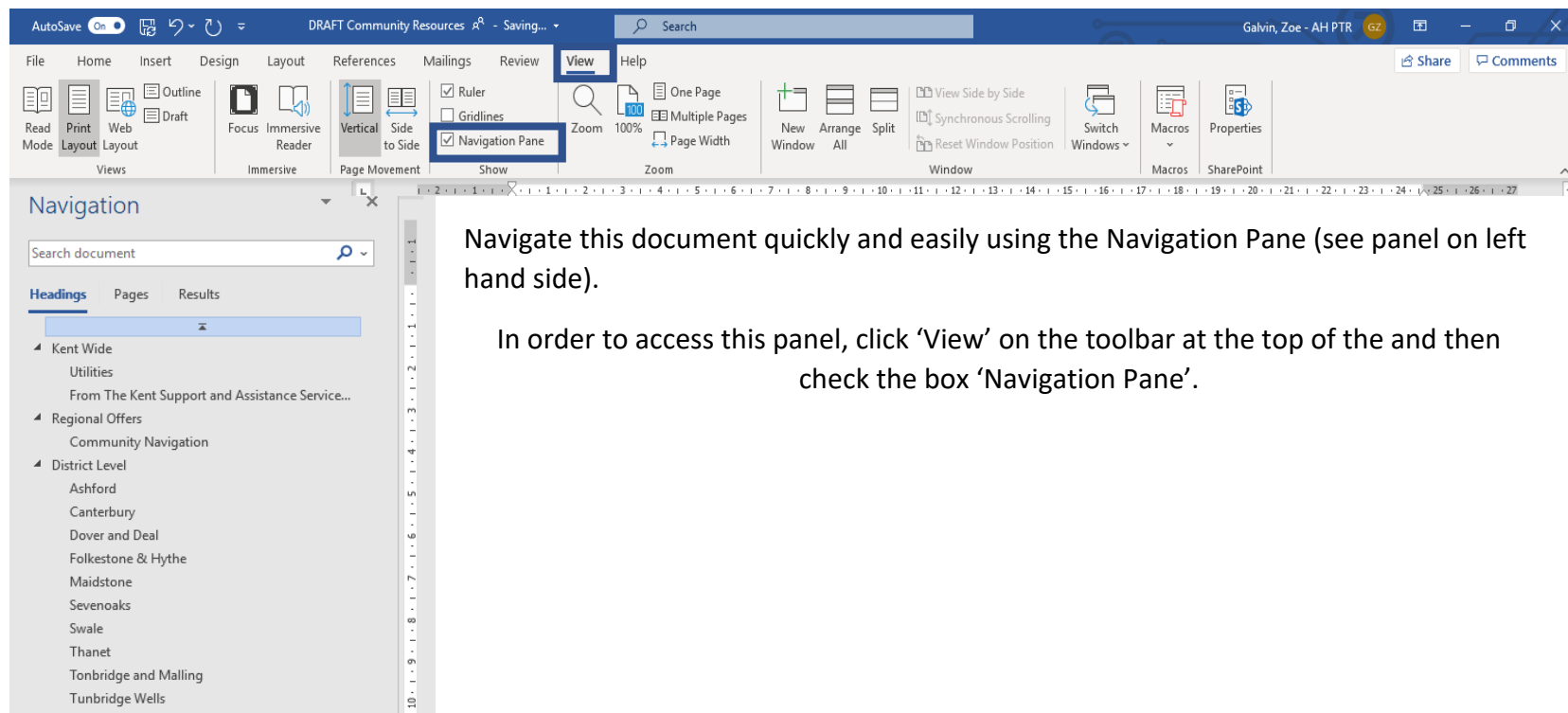


Community Resources Supporting the Response to Covid-19

The first line for accessing community support is through the 24-hour Kent Together helpline. Visit www.kent.gov.uk/kenttogether or call 03000 419292. This is not a live document and service offers continue to change, nor is it a comprehensive list but is all of the resources that have been flagged to Adult Social Care and Health directorate.

Navigate this document quickly and easily using the Navigation Pane (see instructions below).



If you notice that something within this resource pack is no longer correct, please contact designandlearningcentre@kent.gov.uk.

Kent Wide

Dementia / Alzheimer's


Kent Dementia Helpline–	This is still operational and will continue to be so. We will use any intelligence you can gather to ensure we have the most up to date information for each area. People can call the helpline for emotional and practical support during this time.	0800 500 3014
Alzheimer's Society Kent & Medway	Unfortunately we have had to close all of our group services and Dementia day centres. Our staff are now working from home and telephoning all of our services users weekly or fortnightly depending on their vulnerability. Our answer phone will be checked daily.	If you have any queries, please phone 01622 747181

Food


Bidfood	To supply care boxes that hold a predetermined range of essential items (tea, coffee, milk, soup, beans, cereals, bread, shower gel, toilet paper etc) which are being distributed throughout the UK via local councils.	Please contact Jamie Carpenter for more information Jaimecarpenter@bidfood.co.uk
Food banks	List of foodbanks in county	https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis/find-a-foodbank

Morrisons	https://www.morrisons.com/food-boxes/boxes	
Kent Frozen Foods	For those who are struggling in Kent to get their groceries we are now offering free home delivery via our dedicated sales teams.	01622 612345 www.kff.co.uk
I A Harris & Son Wholesale Fruit and Vegetable Supplier	Offering home delivery to vulnerable adults who are self-isolating and can no longer get the things they need because everything has sold out. They can supply all essentials, including milk, fruits, bread, veg, eggs, pasta and vegan alternatives. The minimum order is £20, there are no delivery charges. They are based in Sevenoaks, but will deliver across Kent.	For more information please contact 0207 622 7176 or email is orders@iaharris.co.uk
Tesco's Telephone Service	Tesco's have now launched a new telephone service which is for people who are on the shielding and vulnerable lists. They do take referrals from professionals but they do prefer that person calls them directly.	0800 9177359

KCC Services

KCC Commissioned Public Health Services:	<p>Referral routes and service operations have changed significantly please refer to the website for the most up to date information:</p>  <p>31-03-2020 Coronavirus One-Of</p>	https://www.kent.gov.uk/social-care-and-health/health/coronavirus/coronavirus-service-updates
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Kent Support and Assistance Service (KSAS)	<p>Short term help you if you are having serious difficulties managing your income due to a crisis or if you are facing exceptional pressures because of an emergency.</p> <p>https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis#tab-4</p>	<p>https://kentcountycouncil-my.sharepoint.com/personal/zoegalvin_kent_gov_uk/Documents/Maintaining%20Activities%20for%20Older%20Adults%20during%20COVID19.pdf</p>
Help to Care App (Design and Learning Centre KCC)	<p>A free NHS health care app offering advice and guidance on a range of health and care topics. Supports decision making around contacting healthcare professionals.</p>	<p>Android: https://play.google.com/store/apps/details?id=uk.nhs.helpforcarers</p> <p>Apple: https://itunes.apple.com/gb/app/help4carers/id1451819431?mt=8</p>
KCC Community Wardens	<p>Community Wardens will be continuing to work in the community and in particular, in identifying and supporting older vulnerable people to live safely and independently in their own homes (this includes support for those vulnerable people who are self-isolated). They will be looking at ways to help community-based initiatives which utilise volunteers in supporting vulnerable people during this time. And Community Wardens will of course, continue signpost issues & concerns to the appropriate authorities and provide advice accordingly.</p>	

	<p>Work practices that we have directed the Wardens to carry out in supporting older vulnerable people:</p> <ol style="list-style-type: none"> 1. Providing advice when appropriate following government and NHS Guidelines . 2. Provide support to resident's who are self-isolating. 3. Support social services when necessary 4. Work with charities and volunteers 5. Assisting with residents requiring care packages or food parcels. 6. Assisting with pre ordered prescriptions and basic groceries . 7. Keep in contact with councillors 8. Be visible and remain mindful of practical considerations e.g., safeguarding vulnerable persons from criminal activity (doorstep crime, scams etc.) 9. Signpost issues & concerns to the appropriate authorities and provide advise accordingly. 	
KCC Public Health		 02-04-2020 Coronavirus One-Off
Kent Libraries Updates:	<p>Kent Libraries are closed until further notice, but we are continuing to hold death registration appointments from library locations.</p> <p>We do offer a range of digital library services which are still available:</p> <ul style="list-style-type: none"> • The website www.kent.gov.uk/libs and Kent Libraries app provide information about our services and people can check their library accounts 	<p>You can chat online – see our website, email AKL@kent.gov.uk or call 03000 41 64 38 (9am to 6pm on weekdays and 9am to 5pm on Saturdays).</p>

	<ul style="list-style-type: none"> • Kent Library members can download free eBooks, eAudiobooks, eMagazines and eNewspapers – see our website for details • Being a member of the library gives you access to more than 50 online subscriptions free of charge – see our website for details. You will need your library card number and PIN to log in to the websites • The Ask a Kent Librarian team can help with questions about our library services (including getting a library card), or help with homework or research. You can chat with a librarian in real time or send us your question and wait for the answer. It's a bit like going into a library and asking a question in person, but can be done from your computer or mobile device. • Kent librarians are available Monday to Friday 9am to 6pm and Saturday 9am to 5pm (excluding public holidays). Outside these hours or during very busy times, your question may be answered by a librarian from somewhere else in the world who is not familiar with the local area and can't access your account details. 	
KCC Virtual Online Choir Invitation	<p>In this challenging time, we know how important maintaining a sense of social connection and good mental wellbeing is so wanted to let you know about a new online “virtual” choir we are setting up to try and combat some of these issues for our vulnerable clients.</p> <p>The choir will run on a Saturday afternoon – initially weekly at 2.30pm, for half an hour, starting this coming Saturday. We will try to do a number of songs each week for which we will send out lyric sheets in advance if you</p>	<p>We'll assume you want to continue attending each week as per your sign up details unless you tell us otherwise (please email christopher.wimhurst@kent.gov.uk to unsubscribe).</p>

	<p>register to attend, so that everyone can sing the same words! The choir sessions will be run by Chris Wimhurst (Commissioner)</p> <p>We will be running this via the online video streaming platform “Zoom”. Whilst people joining will only be able to hear the person running the choir (to avoid sound delay issues) they will be able to see everyone else who has joined signing along with them, if they use a laptop or PC. A mobile or tablet can be used for a slightly less rich experience.</p> <p>Should you wish to sign up for this for your establishment or any individual you are working with, please complete this form and then we will send you a link via email to enable you to join, as well as information on how to use Zoom and how the rehearsal will work.</p> <p>As there are limited places, please specify how many devices you would be looking to connect up to if more than one. If demand exceeds capacity we will look at whether we can run additional sessions – however this is very much a new idea so do bear with us if there are any teething problems.</p> <p>Cut off time for signing up via the form for each week’s choir is 3pm on the Friday afternoon of that week’s choir. The link and lyrics will be sent after this point on Friday afternoon/evening.</p>	
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Mental Health / Wellbeing

