



KENT

**SIGNPOSTING
RESOURCE**



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SUPPORT FOR REFUGEES IN KENT

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EMERGENCY PHONE NUMBERS

Emergency services (fire, ambulance, police): Call 999

Non-emergency medical help and advice: Call 111

Non-emergency calls to the Police: Call 101

Kent County Council Ukraine phone line: Call 03000 41 24 24

Kent County Council concerns about a child: Call 03000 41 11 11

EDUCATION

Learn English

Kent Adult Education college courses:

<https://kentadulthoodeducation.co.uk/>

College and online courses with WEA:

<https://www.wea.org.uk/courses/esol>

STEP Ukraine - Intensive online ESOL course for Ukrainians:

<https://www.worldjewishrelief.org/stepukraine/>

Free English Practice Online

General English: www.cambridgeenglish.org/learning-english/activities-for-learners/?rows=12

General English: <https://www.bbc.co.uk/learningenglish/>

General English: <https://esol.excellencegateway.org.uk/content/learners>

Writing Practice: <https://writeandimprove.com>

Free English language resources by level - University of Kent:

<https://research.kent.ac.uk/theenglishhubforrefugees/resources/>

IELTS preparation resources: <https://ielts.org/take-a-test/preparation-resources>

Trinity Exams: ESOL Skills for Life at Trinity College London. <https://www.trinitycollege.com/qualifications/english-language/ESOL-skills-for-life/ESOL-Skills-for-Life-levels>

Local Libraries

Find your local English language conversation group.

You can use a library to access a computer and complete forms or documents, borrow books and get information. Some libraries hold social events where you can meet new people.

Find your local Kent library: <https://www.kent.gov.uk/leisure-and-community/libraries/visiting-a-library/find-your-nearest-library>

Further / Higher Education for Adults

Further education and apprenticeship courses: <https://www.ucas.com/>

Further education courses: <https://nationalcareers.service.gov.uk/find-a-course>

Online university courses: <https://www.open.ac.uk/>

Refunet: Free tuition in maths, English and science. Refugees and asylum seekers eligible. <https://www.refunet.org.uk/find-a-teacher>

Your Child's Education

Contact your local council to find and apply for school places.

Find your local council: <https://www.gov.uk/find-local-council>

More information about school education: <https://www.gov.uk/browse/childcare-parenting/schools-education>

Find your local Children's Centre: For children aged 0-5 years. <https://www.kent.gov.uk/education-and-children/childcare-and-pre-school/childrens-centres>

Find your local Youth Hub: Variable age ranges available: Ages 11-16, 16-18, 18-25). <https://www.kent.gov.uk/education-and-children/young-people/youth-hubs>

JOBS AND BENEFITS

Benefits

Find out what benefits you are eligible for, and get help applying for them: <https://www.citizensadvice.org.uk/help/claim>

Finding a job

Book an appointment at a Job Centre to find work near you, write a CV and develop your interview skills.

Find your local Job Centre: <https://find-your-nearest-jobcentre.dwp.gov.uk/search.php>

Further help with writing a CV: <https://nationalcareers.service.gov.uk/careers-advice/cv-sections>

Palladium and Migrant Help:

Employment and English language support. <https://repsoutheastpalladiuminternationallimited.co.uk>

Contact: isabelle.farre@migranthelpuk.org

WELLBEING AND MENTAL HEALTH

Help with your mental health

If you are feeling lonely, worried and would like some help, you can call:

British Red Cross: [0808 196 3651](tel:08081963651) (open daily 10am – 6pm) and you can ask for an interpreter if you need one.

Samaritans: 24/7 Helpline on [116 123](tel:116123)

Find counselling and talking therapy near you:

Mental Health Matters: Free, confidential mental health support over the phone. Open 24 hours a day, 365 days a year. www.mhm.org.uk/

North Kent: <https://northkentmind.co.uk/contact-us/>

East Kent: <https://eastkentmind.org.uk/contact/>

South Kent: <https://www.southkentmind.org.uk/contactus/>

West Kent: <https://westkentmind.org.uk/contact-us/>

Mental health support for young people

Kooth: A free, safe and anonymous online wellbeing service for children and young people offering one-to-one counselling sessions, online discussion boards, journals and goal trackers. <https://www.kooth.com/>

NHS Mental Health Support

Over 18? Call the 24-hour helpline on [0800 783 9111](tel:08007839111)

Under 18? Call the 24-hour helpline on [0800 011 3474](tel:08000113474) (Call, then press option 1, then option 3.)

