



Boloh

Helpline

**Supporting information
for professionals**

**Believe in
children**
 **Barnardo's**

A new immigration route opened on 31 January 2021, providing British National (Overseas) (BN(O)) status holders from Hong Kong and their dependants with the opportunity to study and work, on a pathway to citizenship.

How can Boloh help?


It is recognised that Hong Kong (BN(O)) settling in the UK will need support with wide range of issues, and Barnardo's will be supporting the government with the delivery of the Welcome Programme through our Helpline – Boloh. Boloh was developed in October 2020 as a direct response to Black, Asian, and Minority Ethnic children, young people, parents, and carers impacted by the Covid 19 pandemic. The Helpline is available between 10am to 8pm Monday to Friday and on Saturday from 10am to 3pm.

The Helpline is not just a listening service; it provides practical and emotional support over the phone/webchat and also refer onward to specialist community support. A dedicated team of psychotherapists provide time-bound therapeutic support where required. Depending on the issues present, the caller's experiences, and specific background, we will identify the most suitable

method and service for support, for example, mental health and well-being services, mentoring support for young people, support with education, welfare benefits, housing options, etc. Alongside the helpline, Barnardo's has online resources hosted on its website. These resources are available in a range of community languages, including Cantonese. Professionals can contact the helpline if they would like to make enquiries about the service, to seek advice on how to support their service users and/or to refer a service user to the helpline for advice and/or therapeutic support.

What service users can expect when they make contact?

Service users will receive a response on the telephone or webchat from one of our team of specialist advisors who work in a culturally informed manner and are knowledgeable about the lived experiences of Hong Kong (BN(O)).

A photograph of a family celebrating a birthday. A man, a woman, and a young girl are gathered around a birthday cake. The man is on the left, smiling and clapping his hands. The woman is on the right, also smiling and clapping. The young girl is in the center, smiling broadly. The cake is in the foreground, decorated with candles and star-shaped decorations. The background is slightly blurred, showing a window with a view of a city.

Where it is identified during the initial discussion with the service user that they would like to continue receiving further support, the service user would be given the option of being called back at a convenient time by the same helpline advisor. During these discussions, the helpline advisor will work to explore with them if they would like to be referred to the Helpline's therapeutic support service and or to be provided with practical support e.g food vouchers, devices, clothing, or baby items. The aim of this continued support by the helpline advisor is to ensure they provide ongoing support, advice and signposting to other organisations and work towards achieving a positive outcome for the client.

Psychotherapy

Six weekly sessions of psychotherapy will be offered and if additional sessions are required

this could be arranged.

The sessions will take place over the phone or online. The first and sixth session will be for 45 minutes to allow for an initial baseline assessment to be made of three key challenges the individual is facing, with the final session to discuss and note progress made during the service. Sessions two to five of 30 minutes each, will comprise of therapeutic support to address the key challenges identified in the first session. The team of qualified therapists are either from Hong Kong or have a lived experience of working with communities who have resettled in the UK. All therapists and helpline advisors have specialist training in delivering culturally sensitive, trauma informed support.

Can support be provided in different languages?

Our helpline advisors can provide a service in English and will have access to Cantonese interpreters. The therapeutic sessions can also be provided in Cantonese or English.

How do I refer someone to the Helpline?

You can provide the service user with the Helpline's number and ask them to get in contact. They can also make contact via the webchat on the website. You can also talk to the service user about the Helpline and make a referral to us with their consent via the website. Once you make contact, the helpline advisor will discuss what support could be provided.

Our aim is to build resilience, knowledge and strength for the Hong Kong British Nationals coming to the UK to respond to the challenges of settling and integrating within the UK. We know that we are unable to do this without working in partnership with you, so please talk to us if you need any further information:

Freephone: 0800 151 2605

Email: boloh.helpline@barnardos.org.uk

Website: helpline.barnardos.org.uk