Silverline Telephone Befriending Service	24 Hour befriending service. Free, confidential service to share worries and fears. A good sign posting service. The Silver Line is a helpline and friendship service for people aged 55 and over.	0800 470 80 90
Aspirations - Porchlight	Aspirations is a free service for anyone over 25 who is not currently in employment. We can help if you feel that your mental health is standing in your way.	<u>Methods of Referral:</u> Phone – 0333 880 2730 Email – aspirations@porchlight.org.uk or cleorobbins@porchlight.org.uk Online - https://www.porchlight.org.uk/information-support/connect-with-your-community-combating-loneliness-and-isolation/aspirations/tell-us-about-your-situation
Mind	https://www.mind.org.uk/information-support/support-community-elefriends/ https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/	info@eastkentmind.org.uk 07950 608827 01303 250090 southkentmind.org.uk

Live Well Kent	<p>Live Well Kent Thanet Services Richmond Fellowship- Referral info.thanetspace@richmondfellowship.org.uk or 01843 280022 East Kent Mind - info@eastkentmind.org.uk or call 07950 608827</p> <p>SpeakUp CIC - Support and social SpeakUpCIC - Night Owls is a closed on-line peer support group. Call 01843 448384 SpeakUpCIC- Personality Disorder Support Group (PERDI) SpeakUp CIC - SpAce Art and Craft Project SpeakUp CIC Referral admin@speakupcic.co.uk or 01843 448384</p> <p>Rethink Thanet Way Employment - Referral thanetway@rethink.org Porchlight Community Inclusion Service Porchlight Community Link Service Porchlight Community Housing Service Porchlight Thanet Health Inclusion Service (THIS) Referral to 0800 567 7699 info@livewellkent.org.uk Porchlight Live Well Kent Central Referral Line 0800 567 7699 or email info@livewellkent.org.uk Live Well Kent Website - https://livewellkent.org.uk/ Live Well Kent Services South Kent Coast South Kent Mind - provide a Wellbeing programme Referral 01303 250090 southkentmind.org.uk</p>	<p>Live Well Kent Website - https://livewellkent.org.uk/ We are still accepting referrals so if you need support or need to refer someone you can call our referral line on 0800 567 7699, email us on info@livewellkent.org.uk or contact services directly.</p>
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	<p>Take Off Peer Groups – Referral - 01227 788211</p> <p>SpeakUp CIC - Support and social groups</p> <p>SpeakUpCIC - Night Owls is a closed on-line peer support group</p> <p>Referral admin@speakupcic.co.uk or 01843 448384</p> <p>Shaw Trust Employment Service and Porchlight Work4Wellbeing (formally JET IPS Employment) Referral 0800 567 7699 info@livewellkent.org.uk</p> <p>Porchlight Community Inclusion Service</p> <p>Porchlight Community Link Service</p> <p>Porchlight Community Housing Service</p> <p>Porchlight Live Well Kent Central Referral Line 0800 567 7699 or email info@livewellkent.org.uk</p>	
KOOTH – Online Mental Health Service for 10-16 year olds	<p>"Kooth is a FREE online counselling service for young people, aged 10-16, that is safe and anonymous, using only text based chats with friendly counsellors.</p> <p>Head to www.kooth.com to access a range of services including discussion boards, magazine articles, journals, goal setting and our chat & message function with our trained counsellors. Young people can access the website from any device and any internet browser.</p> <p>For professionals, please contact mcowlam@xenzone.com for more information</p>	www.kooth.com
Mental Health Matters 24/7	Mental Health Matters 24/7 helpline 0800 107 0160	Mental Health Matters 24/7 helpline 0800 107 0160

helpline 0800 107 0160		
Phone a Community Friend	A service launched by KECC and Cohesion Plus. This is a free phone service that offers individuals to have a friendly chat with likeminded local people. Currently to access the service you will need to complete a short, easy form and a volunteer will then aim to be in touch within 24 hours.	http://www.kentecc.org.uk/phone-a-community-friend/
Samaritans 24/7 helpline 116 123	Samaritans 24/7 helpline 116 123	Samaritans 24/7 helpline 116 123
SANeline 4.30-10.30pm 0300 304 7000	SANeline 4.30-10.30pm 0300 304 7000	SANeline 4.30-10.30pm 0300 304 7000
Therapy Partners-Online and Telephone Support	<p>All our scheduled counselling sessions will continue and online training will go ahead, unless you hear otherwise from us. We are still running our Men2 Mental Health Support groups online and are also looking to offer telephone support for vulnerable families.</p> <p>For more information please visit Therapy Partners Website.</p> <p>We have organised remote peer group sessions, you can log into any session no matter what area you live in. See the calendar at the top of the page for the dates and times. To sign up to a session contact us at zoom@takeoff.works and we will send you the details.</p> <p>We will send you a link which you can use on an internet browser or download the Zoom app from your app store on Android or Apple.</p>	

Healing Voices Virtual Singing Session	In this time of self-isolation, please join Healing Voices Virtual singing group. Sing with us from the comfort of your own homes. We will be able to see each other so make sure you are out of your PJ's! The singing session lasts for 40 mins and to join in you will need to download Zoom.	For more information about our singing group, please contact Kathryn at healingvoiceskent@gmail.com
Bipolar UK Support Line and E-Community Peer Support Line:	We have currently suspended our Bipolar UK Peer Support Groups nationally, instead we are directing attendees and the public to our online eCommunity and Peer Support Line: Our Peer Support Line provides one to one support via telephone or email from staff and volunteers affected by Bipolar. It is a call back service, therefore people will need to email info@bipolaruk.org with a brief description of what you would like to talk about and the best time to be contacted. It is ideal for people who are unable to travel or attend a local support group, or are not comfortable with a group setting. I have included a link to our website so you can find out more. Our eCommunity is a fully moderated online forum that is available 24/7. It is an ideal resource for people who wish to connect with others and find out more about Bipolar. It is also free to register with. Please see attached a link to our webpage for information: https://www.bipolaruk.org/ecommunity	https://www.bipolaruk.org/support-line
Dads Unlimited-Parent Support	At Dads Unlimited, we have had to cancel all face to face support, including Mental Health Counselling, for the time being. We have therefore converted this service in to a 'virtual' service; and hence we are able to continue to provide all the support we normally do for all our clients from a virtual setting. This includes all communication	Please call us on 01233 680150 for advice and guidance on the legal and emotional issues around separation/divorce and

	is now via telephone, email, case management software, Microsoft Teams, FaceTime and Skype or Zoom.	access to your children. Our aim is to offer support to a Dad, be him Single, Married, Widowed or Full-Time Carer.
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National Services

<p>Universal Credit. If you have applied for, or in receipt of Universal Credit you can get free personalised advice online from the Money Advice Service. This includes budgeting advice and guidance on managing your bills whilst you are waiting for a payment. Simply go to: www.moneyadviceservice.org.uk/en/categories/universal-credit</p>
<p>Debt Management/Money advice</p>
<p>Money Advice Service 0300 500 5000 www.moneyadviceservice.org.uk</p>
<p>Step change 0800 138 1111 www.stepchange.org</p>
<p>National Debt Line 0808 808 4000 www.nationaldebtline.org</p>
<p>British Gas Energy Trust (help with utility debts) 01733 421021 BritishGasEnergyTrust@lets-talk.online</p>

www.britishgasenergytrust.org.uk
Hygiene Banks; https://thehygienebank.com/locations/kent/
Homeless Support; Shelter – 0808 800 4444; Porchlight - 01227 760078; Kent Homeless Connect - https://www.porchlight.org.uk/kent-homeless-connect?bblinkid=147964624&bbemailid=12110151&bbejrid=984884205
Benefit Helplines
Tax Credit Helpline - 0345 300 3900
Short Term Benefit Advance - 0800 055 6688
Social Fund/Budgeting Loans/Sure Start Maternity Grant - 0800 169 0140
JSA/ ESA/ Income Support - 0800 169 0310
Maternity Allowance - 0800 169 0283
Bereavement Allowance- 0800 731 0139
Healthy Start Vouchers - 0845 6076823 <i>(on benefits and either 10 wks. pregnant, child under 4. Or under 18 and pregnant)</i> 0845 6076823
Selling Sites for Household items –
www.frn.org.uk
www.freecycle.org
www.gumtree.co.uk (search freebie)
www.preloved.co.uk
www.ilovefreegle.org
Also Facebay if customer uses Facebook

Charities, Grants and other support -
EDF ENERGY TRUST (for EDF customers only)
Telephone: 01733 421060
Email: edfet@charisgrants.com
Web: http://www.edfenergytrust.org.uk/
Turn 2 Us - 0808 802 2000 (www.turn2us.org.uk)
www.kent.gov.uk/social-care-and-health/health/one-you-kent
www.livewellkent.org.uk
Samaritans (24 Hours) - 08457 90 90 90
www.domesticabuseservices.org.uk
SSAFA (Military Charity) - 0845 241 7141
Forces connect app
https://play.google.com/store/apps/details?id=uk.gov.surreycc.forcesconnect
https://itunes.apple.com/gb/app/forces-connect/id1447381839?mt=8


Lets talk Support may include energy debt write-off, energy efficient white goods and boiler repairs or replacements
<https://www.lets-talk.online/Home/AllSchemes>

Other

Kent Invicta Chamber of Commerce	COVID-19 Business Support Hotline	03333 602300 <i>Phone lines open from 8:30am - 6:30pm</i>
The Advocacy People	Keeping the people we work with and the people who work and volunteer for us safe is of course our top priority, as is keeping going - the need for advocacy remains. Our advocates obviously can't now go out and about to visit people in the way they usually do so we are moving to a mainly phone and online service. We are still very much open for referrals and we will work with you to do what we can to continue our support.	Referrals can be made via our website: www.theadvocacypeople.org.uk or kentadvocacy.org.uk . If you'd like to discuss how we can work together, call us on 0330 440 9000.
Compaid Trust Digital Support	Compaid Trust are continuing their service by working remotely with those who have a computer or mobile device. Compaid are using software which allows us to share a screen so that people can still work at home on their projects.	If know someone who could benefit from this service please contact jonathansargant@compaid.org.uk or phone 01892 834539, (option 2)
Natwest Companion Card	NatWest has launched a new 'companion card' that allows caretakers to pay for essential goods on behalf of vulnerable and isolated customers amid the coronavirus	Natwest

	<p>(Covid-19) pandemic. The new card acts as a supplement to the existing current accounts and can be recharged by up to £100 every five days. The card is given to a trusted person or carer, whose account will be associated with the customer's existing bank account but kept separate on the backend to ensure security. Moreover, the companion card is subject to NatWest's fraud monitoring systems. It does not share a PIN or card number with customer's existing debit cards and ATM withdrawals capped at £50.</p>	
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Physical Activity

