

Families in Focus Bulletin - Part 1

Information and Support for Families, Parents/Carers and Young People during Coronavirus

June 2020

Hello and welcome to the Citywide Bulletin from the Families in Focus team.

We thought this information looked interesting and that you might find it helpful. Please feel free to pass onto others.

This Bulletin has grown so big that we have now split it into 2 parts as follows:

Part 1 – Information and Support for Families, Parents/Carers and Young People during Coronavirus

Part 2 – Information and Support for Practitioners during Coronavirus

Please note that the information here is being shared by Families in Focus but if you require any further details you should contact the relevant organisation. All information is provided by the organisation and Families in Focus hold no responsibility for the contents. Bristol City Council does not endorse the organisations/activities and you should make your own checks to satisfy yourself on the quality of the services on offer. If you would like the information in a different language or format please contact the organisation/agency who will hopefully be able to help.

We cannot guarantee to include everything but will prioritise information on services or activities that practitioners will find useful in their organisation or to pass on to families.

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Service Updates and Information for Young People

Creative Youth Network - Workshops



About the course

Have you got an idea for a short film or audio story and need help, money and skills to make it happen? Well, this workshop could be perfect for you.

About the programme

Creative Youth Network and Calling The Shots are working together to run a series of workshops aimed at young people who'd like to develop their media skills and find out about the New Creative programme, an exciting talent development scheme that offers commissioning opportunities for young people to create new work in film, audio or interactive media, designed for BBC platforms.

The workshops available are Spoken Word, **Creative Writing** and **Animation**.

We encourage sign ups from those from social economically deprived backgrounds and non-white ethnic backgrounds. You can attend one or all of the workshops depending on what you're interested in. All workshops are free.

Spoken Word Workshop

Course Details

Join Millie Wood-Downie for her Spoken Word workshop and get to explore Spoken Word in an accessible, fun and dynamic way. Learn new ways to express yourself in a creative and supportive environment.

When: Tuesday 26th May , 2 – 3pm

Where: Zoom

Who: 16 - 30 year olds.

Cost: FREE

Book through the form below or get in touch with Emily on creative.dept@creativyouthnetwork.org.uk.

SIGN ME UP

Creative Writing Workshop

Course Details

When: Tuesday 9th June, 2-3pm

Where: Zoom

Who: 16 - 30 year olds.

Cost: FREE

Book through the form below or get in touch with Emily on creative.dept@creativyouthnetwork.org.uk.

Creative Workshop, led by animators.

Course Details

When: Monday 23rd June, 2 – 3pm

Where: Zoom

Who: 16 - 30 year olds.

Cost: FREE

Book through the form below or get in touch with Emily on creative.dept@creativyouthnetwork.org.uk.

Creative Youth Network – Wellbeing Chat

Free, safe and confidential online chat support for young people

Feeling down? Need someone to talk to? Our wellbeing practitioners are here for 11-19 year olds. We can help with mild to moderate mental health issues, in a flexible way. Ask us questions, tell us about you and we'll share information, advice and guidance.

We can work with:

Low mood/depression
Social anxiety
Low self-esteem
General anxiety
Panic disorder (panic attacks)
Phobias (most but not all)
Sleep problems

We can sometimes work with:

Emotional regulation problems
Obsessive Compulsive Disorder
Self-harm
Health anxiety
Difficult behaviours

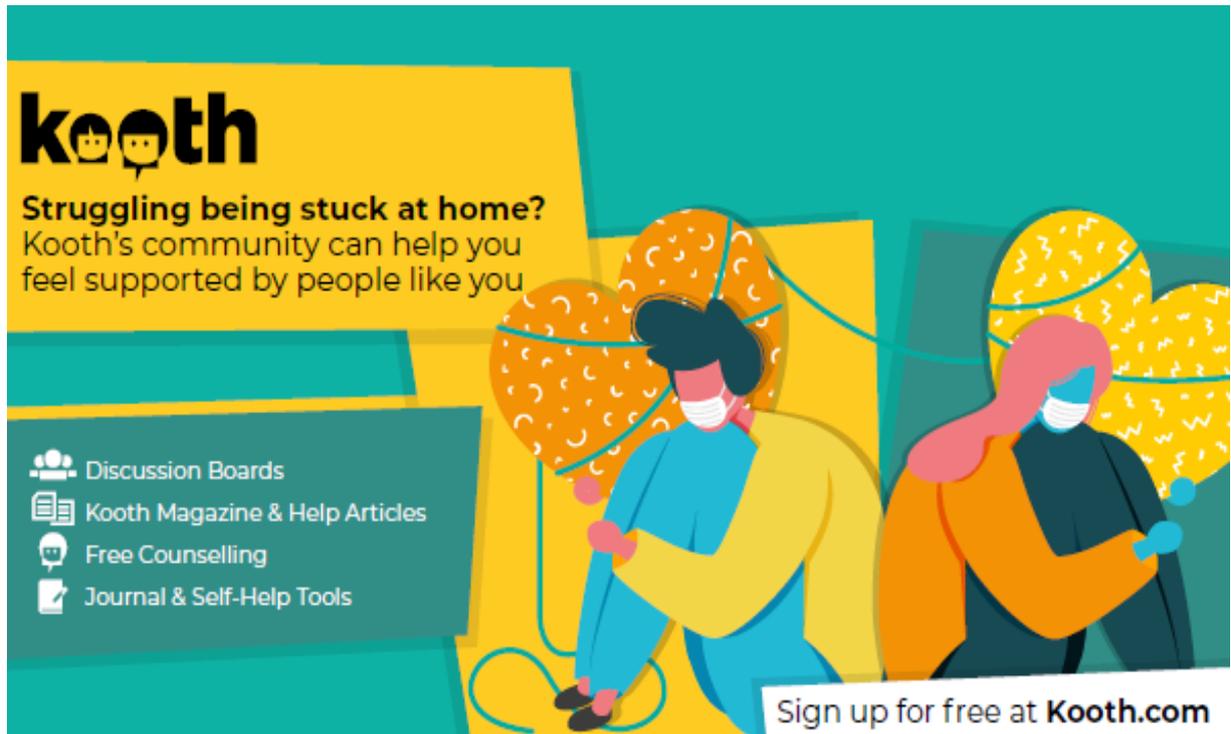
This list is not exhaustive, so do get in touch even if you're experiencing something different.



The poster features a red header with the text 'Wellbeing Chat' in white cursive. Below this, on a yellow background, is the text 'EVERY MON & THU' in bold red, followed by 'STARTS 30TH APRIL' in black. Two square photos of women are shown side-by-side. Under the first photo, it says 'Facebook: Hannah Cyn' and 'Insta: hannah_atcyn'. Under the second photo, it says 'Facebook: Amelia Cyn' and 'Insta: amelia_atcyn'. A horizontal line of red dots separates this from the chat times: 'Mon: 15:00-17:00' and 'Thu: 19:30-20:30'. A red circular logo with 'CREATIVE YOUTH NETWORK.' is in the bottom right corner.

Message Hannah or Amelia on Facebook or Instagram and they'll respond and have a chat with you during the allocated times.

KOOTH – Online Mental Wellbeing Community



kooth

Struggling being stuck at home?
Kooth's community can help you feel supported by people like you

- Discussion Boards
- Kooth Magazine & Help Articles
- Free Counselling
- Journal & Self-Help Tools

Sign up for free at **Kooth.com**



kooth

Free online counselling support for young people!
Discover everything Kooth has to offer

DISCUSSION BOARDS

FREE COUNSELLING

KOOTH MAGAZINE

HELP ARTICLES

JOURNAL

SELF-HELP TOOLS

Sign up for free at **Kooth.com**

<https://www.kooth.com/>

Bernardos – Wellbeing in Lockdown Survey

Young People, Your Wellbeing and the Lockdown Survey

A survey for young people about how the COVID pandemic and lock down has affected their health: <https://www.surveymonkey.co.uk/r/MHSlockdownsurvey>

This questionnaire has been created by Barnardo's Health Champions in Bristol and South Gloucestershire.

We are all under the age of 25 and run projects to improve mental health support services for young people.

By filling in this questionnaire, you will help us to understand what support young people will need as we leave lockdown.

This information will be used in a report, written by Barnardo's, for the national Government; MPs and Parliament.