Talking therapies: A range of services available with access to interpreters. <https://www.nhs.uk/service-search/mental-health/find-an-nhs-talking-therapies-service>

Kent & Medway NHS Partnership: NHS Mental Health support. Speak to your GP about options. <https://www.kmpt.nhs.uk/need-help/>

Face to face mental health support

Safe havens are safe spaces you can go to if you are feeling distressed, frightened, overwhelmed or you are unsure where to go to get mental health support. <https://www.kentandmedway.icb.nhs.uk/mental-wellbeing-information-hub/safe-havens-kent-and-medway>

Canterbury Safe Haven:

Age UK, The Centre, Castle Row, Canterbury, CT1 2QY

Folkestone & Hythe Safe Haven:

Rainbow Centre, 69 Sandgate Rd, Folkestone CT20 2AF

Maidstone Safe Haven:

Kestrel House, Knightrider Street, ME15 6LU

Medway Safe Haven:

Age UK, MacKenney Centre, Woodlands Road, Gillingham, ME7 2BX

Thanet Safe Haven:

Holy Trinity Church, St Mary's Avenue, Dane Valley, Margate, CT9 3TN

TRAVEL

Southeastern Rail

Trains across Kent and to London

<https://ticket.southeasternrailway.co.uk/search>

Stagecoach buses

Buses across Kent

www.stagecoachbus.com/plan-a-journey

Arriva buses

Buses across Kent

www.arrivabus.co.uk/kent-and-surrey

National Express

Intercity bus travel in the UK

www.nationalexpress.com

Flixbus

Some intercity bus travel in the UK and international (Europe)

<https://shop.global.flixbus.com/search>

National Rail

Intercity train travel around the UK

www.nationalrail.co.uk/

Transport for London (TFL)

All public transport connections in London (tube, tram, overground, underground etc)

<https://tfl.gov.uk/>

USEFUL CONTACTS

Legal, benefits and housing advice

Free independent advice on benefits, work issues, debt, housing, law, health and immigration. Signposting to several services and advice.

Citizens Advice: <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

Kent County Council: www.kent.gov.uk/leisure-and-community/cost-of-living-support/find-help-and-support-with-money-worries#tab-5,8

Food Banks

If you are struggling to pay for food, you can get a voucher to get free food from your local food bank.

Find your local food bank: <https://foodbankfinder.org.uk/>

Community Support Groups

Make friends in your local area. These organisations help connect refugee families with local volunteers. Find a friend, practice your English or get reading support for children.

Canterbury Welcomes Refugees

Facebook Group: <https://www.facebook.com/profile.php?id=100069852385761>

Website: <https://www.canterbury-refugees.com/>

Tonbridge Welcomes Refugees:

<https://www.facebook.com/tonbridgewelcomesrefugees>

Tunbridge Wells Welcomes Refugees:

<https://www.facebook.com/tunbridgewellswelcomesrefugees>

Sevenoaks Welcomes Refugees:

Facebook Group: <https://www.facebook.com/SevenoaksWelcomesRefugees>

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

Support for Ukrainians

KCC oversee the Homes For Ukraine sponsorship scheme, any questions or concerns should be directed to them.

Kent County Council: Welcome to Kent leaflets (with Ukrainian and Russian translations). <https://www.kent.gov.uk/leisure-and-community/support-for-ukrainian-nationals/support-for-ukrainians>

Kent County Council Ukraine phone line: Call [03000 41 24 24](tel:03000412424)

Sittingbourne & Sheppey Helping Ukraine: <https://www.facebook.com/groups/378705797002538>

British Red Cross – Information for Ukrainian refugees (Ukrainian and Russian translations): <https://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine>

Support for Afghans

British Red Cross guide (with Dari and Pashto translations): <https://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-afghanistan-in-the-uk>

NHS Warm Welcome

Mental Health support for Afghans who supported the British Armed Forces: <https://www.veteransservice.nhs.uk/afghanservice>