Sport England	How to stay active during the COVID-19 period whilst self isolating.	https://www.sportengland.org/news/how-stay-active-while-youre-home?fbclid=IwAR1iAFixU3b9a3VNSPAUXT_qaDmCw7HPysQEXd3wcl-Odhthcvllmilx7IM
The Health Innovation Network	Maintaining Activities for Older Adults during COVID19	 Maintaining Activities for Older Adults durin
One You:	The One You Health Improvement Services are continuing to provide support over the phone for existing clients and are keen to support new clients in this challenging time. In order to signpost vulnerable people to the correct support available, it is vital that they have the most up to date information to	https://www.kentcht.nhs.uk/service/one-you-kent/


	save centrally for all of localities to have access to and to share with partner agencies.	
Arthritis Action- Keeping Active	<p>As a charity we have decided to suspend our face to face meetings for the time being, however exercise and keeping active is still important, even when staying at home.</p> <p>The Arthritis Action website has a series of online animated exercises people can follow. The majority of these are seated and do not require any other equipment apart from a chair.</p>	


Protected Characteristics

Kent Association for the Blind	<p>KAB staff are set up to work securely from home so can be contacted via normal email addresses.</p> <p>KAB phone lines are diverted so we can continue to answer enquiries from Clients and professionals as usual.</p> <p>We are making phone calls to our current Clients to monitor their wellbeing, provide support and identify needs and risks.</p> <p>We are providing information over the phone about a range of topics including eye conditions and technology.</p> <p>We are continuing face to face support in essential circumstances and with necessary precautions.</p> <p>We are providing additional support where Clients need help to access food and medicines.</p> <p>We are providing updates via our website and social media.</p>	<p>https://www.kab.org.uk/</p> <p>01622 691357</p>
Hi Kent Lipreading Classes and Tinnitus Groups	<p>All lipreading classes and tinnitus groups have been suspended for the foreseeable future however, HI Kent is still giving support from its Maidstone and Canterbury offices for the time being.</p> <p>All hearing aid clinics have been cancelled but batteries are still available from Hi Kent by post.</p>	<p>Please telephone 01622 691151 or email enquiries@hikent.org.uk with any queries</p>
<u>Doctors of the World</u>	<p>Coronavirus (COVID-19) advice for patients in <u>32 languages</u>, which were produced in partnership with the British Red Cross, Migrant Help and Clear</p>	

	<p>Voice. The guidance is based on the government's updated advice and health information. We really hope it will help to ensure this important guidance reaches migrant and asylum-seeking communities in the UK.</p> <p>Please visit this website to view the NHS Guidelines.</p>	
BeYou- Virtual LGBTQ+ Groups	<p>Following the latest government Coronavirus advice, All BeYou groups are now virtual. If you know someone who could benefit from joining these virtual support groups, please contact 07966368250.</p> <p>Our BeYou groups are safe spaces for anyone who thinks they might be LGBTQ+, to come along and meet new people who share some of the same feelings and experiences as you, socialise and just hang out in a safe and non-judgemental setting</p>	

Safeguarding / Domestic Abuse

Kent Safeguarding Children Multi-Agency Partnership:	<p>Don't assume that someone will make that call. You could help save a child's life</p>  <p>April Bulletin (003).pdf</p>	<p>Call our reporting line on 03000 411 111. If a child is in immediate danger, call 999</p>
Kent Integrated Domestic Abuse Service:	<p>The Kent Integrated Domestic Abuse Service is continuing to deliver remote support to individuals and take referrals for all services (although referrals will only be accepted if remote working with the client is possible). We will signpost to other suitable organisations where appropriate or consult on</p>	<p>If you are in danger please call 999 immediately or 101 for non-emergencies.</p>

	<p>support. Remote working includes using technology and telephone systems to deliver support services.</p> <p>As of 20.3.20 Refuge services will continue to offer emergency refuge space to women and families, but this is under constant review and risk assessment. Due to government guidance the we are delivering remote IDVA support to MARAC and One Stop Shops.</p> <p>Therapeutic programmes delivered by the commissioned providers such as Phoenix, Freedom programme and the Recovery toolkit will be suspended until further notice.</p>  <p>Rising Sun Organisation Staten</p>	<p>Victim Support – county wide 0808 16 89 111 https://www.victimsupport.org.uk/help-and-support/get-help/supportline</p> <p>Look Ahead Care & Support – Service provider West Kent (Sevenoaks, Tunbridge Wells, Tonbridge and Malling): https://www.lookahead.org.uk/</p> <p>Oasis Domestic Abuse service – Service provider, East Kent. (Thanet and Dover) http://www.oasisdaservice.org/home</p> <p>Clarion Housing Association – Service provider for North and South Kent (Dartford, Gravesham, Swale and Maidstone, Ashford, Canterbury, Folkestone & Hythe)</p>
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Utilities

Southern Water	Info on water supply	https://www.southernwater.co.uk/covid-19 Emergencies only - please telephone us on 0330 303 0368
What will energy suppliers do to help prepay customers?	Whether you're on a standard credit meter or a prepayment meter, energy suppliers are urging you to contact them via email or live chat first, where possible, with any non-urgent queries, to keep phone lines free for those with serious issues or in vulnerable situations. For those with electric/gas key meters the number to contact for remote top up is 0330 100 0303 - this is for the PAYG team	
BRITISH GAS	Hasn't yet committed to sending out top-up cards or keys loaded with credit. If you're in isolation and you think you'll use up your balance and emergency credit, contact British Gas and it has said it'll find a solution on a case-by-case basis.	See its FAQs. Call 0333 202 9802

EDF	EDF says it can post top-up cards or keys loaded with credit to your home. EDF has advised people who self-isolate to ask friends and family to help you top up. Where this is not possible, it says it can deliver 'preloaded' cards and keys if you need to self-isolate – this balance will then be collected back at a "suitable rate" later.	Call 0333 200 5100
SCOTTISH POWER it has published guidance on its website.	Scottish Power has advised people who need to self-isolate to ask a friend, neighbour or family member to top up for them, and to add more credit to your meter than normal.	Call 0800 027 0072

BULB	Bulb says it can post top-up cards or keys loaded with credit to your home. Bulb has advised people who self-isolate to ask friends and family to help you top up. Where this is not possible, it says you can pay online and a preloaded card will be delivered.	See its FAQ. Call 0300 303 0635
OMNI ENERGY	Omni Energy has said it doesn't have the facility to send out top-up cards or keys loaded with credit. However, it says it's not needed. It advises those who can top up in advance to build up credit on the meter, or ask a family member or friend to take their key or card to the shop for you. It also says it has emergency credit to maintain supply.	Call 0113 457 3219

<p>OVO</p> <p>SSE (now owned by Ovo)</p>	<p>Ovo is currently working through its guidance to customers and will update.</p>	<p>Call 0330 102 7517</p> <p>Call 0345 026 2658</p>
<p>E.on</p>	<p>E.on says it can post top-up cards or keys loaded with credit to your home or send an engineer to top up your meter. It says if your electricity meter falls below 50p of emergency credit, or you're off supply for gas, it can either send a card or key in the post, or it will send an engineer round to top up for you. However, it advises to top up a little extra or asking a trusted person to help in order to prepare for selfisolation.</p>	<p>See its FAQs. Call 0345 052 0000</p>

NPOWER	Hasn't yet committed to sending out top-up cards or keys loaded with credit. Npower has said it is taking steps to maintain essential services and support for customers. However, it says details are still being developed and urges anyone in self-isolation who is struggling to top up to get in contact with it as soon as possible.	Call 0800 073 3000
Co-op ENERGY (now run by Octopus Energy)	Customer guidance not known.	Call 0800 093 7547
E ENERGY		Call 0333 103 9575
GREEN NETWORK ENERGY		Call 0800 520 0202
GREEN STAR ENERGY		Call 0800 012 4510

ROBIN HOOD ENERGY	Hasn't yet committed to sending out top-up cards or keys loaded with credit. It's advising customers to top up meters more than usual if you are able to, and has said that it will always provide an "emergency support function" for prepay users. It also told us it's working up a number of plans to help anyone struggling to pay or top up, which will be confirmed shortly.	Call 0800 030 4567
UTILITA	Hasn't yet committed to sending out top-up cards or keys loaded with credit. However, Utilita's main focus is smart prepayment, which allows people to top up remotely. If you've a non-smart meter, it advises you to top up more than usual or ask a friend or family member to help. It also says it has called all its customers over the age of 80 and has advised them of how to top up.	Call 0345 207 2000

THE UTILITY WAREHOUSE	The Utility Warehouse is currently working through its guidance to customers and will update.	Call 0333 777 0777
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Young People

InfoZone Virtual Youth Group	<p>With InfoZone currently closed we are looking at different ways that we can continue to engage with young people. We have set up a Virtual Youth Group on Facebook where we will have fun games and activities as well as still being able to offer information/advise and support in these difficult times.</p> <p>The young people will need to have their own Facebook account, and there will be few question to answer before they are added into the group to ensure that they are how they say they are. The page will be staffed by youth workers throughout the day.</p>	
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National Careers Service	<p>National Careers Service are still providing Careers Information, Advice and Guidance via a telephone appointment service.</p> <p>If you have clients who are seeking employment in the current climate who would like help with building a CV or access to free online training courses in preparation for employment, please encourage them to contact our call centre to arrange an appointment with one of our careers advisers.</p>	Please call 0800 100 900, or 01233 600 600 for existing customers.
Aspens Virtual Support Groups	At Aspens, we provide support to children, young people and adults with a range of disabilities, complex needs and those on the autism spectrum.	
The Salus Youth Team	Virtual youth sessions to young people aged between 8-19 years. The sessions include language lessons, make up tutorials, quizzes and fun games with new topics and suggestions being added each week.	https://salusgroup.org.uk/virtual-youth-sessions-6th-10th-april-2020/

Regional Offers

Carers Support East Kent	East Kent	<p>CSEK are operational as normal and the Hub team still offering emotional support.</p> <p>Open Mon, Weds and Fri 8:30am – 6pm Tues and Thurs 9am – 5pm</p>	0300 302 0178
Red Zebra Social Prescribing	East Kent	For a updated list of services in Canterbury, Whitstable, Herne Bay and Faversham see their website www.conectwellkent.org.uk	connectwell@redzebra.org.uk www.conectwellkent.org.uk

Christians Against Poverty (CAP) Debt Help	Ashford, Dover, Thanet and Canterbury areas.		Telephone 0800 3280006 http://www.capdebthelp.org/info@capuk.org
Domestic Abuse Forum	Thanet & Dover TBC	No longer attending One Stop Shops, offering telephone support	07856856278 for advice and support Monday 10:30-11:30 Tuesday 9:30 – 12:00 Wednesday 10:30 – 11:30 am Thursday 10-11:30 am Or, Victim Support 0808 1689276 Emergency 999
Alzheimer's and Dementia Support Services	North Kent	<p>Currently offering the following:</p> <p>Dementia Support - one to one information and guidance to people affected by dementia in DGS over the phone. Referrals are being received as usual.</p> <p>Virtual Singing Back the Memories group and 3 virtual peer support groups.</p> <p>A closed Facebook page for anyone who would have attended a group service. Everyone is also receiving a regular one to one call.</p> <p>Day Support – everyone who would have attended day support is having a regular catch up call, been offered a Support at Home</p>	