If you would like to find out more about us, visit our website at:

www.barnardoshype.org.uk

Or you can find **Bristol Health Champions** or our **Barnardo's HYPE blog** on Facebook

HYPE

Helping Young People
(children and families) Engage

Believe in
children
 Barnardo's

Heard *and not* seen



Empire Fighting Chance – Virtual Timetable



OUR PACKAGE OF SUPPORT FOR SCHOOLS AND YOUNG PEOPLE

WHAT'S GOING ON AT EMPIRE FIGHTING CHANCE EACH WEEKDAY

We're fighting back against Covid-19 and have responded to what young people are telling us they need. Our range of support options help build young people's physical health and mental resilience during this difficult period. Keep fit, learn new skills and discover new possibilities for the future, so we can come out of this even stronger!

All our services are FREE during this period. To book onto any of the sessions, call the team on 0117 4523333, email info@empirefightingchance.org, or send us a message on social media.

Boxing and Mentoring (age 10+)

Our coaches are online offering 1-1 workouts combined with intensive personal support.

School hub support

Our excellent coaches are going above and beyond by working with young people face to face who are still attending school whilst social distancing.

Online group boxfit sessions

Join us for a virtual junior group boxfit session!

Family boxfit sessions

Get the whole family moving with a boxfit session with one of our coaches.

Hello Future Careers Mentoring (age 13+)

Our Careers Coach will help you discover your passions, skills, career options and mini-goals to get you there – all while keeping fit!

Education Support (Yr7+)

1-1 remote support to motivate students to complete schoolwork and remain engaged with learning, plus our AQA awards for Personal Development.

ASDAN Sports & Fitness short course (age 13+)

Our virtual Sports and Fitness qualification to do from home. 4 hours of exercise, 2 fun research projects, and a certificate to put on your personal statement or CV!

Online Content hub

Resources, activities and workouts to help you keep fit and engaged.

HEAD OVERLEAF FOR MORE DETAIL ON OUR VIRTUAL TIMETABLE »



VIRTUAL TIMETABLE

Monday - 10AM
30 Minute Boxfit

Tuesday - 10AM
Live Workout

Tuesday - 1PM
Careers Q&A

Wednesday - All day
Coaches Challenge

Wednesday - 3PM
Coach Q&A

Thursday - 9AM-12PM
Virtual drop in
Ask us anything!

Thursday - 5PM
Live workout

Friday - 10AM
Friday Forum

MONDAY - 10AM: Virtual BoxFit - Zoom Video Conferencing

Join us for a weekly boxfit session using Zoom, a great way to start your week off with a positive 30minute routine - tailored for all fitness levels. Grab a bottle of water and some space at home or outside, and get ready to sweat.

All you need to do is download the Zoom app, then our team will send you a link to the virtual session via email, WhatsApp or text message. Use the contact details above to book in!

TUESDAY - 10AM: Live Workout - YouTube Live / Instagram Live

Join our coaches as they take you through a weekly live workout. Our workouts are suitable for all fitness levels. We will showcase a full version and a modified, easier version of all your favourite exercises. Grab your water and get ready for our livestream at 10AM sharp on YouTube Live and Instagram Live.

TUESDAY - 1PM: Careers Q&A Session - Instagram

Careers Coach Aaron will answer all your questions on Instagram from 1PM every Tuesday. We're on hand to help you through this uncertain time, when there are lots of young people who might be struggling to get a job or worried about how their career prospects will be affected. Send us your questions using contact details above.

WEDNESDAY - All Day: Coaches Challenge - Instagram

We'll be setting a choice of challenges for our coaches to tackle online - they put you through your paces and now it's time to get your own back! Always wanted to play coach and get your mentor to take on 50 squats? Maybe Matt should try 100 of those mountain climbers he's always challenging you to do?

We'll share options for you to vote on each Wednesday morning on Instagram, and the coaches will share their videos of them taking on the challenge with the most votes!

WEDNESDAY 3PM: Coach Q&A - Instagram

Following on from the coaches challenge, our coaches will be discussing some of the key issues that young people have been facing, and answering questions about any topic. Our community is there for all to support each other, and this is a great opportunity to seek further advice anonymously and share knowledge!

Contact us with your questions, and we'll do our best to answer!

THURSDAY - All Day: Virtual Drop In - Instagram

Join us for a personal development workshop, where we discuss mental/physical well-being. Based on our 'Training with the Champions' programme, you'll learn about Gratitude, Kindness, Action Not Outcome, The Magic of Mini-Goals and other ways to help better manage your mood and mentality.

We'll also cover subjects like cutting-edge workout routines and exercises, nutrition advice, because healthy body = healthy mind! Ask us your questions on social media and we'll come back to you.

THURSDAY 5PM: Live Workout - YouTube Live / Instagram Live

Coaches Jamie and Sara will be taking you through their already popular live workout, mixing it up each week. No need to book, just look out for the YouTube Live / Instagram Live links on our social media channels, and get ready for a fun and challenging workout!

FRIDAY - All Day: Friday Forum - Twitter

Friday Forum is our boxing focused Twitter takeover from our Head of Business Development and #Breaking-DownBoxing host Jamie Parry. He's talked you through boxing technique over the last few weeks, and now's your chance to have a conversation around anything boxing related. Who was your favourite boxer? What was their best fight? Who would you have loved to see matched up against each other?

We'll be setting you challenges throughout the day as well, so make sure your eyes are peeled on our Twitter feed!

Off the Record – Weekly Schedule 1st June 2020



**A MENTAL HEALTH SOCIAL MOVEMENT BY AND FOR YOUNG PEOPLE
ONLINE ACTIVITY - WEEKLY SCHEDULE:**



MONDAY 1ST

11AM / UPPER BODY WORKOUT WITH TOM
4PM / THE OTR DIGITAL HUB / INSTAGRAM *
4.30PM / MIND AID / ZOOM *#

TUESDAY 2ND

9.30AM / YOGA / ZOOM *#
4PM / SHAMELESS / ZOOM *#
5.30PM / HARMED / ZOOM *#

WEDNESDAY 3RD

3.30PM / THE OTR DIGITAL HUB / INSTAGRAM *
6PM / RESILIENCE LAB / ZOOM *#
8PM / SHAMELESS X LETTERTOMYBODY CHAT / INSTAGRAM *

THURSDAY 4TH

4PM / NATURE WORKS / ZOOM *#
5.15PM / RESILIENCE LAB / ZOOM *#

FRIDAY 5TH

11AM / WHY WE MUST KEEP TALKING ABOUT INEQUALITY... YEAR ROUND

SATURDAY 6TH

11AM / THE OTR DIGITAL HUB / INSTAGRAM *

SUNDAY 7TH

11AM / UNSPOKEN TRUTHS OF LOCKDOWN, EPISODE 1 - HOUSING



FOLLOW US ONLINE @OTRBRISTOL

TWITTER/FACEBOOK/INSTAGRAM TO JOIN US FOR THESE SESSIONS!

All content uploaded to all social sites except * = Live on specific platform

= Sign-up required at bit.ly/OTR-SignUp

WORKS Newsletter – Bristol Learning City – Learning Resources



[WORKS Newsletter - 15.05.20](#)

[Hayley Galpin](#)

[May 15, 2020](#)

Here is the fortnightly WORKS newsletter sharing resources and information across the last two weeks:

- [Latest Remote Resources update](#) – Each fortnight there will be home resources added from 3 sectors. Please see this fortnight’s latest resources as well as previous resources shared.
- [Latest Remote Film Resources](#) - Each fortnight there will be video content to provide an insight into different Post 16 routes, professions, industries and sectors. This fortnight, we have added a series of “this is how I got here” mini films ready to view. We will be sharing our three Q and A’s with quizzes next Friday 22nd May alongside a masterclass on the topic of green careers and sustainability titled “Feeding Britain” – this is paired with a quiz for young people to complete. Further videos are also shared on our site here: - <https://www.bristol.works/career-insights>
- **WORKS CPD offer** – In partnership with our delivery partner Sixteen Co-operative, WORKS are offering a CPD session on “What happens after school”. This is a session aimed at teachers, LSA’s, SENCOS and careers leads focusing on the routes to employment, including supported employment and supported internships. Also looking at the wider menu of opportunities available within Bristol. It will run as an information sharing session, presentation with time to ask questions at the end. ***If you would like to attend please book your place via Eventbrite –*** <https://www.eventbrite.co.uk/e/what-happens-after-school-exploring-post-16-options-for-people-with-send-tickets-105501903032>
Please also feel free to pass on to colleagues who may also wish to attend.

