



## KEY CONTACTS

<b>First port of call for vulnerable people who need help.</b>  <i>NB This helpline feeds info through to DDC so give out this number.</i>	<b>Kent Together</b> KCC	24 hr helpline  For those who are vulnerable and have an urgent need that cannot be met through existing support networks.  This is also the place to report any concerns about the welfare of someone else.	03000 41 92 92  <a href="http://www.kent.gov.uk/kenttogether">www.kent.gov.uk/kenttogether</a>
DDC advice	Dover District Council	Sign up to the DDC Facebook page for regular updates and helpful information	<a href="https://www.dover.gov.uk/News/Coronavirus-News.aspx">https://www.dover.gov.uk/News/Coronavirus-News.aspx</a>  01304 821199  <a href="mailto:covid19@dover.gov.uk">covid19@dover.gov.uk</a>
KCC	Adult Social Care contact Centre	Any enquiries regarding adult social care	03000 416 161 – weekdays 03000 419 191 – out of hours
KCC	Emergency Safeguarding	Concerns about an adult Concerns about a child Out of hours call	03000 416161 03000 411111 03000 419191



## EMERGENCY FOOD DELIVERIES

The Government has offered a weekly food parcel service for NHS “High risk” people, others are considered “extremely vulnerable” but may not be eligible for a food parcel.

Those identified as “high risk” will receive a government food parcel direct to their door weekly. Most of these people will have been contacted directly. If they haven’t (and they think they should be on the shielded list), please advise them to check with their GP in the first instance.

If they think they should be registered they need to do this with the Government and can register online at <https://www.gov.uk/coronavirus-extremely-vulnerable> or by phone 0800 0288327.

The government food parcels contain essential food and household items; each box has enough for 1 person for 1 week. These started arriving in the district on 2<sup>nd</sup> April and will be delivered on Thursdays.

**NHS “extremely vulnerable” people will also be prioritised by UK supermarkets for online delivery slots.** The government has shared its extremely vulnerable list with supermarkets so they can identify any customers on those lists. These people should receive an email direct from the supermarket.

Dover, St Margaret’s, The Langdons, Whitfield, Temple Ewell, Hougham, River Capel.	Dover Food Bank	All distribution centres closed. For further information	Please contact Citizens advice Bureau (CAB) for a Referral on 01304 374333
Deal, Aylesham, Elvington & Sandwich	Deal Food Bank	All distribution centres closed. People can email or call the foodbank direct for help if they can’t afford to buy food. Volunteers are delivering supplies but prioritising people in isolation or who are highly vulnerable.	01304 728428  <a href="mailto:info@dealarea.foodbank.org.uk">info@dealarea.foodbank.org.uk</a>



## HELP WITH MEALS, SHOPPING & PRESCRIPTIONS

### HOME ESSENTIALS IN A CRISIS

There are emergency vouchers for “home essentials in a crisis” for families (with children) lacking money. Clients must be able to go online and must complete the online application themselves.

<https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis>

They should receive £9 per person per household to spend on shopping (not restricted to food). The online form is straightforward and vouchers will arrive the next day. Full details on the link.

### FREE SCHOOL MEAL VOUCHERS

Children eligible for free school meals will receive vouchers allowing them to continue to access meals while schools are closed. Some schools are still providing meals, but where this is not possible, schools can provide every eligible child with a weekly shopping voucher worth £15 to spend at supermarkets (Morrisons, Tesco, Sainsbury's, Asda, Waitrose, M&S). Parents will receive the voucher from their child's school, which can be redeemed online via a code or sent to their house as a gift card.

DISTRICT WIDE	Connect Well East Kent	Coordinating volunteers to help people with shopping, collecting prescriptions and other support.  Phonelines open: 8:30am–6pm Mon, Weds, Fri 9am–5pm Tues and Thurs	0300 302 0178
Only Dover Town plus Whitfield, Kearsney, Guston, Lydden & Capel and Alkham	Together4Dover	For help with shopping, picking up prescriptions, helping people to remain connected, phone calls, dog-walking and meals  <b>Allow 24 hours to fulfil request</b>  <b>NB T4D volunteers are unable to accept payment by cheque.</b>	01304 892519  Email: <a href="mailto:help@together4dover.org.uk">help@together4dover.org.uk</a>  <a href="http://www.together4dover.org.uk">www.together4dover.org.uk</a>
Dover Town	Age Concern Dover Riverside	Riverside Centre is shut but they're offering a hot meal delivery service (£7.50). They are also providing a telephone welfare check/chat and shopping.	01304 207268 <a href="mailto:admin@riversidedover.org.uk">admin@riversidedover.org.uk</a>
Deal	Age Concern Deal	Offering shopping, delivering prescriptions and hot meal delivery. Meals cost £7-£8 if	01304 372608 <a href="mailto:admin@deal-cr.org.uk">admin@deal-cr.org.uk</a>