		<p>care call and by the end of this week will start to receive regular activity packs to help keep cognitively stimulated and engaged. We will also be posting tips and exercises on our website and social media.</p> <p>Support at Home – our care calls are continuing as usual and we anticipate this week to be a big week for the hospital discharge work we do. The enabling service we provide to get people out and about is scaled back and we are providing that to people who; need our support to engage in exercise or other activities important for their wellbeing, who would otherwise become socially isolated or where the carer is in need of respite.</p>	
Sainsbury's Vulnerable Shopping Service	East Kent	<p>Residents who are vulnerable can call Sainsbury's and order their food shopping through their vulnerable service. This is getting busy and can take a while to get through</p> <p>Covers all Sainsbury's supermarkets in East Kent and FOR THOSE WHO ARE SELF ISOLATING AND SHIELDING</p>	0800 63 62 62
Senior helping Seniors	Various	Offering support to people aged over 70 shopping services, befriending, support services, emotional support. The services is costed at £24.60 per hour.	<p>Canterbury: 01227 454 900</p> <p>Thanet: 01843 606 991</p> <p>Dover: 01304 24 99 55</p>

			<p>Ashford: 01233 746 000</p> <p>Faversham: 01795 515 392</p> <p>Guildford: 01483 416 653</p> <p>Sevenoaks: 01732 495 665</p>
Twenty Four Door Step Delivery	Folkestone, Dover and Hythe	<p>At this quiet time we are trying to do something for the community. Thus we propose to utilise our kitchen and chefs by offering a home delivery service of farm fresh produce and professionally prepared items.</p> <p>All sales will be cashless if you wish by BACCS, PayPal or card payments!</p> <p>Order by 4pm for NEXT DAY DELIVERY hopefully by 12pm depending on demand. (minimum delivery £15)</p> <p>We can try and get anything not on this list so please do not hesitate to ask..</p>	07410637960
Headway East Kent	East Kent	<p>While we can't be all together in our Day Centres worry not, we have introduced a new range of services to help during the COVID 19 crisis. You can choose as many of the services as you want and they are all included for FREE in line with your current payment agreements. Contact Area Manager Jenny Walsh on 07860 226682 or email jwalsh@headwayeastkent.org.uk to find out more and to book yourself on any of these great services.</p>	<p>jwalsh@headwayeastkent.org.uk</p> <p>07860 226682</p>

		<ol style="list-style-type: none"> 1. Virtual Day Centres 2. Day Centre Facebook Groups 3. Befriending 4. Day Centre WhatsApp group 5. CBT Counselling 6. Buddies 7. Keyworker Appointments 8. Telephone Check-ins <p>Activity Packs</p>	
Age UK North West Kent		We continue to deliver our Fresh Meals Delivery Service, provide regular telephone support and contact with our customers, and look to see how we can offer vital services like shopping and prescription collection.	01474 564898 contactus@ageuknorthwestkent.org.uk https://www.ageuk.org.uk/northwestkent/about-us/contact-us/ (Online form)
East Kent Mediation:		Neighbour disputes - still taking referrals just working via the phones – this at least gives people someone to talk to and a listening ear. Moving Forward which is coaching, this might apply to someone that is calling services with high anxiety about things like what they feel neighbours are doing or are fearful. This is not just for those who are struggling full stop as sadly that's a huge amount of people. But workers/partners are coming across such cases they are very welcome to refer in. We do also have positive choices running still in Folkestone. We wouldn't be able to take on families to visit. But might be able to offer telephone support to a parent for instance of a child that is not listening to the stay indoors situation.	Please contact - East Kent Mediation EastKentMediation@mediationse.org.uk

South East Kent Probation's		<p>We are continuing to see high and very high risk of harm cases, most on a weekly basis. All high-risk cases will get a weekly contact of some kind (either face to face or telephone contact). All medium and low risk offenders will report via telephone/WhatsApp/skype. If there are concerns surrounding domestic abuse and/or safeguarding, we will continue face to face contacts. We have also suspended all home visits. Door stop visits can be conducted in priority cases to monitor someone is residing as directed but we will not be entering homes at this time. Social distancing guidelines are being observed by staff when coming into the office to work. Please contact us if you have concerns surrounding a service user or victim.</p>	<p>From Monday, our office in Folkestone will only be open to offenders between 10am – 3pm on Mon, Weds and Fri but partners and service users can still call the office (01303 202200) everyday between 9-5 and get a response.</p>
<u>Forward Trust</u>	<u>(Dover and Folkestone):</u>	<p>Substance misuse service. The Dover office is still open for any service users who need support- we are seeing people through the hatch for needle exchange services and Naloxone dispensing. The office is staffed with minimal people and opening hours are 10am-4pm.</p> <p>We have medics working remotely who are phoning service users to manage changes to prescription collection as required. We are not currently able to accept new referrals, but we are offering telephone support to those in need.</p> <p>Our 24-hour phone line is still operating.</p>	<p>24-hour SPOC number 0300 1231186</p>

<u>We Are With You:</u>		<p>We are still supporting clients across Kent and in the South area via telephone/WhatsApp appointments (not face to face). We are still accepting new referrals.</p> <p>https://www.wearewithyou.org.uk/</p>	
East Kent Home Improvement Agency (Peabody)		<p>We will have some staff capacity that could be utilised with our communities. We are aware of a number of community hubs that have started and feel that we may be able to support some of those with staff who are DBS cleared as time moves on.</p> <p>Peabody are a community based Home Improvement Agency (who deliver our disabled facilities grants, hospital discharge schemes and much more) with bucket loads of experience with elderly, disabled and vulnerable clients.</p>	<p>Tel: 01303 847250 Mob: 07508342970</p> <p>donna.crozier@peabody.org.uk</p> <p>Lorraine.pepper@peabody.org.uk</p>
Kent Coast Volunteering		<p>Building volunteer network and matching to needs of organisations.</p>	<p>Tel: 01303 259007 DD: 01303 764530</p> <p>mark.connorton@kcv.org.uk</p>

<p><u>Kent High Weald Partnership</u></p>		<p><i>All of our usual community programmes have been suspended indefinitely. These include our regular volunteering, wellbeing programmes and other events.</i></p> <p><i>We will be posting regular updates on our website and Facebook page with resources including food growing, mental and physical wellbeing, lifelong learning, family activities and making use of outside space.</i></p>	
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Choice Support Update		The <u>Choice Support</u> Building in Maidstone is currently closed however all of our employment advisors are working from home.	For all enquiries related to employment support, please contact stuart.boyle@choicesupport.org.uk
Spadework Farm Shop	Farm Shop Serving Local Community (Offham, West Malling and Kings Hill)	<p>We will be working hard to service the local community during the Coronavirus crisis, particularly for elderly or vulnerable people, who may be self-isolating.</p> <p>We have stocked up with essentials such as eggs, meat, pasta, bread flour, part-baked bread, tins of soup and more, as well as baked goods, biscuits, snacks and our usual range of luxury items.</p> <p>We'll call you back with a total price once your order has been entered onto our till, take card payment over the phone, and let you know when the order will be ready to collect. At the agreed collection time, one of our team will bring the order out to your car. You can then check the goods and load them into your boot, whilst we keep our distance in order to ensure your safety. We may even be able to arrange</p>	<p>To make an order, please call us on 01732 879 088</p> <p>For more information about our Farm Shop, please visit the Spadework website.</p>

		<p>delivery (subject to a delivery charge) if you live in Offham, West Malling or Kings Hill.</p> <p>Current opening hours 9.30am – 4pm.</p>	
<p>Digital Support Groups from Maidstone and Mid-Kent Mind</p>		<p>Maidstone and Mid-Kent Mind have introduced three digital community activity groups to support individuals in Kent who may be struggling with their mental health. The programme of activities builds off the back of MMK Mind’s usual community activity groups, and aims to provide individuals with the opportunity to access peer-to-peer support on a weekly basis during the period of disruption caused by current COVID-19 isolation.</p> <p>All support services are currently being delivered through ZOOM – a digital platform which provides people with access to video meetings. These meetings enable people to participate in peer-to-peer interaction, ensuring that individuals are still able to seek support during such a tough period. We are combining this with a proactive activity element – meaning that on a Tuesday, individuals will be able to learn how to cook new recipes. On a Wednesday, individuals will get to learn new arts and crafts activities, and on a Thursday, individuals will get to take part in a quiz.</p> <p>All sessions are FREE and fully funded – the only pre-requisite for this is that users must be registered with Live Well Kent. This can be completed easily by clicking here, and completing an online self-</p>	<p>If you have any questions around the support which is available, please contact our team directly via mindhelp@mmkmind.org.uk. Alternatively, you can phone our team on 07534 044513 or 07934 226442.</p>

		<p>referral. Once you have been contacted by the Live Well team, you will be eligible to access support.</p> <p>Full details on the different groups, and their timings, can be found on our webpage.</p>	
Over the Phone Counselling from Maidstone and Mid-Kent Mind		<p>Maidstone and Mid-Kent Mind have introduced a low-cost, over the telephone counselling service to provide individuals with additional mental health support during the challenging times we are all dealing with currently.</p> <p>The service costs £10 per session, and is accessible to anyone who feels as though they may benefit from additional support. Our counsellors are BACP registered and highly-trained, and can incorporate a variety of different techniques to work with you to ensure that you get the support you need whilst isolated or working from home.</p> <p>This service has seen high demand, but currently still has some slots available for booking. If you are interested, please reach out to our counselling team via counselling@mmkmind.org.uk</p>	
West Kent Mind Digital and Telephone Support		<p>West Kent Mind is continuing to support our clients both digitally and via a telephone service. We are still running social activity and wellbeing groups online and offering telephone service to clients who are unable to access online services. Our Counselling service is</p>	

		<p>still running and is being delivered both via telephone and online services.</p> <p>For more information about how to access these services, please see the updates on the West Kent Mind website, or contact 01732 744950 and email hello@westkentmind.org.uk</p>	
Crosslight Advice-Telephone Appointments		Crosslight Advice is an independent, community-focused charity working to alleviate poverty caused by problem debt and lack of financial capability across Tunbridge Wells, Tonbridge and Sevenoaks.	We have switched to telephone appointments and remote working. Those who are isolated can contact Crosslight Advice for an appointment on 020 7052 0318.
Abigail's Footsteps Specialist Counselling		Abigail's Footsteps is a charity, providing Baby Loss Counselling sessions in Dartford, Sevenoaks & Westerham. In light of the virus, Abigail's Footsteps is now providing our specialist counselling service online to all our clients.	For more information about how to access this service, please phone 07904 091563 or email naomi@lifecarecounselling.com
Update from the Princess Project		In light of the government advice to minimise social contact, we have taken the difficult decision to close all of our Hubs, groups and meet-ups until further notice. We will also not be accepting donations of anything apart from unopened packs of nappies, baby wipes or formula, for which we would be extremely grateful.	<ul style="list-style-type: none"> • Emma- 07851 196770 (main Princess Project number) • Beth- 07427 339784 (Maidstone) • Alison- 07426 714709 (Medway) • Mary- 07312 095538 (Maidstone)