- **Into Film Competition** – Into Film want children and young people to **create a short film** and use nature and their surroundings in an engaging and creative way, to capture the calmness and document something they've noticed or appreciated while spending more time in their local area. Whether it's in the garden, the local park, or even from inside the home, the natural world is all around us. Encourage children to **get creative** and **use their natural surroundings** to make a short film, **3 mins or under** in length. Details about the competition and how young people can get involved are included here: - <https://www.intofilm.org/competitions/16>
- **Empire Fighting Chance** – May offer attached

E learning for students

BT Skills for Tomorrow: Numerous courses available for students – more detailed information on eventbrite: - <https://www.eventbrite.co.uk/o/bt-skills-for-tomorrow-26823592931?gpid=2502656>

- **Thursday 21st May: Reflections Training Academy Virtual Workshop on Interview Tips, CV writing and how to get that dream job:** 1pm – 2pm (Hair) and 2pm – 3pm (Barbering).

Register your interest at www.reflectionstraining.co.uk, quoting *PREP DAYS*

Alongside the above, we have resources for students to access on [apprenticeships](#) and [useful websites](#) they could look at during this time.

Please feel free to share any resources on your school site and share amongst your school staff and with students and parents. If there are any questions you have or ideas of further ways we can help then please do get in touch.

Moreover, here is the link to share if easier in your newsletters: - www.bristol.works/covid-19-newsletter/2020/5/15/works-newsletter-150520

We hope you are keeping well!

The WORKS Team

Service Updates and Information for Parents and Carers

Information from South Bristol Children's Centre



May 2020 News Letter

South Bristol Children's Centres

We ARE STILL HERE to support families! We may not be able to provide our normal range of activities but join our virtual timetable through our social media sites or call our support telephone line. We have a number of Facebook pages, YouTube channel, Instagram and our SBCC Website.

We are also able to support families individually over the phone and through our Food clubs, call us to find out more. The Telephone support line is available from Mon-Fri, 9-4 ON **07795952621**.

SBCC Facebook page: <https://www.facebook.com/SouthBristolChildrenCentreHub/>

SBCC Website: <http://www.southbristolcc.org.uk/>

SBCC YouTube Channel:

https://www.youtube.com/channel/UCeKBoO117ASWEA_UuJe6vw?view_as=subscriber

Each local Centre have their own Facebook page. Here you can keep in touch with the staff team and find out about local services.

Knowle: <https://www.facebook.com/Knowle-Childrens-Centre-Groups-and-Family-Support-110674503944058/>

Bedminster/Redcliffe: <https://www.facebook.com/Bedminster-Childrens-Centre-Groups-and-Family-Support-186658205322003/>

Hartcliffe: <https://www.facebook.com/Hartcliffchildrenscentre/>

Bishopsworth: <https://www.facebook.com/Bishopsworthchildrenscentre/>

Stockwood: <https://www.facebook.com/SouthernLinksChildrensCentre/>

You can still contact a Health Visitor by calling the Bristol Advice & Information Service during COVID-19. The number for South Bristol is: 0300 125 6264

The Bristol Breastfeeding Support Team continues to offer their online virtual support to families across Bristol. Our virtual groups are universal and run Monday – Thursday. We can also offer 1-2-1 support via phone or video call to families with a new baby in South Bristol. For more information please contact Sandra Tanner on 0750 095 3791 or by email: Sandra.tanner@bristol.gov.uk

Community Learning are offering a wide range of online courses for people with few or no qualifications including First Aid, Maths and English, arts and crafts, courses for you to do with your families, cooking and much, much more. Check their website at www.communitylearningwest.net to find out about what courses are on offer and ways to enrol.

Please keep in touch and we hope to see you again very soon.



Centre for Academic
Primary Care

@capcbristol

www.bristol.ac.uk/capc

**If you have children age 12-18
months, we need your help!**



**We're looking for parents of young children to
help us plan research on childhood eczema –
and we can pay you for your time**

**The Centre for Academic Primary Care (CAPC)
works to improve experiences for patients and GPs**

Contact Victoria or Julie to find out more:

Email: capc-ppi@bristol.ac.uk

Phone: 0117 331 4555

With your help, we can make a real difference

Childhood eczema studies at CAPC: Who we are

We're a team of health researchers who work together to find answers to medical questions. We're doctors, nurses and parents/carers too, because 'real-life' experiences are vital to us understanding and answering problems that matter. We're based at the Centre for Academic Primary Care, University of Bristol.

What we do

Much of our work is on childhood eczema. Eczema is a dry, itchy skin condition, in which the skin can appear red and cracked.

One of the things that's hard for parents is not knowing what causes eczema. We do know that eczema can run in families, it can be triggered by things like the weather, soaps and stress, and it often occurs in children who have allergies.

If you'd like to find out more about allergies in general www.allergyuk.org is a good place to start.

Have your say

We have just completed the first stage of a study known as 'TEST' (Trial of Eczema allergy Screening Tests) which aims to see whether having food allergy tests and then excluding certain foods from the diet, is helpful for children with eczema. Some people think that food allergy causes eczema and then avoid 'offending' foods, often without appropriate guidance. If a food causes sudden, severe reactions then it needs to be avoided. However, for children who 'just' have eczema, we don't know whether avoiding certain foods makes any difference to eczema symptoms. This first stage 'feasibility study' tells us that it is possible to carry out a much bigger clinical trial to determine the answer, which is what we're busy planning next!

If you have a child with eczema and you would like a say on how we carry out the trial (and get paid!), we would love to hear from you. You can express your interest by emailing Julie or Victoria at capc-ppi@bristol.ac.uk

We hope to hear from you!

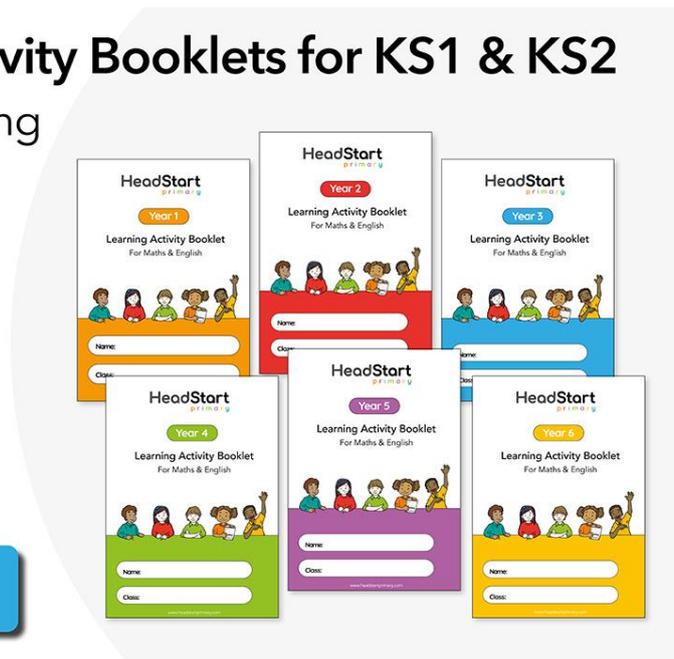


FREE Learning Activity Booklets for KS1 & KS2

ideal for homeschooling

50
pages of
activities for
each year
group!

DOWNLOAD HERE!



We've put together a selection of pages from a range of our Maths and English resources. The booklets are matched to objectives from the National Curriculum and are an ideal resource for children to complete while working independently from home.

Please feel free to share the link to these free downloads online for pupils' homeschooling or the booklets may be used as a printed resource to distribute as required.

[DOWNLOAD FREE QUESTION & ANSWER BOOKLETS HERE](#)

Supportive Parents – The SENDIAS service for children, young people and their parents

[View this email in your browser](#)



Dear Parents and Carers,

Welcome to your bulletin for May 2020. We hope this issue finds you well and managing. The current situation is hard for everyone and particularly difficult for some families with a child or young person with special educational needs. In this bulletin we have tried to direct you to information and resources which may help and answer the questions you have been asking.

Supportive Parents News

As far as possible Supportive Parents is continuing with business as usual. We have adapted our service to manage the challenges of Coronavirus and will carry on finding new ways in which to deliver a SENDIAS service while following government guidance on social distancing. See the detail of our service below:

Telephone & Email Support: our Information, Advice and Support line service is operating as normal but calls are being diverted to an answer machine to enable remote working. We still aim to return all calls within 24 hours, Monday-Friday, between 9.30 and 4.30pm. Call us on **0117 9897725** or email support@supportiveparents.org.uk for help and support.

Paperwork: we offer one to one support via telephone and email, to support with any aspect of SEND, including preparing for an annual review or tribunal, statutory assessment etc. A telephone or online translation service can be provided where needed.

Meetings, Training, Events & Resources: it is unclear when restrictions will be lifted to allow gatherings or face to face meetings. Where possible, we hope to offer virtual opportunities instead. Please keep an eye on our [website](#) and [Facebook](#) page for updates about this. We are currently working with varied media options to communicate with service users. This includes face-to-face *online* meetings and the potential possibility of dialling in to meetings where capacity and technology allow.

