Department of Health and Social Care Funding

The Department of Health and Social Care are releasing a fund of £5 million to help voluntary and community sector organisations based in England who are providing mental health services, or who wish to provide additional support at this time. This is a new grants fund focused on supporting VCS mental health providers in England to respond to an anticipated increase in need as a direct result of the coronavirus pandemic. The funding is available for registered charities to either scale up existing activity, adapt existing activity or introduce new activity.

There are small grants of up to £20,000 (minimum grant available £5,000) or large grants of up to £50,000 available and these are for projects lasting maximum of twelve months.

Through this grant they are hoping to reach those most in need and this includes (amongst others) 'Children and young people including those in families experiencing unstable employment or housing conditions, economic or social deprivation, or young people in care'.

Further details of the process to apply can be found on the Mind website here - <https://www.mind.org.uk/news-campaigns/campaigns/coronavirus-mental-health-response-fund/>

Mind is administering the fund in partnership with the Mental Health Consortia who represent the leading mental health organisations in England.

There will be support available for smaller organisations or groups via the National Survivor User Network who will administer a fund to support user-led organisations and smaller, unconstituted community organisations, who might not otherwise be eligible for a grant.

information@mhvoice.co.uk

Charity Funding/support

Please go to links for information

https://www.kent.gov.uk/_data/assets/pdf_file/0020/106166/Inside-Track-262-20-March-2020-COVID-19.pdf

<https://www.charityexcellence.co.uk/Content/UserGuide/COVID19%20Funder%20Toolkit%208.pdf>

KCF SEN Hardship Grants

Yesterday we shared information regarding the Kent Community Foundation's (KCF) hardship grants for families with children with complex needs. joanne@kentcf.org.uk.

Arts Education Exchange, Hardship fund

https://docs.google.com/forms/d/e/1FAIpQLSdb34oRdTH_3tXtKnI7AV6pJQKwMffg2jpVcG89bCfIttoyBaw/viewform?vc=0&c=0&w=1

School Health: Covid Update

Our teams work hard to improve the general health and wellbeing of children, young people and their families to support children to get the best start in life.

This service is operating in a different way due to Covid 19, but our teams are continuing to support children and young people with their physical and emotional health.

Our frequently asked questions provide details of the activities the teams are providing as well as the best online sources of support for schools and support for parents

www.kentcht.nhs.uk/service/school-health/covid-19-faqs-for-parents/

www.kentcht.nhs.uk/service/school-health/support-for-schools/covid-19-faqs-for-schools/

The following support is still available:

- Health needs assessments, advice and signposting via email, telephone and video support.
- The [ChatHealth](#) texting service on 07520 618850. Young people aged 11-19 can use our confidential texting service to talk to a nurse (Monday-Friday 9am-5pm).
- Our emotional wellbeing service will continue to offer signposting to helpful resources and self-guided help as a first step. Anyone needing additional support will be offered counselling and guidance on the phone through our [Children and Young People Counselling Service](#)
- Safeguarding support to promote the safety of children, young people and their families.
- Support to complete the Resilience Toolkit to make an impact on the healthy emotional growth and resilience of the young people in your school.
- Young People can find a range of helpful information and resources on the Kent Youth Health website. www.kentyouthhealth.nhs.uk

The following activities have been suspended until schools reopen:

- Face-to-face health needs assessments, advice and signposting including the delivery of The Lancaster Model.
- The National Child Measurement Programme (NCMP).
- Year R hearing and vision screening.
- Training for school staff on the safe management of health conditions that include anaphylaxis , epilepsy and the use of epi pens.

All referrals (including the Emotional Health Service) should still be made through the Single Point of Access (SPA) on 0300 123 4496. Referrals will continue to be triaged daily and clients will be offered advice and signposted to an appropriate digital service where required.

www.kentcht.nhs.uk/service/school-health/counselling-and-emotional-health

You can contact the team on:

Phone - 0300 123 4496

Email - nem-tr.kentchildrenandyoungpeoplehealthservices@nhs.net

Online referral - www.kentcht.nhs.uk/forms/school-health-service-referral-form/

DfE webinar:

DfE webinar: Local partnerships supporting schools/colleges with CYP mental health and wellbeing

The Department for Education, in collaboration with NHS England and Public Health England, is hosting a free, national webinar on **14 July from 2pm to 3:30pm** for local system leaders (in local authorities, the health system and VCSE) on responding to children and young people's (CYP) mental health and wellbeing needs as they return to school and college.

It will be chaired by Fran Oram and Sophie Langdale, DfE Joint Directors of Children's Social Care; and Eustace de Sousa, PHE National Lead for Health Inequalities and the Life Course.

The webinar will highlight the emerging and potential mental health and wellbeing needs of CYP in light of COVID-19; experts and local leaders will share their knowledge and experiences developing responses to support CYP during the crisis, emphasising the importance of clear local commitment and strong local partnerships, building upon the incredible efforts of local system leaders and services to support CYP during this difficult time.