		<p>Our team are still working and are here to provide remote one-to-one support to vulnerable mums and their families, by phone call or text/WhatsApp messaging. Please do encourage mums to get in touch with us if they need anything at all. Our phone numbers are:</p> <p>Please note that we all work part-time but will respond as soon as we can. Requests for help can also be sent to support@princessproject.co.uk</p> <p>Whilst our Hubs are closed, our team will be going live on Facebook every Monday, Wednesday and Friday at 10am. We'll be answering any questions mums might want to ask, coming up with some ideas for activities for them to do with their little ones at home, and trying to spread a little encouragement and positivity.</p> <p>We will be looking to build and develop our Facebook page into an interactive online community where we can support each other; please do point any families you know who may be in need of support at this difficult time in our direction and get them to like or follow the page so they can join our Princess Project online family. This is a public page so they can still access it and watch our videos even if they do not have a Facebook account.</p>	
		<p>Take Off Works - Telephone and Virtual Support</p> <p>Take Off works for better physical and mental health and we recognise the two are intrinsically linked. Take Off provides ready-</p>	<p>You can contact us to book a phone chat with one of our peer workers by calling 01227 788 211 and leaving a message OR fill out the form at</p>

		<p>made social networks and also provide other peer support services as needed.</p> <p>It is very important to support each other during these times so please reach out if you are feeling lonely and need support.</p>	<p>www.takeoff.works/contact-us/ even if you're new to Take Off.</p> <p>Alternatively you can call any of the following numbers from 3-4pm any day if you're from Thanet, Canterbury, Ashford, Herne Bay or surrounding areas:</p> <ul style="list-style-type: none"> • Monday/Wednesday/Friday- 07743 073 134 • Wednesday- 07595 909 647 • Monday to Friday- 07774 027 820 <p>If you're from South Kent Coast including Dover, Deal, Folkestone or surrounding areas call and leave a message on 01304 205 555 from 1-3pm and we will get back to you.</p>
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District Hubs

Area / Organisation	Current Service Description	Contact
Ashford Borough Council	In partnership with Ashford Volunteer Centre , we are keen to support as many volunteer groups and individuals as possible in order to create strong community spirit and help one another through these difficult times. We are doing this by promoting the work of local groups on our website so that residents can find new	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92

	ways they can help others. https://www.ashford.gov.uk/your-community/emergency-planning/health-and-pandemics/coronavirus-covid-19/coronavirus-help-for-the-community/	
Canterbury City Council	<p>Do you need extra help at the moment? This could be with:</p> <ul style="list-style-type: none"> • food shopping • collecting regular prescriptions • or a friendly phone call to keep in touch with the outside world. <p>Register to get help from your community. https://www.canterbury.gov.uk/coronavirus-advice-residents</p>	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92
Dartford Borough Council	Dartford Borough Council is working to support local families, voluntary groups and businesses through these challenging days so it's great to see how many wonderful townsfolk have stepped forward to help in and around their own communities. Working together as a community is one of the keys to success so we have created Dartford Together to bring together reliable information and support from us and our trusted community partners. Please follow us on Facebook at Dartford Together .	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92
Dover District Council	https://www.dover.gov.uk/Home.aspx	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92
Gravesham Borough Council	We are working with the North West Kent Volunteer Centre and other Community Partners to assist those who are self-isolating	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92

	<p>and need help. Let us know if you need support or interested in volunteering to help others. (Online Form)</p> <p>https://www.gravesham.gov.uk/home/environmental-health/coronavirus-guidance</p>	
Folkestone and Hythe Borough Council	<p>We've set up a local dedicated COVID-19 helpline and email for residents to:</p> <ul style="list-style-type: none"> • Find out about help and assistance available locally and get signposted to national support • Offer to volunteer to become a community champion and support your community • Feedback helpful information or concerns about your community or individuals • The helpline is open 9am - 5pm seven days a week. <p>https://www.folkestone-hythe.gov.uk/article/1104/Information-on-Coronavirus-COVID-19</p>	<p>Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92</p>
Maidstone Borough Council	<p>Maidstone Borough Council has created a Community Support Hub to provide a coordinated response to help provide and deliver essentials to people across the borough who are most in need.</p> <p>The Council led Hub has been set-up in response to the Government introduction of 'shielding' and the call to create a</p>	<p>Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92</p>

	<p>network of hubs covering the whole country for the most vulnerable. The Maidstone Hub will offer help to those people who don't have a support system in place and to assist those people with serious medical conditions who have been told to remain indoors for 12 weeks because of the Coronavirus.</p> <p>The Maidstone Borough Council Community Hub will have a specific focus on providing access to food, medicines and other supplies and will be open Monday to Friday between 8.30am and 5pm.</p>	
Sevenoaks Borough Council	<p>Sevenoaks District Council has established a 'virtual community hub', Care for our Community. If you are self isolating and don't have any local support from family, friend or neighbours we can help. If you need help from people in your community during the Coronavirus outbreak, you can register with us.</p> <p>https://www.sevenoaks.gov.uk/info/20069138/health/505/coronavirus_covid-19</p>	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92
Swale District Council	<p>The government has tasked us to help coordinate getting support out to the most vulnerable people in the community, ensuring they can access information and can contact us to let us know the support they require. This also involves engaging with the community and voluntary sectors for their support.</p> <p>We are already working hard to help the local community respond to this unprecedented situation, and this scheme is an important</p>	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92

	part of that. Our support is constantly evolving based upon guidance from government and the needs of our local community.	
Thanet District Council	There is a dedicated helpline for residents who are vulnerable and are self-isolating or social shielding in line with NHS Advice. It has been set up to ensure that the most vulnerable people in our community, who are unable to go outside to buy supplies, are helped to get the things they need.	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92
Tonbridge and Malling District Council	Tonbridge & Malling Borough Council is also offering support to “shielded households” and others who are vulnerable or cannot get help from friends, family or neighbours. Our scheme includes: <ul style="list-style-type: none"> • A dedicated Community Support telephone line 08:30-17:00 Monday to Friday and 10:00-16:00 at weekends. • Delivery of food and basic supplies to shielded medically vulnerable people and those in self-isolation who are not receiving assistance from elsewhere or who need additional help. • A befriending telephone service to provide reassurance and support to vulnerable individuals who are feeling isolated. 	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92
Tunbridge Wells Borough Council	Tunbridge Wells Borough Council is also offering support “shielded households” and those who are vulnerable and cannot get help from friends, family or neighbours. Our scheme includes:	Visit www.kent.gov.uk/kenttogether or call 03000 41 92 92

	<ul style="list-style-type: none"> • Delivery of basic food packages to shielded medically vulnerable people and those in self-isolation who are not receiving assistance from elsewhere or need additional help • Wellbeing calls to help people stay connected 	
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Community Navigation

Area	Service Type	Provider	Services Provided	Contact
East Kent	Community Navigation	Social Enterprise Kent (connect well east Kent)	<p>Hub team are operational as normal and telephone services are still active.</p> <p>Open Mon, Weds and Fri 8:30am – 6pm</p> <p>Tues and Thurs 9am – 5pm</p>	0300 302 0178
West Kent Safe and Well - Sevenoaks, Maidstone, Tunbridge Wells and Tonbridge, and parts of Folkestone and Dover	Community Navigation	Involve	<p>Community navigation contract:</p> <ul style="list-style-type: none"> • All staff are now home working and doing all work via phone etc, • still doing urgent home visits with appropriate equipment (eg community equipment) • providing a shopping service for those really in need. • Staff are still working from the Discharge teams at the Hospital; playing an essential role supporting discharge so that beds can be cleared. <p>Have set up a Safe and Well service for any vulnerable person who is isolated, this is a telephone service offered to all GPs and other statutory services and via social media.</p>	<p>03000 810005</p> <p>Office@involvekent.org.uk</p>

			<p>Social prescribing staff are also mapping all community services and offers in their area and acting as a local info resource. This is then shared widely through our weekly e-newsletter.</p> <p>We are supporting the development of the borough council hubs, though we are not sure exactly what we will be involved with as this is developing all the time, we are speaking to them regularly and ensuring support is joined up.</p>	
DGS&S	Community Navigation	Imago	<p>Due to COVID-19 we have made adjustments to some of our support services to ensure we keep our clients, volunteers and staff as safe as possible. During this time of change we have adapted our services and continue to operate remotely via phone and email. All services are open to new referrals via the Hubs.</p> <p>Imago Low Cost Telephone/Online Counselling Service for Adults</p> <p>In response to the COVID-19 outbreak, Imago have transitioned to telephone/online counselling services and are extending the service to any adult in need, as well as continuing to support Carers.</p> <p>Please go to https://www.imago.community/Adult-Support/Counselling-Service/How-to-access to self-refer or contact counselling@imago.community or call 03000 111 965</p>	<p>Children and Young People Services: youngcarers@imago.community / shortbreaks@imago.community or call 03001 111 110</p> <p>Adult Support Services: navigation</p>

Last updated: 24/04/2020

				@imago.community or call 03000 111 965 General enquiries: hello@imago.community or call 01892 530 33
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These social prescribing databases that have been set up and are maintained by voluntary sector organisations across the county. Please be aware that many of the activities will no longer be taking place in line with government guidance due to covid-19. Some are offering virtual services in their place.

Provider	ICP Footprint Covered	Platform
Social Enterprise Kent	East Kent: Folkestone, Hythe, Ashford, Canterbury, Herne Bay, Whistable and Faversham	Connect Well East Kent
Red Zebra	East Kent: Canterbury, Faversham, Whitstable, Herne Bay, Sandwich and Ash	Connect Well Kent

If you notice that something within this resource pack is no longer correct, please contact designandlearningcentre@kent.gov.uk.