Information & Signposting Service: we will provide an information and signposting service through our social media, e-bulletin and website, including relevant updates about the COVID -19 virus and information from local authorities and health services. Browse Aloud is available on our website.

NEW Resource to Support You With 'Virtual' Meetings - we have a new resource to help parents and carers in preparing for a virtual meeting with a professional. Click [HERE](#) to view and download this. For more information see our News Page [HERE](#) or sign up to our Facebook page [HERE](#) and receive regular news and updates.

Volunteering

If any of you find that you have some time to spare at the moment and would be interested in volunteering, our volunteer project lead, Jane Franklin would love to hear from you. Please do get in contact via: jane.franklin@supportiveparents.org.uk.

Education & SEND

Joint Written Statement of Action (WSOA) Available

The joint WSoA produced by the Bristol local authority and health, along with a detailed action plan to address the concerns raised in the recent Ofsted and Care Quality Commission joint inspection has now been approved by Ofsted. Read more [HERE](#).

PAC Report

Nationally, in a report published on Wednesday 6th May, the Public Accounts Committee (PAC) says children with Special Educational Needs and Disabilities (SEND) are seeing their education, well-being and life chances undermined by failings in SEND provision. The report recognises the vital need for a review of SEND support and calls on the government to complete it urgently. To see the recommendations of the report click [HERE](#).

EHC Needs Assessments

The Bristol Educational Psychology team have told us they've started phoning parents who are currently in the process of an EHC needs assessment and who are waiting for input from an Educational Psychologist. The team have done a small pilot and are hoping to make contact with all parents who are in this process to make sure that they:

- hear what is important to them.
- reassure parents that, although the process has limitations at the moment, they are continuing to work with them and will try and be creative in ways of gathering information.

Consultation & Feedback

EHCP Template Review

Bristol local authority are reviewing the design of their statutory Education Health and Care Plan templates. If you would like to be part of a working group to co-produce these documents, please email the SEND Team Manager, Mary Taylor, by emailing her on mary.taylor@bristol.gov.uk

Bristol Parent Carers Surveys

Bristol Parent Carers are asking for your views on what services would be helpful while support groups are suspended. See their web page about this [HERE](#). To gather your views, they've designed a very short survey at the bottom of the web page. You can also go directly to the survey [HERE](#).

Bristol Parent Carers have also launched a survey to ask people what they think about

our SENDIAS service. The deadline for completion is 5pm on Sunday 24th May. We would appreciate it if you could complete this as your views and feedback on our service are important. Click [HERE](#) to take part.

Online Events

Our next surgery for Bristol parents and carers only, will be held on **7th July**. This is an opportunity for you to book a 30-minute appointment with a SEND practitioner from our team, between 6.00-8.00pm. The appointment can either be carried out by telephone, or online using the software MS Teams (*see below about support using this technology*). We're happy to answer your query or concern on any aspect of your child's special educational needs or disability, give advice about filling in forms or paperwork and advise on next steps. This surgery will be advertised in due course via an email to you (if you have signed up to receive them) and on our website news page and via our Facebook page, so look out for this.

29th June 'Transitions Event' - advance notice that we are planning an online event for Bristol families about 'transitions' and will be telling you more about this shortly.

Technological Support to help you access a digital meeting with us: We are using Microsoft Office Teams to host virtual meetings. If you want to book a digital appointment at a surgery with us, but are anxious about how to do this, we can support you before the meeting so that you feel confident about using this software. We will send out instructions on how to download MS Teams and there will be an opportunity to test this with a member of staff before the meeting. This means that when you have a meeting with us you can focus on what you would like help with and not worry about the technology.

Useful Links & Resources

We have collected together useful and mostly local resources to help children, young people, parents and carers during the coming weeks and months, including information for children and young people:

For Parents in Bristol

Bristol Council have a range of useful information on their website:

- See '[Coronavirus what you need to know](#)' for a range of information on this subject.
- Read Bristol Council's '[Families in Focus](#)' [Bulletin 4](#) for May. This is a directory of information, services, support and advice for families during the Coronavirus crisis.
- For current Bristol SEND services, information about EHCPs and more, click [HERE](#).
- For details about health services, including the Community Children's Health Partnership CCHP Service during COVID-19, click [HERE](#).
- For details about contacting social workers during this time, click [HERE](#).
- For information about school closures and services available click [HERE](#).
- Corona virus explained for children - click [HERE](#)

For Children & Young People

- **New Video:** we've created a short new video update about our SP16-25 service, for young people. Click [HERE](#) to view this.
- **Out & About Bristol:** activities and fun for children and young people with disabilities - click [HERE](#)
- **Access Sport:** activities for children & young people with disabilities - click [HERE](#)

Mental Health For Children & Young People

- **Off the Record:** see their weekly schedule [HERE](#)
- **Young Minds:** for ideas for practical support click [HERE](#)
- **The Mix:** a charity that provides free, confidential support for young people under 25 via online, and mobile – click [HERE](#).

Youth Groups, Courses, Activities & More

- **WECIL** – for Changes to WECIL Services during the Corona virus outbreak click [HERE](#)
- **Creative Youth Network** – for details of online services available click [HERE](#)

Careers/Post 16

- **Bristol WORKS** have been developing remote resources and film content for schools and students to access during this time. They are being developed to continue to inspire students about the range of Post 16 options and career opportunities available across the City. The resources are being shared on the WORKS website and via a fortnightly newsletter – see their last newsletter [HERE](#)

Support for Carers

- **Carers Support Centre** - click [HERE](#)
- **Direct Payments & impact of the coronavirus** - click [HERE](#)

Health

Healthwatch Bristol - click [HERE](#)

Advice and Resources to Support Parents

- **Action for Children** - have a good range of resources to help you to help your children at this time, including dealing with challenging behaviour - click [HERE](#)

Best Wishes

Supportive Parents

Digital Safety Information during Covid-19

DIGITAL SAFETY DURING COVID-19: **SAFEGUARDING FROM HARMFUL INFLUENCES ONLINE**

- The impact of COVID-19 means that most of us will be at home for an extended period and are likely to be spending increasing amounts of time online.
- The online world is a necessity for many children in accessing school work and it delivers huge benefits, not least in enabling us to stay connected to family and friends during this period. However, many parents may feel concerned about the content their children are accessing.
- Although rare, there is a risk that increased online activity and feelings of stress and isolation may be exploited by negative influences and online groomers of all kinds to target vulnerable children and young people directly.
- An understanding of digital safety will help parents and carers safeguard loved ones from a range of harms, whether that's child sexual exploitation, fraud, or extremist influences seeking to radicalise vulnerable people.
- Extremists may use the COVID-19 outbreak to promote hateful views, for example through conspiracy theories blaming a particular group for the virus, or through spreading misinformation regarding these groups' responses to it.

What steps can I take to keep my child safe online?

- If you have downloaded new apps or bought new technology to help stay connected at this time, remember to review and adjust privacy and safety settings if you or your child is signing up to a new online service.
- Government has encouraged Internet Service Providers to allow parents to easily filter content to put you in control of what your child can see online.
- You can switch on family friendly filters to help prevent age inappropriate content being accessed on devices in your home.
 - The UK Safer Internet Centre provides [guidance](#) on how to do this.
 - Internet Matters has also provided [step by step guides](#) on how to setup parental controls.
- More information is included in the 'Further Resources' section.

What are the signs that my child may be being exploited online?

- Online exploitation is often hard to recognise because it is a complex issue. When it comes to being drawn into extremist ideas online, sometimes there are clear warning signs, in other cases the changes are less obvious.

- Although some of these traits may be quite common among teenagers, taken together they could be indicators that your child may need some help:
 - Exploring new and unusual websites, chat forums and platforms. Harmful influences may push individuals towards platforms with a greater degree of anonymity.
 - Joining new or secret groups since isolation.
 - Speaking with new friends or being secretive about chats during online gaming or in forums.
 - A strong desire to seek new meaning, identity and purpose.
 - Using language you wouldn't expect them to know.
 - Watching, sharing or creating films online linked to religious, political or racial hate.
 - Becoming increasingly argumentative or refusing to listen to different points of view.

Should I be concerned that a loved one is being exploited online?

- The above are merely signs that they might need help, but you know your child best and you will want to speak with them first. Check in with them and ask about what they are viewing, who they are speaking to and how they are feeling. This might feel difficult, but here are some pointers to help you:
 - Listen carefully to their fears and worries. Find some helpful tips [here](#).
 - Avoid explanations that could be interpreted as antagonistic, belittling or frightening.
 - Advice and support is available to help them [understand COVID-19](#).
 - If they are finding it hard to cope with bereavement and grief - advice can be found [here](#).