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		delivered or £5.50 if collected from Deal Centre in Park St, Deal.	
Sandwich	Age Concern Sandwich	The centre is closed. Continuing Meals on Wheels, telephone befriending and shopping service.	01304 614237 (choose 'management' option) <a href="mailto:jane.goring@ageconcernsandwich.com">jane.goring@ageconcernsandwich.com</a>
Aylesham & Snowdown Village	Bechange	Pre prepared meal deliveries twice a week. Providing 3 meals per family member. Please <b>only</b> refer those struggling for food/meals in this area (free to those in need)	07484 221970
Deal, Walmer, Kingsdown. plus nearby villages (and Sandwich from Tuesday 14 <sup>th</sup> April)	Chequers Kitchen Cookery School	Low costs meals delivery service for elderly isolated people. £3 for main course and pudding. (NB need oven to reheat food) If an elderly, disabled or isolated unwell person is struggling and would like this service, please call Stephanie.	Stephanie Hayman  01304 362288  <a href="mailto:info@chequers.kitchen">info@chequers.kitchen</a>
Mill Hill area of Deal	Mill Hill Community Forum	Help with shopping, getting prescriptions and taking calls from those who want a chat in the area of Mill Hill Deal	07528755889  <a href="mailto:millhillcommunityforum@gmail.com">millhillcommunityforum@gmail.com</a>
Capel Le Ferne (but not Alkham)	Capel Cares	Neighbours helping neighbours. Collecting shopping and medication, plus other urgent supplies, or a friendly call. Local volunteers all DBS checked.	01303 257003 (Jan)
Lydden Village	Lydden Village Community Group	We are running a volunteer team within the village picking up prescriptions, shopping and keep-in-touch phone calls. We are happy to do more.	Sharon Taylor  07817963581  <a href="mailto:lyddenvillagegroup@gmail.com">lyddenvillagegroup@gmail.com</a>
Shepherdswell & Coldred	Covid-19 Care Action Team	People can register, the team will call on Mon and Fri, then	01304 832143 or 07590426950



		collect/deliver shopping and prescriptions for them.	<a href="mailto:keithbryanroberts@gmail.com">keithbryanroberts@gmail.com</a>
St Margaret's	St Margaret's Hub	Neighbours helping neighbours. Collecting shopping and medication, plus other urgent supplies, or a friendly call. Local volunteers.	01304 892736 <a href="mailto:hub@stmargaretspc.co.uk">hub@stmargaretspc.co.uk</a>
Temple Ewell	Volunteers organised by Temple Ewell Parish Council	Shopping collection, prescription pick-up and delivery service. Dog walking service and potential for other services if residents in Temple Ewell are in need.	Andy Howard-Grigg, Parish Clerk 01304 361774 (9am to 5pm only) <a href="mailto:TempleEwellPC@outlook.com">TempleEwellPC@outlook.com</a>
Deal Area	Deal Delivers	Local shops & business one stop shop	<a href="http://Dealdelivers.com">Dealdelivers.com</a>
DISTRICT	Kent Producers home delivery	Set up by Produced in Kent to promote and support local business doing an amazing job during the pandemic	<a href="http://www.helpkentbuylocal.co.uk">www.helpkentbuylocal.co.uk</a> <a href="mailto:info@producedinkent.co.uk">info@producedinkent.co.uk</a>

## OTHER SUPPORT FOR OLDER PEOPLE

DISTRICT WIDE	Carers Support East Kent  Support for carers	CSEK are operational and the Hub team is still offering information and guidance and assessment for Carers. Open Mon, Weds and Fri 8:30am–6pm Tues and Thurs 9am–5pm	0300 302 0178
DISTRICT WIDE	Age Space	Kent online hub – a one stop resource and guide for anyone concerned about or caring for an ageing parent or relative, neighbour or friend	<a href="http://www.agespace.org/local/kent">www.agespace.org/local/kent</a>
DISTRICT WIDE	Silverline Telephone Befriending Service	Helpline and friendship service for people aged 55 – 24 Hour befriending service. Free, confidential service to share worries and fears.	0800 470 80 90
DISTRICT WIDE	Age UK	Advice line	0800 169 6565