Explore your options

A new resource for parents and carers - "Explore Your Options"

To help parents and carers who think their child might have SEND (Special Educational Needs and/or Disabilities) and might need additional help from their early year's provider or in school, we have developed a new resource "Explore Your Options". By answering a few questions parents and carers can get recommendations about the next steps they can take, who to talk to and where they can find out information and get advice about what support may be available for their child. This resource is on Kent's SEND Local Offer website and can be accessed by clicking the link below

<https://www.kent.gov.uk/education-and-children/special-educational-needs/what-to-do-if-you-think-your-child-has-send/explore-your-options-for-sen-support>

ASYLUM SEEKERS/MIGRANT HELPLINE



supporting migrants since 1963.

Over the past weeks, we have been putting measures in place following the advice given by the Government and the NHS. Our advisers provide a crucial service, helping asylum seekers throughout the UK to access the support and advice they need in these difficult times.

We have appropriate measures in place that enable us to continue providing a resilient service that supports our clients while protecting their safety and wellbeing and, at the same time, ensures that our employees are not putting themselves at risk. All our staff are working very hard to minimise the disruption to our provision.

Our telephone helpline (0808 8010 503) continues to be open 24/7 and is free to call for all asylum seekers in the UK. It can be used to apply for asylum support, general asylum related advice, or to report issues with asylum accommodation or support payments. We are delighted that our First Response Centre has maintained the call waiting time under a minute. With most of the operators now working from home, we hope that the measures undertaken will mean we can maintain a full complement of staff.

Our offices based in the initial accommodation have adopted new ways of operating. Most advisers are based at home, however we continue to maintain presence in the offices. Majority of appointments will be undertaken by phone and we will only offer face to face appointments where absolutely necessary. We have prepared translated information to advise those within the initial accommodations on how they can contact the respective offices and receive the support they need.

These are challenging times with many unknowns for all of us and we are working very hard to ensure that the vulnerable people we support don't fall through the cracks. We are working closely with the authorities, our subcontractors, accommodation providers, other charities and our suppliers to protect our clients. We will continuously review and adjust of our service delivery as the situation continues to unfold.

Helen Bransfield
Director of Asylum Services

Gypsy Traveller Community

The Communities Minister has written to local authority chief executives to highlight that some members of Gypsy and Traveler communities are likely to be particularly vulnerable to COVID-19, and may need support in accessing basic facilities such as water, sanitation and waste disposal, to enable them to adhere to public health guidelines around self-isolation and social distancing during the outbreak

https://www.gov.uk/government/publications/covid-19-mitigating-impacts-on-gypsy-and-traveller-communities?utm_source=a8da5b14-c0cd-43f6-b96c-7d092ba5e103&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily

IOM Migrant Information Service

I am writing to inform you that IOM has set up a Migrant Information Service (MIS) on Covid-19 measures and support, which has now been fully launched. We would appreciate your support in sharing this information among your network and with whom who may need it - Below is a short blurb to support this.

*The COVID19 pandemic, and the various measures the government has taken to combat it, has changed almost every aspect of life for people living in the UK, including the country's diverse migrant community. Yet for various reasons migrants' livelihoods are often at greater risk. IOM UK has designed a **Covid-19 Migrant Information Service to provide extra support to migrants** in the challenging context of the Covid-19 crisis.*

The info service includes:

- a multilingual website www.covid19uk.iom.int
- a telephone service **0800 464 3380**.
- to provide information to migrants living in the UK on 5 key topics: **health, work, benefits, visas and immigration, housing and homelessness**.

*The website also provides a comprehensive overview of the various governmental and non-governmental support schemes that are available to migrants. Finally, it provides signposted information for users to get further information and/or begin the process of accessing support. The website is currently available in many languages: **English, Spanish, Portuguese, Romanian, Arabic, Chinese, Albanian and Vietnamese, with Polish to be added soon**. The telephone service provides information to callers in any language, and is available on Freephone **0800 464 3380**. We would appreciate if you can share the availability of this multilingual service also on social media, by retweeting https://twitter.com/IOM_UK/status/1278293351259832321*

Kind regards,

Abir

Abir SOLEIMAN

Communications Officer

International Organization for Migration

11 Belgrave Road, London SW1V 1RB

M: +44 (0) 7470195306

unitedkingdom.iom.int | Facebook | Twitter

Unconscious Bias e-learning course now available

#StartSomewhere

**Our Unconscious Bias
course is available for
FREE in June**

It's time to unlearn and relearn



KSCMP and MSCP are pleased to announce that a new course '**Unconscious Bias**' will be available on their multi-agency e-learning portal throughout June. In the current climate, this subject is an important one, so please take advantage of this time limited opportunity.

All our e-learning courses are free to multi-agency partners – there are a wide range of topics and these can be found at: <https://www.kscmp.org.uk/training/e-learning-courses>