What help is available if my child is being exploited online?

- It is important to safeguard loved ones from a range of online harms, whether that's child sexual exploitation, fraud, or extremist influences seeking to radicalise vulnerable people.
- If you are concerned that your child may be at risk of radicalisation, help is available to make sure they get the support they need to move away from harmful influences.
- Teachers, healthcare practitioners, social workers, the police, charities, psychologists and religious leaders work together to safeguard those vulnerable to radicalisation through a safeguarding programme known as Prevent.
- Prevent protects people from being drawn into hateful extremism – regardless of the ideology. It works in a similar way to safeguarding processes designed to protect people from gangs, drug abuse, and physical and sexual exploitation.
- Receiving support through Prevent is voluntary, confidential and not any form of criminal sanction. It will not show up on any checks or negatively affect an individual's future in any way.
- The type of support available is wide-ranging, and can include help with education or careers advice, dealing with mental or emotional health issues, or digital safety training for parents; it all depends on the individual's needs.

- With this specialist help, vulnerable people across the country have moved away from supporting hateful extremism, enabling them to live more stable and fulfilling lives.

How can I access support and advice for a loved one being radicalised?

- As with other safeguarding functions, Prevent is still operating during this time and is here to support families in times of need.
- If you are worried that a loved one is being radicalised, you can call the police on 101 to get advice or share a concern so that they can get safeguarding support. Alternatively, you can contact your local authority safeguarding team for help.
- Contacting the authorities will not get the individual into trouble if a criminal act hasn't been committed. The local authority or police will discuss your concerns, suggest how they can best help and give you access to relevant support and advice.
- If you think someone is in immediate danger, or if you see or hear something that may be terrorist-related, trust your instincts and call 999 or the confidential Anti-Terrorist Hotline on 0800 789 321.

I have seen concerning hateful content online that could cause harm. What should I do?

- Prevent takes robust action to tackle radicalisation online and to counter the ideology promoted by extremists. This includes removing terrorist-related material and action to suspend the accounts of those fuelling these views.
- Any member of the public can report terrorist content they find online through the [GOV.UK referral tool](#). The [Action Counters Terrorism campaign](#) provides more information on this.

Further resources

There are resources available to help you understand and protect your child from different harms online.

- [Educate Against Hate Parents' Hub](#) provides resources and government advice for parents and carers on keeping young people safe from extremism.
- [Let's Talk About It](#) provides support for parents and carers to keep children safe from online radicalisation.
- [UK Safer Internet Centre](#) has guides on the privacy settings, parental controls and internet safety features of the major internet service providers.
- [Parent Zone](#) works with Prevent to provide digital safety advice for parents.
- [Thinkuknow](#) provides resources for parents and carers to help keep children safe online.
- [Childnet](#) has developed [guidance for parents and carers](#) to begin a conversation about online safety, and [on keeping under-fives safe online](#).
- [Parent Info](#) provides digital support and guidance for parents and carers from leading experts and organisations

- [NSPCC guidance for parents and carers](#) is designed to help keep children safe online. Their [Net Aware](#) website, produced in collaboration with O2, provides specific safety information on popular apps and websites.
- [Childline](#) can provide advice and support if your child is worried, from dialling 0800 1111 or downloading the 'For Me' app.
- This [list of online education resources for home education](#) includes resources to support your child's mental wellbeing.

Resources and Information from Women's Aid



Resource for survivors



Safety and wellbeing advice for survivors

Many survivors will be feeling unsafe isolating in a house with an abusive person, and isolated from their support networks. In partnership with fellow specialist organisations, we have put together some advice and information about support available. Please click below to download the safety resource.

[Download safety resource for survivors](#)

Resource for friends, family, neighbours and community members.



Domestic Abuse, Sexual Violence, and other forms of Gender-Based Violence – Advice for friends, family, neighbours and community members.

Domestic abuse, sexual violence, and other forms of gender-based violence will increase during the Covid-19 crisis. Home is not a safe place for everyone, and our vital

services are under pressure. Friends, family, neighbours, and community members can be a vital lifeline for survivors. In partnership with fellow specialist organisations, we have put together some basic guidance on how best to do this. Please click below to download the support resource.

[Download support resource for friends, family and community members](#)



Safety and wellbeing advice for survivors in British Sign Language:

Many survivors will be feeling unsafe isolating in a house with an abusive person, and isolated from their support networks. In partnership with fellow specialist organisations, we have put together some advice and information about support available. Please see below to view the videos outlining this advice in British Sign Language.

[Click here to watch our safety advice for survivors in British Sign Language](#)

You can also download these resources in the following languages:

Portuguese, French, Punjabi, Polish, Bengali, Urdu, Arabic, Gujarati, Chinese – Traditional, Chinese – Simplified, Spanish, Turkish, Farsi, Kurdish (Sorani), Welsh.

Please [click here](#) and scroll down to download the survivor and community resources.

women's aid
until women & children are safe

Employment Opportunities and Courses

Bristol 24/7 is hiring community reporters



We are on the hunt for new journalists to help us report community news during the coronavirus crisis.

These content creators will help us tell the story of their own areas of Bristol however they want: through writing (news, features, creative writing, poetry or opinion), photography, video, animation, social media, podcasts and more.

We are ideally looking for people who live in the areas of Bristol that are often under-represented in mainstream media coverage.

While we are unable to publish our free monthly magazine or write our usual stories about Bristol's arts scene, we want to tell more stories about areas such as Avonmouth, Broomhill, Hartcliffe, Lawrence Hill, Lawrence Weston, Shirehampton, Speedwell and many more right across our city.

These stories will be told by people who live and are part of communities about which they produce content.



The most important shared element to the work that our new community reporters will produce is exceptional storytelling.

We will be able to commission people to produce one-off content or a series of pieces of work. We will be commissioning this work at a day rate of £70, so if it takes you half a day to write a news story we will pay you £35 but if it takes you three days to shoot and edit a video, we will pay you £210. These are short-term roles.

Successful candidates will be:

- Passionate about Bristol.
- Eager to tell stories from their own community.
- A self-starter.
- Aware of the work that Bristol24/7 already does.
- Willing to learn new skills.
- Legally able to work in the UK.

If this sounds like you, please email martin@bristol247.com with a 50-word bio of yourself and brief ideas of three pieces of content that you would like to create for us.

Main photo: Lowie Trevena

[BECOME A MEMBER OF BRISTOL24/7](#)

Weston College – Personal Wellbeing Course

Personal Wellbeing Course



Employment
Services



Now more than ever, it is important to be aware of our own 'Personal Wellbeing' and the personal wellbeing of the ones closest to us. This qualification is the perfect opportunity to develop your knowledge and understanding of **Personal Wellbeing**, including

- ✓ Understanding Motivation
- ✓ Understanding Stress
- ✓ Understanding Feelings and Emotions
- ✓ Beliefs and Values (within society)
- ✓ Understanding Risk and Making Decisions

You will work online, with outstanding support from your tutor, to complete the qualification.

Inductions for this course will be taking place on Monday the 8th June with the course starting on Monday 15th June for 2 Weeks

Call or email :- 01934 411147
employmentsupport@weston.ac.uk

Weston College – Volunteering Course



**Employment
Services**

Volunteering



Whether providing voluntary support to a frontline service, helping out at a local community group or providing experience and knowledge to an organisation, there are many ways in which you can volunteer.

This programme covers the essential knowledge required for volunteering and will give you the confidence to deal with difficult situations.

You will complete four modules, these are:

- **Level 1 Award in Awareness of Safeguarding and Prevent**
- **Level 1 Unit in Understanding Volunteering**
- **Level 1 Unit in Understanding How to Look After Personal Health and Hygiene**
- **Level 2 Award in Health and Safety in the workplace**

You will be supported by an online tutor, who will provide guidance and assessment feedback.

01934 411147

employmentsupport@weston.ac.uk



WESTON
COLLEGE

Are you interested in working in the Construction Sector?

This Learning will ensure you are prepared to take your CSCS test once the test centre is open.

Course Available

This 8-day course is perfect for anyone that would like to work within the construction industry or if you currently work in construction and would like to refresh your knowledge.

On the course you will gain your Level 1 Award in Health & Safety in a Construction Environment Qualification, as well as a CSCS card which is necessary to work on a construction site. COSHH and employability skills will also be covered in the course. Full attendance is required to obtain your CSCS card.