DISTRICT WIDE	CROPS (Citizens Rights for Older People)	Charity that aims to leave an older person stronger and more able to cope than when we first came into contact with them. Not every older person is familiar with modern technology so can often benefit from some help and guidance to sort out their problems	01622 851 200 <a href="https://www.cropkent.org.uk/">https://www.cropkent.org.uk/</a>
Dover Whitfield	Peekaboo Pet Services	Free Dog walking service for the Dover/Whitfield area - walking dogs/pets for isolated elderly people.	07584 320039
DISTRICT WIDE	Bright Shadow	Support for people with Dementia and their families	01227 467 272 zest@brightshadow.org.uk

## OTHER COMMUNITY SUPPORT SERVICES

DISTRICT WIDE	One You	Health support for Obesity, stop smoking and general lifestyle	0300 123 1220 oneyou.kent@nhs.net
DISTRICT WIDE	Carers Support UK	Advice for carers from Carers Support UK can be found on the Carers UK Website	<a href="https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19">https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19</a>
DISTRICT WIDE	East Kent Mencap	Free E books to support people with learning difficulties during the pandemic	<a href="https://booksbeyondwords.co.uk">https://booksbeyondwords.co.uk</a> eastkentmencap.co.uk
DOVER	Breastfeeding support group at The Ark	Now closed and offering virtual support.  We are providing a virtual breastfeeding support group for Dover Monday's 10am to noon and 1:1 consultations.	<a href="https://www.kentbabymatters.org/">https://www.kentbabymatters.org/</a>  07849664727
SANDWICH	Mutual aid Facebook group	Online support group for residents	<a href="mailto:bill.bond@me.com">bill.bond@me.com</a>
DISTRICT WIDE	Sport England Physical Health	How to stay active during the COVID-19 period whilst self-isolating.	<a href="https://www.sportengland.org/news/how-stay-active-while-youre-home?">https://www.sportengland.org/news/how-stay-active-while-youre-home?</a>



DISTRICT WIDE	Libraries	Online service	03000 41 64 38, email <a href="mailto:akl@kent.gov.uk">akl@kent.gov.uk</a> or via 24/7 chat at <a href="http://www.kent.gov.uk/askakentlibrarian">www.kent.gov.uk/askakentlibrarian</a>
DISTRICT WIDE	Help for Heroes	Helping wounded veterans and their families	0300 303 9888

## JOBS & BENEFITS

DISTRICT WIDE	Shaw Trust Employment Service and Porchlight Work4Wellbeing	(Formally JET IPS Employment)	0800 567 7699 <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a>
DISTRICT WIDE	DWP (Job Centre) Benefits/Work	All Job Centres are closed. For DWP advice call this number.	01304 866190
DISTRICT WIDE	Citizens Advice Bureau  Benefits/Work/Debt	For help General enquiries For debt enquiries For Universal Credit enquiries <b>ALL 9.30am - 4.30pm</b>	03448 487978 01304 374333 01304 202442 01304 202030 <a href="http://doverdealadvice.co.uk">doverdealadvice.co.uk</a>

## HOMELESSNESS

DISTRICT WIDE	DDC Office Hours       Out of Office Hours	In normal office hours, if someone mentions anything that suggests they are homeless/potentially homeless, or anything relating to their housing register application they should be asked to call  If the call is out of office hours, ring the DDC hotline and choose the 'homelessness option'. This will go through to Centra and be dealt with in the normal way.	01304 872265 This is the number for the customer services staff in Civica who deal with our enquiries in the first instance. 01304 821199
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DISTRICT WIDE	Porchlight	Porchlight Community Inclusion Service Porchlight Community Link Service Porchlight Community Housing Service	Central Referral Line 0800 567 7699 <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a>
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## MENTAL HEALTH & BEFRIENDING