Last updated: 24/04/2020

Involve Kent	West Kent: 8 West Kent PCNs East Kent: 1 Dover PCN, 1 Folkestone PCN	Connect Well West Kent
Imago / Medway Voluntary Action	Medway: Medway area	Simply Connect Medway

District Level

Ashford

Willesborough Baptist Church.		Email office@willesboroughbaptist.church or phone 01233 632739 (Mon-Fri, 0900-1230) www.willesboroughbaptist.church
Ashford Age UK	Meals on Wheels, Meals on Wheels Plus (3 meals delivered – to include lunch, tea and breakfast for the following day), Shopping, Prescription collection, Keeping in touch calls, Telephone befriending, Dog walking.	01233 668765
Ashford Volunteer Centre	The befriending service visits at home is still going and if it cant be a home visit it will be a telephone befriending service. They are also still running they're community transport but only have a few drivers left so they are trying to do just emergency	01233 665535
Ashford Counselling Services	we are continuing to offer counselling remotely by telephone and internet and are still taking new referrals via info@ashfordcounselling.org.uk , business.manager@ashfordcounselling.org.uk and by telephone on 01227 713911.	01227 713911.
Ashford Vineyard Church	The Warehouse remains open Monday - Friday 9am-12:30pm for emergency food supplies and children's essentials from Storehouse. We will have a limited number of Family Food Bank boxes to give to people with a voucher but are also maintaining a regular supply of other basic food items donated to us.	01233 331919 compassion@ashfordvineyard.org www.ashfordvineyard.org Ashford Vineyard Church, Ashford Works, Cobbs Wood Industrial Estate, Brunswick Road, Ashford, Kent. TN23 1EH.
Ashford Community Care	Food shopping delivery services Ashford	Martin Kemp 07732 977417 / 01233 612224

Home help choice	Food shopping delivery services Ashford	Richard Spinx 07807 177656
Ashford Volunteer Centre	The befriending service visits at home is still going and if it cant be a home visit it will be a telephone befriending service. They are also still running they're community transport but only have a few drivers left so they are trying to do just emergency	01233 665535
<u>Ashford Mediation Service:</u>	Ashford Mediation Service are continuing to operate, albeit in a different and less than ideal way, but determined to try to play our full part in helping local people resolve their disputes and conflicts. If anything, confining people to their homes is likely to cause all manner of additional tensions both within families and with neighbours, and without the usual choice of walking away when things get unbearable.	Contact us Monday-Thursday from 09.30-14.30 via mobile: (07845 914838) or by email : info@ashfordmediation.co.uk and one of our team will get back to you within 24 hours to find out what problems you have identified with members of the community.
Ashford Borough Council	List of community services in Ashford updated daily.	https://www.ashford.gov.uk/your-community/emergency-planning/health-and-pandemics/coronavirus-covid-19/coronavirus-help-for-the-community/list-of-voluntary-and-community-groups/
Ashford Voluntary and Community Groups	List of voluntary and community groups by ward.	https://www.ashford.gov.uk/your-community/emergency-planning/health-and-pandemics/coronavirus-covid-19/coronavirus-help-for-community-groups/list-of-voluntary-and-community-groups/

Canterbury

Age UK Herne Bay	<p>Cogs social and dementia day care, dementia cafes, singing and exercise groups closed from today. We are still providing as normal.</p> <p>Meals deliveries</p> <p>Marigolds cleaning service</p> <p>Independent Living Service</p> <p>Laundry. Befriending is now phone based rather than face to face.</p> <p>Information and Advice is now telephone based unless essential.</p> <p>Dementia outreach is also phone based unless essential.</p> <p>PIP also phone based unless essential</p> <p>Personalised Independence Programme – virtual hub - still accepting referrals – still supporting via telephone and where we can.</p>	<p>01227 749570</p> <p>Services can be accessed Online www.ageuk.org.uk</p>
Age UK Canterbury	<p>Hot Meal Delivery Services for a two course Lunch (£8.50) and Supper if required (£3.50)-These are both paid for services and will be invoiced at a later date.</p> <p>Telephone contact service in relation to Information & Advice, Befriending and arranging support services such as Shopping and Medicines collection and others as established going forward. Foot Health Service through a triage arrangement within clinic setting and Home Visiting setting.</p>	<p>01227 462368</p>
Canterbury Baptist Church	<p>Running a community fridge and can arrange deliveries at the Hub Café at Canterbury Baptist Church.</p>	<p>https://www.facebook.com/ROC Canterbury/</p>
Furley Page Solicitors Canterbury	<p>Furley Page have set up a telephone buddy system to offer companionship and support to elderly members of the community who need to self-isolate due to the coronavirus outbreak. The telephone buddy system helps to alleviate social isolation and ensure that no-one is struggling at home alone, without essential food and medication. It will provide welcome regular contact for elderly citizens who are</p>	<p>Val Prosser or Melanie Christodoulou</p> <p>01227 763939</p>

	<p>isolated and enable our volunteers to check that they are OK and arrange any help or support they may require during this difficult time</p> <p>It will provide welcome regular contact for elderly citizens who are isolated and enable our volunteers to check that they are OK and arrange any help or support they may require during this difficult time.</p> <p>The buddy scheme is not just for current members of our group and we intend to offer our assistance to all elderly and vulnerable people in the local community who are isolated as a result of the coronavirus outbreak.</p> <p>support as possible for older people in our Herne Bay or Canterbury groups</p>	
No Place Like Home	<p>Are continuing as best they can to provide support where people need to have support as they have no other family locally or community support mechanisms. They are no longer going out and about (respecting the new Prime Minister directive) so will be focusing on 121 stimulation at home.</p>	
The Canterbury Umbrella	<p>We are running digital activity support daily through Facebook and our website. Hotline for mental health support and well-being guidance.</p> <p>Monday to Friday 10-3</p>	<p>07707063495 07395376829</p>
Canterbury Salvation Army	<p>Running a food bank in Canterbury and fresh produce if available. They do have a limited stock of nappies and wipes – Please ring/email ahead as early as you can to give notice.</p> <p>Able to offer a food delivery on a Tuesday and a Friday</p>	<p>Claire Greenway</p> <p>01227 472 781</p> <p>Claire.greenway@salvationarmy.org.uk</p>

Thanington Resource Centre	A skeleton service is available at the Centre for local Thanington residents only. This includes essential food and toiletries or urgent support with broken utilities - Partners can ring the Centre to request support. Parcels can be collected from the Centre on agreement	Paula Spencer, CEO/Manager, Thanington Neighbourhood Resource Centre, Thanington Road, Canterbury CT1 3XE .01227 767720. www.thaningtonnrc.co.uk

Dover and Deal

Age Concern Deal, also covering Dover	Day Services are still operational as per government guidelines. Hot meals are costed at £7.00 Offering food delivery services and hot meal deliveries. (Both are paid for services and will be invoiced at a later date)	01304 372608 – Deal
Capel Cares	Capel Cares is a good neighbour scheme which has been running for over 3 years, helping the elderly of the village with shopping, visits to GP's and hospitals, befriending and sitting services and small DIY tasks. Our volunteers are DBS checked. Not all are working at the moment as some including myself are self isolating. We are available for help with anyone in the village of Capel who needs it.	01303 257003 Janet Milliken
Age Concern Sandwich	Offering meals on wheels, shopping and telephone befriending service.	01304 614237 (choose 'management' option) tracey.ward@ageconcernsandwich.com jane.goring@ageconcernsandwich.com

The Riverside Centre	They are to are offering meal delivery service, shopping and will be doing a phone call check to people to see if everything ok	01304 207268
Aylesham Food Banks	Fridays – St Fimbarr Church Market Square 12:30pm – 2:30pm Foodbank centres open but no tea or coffee	
Oasis Domestic Abuse Service		
<u>SWEP – Homelessness/DDC</u>	https://www.dover.gov.uk/Housing/Housing-Needs/Homelessness/SWEP-Rough-Sleepers.aspx	
<u>Dover Soup Kitchen</u>	Have advised that Dover people are being housed the number to call is 0800 567 7699 – housed on a temporary basis.	
Age UK Folkestone, also covering Dover.	Day Services are still operational as per government guidelines Offering food delivery services and hot meal deliveries. Hot meals are costed at £7.00 (Both are paid for services and will be invoiced at a later date)	01303 279031 – Folkestone
Dover Food Bank	All distribution centres are closed until further notice. Volunteers are delivering supplies to people who have vouchers – the usual agencies are still issuing vouchers via email or phone. Delivery is currently three times per week	01304 728428 info@dover.foodbank.org.uk
Deal Food Banks	Distribution centres closed. Volunteers are delivering supplies to people in isolation or who are highly	01304 728428 info@dealarea.foodbank.

	vulnerable.	org.uk
Sandwich Food Banks	Thursdays Phoenix Centre Jubilee Road 1pm-3pm Foodbank centres open but no tea or coffee	01304 728428
Peekaboo Pet Services	We are offering to walk dogs/pets for isolated and elderly people. This is a free service and covering the Dover/Whitfield area.	07584 320039
Age Concern Sandwich	Meals on wheels service charging £7.50 Sandwich area and £8 outside Sandwich for 2 courses Monday to Friday, we can include a sandwich, quiche or cake as an extra which is chargeable. We are offering a shopping service as I was in the middle of setting this up before the virus, as we had a few enquiries start to filter through about this being useful to the isolated, which would cover prescription service too although the pharmacy at Eastry is excellent and does the majority of deliveries for Sandwich too. No charge for these services.	01304 614237
Chequers Kitchen	Low costs meals on wheels only for elderly isolated who live close to the Chequers Community Kitchen on the Cinque Ports Golf Course i.e. not across Deal or into Sandwich	01304 362288 info@chequers.kitchen
St Margaret's Hub	Neighbours helping neighbours. Collecting shopping and medication, plus other urgent supplies, or a friendly call. Local volunteers.	01304 892736 hub@stmargaretspc.co.uk

Local CAB		
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Dover Citizens Advice Bureau (9:30 – 3 Mon-Thur) Maison Dieu Gardens Maison Dieu Road Dover CT16 1RW 01304 202442		
Dover Citizens Advice Bureau (10 – 3 Tues + Wed) Gateway 71 Castle Street Dover CT16 1PD 01304 821199		
Deal Citizens Advice Bureau Deal Citizens Advice Bureau (9:30 – 3 Mon-Thur) The Cedars 26 Victoria Road Deal CT16 1PD 01304 821199		
Sandwich Citizens Advice Bureau (10 - 3 Thur) Guildhall Cattle Market Sandwich CT13 9AH, 01304 612811		

Folkestone & Hythe

Age UK Folkestone	Day Services are still operational as per government guidelines	01303 279031 – Folkestone
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	Offering food delivery services and hot meal deliveries. Hot meals are costed at £7.00 (Both are paid for services and will be invoiced at a later date)	
Channel Cars in Folkestone	Our drivers are collecting shopping, prescriptions, picking up things and dropping off. Payment over the phone and contactless card payment. Serving Folkestone down to the Marsh all surrounding areas, Pre-book where possible	
Folkestone Methodist Church	Sandgate Road Folkestone Tues and Fri 2pm -3:30pm Please check the website www.shepway.foodbank.org.uk as regular updates will be posted on here	07913573403
Elham Wellbeing	A group of volunteers who are offering services such as, Food Shopping, Prescription Collection, dog walking or just companionship.	Claire – 07702268475 Claireg.elhampc@gmail.com
Sellindge From Deb Hall CAO	Sellindge area offer of help with food shop, animals/dog walking or anything else. . – (I called and got consent to put her number on the list which she is happy to do).	Danielle Barton 07875713420
Hythe Salvation Army Church & Community Centre	A single one-stop "Community Hub" based out of the Age UK premises in Hythe & Lyminge. Volunteers network being built. Age UK with references and DBS checks so that everything can be appropriately safeguarded.	
Age UK Hythe and Lyminge	Community Support Hub Meals on Wheels, Meals on Wheels Plus (3 meals delivered – to include lunch, tea and breakfast for the following day), Shopping, Prescription collection, Keeping in touch calls, Telephone befriending, Dog walking.	https://m.facebook.com/groups/100251777024591?view=permalink&id=1061813957535030?