Online Construction CSCS

For further information or to make a referral please contact: 01934 411147 OR Email employability@weston.ac.uk

Delivery Venue



WESTON
COLLEGE

Online Tutor Supported Course

Start Date: - 26th June

Times: - 9.30am-each day.

CSCS tests will be booked only when it is safe to do so and centres are open, it is expected there could be an additional waiting time due to social distancing measures.

Full attendance to the course is required and all candidates must pass their level 1 Award in Health and Safety in a Construction Environment before the CSCS card exam entrance.



Online Construction CSCS

For further information or to make a referral please
contact: **01934 411147** OR Email employability@weston.ac.uk

Career course for those aged between 16 and 24

START YOUR FUTURE



8 WEEK CAREER COURSE FOR 16-24 YEAR OLDS

Smarten up your CV and gain the skills, experience and qualifications employers are looking for.



5-WEEKS REMOTE LEARNING

followed by

**CUSTOMER SERVICE
HAIR AND BEAUTY
HOSPITALITY | IT | RETAIL
SPORTS AND LEISURE + MORE**

PLACEMENT INCLUDES:

- weekly training allowance
- travel allowance

Placement start date will depend on Industry and will only commence when safe to do so.

REGISTER NOW FOR NEXT START DATE!

Ofsted
Outstanding Provider

Traineeships

Shaw Trust
Delivered by **Ixion**

"Everyone was so helpful. I was offered a job after my placement. I found learning about personal finances really useful."

For further information please contact:
01245 505642
traineeships@ixionholdings.com

www.ixionholdings.com



CMT (Consultancy Management Training) – Career and Training advice and service update

Summary of Current Provision at CMT Services



CAREERS GUIDANCE

In addition to our usual Careers support we currently have National Careers Service support for furloughed Employees.

CMT Services hold a contract with National Careers Service to offer Information, Advice and Guidance and are currently offering further support to employed furloughed individuals. The support, delivered by professional Advisers by telephone and email, could include:

- Mental and physical wellbeing.
- Money matters.
- Training or updating skills and/or qualifications.
- Redundancy
- Job searching
- Any other guidance identified by the individual.

For further information or to book a session please call Sean on 07955151834 or email sean.ewart@cmtservices.co.uk



TRAINING

Skills Support for the Unemployed ESF funded training for 19+ unemployed

Your Time West of England ESF funded training for NEET and at risk of NEET (Year 11/age 15+) will need referral from Local Authority or current School which we can chase up for you.

Both opportunities are currently available in all geographic areas. Includes accredited training from the list below delivered remotely with phone/email support from tutors. Also includes ongoing job search / job club support to enable progression into further learning/training, employment or apprenticeship. All courses are offered as flexible 1:1 remote supported delivery. Please call us to discuss access to course material.

Courses available.

Accredited courses

Customer service City and Guilds E3
Personal and Social skills – City and Guilds E3
Employability City and Guilds E3
Care Certificate
Warehousing Level 2
ECDL 1 and 2
Functional Skills in English and Maths to L2

We also have a huge range of non-accredited courses that can be used to enhance CVs and upskill for employment.

All learners would need to be referred to Kim.payne@cmtservices.co.uk who can also be contacted on 07917848757 if you have any queries.

Partners In Bristol – Career Courses for Everyone



RECENTLY MADE UNEMPLOYED?

STRUGGLING WITH FURLOUGH?

DESPERATE TO FIND A NEW DIRECTION FOR YOUR CAREER?

TIME TO RESKILL?

WANT TO FILL THE DOWNTIME WITH SOMETHING WORTHWHILE?

LET PARTNERS IN BRISTOL SUPPORT

YOU THROUGH THE UNCERTAINTY

COURSES FOR EVERYONE

SIMPLY VISIT

<https://partnersinbristol.theskillsnetwork.com>

THEN APPLY ON LINE OR CALL US FOR HELP WITH YOUR APPLICATION

07767268300

Neil Hayman

LAG and Progression Coach | **Partners** in Bristol

Neil.Hayman@PIB.cityofbristol.ac.uk

Solution focused training for Bristol

Part of City of Bristol College

For all the Family

Community Learning – Online Yoga Course

COMMUNITY LEARNING



Yoga for Confidence Online Course

Dates: 1/6/20 to 22/6/20

Time: 10.00am-12.00pm each week

- You will learn how to safely copy stretches/postures/ movement and breathing techniques to calm you and help you stay healthy in these stressful times
- Be shown techniques on how to use your new skills to boost your confidence.

Taught online using Zoom app which you will need to download onto your phone, tablet, computer or laptop, *we can help you with this.*

To enrol please follow this link <https://communitylearningwest.net/enrol>

Or call **01172 510230** to book your place or get help getting online

More information on our website
www.communitylearningwest.net



BRISTOL
LEARNING CITY

EMPLOYMENT
SKILLS &
LEARNING



Community Learning West – Online Course Timetable

Click here to express an interest in a Bristol course: LCTinfo@bristol.gov.uk

Click here to enrol on a North Somerset course: [North Somerset Courses](#)

If you are worried about getting started with online learning please call one of the contacts and they will be able to organise support for you.

Information on all our courses on our website www.communitylearningwest.net

Family Learning (Bristol)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Family Arts & Crafts 2		June 2020	4	Helen Richards 07760 990855	Live video and online resources
Family maths – One is snail, ten is crab		June 2020	4	Helen Richards 07760 990855	Google Classroom; and Google Meet
Employability (Bristol)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Start your own business	Thurs: 9:30am	7 th May 2020	6	Richard Davies 07788 353420	Face to face video chat, Facebook & Google Classroom
IT for Employment	Tues: 10am	19 th May 2020	6	Suzanne Gaffney 07887 451776	Google classroom, live video and online resources
Paediatric First Aid (Accredited)	Tues: 10-12.00	5 th May to 30 th June 20 More dates to come...	6 8	Lucy Fieldhouse 07788 353446 Helen Richards with more 07760990855	Zoom and Google Classroom
Emergency First Aid for Work (Accredited)	7 hrs	Coming soon		Suzanne Gaffney 07887 451776	Zoom and Google Classroom
Employability (North Somerset)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Career Choice in Care – this is an intensive course over 2 weeks	Mondays	1 st June 2020	2	JP Evans 07795 390 667	
IT (North Somerset)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Stay Safe Online	Wednesdays	20 th May 2020	3	Jo Urch 07920 082 952	

Be Happy Online	Fridays	22 nd May 2020	3	Jo Urch 07920 082 952	
Health & Wellbeing (Bristol)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Food Safety L2 <i>More dates will be announced</i>	Tuesdays Fridays	19 th May 2020	2 days	Helen Richards 07760 990855	Google Meet and Zoom
Dealing with stress and anxiety Read more	Thurs: 9:30am	7 th May 2020 More dates to follow if there is demand	6	Richard Davies 07788 353420	Google classroom and video chat
Parenting (Staying sane during lockdown) Read more	Fri: 9:30am	15 th May 2020	6	Richard Davies 07788 353420	Google classroom and video chat
Food for thought (Ideas and recipes for better health)		June 2020	4	Helen Richards 07760 990855	Facebook and Google Classroom
Positive Steps – build up your well-being and resilience skills	Fri: 1.00-3.00	15 th May to 30 th June 2020	6	Lucy Fieldhouse 07788353446	Google Classroom and Zoom
Introduction to Health and Beauty	Thurs 10-12.00	28 th May to 2 nd July	6	Lucy Fieldhouse 07788353446	Google Classroom with Zoom
Accredited and Non-Accredited Functional Skills (Bristol)					
<p>All of our 2020 Functional Skills courses are now running online, if you were attending one last term but have yet to get to an online lesson, please email us at: Lctinfo@bristol.gov.uk and we can help set you up and get you learning again.</p>					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Maths Entry 3 and Level 1 Read more	Wed:9:00am	29 th April 2020 Still	12	Edwina Provansal 07825 315820	Google Classroom and Google Meet

		time to enrol			
Accredited and Non-Accredited Functional Skills (North Somerset)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Brush Up You English	Various	19 th May 2020	10	Jo Urch 07920 082 952	Various
ESOL & Language (Bristol)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
ESOL – Practise makes perfect	Wed: mornings Fri: mornings	Just find out how to enrol and start this week!	Ongoing	Julie St Jean Dick 07469 413348	Live video chat and online resources
Fun with Phonics	Tues:3pm	12 th May 2020	6	Edwina Provansal 07825 315820	A mix of live video chats and online resources
ESOL for Health (entry 1 & 2)	Wed: 2pm	13 th May 2020	6	Edwina Provansal 07825 315820	A mix of live video chats and online resources
ESOL & Language (North Somerset)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
ESOL Employability Portishead	Online	12 th May 2020	8	Rebecca Jones	Online
Pre-Tenancy (Bristol)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Roof over My Head - access to this course is restricted – call Julie for details		Coming soon	6 days	Julie St Jean Dick 07469 413348	Google classroom, live video and online resources
Volunteering (North Somerset)					
Course	Time	Start Date	No. of weeks	Contact	Delivery
Community Volunteers II	Times that suit you	15 th May 2020	2-3 hours	JP Evans 07795 390 667	Google Classroom
BSL Sign Language (North Somerset)					