DISTRICT WIDE	Speak Up	SpeakUp CIC - Support and social SpeakUpCIC- Personality Disorder Support Group (PERDI) SpeakUp CIC - SpAce Art and Craft Project SpeakUp CIC Referral SpeakUpCIC <b>Night Owls</b> is a closed on-line peer support group.	<a href="mailto:admin@speakupcic.co.uk">admin@speakupcic.co.uk</a> or 01843 448384  Call 01843 448384
DISTRICT WIDE	East Kent Mind	Mental health support <a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a>	<a href="mailto:info@eastkentmind.org.uk">info@eastkentmind.org.uk</a> 07950 608827
DISTRICT WIDE	South Kent Mind	Provides a wellbeing programme <a href="https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</a>	01303 250090 <a href="http://southkentmind.org.uk">southkentmind.org.uk</a>
DISTRICT WIDE	Release the Pressure	24-hour helpline or online for free confidential support at any time.	Text the word <b>Kent</b> to 8525  <a href="tel:08001070160">0800 107 0160</a>  <a href="https://www.kent.gov.uk/social-care-and-health/health/release-the-pressure">https://www.kent.gov.uk/social-care-and-health/health/release-the-pressure</a>
DISTRICT WIDE	Phone a Community Friend	A free phone call service – an opportunity to chat to like-minded local people. Need to go online and complete an easy	<a href="http://www.kentecc.org.uk/phone-a-community-friend/">www.kentecc.org.uk/phone-a-community-friend/</a>





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		form and someone will be in touch within 24 hours. (Organised by Kent Equality Cohesion Council and Cohesion Plus.)	
DISTRICT WIDE	Take Off	Take Off Peer Groups  Remote peer group Sessions & some 1:1 support slots Via Zoom  Attendee should email or submit request via web contact page	01227 788 211  <a href="mailto:Zoom@takeoff.works">Zoom@takeoff.works</a>  <a href="http://www.takeoff.works/contact-us/">www.takeoff.works/contact-us/</a>
DISTRICT WIDE	Look Ahead	Support for learning disabilities, mental health, homelessness and young people	<a href="mailto:CherylRisley@lookahead.org.uk">CherylRisley@lookahead.org.uk</a> <a href="mailto:ClareVale@lookahead.org.uk">ClareVale@lookahead.org.uk</a> <a href="mailto:johnpender@lookahead.org.uk">johnpender@lookahead.org.uk</a>
DISTRICT WIDE	Camerados	Tackling loneliness and supporting mental health.	<a href="https://www.camerados.org/when-hugs-are-banned/">https://www.camerados.org/when-hugs-are-banned/</a>
DISTRICT WIDE	Live Well Kent	Still accepting referrals - if you need support or need to refer someone you can call the referral line or email.  Free service for anyone over 17	0800 567 7699 <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a> <a href="https://livewellkent.org.uk/">https://livewellkent.org.uk/</a>
DOVER	Safe and Well Involve Kent	Telephone befriending service for the most vulnerable and isolated people who are self-isolating due to Coronavirus.	03000 810005 <a href="mailto:office@involvekent.org.uk">office@involvekent.org.uk</a> <a href="http://www.involvekent.org.uk">www.involvekent.org.uk</a>
DISTRICT WIDE	Aspirations	Free service for unemployed people aged over 25 living in Kent who feel their mental health is holding them back.	0333 880 2730
DISTRICT WIDE	Mental Health Matters	24/7 helpline	0800 107 0160
DISTRICT WIDE	Samaritans	24/7 helpline	116 123
DISTRICT WIDE	SANeline	4.30-10.30pm	0300 304 7000
DISTRICT WIDE	Kent & Medway NHS Mental Health Services		0300 222 0123 <a href="http://Livewellkent.org.uk">Livewellkent.org.uk</a>



DISTRICT WIDE	CALM (Campaign Against Living Miserably)	Suicide Support line Helpline 5pm – midnight 365 days a year  Webchat also available vis website	0800 585858  <a href="https://www.thecalmzone.net">https://www.thecalmzone.net</a>
DISTRICT WIDE	No Panic	10am–10pm every day Helping break the chains of anxiety disorders	0844 967 4848  info@nopanics.org.uk
DISTRICT WIDE	Combat Stress	24-hour helpline	0800 138 1619