		01304 728428
Folkestone Community Hub	Folkestone (and surrounding areas) 7 days a week 9am – 4pm	01303 316186 Covid-19@3hsp.co.uk
Hythe Community Hub	Hythe (and surrounding areas) 7 days a week 9am - 4pm	01303 269602 Covid-19@ageukhl.org.uk
Romney Marsh Community Hub		
Involve Safe and Well Service	Safe and Well Safe and Well is a telephone service available for the most vulnerable and isolated members of the community who are self isolating due to Coronavirus. Members of our team will be offering daily or weekly phone calls, which will be determined by a short telephone assessment. As well as offering a friendly voice on the phone, we are working closely with other organisations to link isolated people to services that can help them. We are supported by Kent Fire and Rescue who are offering their support in collection and delivery of food and prescriptions.	03000 8150005 (Option 5) Office@involvekent.org.uk
Folkestone Haven	The Haven has been designed for people in a self-defined MH crisis . In order to reflect social distancing directives and to reduce the risk of the spread of coronavirus, from 6th April 2020, the service will only be delivered through three dedicated phone lines from 18:00 – 23:00 Monday – Friday, and 12:00 – 23:00 every Saturday, Sunday and bank Holiday. Staff will help the callers to de-escalate immediate anxiety, and to safety plan to help keep themselves as safe as possible	07827 533 871 07827 533 887 07827 416 697

Romney Marsh Day Centre	<p>We have a dedicated email address covid-9@rmdc.org.uk and have a dedicated number 01797 208590 which will be operational from this Monday – Friday 9am to 4pm.</p> <p>We will be carrying out urgent essential shopping for the most vulnerable people. This will be essential shopping. We are looking to buy food into the Day Centre from Wholesalers and set up essential food and toiletry packs at set prices, so we can get these deliveries out much quicker than shopping at New Romney Sainsburys. This will take us approx. a week to get up and running, so in the meantime we will be doing shopping trips to supermarkets.</p>	<p>01797 208590</p> <p>covid-9@rmdc.org.uk</p>
Lydd Food Bank	<p>Hardy Hall, Skinner Road Fri 6:30pm – 7:30pm</p> <p>Please check the website www.shepway.foodbank.org.uk as regular updates will be posted on here</p>	<p>07913573403</p> <p>Hardy Hall Skinner Road Lydd TN29 9HL</p>
Savages Fruit and Veg Lydd	Offering fruit baskets and other veg within the Lydd area. Also offering a delivery service as well.	01797 363280
Kerry's kitchen Lydd	A local café which are making food deliveries within the Lydd area	01797 321052
New Romney Christian Centre Food Bank	<p>North Street Tues 5:30pm -7pm</p> <p>Please check the website www.shepway.foodbank.org.uk as regular updates will be posted on here</p>	07913573403

Live at Home Folkestone	Offering a telephone befriending service for people in the Folkestone district	07885687958 Folkestone.liveathome@mha.org.uk
Lloyds Pharmacy New Romney	Services as normal, including prescription delivery Now opening at 10am	01797 362180
Well Pharmacy Greatstone	Can only deliver to people already registered.	01797 362997
New Romney Pharmacy	Deliver to medical housebound. For older and at-risk persons, if you telephone and let them know you are coming and what they require, park in car park behind the shop they will bring delivery out to you. Are hoping to expand deliveries in future.	01797 458001
Pharmacy Lydd	Can only deliver to people already registered.	01797 320231
RSPCA Folkstone	Can take pets to vets (urgent issues only not nail clipping!) Can do dog walking Empty litter trays Deal with emergency pet issues	07936 911613 welfare@rspcafolkestonedistrict.co.uk

Maidstone

AGE UK Maidstone	We fully understand the difficulties that will be faced by many of the older people in our community over the coming weeks. We want you to know that we are here for you. Age UK Maidstone are offering hot, freshly cooked, two course meals delivered to your door and ready to be served.	Can refer by email info@ageukmaidstone.org.uk or call our office on 01622 753618
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	<p>We can also provide assistance with shopping and picking up prescriptions. Our staff are also on hand to provide information about the Dementia Outreach Service we are putting in place, supporting people with Dementia in their own homes with daily activities. The Service is delivered by specialist Dementia trained staff who will work with families to help you care for a loved one at this time.</p> <p>We know how important it is in these dire circumstances for older people to have access to reliable advice, support and friendship. Our Information and Advice and Befriending services will still be available over the telephone, or by post for those that are hard of hearing.</p> <p>Please see the attached information including services and their prices.</p>	
Harrietsham and Lenham	A group has been set up by the local community called KLS (Keeping Lenham Safe). People in the local community have delivered leaflets to all houses in Lenham and Harrietsham providing contact details if people are having to self isolate and need help with food shopping, collecting prescriptions, a friendly phone call etc.	
Crossroads	Crossroads are still operating for those in need of their service, they also provide phone support to families.	Their phone number is 03450 956701

The Chequers Inn, Aylesford	The Chequers Inn, Aylesford, are offering a free cooked dinner, delivered to the doorstep each day.	
Support from Students of the European School of Osteopathy	<p>This Facebook page has been set up to help those who are having trouble taking care of their daily activities during this time of self-isolation.</p> <p>This 'no charge' service has been set up by the students of the European School of Osteopathy who are willing to give their spare time to help vulnerable people including those who are elderly or restricted by disabilities and have had a difficult time getting what they need from shops and supermarkets.</p> <p>This group is for those who may need a helping hand during these difficult times.</p>	https://www.facebook.com/groups/2503861553200927/?ref=nf_target&fref=nf
Citizens Advice Maidstone	At Citizens Advice Maidstone we've suspended all face-to-face meetings however, we are offering an enhanced service by phone which is evolving everyday due to changes issued by the Government.	We will do our best to advise clients via telephone 01622 764265

Foodbanks at Maidstone Children Centres	FareShare is a foodbank that is distributed across Children's Centres in Maidstone., assisting schools and are happy to provide assistance to other food banks with supplies etc where needed. Potential for emergency bags to be delivered to a central point.	For more information about accessing these foodbanks, please phone 01233 500477 or email iantownsend-Blazier@children-families.org
St Faiths Church, Food for the Homeless	St Faiths Church in Maidstone is providing free hot meals and drinks for those who are homeless or insecurely housed. This service is still operating however, will be operating a take away service due to social distancing.	For more information please contact Yinka on 07823 444890.
Salvation Army Food Parcels in Maidstone	Food parcel distribution taking place on Wednesday morning and Friday afternoon. Depending on government updates, the service may be continued. Referral by voucher or email. Vouchers are 3 per 3 month period & they will accept an email referral rather than a physical voucher if necessary, please encourage clients to take ID as they are worried about the service being misused. Vouchers available at Outreach Office. .	To find out more information about this service, please phone 01622 681808
<i>Food Support in Yalding</i>	For anyone who is struggling to get food at this time, please email us at support@yaldingchurches.co.uk and we can provide you with assistance. We can	

<i>and Laddingford</i>	provide tinned food, UHT Milk, part-baked rolls, pasta, rice, sweets for children, juice, crisps, tea and coffee)	
<i>Hungry Hearts for the Homeless in Maidstone</i>	Hungry Hearts for the Helpless provides free hot meals and drinks to those who are homeless or insecurely housed. This non-profit organisation is still operational and purchasing food on a weekly basis, on Mondays and Wednesdays from 6.30 pm to 7.30 pm at the Arches, Bishops Palace, Maidstone.	<i>If you would like to know more about this service please contact Andy on 07565 198945</i>

Sevenoaks

Sevenoaks District Council	has established a 'virtual community hub', working with Caring for the Community (Sevenoaks District) to take offers of volunteer support, and direct people to a local charity. We have nearly 600 volunteers on our register, our voluntary and community sector is mobilised to provide support and we are receiving requests from residents for support and matching them to the help they need. We will be using our virtual community hub to provide volunteers to help pack and distribute food to those that need it.	If people want to volunteer they can visit www.sevenoaks.gov.uk/communityvolunteer or residents have a request for practical assistance they can visit www.sevenoaks.gov.uk/requesthelp www.sevenoaks.gov.uk , 01732 227000 We are looking at setting up a dedicated email - it would be helpful if there is a standard email address e.g. covid19@xxxxx.gov.uk , which all councils are following.
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Sevenoaks District Council	The Council's office (the Eardley Road covered car park) as an emergency storage facility, which will provide a centralised point for food distribution.	
Age UK Sevenoaks and Tonbridge	<p>We've closed almost all our face-to-face services to concentrate on people who need emergency food shopping etc and don't have nearby relatives. People can still phone us on 01732 454108 or email us at office@ageuksevenoaksandtonbridge.org.uk</p> <p>Please find attached the Coronavirus information pack which explains referral pathways. As the situation is constantly changing this is being updated every day or so and the most up-to-date version is on our website at: https://www.ageuk.org.uk/sevenoaksandtonbridge/</p>	<p><u>Sevenoaks 01732 454108</u></p> <p>https://www.ageuk.org.uk/sevenoaksandtonbridge/</p>
Sevenoaks Bookshop	They will shortly be launching their online bookshop with a dedicated page for our literary festival authors' books. Watch out on social media for the link to share. They are delivering free to those in the Sevenoaks Town area and by post to all others.	If you are self-isolating please place any orders for books with Sevenoaks Bookshop by email: enquiries@sevenoaksbookshop.co.uk or call 01732 452055.
Churches Together Telephone Befriending in Sevenoaks	Churches Together in Sevenoaks and District are currently moving to telephone befriending through this time. For this service, referrals (not self-referrals) for befriending should email Margaret Samaranayake	

	at margaret.samaran@gmail.com and give some details regarding the client including name, date of birth and contact number. After referral has been sent, the client will be allocated with a regular befriender.	
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Swale

Age UK Sheppey	are offering freshly cooked meals home delivery service, frozen meals delivery and snack packs.	
No Place Like Home	Are continuing as best they can to provide support where people need to have support as they have no other family locally or community support mechanisms. They are no longer going out and about (respecting the new Prime Minister directive) so will be focusing on 121 stimulation at home.	
Age UK Faversham	Age UK Faversham are providing meals on wheels and the Hands 2 Help independent living service (which can do shopping). I&A available as usual, but most of the work is being done over the telephone.	01795 532 766
Churches Together Faversham	Shopping for self isolating people, telephone befriending, companionship and providing an online church services.	01795 531669
Faversham Baptist Church	Shopping for self isolating people, telephone befriending, companionship and providing an online church services.	Geoff Cook – 01795 531669
Faversham Food Bank	The Gospel Mission Church, Tanners Street WEDNESDAY 1.30pm to 4.00pm FRIDAY 1.30pm to 4.00pm	07938720604
Covid-19 Mutual Aid Faversham	We are a strong network of volunteers across most of Faversham, Ospringe and Oare offering essential shopping, prescription collecting, social contact	mutualaidfaversham@gmail.com

	via telephone, to all residents who don't feel safe or are unable to come out of their homes. We work in collaboration with Faversham Age UK who have a list of our volunteers. We have our own Facebook page and can be found at COVID-19 Mutual Aid Faversham. We also have an email address- mutualaidfaversham@gmail.com	
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Thanet