Course	Time	Start Date	No. of weeks	Contact	Delivery
Introduction to British Sign Language	Fridays	5 th June 2020	5 weeks	JP Evans 07795 390 667	Various
Commissioned Courses					
Course	Time	Start Date	No. of weeks	Contact	Delivery
L1 Passport to Enterprise and Employability	Thursday & Friday	9.30am to 12 noon starting on 14 th May	5 weeks	Jane Franklin 07518 576597 or email admin@c-cbed.com	This course will be delivered on an online platform during the COVID-19 lockdown restrictions. Will also include phone tutorials.
Time for Change	Thursday & Friday	1pm to 4 pm starting on 14 th May	3 weeks	Jane Franklin 07518 576597 or email admin@c-cbed.com	This course will be delivered on an online platform during the COVID-19 lockdown restrictions. Will also include phone tutorials
Time for Change - PART 2 *This course can be taken separately from part 1 above	Thursday & Friday	12.30pm to 4 pm starting on 11 th June	3 weeks	Jane Franklin 07518 576597 or email admin@c-cbed.com	This course will be delivered on an online platform during the COVID-19 lockdown restrictions. Will also include phone tutorials

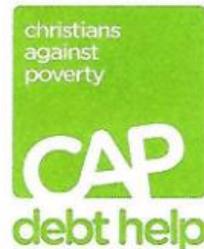
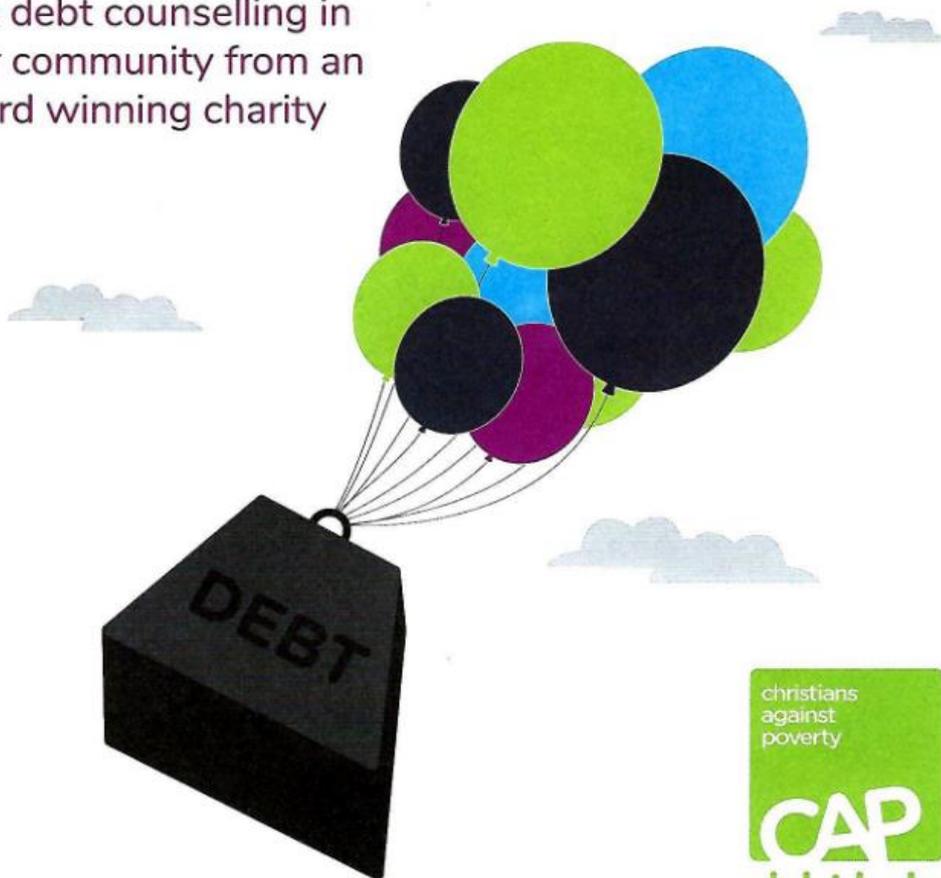
We are working hard to develop a wide range of online courses and so please call one of us if you do not see a course you are looking for, it might be that we will be offering it soon.

Support lines and Services

CALL FREE ON **0800 328 0006**

Weighed down by **debt?**

Free debt counselling in
your community from an
award winning charity



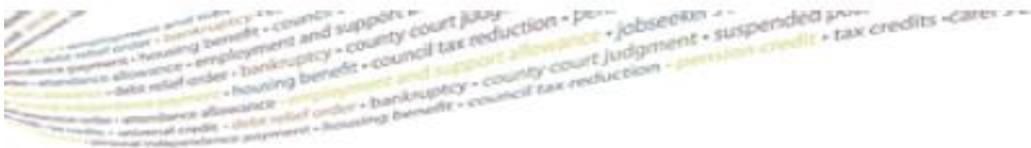
CAPuk

Charity Registered No: 1097217 (England & Wales), SC038776 (Scotland).
CAP is authorised and regulated by the Financial Conduct Authority.

capdebthelp.org

Product code:100892v5

Welfare Rights and Money Advice Service



Welfare Rights and Money Advice Service



Helpline factsheet

- Don't know what you may be entitled to?
- Need some help or advice on a benefit related issue?
- Not sure how to fill in a claim form? Having difficulty writing about your problems?
- Want to know how your other benefits may be affected?
- Would like some advice on a new or existing claim for a disability benefit?

We can help

Claiming the right benefits or finding information can be hard work and very confusing during the coronavirus pandemic, but don't give up!

If you need help or advice there is a confidential helpline available:

T: (0117) 352 1888

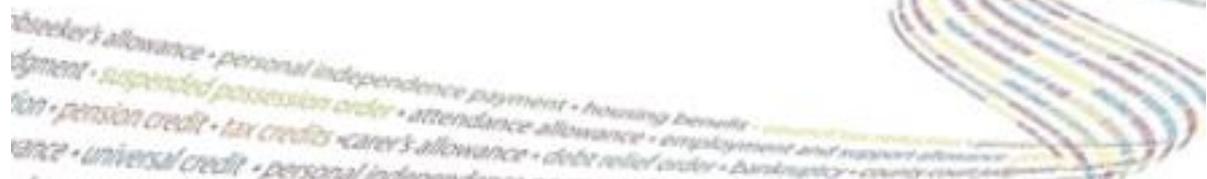
E: welfarerights@bristol.gov.uk

Monday, Tuesday, Thursday, Friday: 8.30 am – 1.00 pm (Wednesday closed all day)

You can also find advice and information, some of it specific to the coronavirus pandemic, on our website:

<https://www.bristol.gov.uk/benefits-financial-help>

This factsheet is produced by Bristol City Council Welfare Rights and Money Advice Service
May 2020



Details of other agencies in Bristol which can provide professional and expert welfare benefits, money and debt advice can be found here <https://acfa.org.uk/>

Bristol advice charities are open for FREE phone advice

"I was paying off my debts... but I can't afford to right now, what can I do?"

"I am claiming Tax Credits – but would I be better off claiming Universal Credit?"

"I need to be off work to look after children. What are my options and will I be paid?"

"I've lost my job and can't pay my rent. Can my landlord evict me?"

Coronavirus has caused and deepened problems for people in our community. Please don't worry on your own; our expert advice is free.

Get in touch for help today.