## YOUNG PEOPLE & SPECIAL NEEDS

DISTRICT	KCC	Online Youth Services bringing together everything that is being offered in one place.	<a href="https://www.kent.gov.uk/education-and-children/young-people/online-youth-services">https://www.kent.gov.uk/education-and-children/young-people/online-youth-services</a> )
DISTRICT WIDE	Young people 10- 16YRS KOOH	Free online Mental Health Service for 10-16-year-olds. Counselling and advice.	<a href="http://www.kooth.com">www.kooth.com</a>
DISTRICT WIDE	Young Minds	Yips, advice and guidance on where to get support for mental health	<a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a>
DISTRICT WIDE	Hopeline UK/ Papyrus	Suicide Prevention for young people - Hopeline	0800 068 4141
DISTRICT WIDE	Young people support/activities  Pie Factory Music	Social media channels updated daily including creative challenges.  If a young person needs extra support at the moment, such as regular phone calls with a youth worker, signposting to other services etc, please email.	<a href="mailto:info@piefactorymusic.com">info@piefactorymusic.com</a> <a href="https://www.instagram.com/piefactorymusic">www.instagram.com/piefactorymusic</a> <a href="https://www.facebook.com/piefactorymusic">www.facebook.com/piefactorymusic</a> <a href="https://www.twitter.com/piefactorymusic">www.twitter.com/piefactorymusic</a> TikTok: @Piefactorymusic
DISTRICT	Salus	Virtual youth session for 8- 19year olds	<a href="http://www.salusgroup.org.uk">www.salusgroup.org.uk</a>
DISTRICT WIDE	Us 2 (For SEND Children/families)	Nicola, the Family Support Officer, is available to offer support and advice via phone and email from Tuesday to Thursday only.	<b>07525</b> 589321 <a href="mailto:familysupport@inclusus2.org.uk">familysupport@inclusus2.org.uk</a>
DISTRICT WIDE	Carers Support East Kent	CSEK are operational and the Hub team is still offering	0300 302 0178



	Support for carers	information and guidance and assessment for Carers. Open Mon, Weds and Fri 8:30am–6pm Tues and Thurs 9am–5pm	
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## COMMUNITY SAFETY (NON EMERGENCY)

DISTRICT WIDE	Trading Standards	SCAMS For info and advice about scams	<a href="https://www.nationaltradingstandards.uk/news/beware-of-covid19-scams/">https://www.nationaltradingstandards.uk/news/beware-of-covid19-scams/</a>
DISTRICT WIDE	Victim Support	Phone line operational 8am-8pm Monday to Friday 9am-5pm on Saturday Closed on Sunday Callers are asked to leave a message and a team member will call them back. If it's not safe to talk, Live Chat is available from 9am-5pm Monday to Friday	0808 168-9276 0808 168 -9111  <a href="https://www.victimsupport.org.uk/help-and-support/get-help/request-support">https://www.victimsupport.org.uk/help-and-support/get-help/request-support</a>  <a href="https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat">https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat</a>
DISTRICT WIDE	Oasis (Domestic Abuse Support)	Continuing to take referrals. Monday – 10.30am -11.30am Tuesday – 9.30am - 12.00pm Wednesday –10.30am -11.30am Thursday – 10.00am -11.30am	07856 856278
DISTRICT WIDE	Stalking Helpline Suzy Lamplugh Trust	Helpline open 930am to 4pm weekdays (930am to 1pm Wednesday)	08088020300
DISTRICT WIDE	Substance abuse (drugs)  Forward Trust	Dover and Folkestone area substance misuse services.  Dover office is still open 10am-4pm for any service users who need support. They are seeing people through the hatch for needle exchange services and Naloxone dispensing.  Not accepting new referrals but offering 24-hour phone support.	24-hour SPOC number 0300 1231186



## UTILITIES

DISTRICT WIDE	Utilities – Gas & Electricity	For information about gas and electricity during current situation.	<a href="https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply">https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply</a>
DISTRICT WIDE	Southern Water	For information about water supply during current situation.	<a href="https://www.southernwater.co.uk/covid-19">https://www.southernwater.co.uk/covid-19</a> Emergencies only - please telephone us on 0330 303 0368

## HOUSING

DISTRICT WIDE	Sanctuary Housing	Customer Service Centre is open 24 hours a day, seven days a week, including public holidays for both repairs and general housing enquiries.	Tel: 0800 131 3348 (landline) or 0300 123 3511 (mobile)  Text: 07795 265 843  Typetalk/minicom: 01482 580 576
DISTRICT WIDE	Town and Country Housing Group	General enquiries  Monday – Friday: 8.30am – 5.00pm.	Telephone: 01892 501480 (Press option 1 to report a repair, option 2 to make a payment or option 3 to speak to an advisor.
DISTRICT WIDE	Southern Housing Group	Latest position via web site	<a href="https://www.shgroup.org.uk/">https://www.shgroup.org.uk/</a>
DISTRICT WIDE	Moat Housing	Latest position via web site	<a href="https://www.moat.co.uk/">https://www.moat.co.uk/</a>
DISTRICT WIDE	Orbit Housing	Latest position via web site	<a href="https://www.orbitcustomerhub.org.uk/">https://www.orbitcustomerhub.org.uk/</a>
DISTRICT WIDE	Housing Options	DDC housing services	01304 872265 housing.options@dover.gov.uk