

SUPPORT DURING COVID-19

The coronavirus (COVID-19) outbreak is of deep concern to everyone and many of you may be feeling concerned about the future or worried about your families, finances or food. We want to reassure you that Westminster are committed to supporting families, children and young people during this period.

You can access up to date support, advice and updates to local services via our [Family Information Service](#). We will add any relevant updates from specific services as they become available. For general information from the council regarding COVID-19, please visit [Westminster's coronavirus advice and information pages](#). Here you can also [sign up to digital updates](#) for the latest on coronavirus response, which are sent daily.

If you are concerned about a child, please phone us on **020 7641 4000** or email AccesstoChildensServices@westminster.gov.uk. For urgent help as a result of COVID-19, please phone **020 7641 1222** or [email us](#).

Your local council and the community are here to reassure and support you during these uncertain times.

FOOD

Westminster City Council has a dedicated service to support residents who may be isolating and unable to leave the house or who are finding it difficult access food. A new dedicated phone number has also gone live for [Westminster Connects](#). This is for individuals who may need help or for people who know of anyone in need of help as a result of COVID-19. Westminster Connects phone number is 020 7641 1222, available from 8am to 10pm seven days a week.

VITAMINS

You can still collect vitamins from your local distribution reception point. There is also a delivery service for your vitamins: please use the following number to arrange a delivery. Westminster: 020 7641 5923
Kensington & Chelsea: 020 7938 8400

CHILD ABUSE

With children now seeing fewer adults due to the Government's stay at home and social distancing guidelines, if something you see or hear doesn't sit right with you, please act on your concern by reporting it to Children's Services.

If you are worried a child is being harmed or abused, contact Children's Services on- **020 7361 3013 (RBKC)** or **020 7641 4000 (Westminster)** 9am-5pm weekdays.

Outside of these times, contact 020 7373 3227 (RBKC) or 020 7641 6000 (Westminster)

Translations are available in the following languages-

- Somali
- Arabic
- Kurdish
- Bengali
- Polish



**He might have confided
in his teacher**

**Or opened up to
someone at school**

**You're the only one
who can help now**

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ROYAL BOROUGHS OF
KENSINGTON
AND CHELSEA

City of Westminster

DOMESTIC ABUSE

Is someone at home harming you or making you afraid?
It is important to remember that support is available.



If you are **worried**
about domestic or
sexual abuse at home,
we are here for you.

The Angelou Support Service is available to
provide help for anyone aged 13 or above.

For help call: **0808 801 0660**
Monday, Tuesday, Thursday and Friday: 10am - 4pm
Wednesday: 10am - 4pm and 6pm - 9pm

Call the Angelou Support Service on **0808 801 0660** Monday - Fridays,
10am - 4pm.

On Wednesday, they are also available from 6pm - 9pm. Translators
are available.

Outside of these times, you can call the 24-hour National Domestic
Abuse Helpline on **0808 2000 247**.

If you are in immediate danger, you should contact the police. You can
dial 999 and then press 55 and remain silent. The police will know you
are in danger and cannot speak.

Translations are available in the following languages-

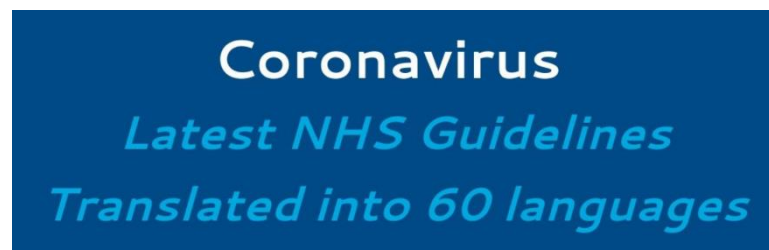
- Cantonese
- Romania
- Japanese
- Arabic
- Italian
- Polish

- Gujrati
- Urdu
- Hindi
- Portuguese

Find more support available on the [Westminster](#) or [RBKC](#) websites.

COVID-19 ADVICE IN MULTI-LANGUAGES

Doctors of the World UK have updated the official Government advice and Public Health guidance in 60 languages.



COVID-19 INFOGRAPHICS, AVAILABLE IN 35 LANGUAGES

Factual and easy-to-understand COVID-19 Infographics are also available in 35 languages, to help summarise key points and provide the right information to diverse communities. They have been produced by a group of doctors, medical students and volunteers and can be accessed [here](#).