Specialist advice and information for people 55 and over.
Call 0117 922 5353 or email advice@ageukbristol.org.uk
www.ageuk.org.uk/bristol



Helping people access justice

Employment, discrimination, benefits appeals & more.
Call 0117 924 8662 or email mail@bristollawcentre.org.uk
www.bristollawcentre.org.uk



For anyone facing housing problems or homelessness.
Call 0117 935 1260 or email advice@chasbristol.co.uk
www.chasbristol.co.uk



Independent advice on employment, debt, benefits & more.
General advice: 03444 111 444
Initial Universal Credit claims: 0800 144 8444
www.bristolcab.org.uk



Specialist debt & welfare benefits advice, including appeals.
Call 07731 842 763 or 07595 047 278
email team@northbristoladvice.org.uk
www.northbristoladvice.org.uk



We can help people with bad housing or homelessness.
Call 0344 515 1430
Urgent help out of hours: 0808 800 4444
england.shelter.org.uk



Specialist debt, benefits and income maximisation advice.
Call 0117 954 3990 or email mail@talkingmoney.org.uk
www.talkingmoney.org.uk



Disabled People related welfare benefits advice & more.
Call 0117 947 9922 or call/text 07973 685849
www.wecil.co.uk

Funded by ACFA, registered charity number 1187070

Bristol Women's Voice Services

COVID19 has changed and interrupted our lives in ways that could not be anticipated or indeed, planned for. Each week will be doing a round up of services that can support women. This week we have highlighted mental health. We are in this together.

#MentalHealthAwarenessWeek

#WomenSupportingWomen

Mental health problems affect all genders equally, but some are more common among women. We are offering a listening ear to signpost you towards the help and support that you may need. Call us 0117 9166555 or email info@bristolwomensvoice.org.uk.



Are you having a difficult time? Would it help to talk to another woman who can help you think things through? Woman kind Bristol have a telephone helpline & webchat available Monday - Friday, full info available here - <https://www.womankindbristol.org.uk/helpline/>



For those in need of mental health support, Missing Link has a women's mental health floating support service in Bristol that is still up and running. Contact them via phone 0117 925 1811 or enquiries@missinglinkhousing.co.uk.

<https://missinglinkhousing.co.uk/services-we-offer/womens-mental-health-floating-support-service-in-bristol/>



Could you benefit from understanding how to manage stress & anxiety during #COVID19? Or are you worried about someone else? Bristol Mind's emotional support helpline is now open 7 nights a week, 7pm-11pm on 0808 808 0330.

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



In response to the #COVID19 emergency, Changes Bristol charity are now running online support meetings run by trained facilitators. This is a safe and friendly space for those experiencing mental distress to share their problems.

<https://changesbristol.org.uk/support-groups/online-meetings>



It's #MentalHealthAwarenessWeek and NHS-uk have extended their resources for those in need of mental health support. They provide practical tips, expert advice & important urgent support information.

<https://www.nhs.uk/oneyou/every-mind-matters/>

DWP – Domestic Abuse Support



Domestic abuse

<https://www.understandinguniversalcredit.gov.uk/already-claimed/domestic-abuse/>

During the coronavirus outbreak

To protect staff and customers, jobcentres are temporarily closed to the public. However, jobcentre staff will still meet our most vulnerable customers, including those fleeing domestic abuse.

Our jobcentres are a safe space and DWP continues to support victims of domestic abuse. This includes helping you access temporary accommodation and putting you in touch with local experts and support networks.

We can also support you by helping you to open a new Universal Credit claim, and you can apply for an advance payment where needed, which can provide quicker access to money. From this moment your ex-partner will not have access to any information about your new claim.

We continue to work in close partnership with organisations and services within local communities to ensure that vulnerable customers are supported during the coronavirus outbreak. We are here to help.

If you or someone you know is suffering from domestic abuse, police response and support services remain available.

Find out [how to get help](#) if you or someone you know is a victim of domestic abuse.

Call 999 if you are in immediate danger.

If you need to seek help, advice or talk to someone about abuse in a relationship, you can contact the [Freephone National Domestic Abuse Helpline](#) (in England) on 0808 2000 247.

There's more information about the help and support for victims of domestic abuse if you live in:

- [Northern Ireland](#)
- [Scotland](#)
- [Wales](#)

Find out more about [help available from the Department for Work and Pensions for people who are victims of domestic violence and abuse](#)

Support available if you are the victim of domestic abuse

A range of support services are available to you and your family via your work coach, if you are the victim of domestic abuse:

- Private rooms are available in most jobcentres so you can discuss sensitive issues with your work coach in private.
- If you have to temporarily stay in alternative accommodation but intend to return to your former home, you may be able to receive the housing element of Universal Credit for both your former permanent home and the temporary alternative accommodation.
- The jobcentre can temporarily remove the need for you to look for work so that you can focus on your immediate needs.
- If you've left an abusive relationship, your work coach can help you to open a new claim as a single claimant. From this moment your ex-partner will not have access to any information about your new claim. You can also get a rapid advance of up to 100% of your expected Universal Credit monthly entitlement. You will get a decision on the same day.
- Every jobcentre has links with a network of local and national charities and organisations, which your work coach can direct you to in order to ensure that you get the expert help you need.
- The jobcentre can liaise with local authority contacts and relevant organisations to support you to find somewhere to live as soon as possible if you have had to leave your home due to an abusive relationship.

Watch this video about the jobcentre support for victims of domestic abuse:

If you think you need help or need someone to talk to about abuse in a relationship, you can contact the Freephone National Domestic Abuse Helpline, run by Refuge, on 0808 2000 247.

Find out more about the [National Domestic Abuse Helpline](#) and the work of [Women's Aid](#)

Crimestoppers – Information about Child Neglect Campaign

Subject: Child Neglect – Crimestoppers campaign

Dear Supporter,

With people forced to stay at home during the lockdown, children in neglected homes are likely to be suffering more than ever, so we want to educate the general public on the signs to spot of Child Neglect, and encourage them to speak up if they have concerns.

Whilst our primary aim is to raise awareness of the signs to spot around Child Neglect to prompt those that have information on the perpetrators to tell us what they know, we're also calling on the public to learn more about this crime type and contact the NSPCC if they require more support, advice or are willing to waive their anonymity.

Please follow us and share on social media :

www.facebook.com/CrimestoppersintheWestCountry

Facebook: If you're worried for a child and fear they may be a victim of neglect, speak up. To remain 100% anonymous, tell the charity @Crimestoppers what you know - 0800 555 111 or online:

<https://bit.ly/3c9r6i7>

https://twitter.com/WestCountry_CS

Twitter: If you're worried for a child and fear they may be a victim of neglect, speak up. To remain 100% anonymous, tell the charity @CrimestoppersUK what you know - 0800 555 111 or online:

<https://bit.ly/3c9r6i7>

Please help us share this important message.

Warm regards

Karen MacDonald

Regional Manager Crimestoppers in the West Country



Reprovide – University of Bristol – Research study exploring ways to help men change their behaviour



**It is not OK
to hurt your partner
It is OK
to ask for help**

Call us to join a research study to explore ways of supporting men to change their behaviour. Men aged 21+

Contact:
University of Bristol
Tel: 07976 225462
Email: reprovide-men@bristol.ac.uk
<http://www.bristol.ac.uk/primaryhealthcare/researchthemes/reprovide/>



Support lines

NEVER ALONE

NSPCC
0808 800 5000
(24hrs)

National Domestic Abuse Helpline
0808 2000 247
(24hrs free)

Mind
0300 123 3393
(Mon-Fri 9-6)

Victim Support
0808 168 9111
(24hrs)

Cruse Bereavement
0800 808 1677
(Mon-Fri 9-5)

ChildLine
0800 1111
(24hrs)

Action on Elder Abuse
0808 808 8141
(Mon-Fri 9-5)

Respect - Men's Advice Line
0808 801 0327
(Mon-Fri 9-5 or 8pm)

Samaritans
116 123
(24hrs free)

National Centre for Domestic Violence
0207 186 8270



NEXTLINK.

changing the face of
domestic abuse support services

COVID-19 - WE ARE STILL OPEN

Because of Coronavirus our office hours are changing to 10am to 4pm.

The out of hours service will be available outside of these hours:

All our services are up and running

and our Live Chat is now open from 10am to 4pm.

If you are concerned about your safety and need help and support, please
contact us and we can help



Next Link domestic abuse telephone help lines are open 10am - 4pm Monday to Friday

0117 925 0680



Free confidential helpline for everyone
affected by their parent's drinking

Monday - Saturday

☎ 2pm - 7pm

✉ 12pm - 9pm

0800 358 3456

helpline@nacoa.org.uk



bristol sanctuary

Mobile Telephone: 07709 295 661

Telephone number: 0117 9542952

Email address: awp_bmhsanctuary@nhs.net

Opening times:

Please note we are currently running a telephone only service. This is 7 days a week from 4-10pm. You can call us on 01179542952 or 07709295661. After an initial informal assessment we will allocate a time slot for people during the evening when staff will call back and offer support.



The Sanctuary is a safe space for you, for when you can't cope any more or are feeling desperate and alone.

We are running a telephone only service, seven days a week from 4-10pm. We will work with you as an individual to try and find some balance.