



«Full\_NamePeople»  
«Line1People\_Address»  
«Line2People\_Address»  
«Line3People\_Address»  
«Line4People\_Address»  
«Line5People\_Address»  
«Line6People\_Address»

**Reply to Ref** cv.staff@bristol.gov.uk  
«Personal\_ReferencePeople»

**Date** 23<sup>rd</sup> June 2020

Dear «Full\_NamePeople»,

### **COVID-19 – Bespoke counselling services for BAME colleagues**

Following the joint letter that you received from Mike Jackson, BMEG and our trade unions, I am pleased to be able to let you know that we have secured an agreement with a local organisation Nilaari to provide confidential counselling services. This is a bespoke service to support you in addition to the services you can continue to access through our Employee Assistance Programme.

The service will be available for you to access from 1st July for an initial period of two months. Nilaari is a BAME led community-based charity with over 20 years' experience of successful engagement with diverse client groups. Their diverse staff team deliver culturally appropriate and responsive social care support and talking therapies. All of their services are designed to support our client's emotional wellbeing and mental health. If you would like to access services from Nilaari you can contact them on 0776 300 8311 during office hours or email [nilaari@nilaari.co.uk](mailto:nilaari@nilaari.co.uk) leaving your name and contact details. Further information is also available on their website [www.nilaari.co.uk](http://www.nilaari.co.uk)

### **Other services you can access**

I would also like to draw your attention to a national service that is provided by Black Minds Matters. They can also provide specialist advice and therapies. You can access their services online at [www.blackmindsmatteruk.com](http://www.blackmindsmatteruk.com)

Finally, our Employee Assistance Programme) continues to be available for you to provide confidential support throughout pandemic. The usual phone assessment is waived for those who mention they are frontline workers at the time of their call to the 24/7 number (0800 1116387). This ensures priority access to those who are working as key workers for BCC. If you prefer online support you can access the online service available by following the link [www.my-eap.com](http://www.my-eap.com) and use the organisation code: BCCwell

I hope you find this information helpful.

Yours sincerely,

Mark Williams, Head of HR