Thanet Coronavirus support	<ul style="list-style-type: none"> A list of services across Thanet who are offering support during this difficult time. Click the link to the right. 	http://thanetcoronavirusassistance.com/delivery/?fbclid=IwAR03vIF0BJ-vrpPTpLkaF3slTBDcvPC9r7TQFjQYJS_hSenPI31zwtowhxg
Age UK Thanet	<p>Day Services are open to existing clients and are offering I and A support over the phone only. Also available for shopping calls.</p> <p>Buddy Box Hot Meal Delivery is open for anyone that needs food and is £8.00</p> <p>Age UK Support at Home Service – operational as per normal contact Debby Turner via email.</p>	<p>01843 223881</p> <p>debby.turner@ageukhernebay.org.uk</p>
Ageless Thanet	<p>Providing a free telephone service, during office hours, for 50+ Thanet residents who are struggling with feelings of social isolation and loneliness during this time and would like to hear a friendly voice to see how you are.</p> <p>You can contact them via phone, email or on social media (Facebook and Twitter)</p>	<p>01843 21005</p> <p>info@agelessthanet.org.uk</p> <p>https://www.facebook.com/AgelessThanet/</p>

	<ul style="list-style-type: none"> Ageless Thanet will also be sharing videos on how to use the internet and social media to stay connected with friends and family during the COVID – 19. 	
Cliftonville Community Centre	Open Mon, Tues, Weds and Fri 9:30-12:30am. Offering regular services using the social distancing policy and necessary contact.	Elaine or Paul 01843 221913
Global Generation Church	<p><u>Practical Support</u></p> <ul style="list-style-type: none"> Picking up online food orders and delivering to individual's home Picking up shopping, prescriptions etc Arrange and deliver food parcels sourced from Thanet Food Link (St Paul's Food Bank) Utilize our Dignity clothing store to help those needing clothing/toiletries where possible and deliver <p><u>Pastoral/Community support</u></p> <ul style="list-style-type: none"> Provide telephone calls to prevent feelings of isolation and loneliness, aiming to decrease feelings of anxiety and improve wellbeing where possible Signpost to different services where further help or advice can be provided also 	<p>07593392951</p> <p>01843 226232</p>
Thanet Community Support Partnership	<ul style="list-style-type: none"> TCSP are offering their car scheme to all ESSENTIAL hospital/medical appointments only. 	<p>Samantha Howlett</p> <p>01843 609337</p> <p>info@kcv.org.uk</p>

Salvation Army, Ramsgate	<p>They are currently running a food bank but please ring ahead to make an appointment as it may cause unnecessary travel.</p> <ul style="list-style-type: none"> The Salvation Army are also available to deliver food and supplies to elderly who are self isolating in the Ramsgate area. 	<p>Carl Whitehead</p> <p>07900 497326</p>
Salvation Army, Margate	Drop-in Light: service at the door with lunchbox and hot drinks Monday, Tuesday, Thursday, Friday from 10.30 - 12.00	01843 298 260
Coronavirus support Over 70's Support, Broadstairs Thanet	<p>For people over the age of 70, self isolating, or has no support during this difficult time. The group will collect shopping and medicines and deliver it to you. If you feel isolated you can call the group and a volunteer will chat with you. The group are working in partnership with the GAP project in Broadstairs and is a FREE service.</p> <p>We are desperately looking for DBS cleared volunteers that can help provide this service in the local area which could potentially involve shopping for them, dropping off medication or delivering a food package on a zero contact basis.</p>	<p>07432 585 515 Lauren</p> <p>Aram Rawf – cllr-aram.rawf@thanet.gov.uk</p>
The Gap Project	<ul style="list-style-type: none"> Still open for homeless support on Friday 20/3, 2-4pm. Café still open at the moment. Friday afternoon club planned to run. 	01843 602762
The Bus Café Thanet	<ul style="list-style-type: none"> Offering a home delivery service from their food and drink menu between 9am and 3pm. No minimum order and no charges for delivery. They have bread and different types of milk available and all prices will be the same as in the shop. 	01843 297985
St Pauls Food Bank (Margate)	<ul style="list-style-type: none"> Open as usual – Monday, Tuesday Thursday mornings 10:30am – 12pm. You can visit Cliftonville Community Centre to get a foodbank voucher on the 	01843 221913

Thanet Community Transport Association	<ul style="list-style-type: none"> Offering a personal shopping service and willing to help anyone who is self isolating and who cannot get out and about. collecting the clients money and shopping list before hand: Also are running a dial a ride service to all super markets to allow elderly get out to the super markets. This is covering Thanet, Herne Bay and Whitstable 	01843 602030
Westgate Town Council	<p>The town council are offering a service of volunteers to visit homes within the town to help isolated people to do shopping, walk the dogs, friendly phone calls, picking up prescriptions and general needs.</p> <p>If you know someone who needs this please contact the Town Clerk on the number/email to the right.</p> <ul style="list-style-type: none"> 	<p>01843 836182</p> <p>townclerk@westgateonsea.gov.uk</p>
Changing Minds - The Lifeboat project	<p>They will provide mental health support, advice, anxiety management, food and essentials for the local community throughout the Corona virus Pandemic. This will consist of weekly podcasts, videos discussing all things wellbeing, exercise, nutrition and more!</p> <p>To offer free delivery of care packages for those in isolation within our local community, including food, toiletries & entertainment (Crosswords, card games, colouring books, etc).</p> <p>To establish a phone line for those seeking a friendly chat / video chat if possible. To set up a social media hub for individuals to access for tips on combating loneliness whilst in isolation. To grow and adapt the project alongside the ever-changing situation to provide support for as many affected individuals as we can possibly reach.</p>	<p>Colin Rouse –</p> <p>colin.rouse@changingmindskent.co.uk</p>

Best One Westgate	They are offering free home delivery services for supplies such as food etc.	01843 831664
Krusty Kobb bakeries	Offering free home delivery for food to peoples home who are self isolating and are unable to get out.	01843 835447
Prentis Greengrocers	Offering free home delivery to self isolated people. (Fruit and veg etc)	01843 834934
Posillipos restaurant Broadstairs	Are offering to do peoples shopping and deliver it to their home for self isolated people.	01843 601133
the Kitchen CT9 in Cliftonville	will deliver any surplus stock they have to peoples homes who are self isolating.	01843 293376
Birchington Support group	Are offering a free service which includes shopping locally, walk dog and collect prescriptions etc.	Dave Adams - 07540 813028 or Jan Adams – 07540 812564
Farley's Furniture	<p>The business wants to support anyone in need living in Ramsgate, Margate, Broadstairs, Westgate, Birchington and Sandwich. They will go and get the shopping and deliver it to their home. Delivery is free. The business said people who want to use the service can pay them for the shopping in cash on delivery or by bank transfer.</p> <ul style="list-style-type: none"> • https://www.kentonline.co.uk/thanet/news/company-shopping-for-people-in-self-isolation-223974/ 	01843 593069
Thanet Link Group and Services	https://theisleofthanetnews.com/2020/03/23/thanet-coronavirus-useful-numbers-groups-and-shop-deliveries-list/	

Snappy Shopper	Groceries and household essentials – online/app based only, currently no phone service but they are looking into it. Deliveries available from 9am – 10:30pm covering Herne Bay, Whitstable, Canterbury and Faversham	https://www.snappyshopper.co.uk/
Foodari	Fresh fruit and veg deliveries in the Thanet area. Please check website for radius.	https://foodarihomedelivery.com/delivery-info

Tonbridge and Malling

Age UK Sevenoaks and Tonbridge	Independent living service remains open. Offices still open for phone calls	<u>Tonbridge 01732 366100</u> https://www.ageuk.org.uk/sevenoaksandtonbridge/
<i>Tmactive150 Programmes</i>	<i>We have cancelled our tmactive150 sessions and our sites are now closed however, there are lot's of ways you can take care of yourself during the Coronavirus isolation and we are here to help you</i>	
<i>FEAST: Free Meals for Low Income Families in Tonbridge</i>	<i>FEAST (Families Eating And Sharing Together) is a Tonbridge based initiative that welcomes local children and their families to join us for healthy hot meals during the school holidays.</i> <i>We have an emergency food bank for families with children in Tonbridge. Please find the booking form on our website</i>	

Tunbridge Wells

Hawkhurst C19 Community Support Group (HCSG)	is the Hawkhurst community partnership coordinating the local response. Anyone who would like to register for a volunteer to do their shopping or collect prescriptions, please register using this link:	https://bit.ly/Hawkhurstsupport . If you know of anyone in either category who does not have access to email, please feel free to register on their behalf, with their consent.
Cranbrook and Sissinghurst Parish Council		https://cranbrookandsissinghurstpc.co.uk/2020/03/covid-plan-for-cranbrook/
Age UK Tunbridge Wells	Offering a service for shopping and some meal deliveries.	01892 522591
Mental Health Resource in Tunbridge Wells	While Mental Health Resource in Tunbridge Wells have stopped delivering all face to face support, we are still able to provide telephone support to our clients. At this time we are offering one to one telephone support however we are looking into technology to enable group telephone support as well as support in other forms.	Hub: Contact Carol, 07526 203 899 Reachout: Contact Jill, 07989 219 185 Reachout: Youth: Contact Anna, 07545 028 899
<u>Citizens Advice Tunbridge Wells & District</u>	At Citizens Advice Tunbridge Wells & District we've suspended all face-to-face meetings, including at all of	Our advice line is 01892 600161 - please leave us a message and we will get back to you within ten working days. Or email us on : advice@catwd.org.uk

	<p>our outreach centres. Our staff and volunteers are home working and we are asking people who need advice to contact us via email or phone, as follows:</p>	<p>If you need to speak to someone urgently, please call the national Citizens Advice helpline on: 03444 111 444</p>
<p><i>Hands of Hope in Hawkhurst</i></p>	<p>Hands of Hope are a community-based charity operating in Rother, Hastings and West Kent. At our Community Hub we use growing and cooking to improve people's emotional well-being, increase their physical activity and educate the community on the important of good nutrition</p> <p>At Hands of Hope we are lucky to have our 22-acre site which enables us to continue with our</p>	<p>For more information, phone 01424 834 768 or email info@hohcharity.co.uk</p>

	<p>programmes for those under 70. We have posters up with regards to Social Distancing and have put up a 30ft polytunnel to start planting.</p> <p>If people are interested, we are continuing with <u>Growing Buddies</u> and <u>Men in Sheds</u>, with limitations of how many people are on site at any one time. We are also extending the sessions to throughout the week.</p>	
Good Neighbours Telephone Befriending	<p><u>Good neighbours</u>, based in Tunbridge Wells, has had to suspend face-to-face client contact. However, our team of Befriending Volunteers are continuing to support their clients via regular phone calls and are also supporting practically with shopping etc. Our Falls prevention team are supporting their clients in a similar way until the</p>	<p>For more information, please contact 01892 510200 goodneighbourproject.org.uk</p>

	resumption of classes. Sadly, we are unable to take on any new client at this time.	
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