



KEY CONTACTS

First port of call for vulnerable people who need help. <i>NB This helpline feeds info through to DDC so give out this number.</i>	Kent Together 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 www.kent.gov.uk/kenttogether
DDC advice	Dover District Council	Sign up to the DDC Facebook page for regular updates and helpful information	https://www.dover.gov.uk/News/Coronavirus-News.aspx 01304 821199 covid19@dover.gov.uk
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 AND FOOD DELIVERIES

SUPERMARKET SHOPPING

NHS shielded people and those who have registered on gov.uk as extremely vulnerable will have their information shared with major UK supermarkets so they can identify any customers on those lists. These people will receive an email direct from the supermarket. In addition:

Tesco – customers who need shopping delivered because they cannot go into stores can call 0800 917 7359.

Morrisons – have introduced Doorstep Delivery for vulnerable people who live within 10 miles of a Morrisons store. Call 0345 611 6111 and select option 5 to place an order

Sainsburys – are working with the government to prioritise vulnerable people.

Asda – have launched a volunteer shopping card (contactless, safe and secure way to allow others to get shopping for vulnerable people) www.cards.asda.com/volunteer

<p>Dover, St Margaret's, The Langdons, Whitfield, Temple Ewell, Hougham, River Capel.</p>	<p>Dover Food Bank</p>	<p>All distribution centres closed.</p> <p>Deliveries are made on Tuesdays, Thursdays and Fridays only. It is short-term emergency food in a crisis; enough for a minimum of 3 days.</p>	<p>Refer via Citizens Advice Bureau</p> <p>03448 487978 01304 374333</p>
<p>Deal, Walmer, Aylesham, Elvington, Eythorne & Sandwich</p>	<p>Deal Food Bank</p>	<p>All distribution centres closed.</p> <p>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.</p>	<p>01304 728428</p> <p>info@dealarea.foodbank.org.uk</p>



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 Allow 24 hours to fulfil request NB T4D volunteers are unable to accept payment by cheque.	01304 892519 Email is only for hard of hearing help@together4dover.org.uk www.together4dover.org.uk
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 admin@riversidedover.org.uk
Deal	Age Concern Deal	Offering shopping, delivering prescriptions and hot meal delivery. Meals cost £7-£8 if	01304 372608 admin@deal-cr.org.uk



Dover Area Updated Services List

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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) jane.goring@ageconcernsandwich.com
Aylesham & Snowdown Village	Bechange	Pre prepared meal deliveries twice a week. Providing 3 meals per family member. Please only 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 th April)	Chequers Kitchen Cookery School	Low costs meals delivery service for elderly isolated people. £3 for main course and pudding. (Will 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 info@chequers.kitchen
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 millhillcommunityforum@gmail.com
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 lyddenvillagegroup@gmail.com
Shepherdswell & Coldred	Covid-19 Care Action Team	People can register, the team will call on Mon and Fri, then collect/deliver shopping and prescriptions for them.	01304 832143 or 07590426950 keithbryanroberts@gmail.com
St Margaret's	St Margaret's Hub	Neighbours helping neighbours. Collecting shopping and medication, plus	01304 892736 hub@stmargaretspc.co.uk



		other urgent supplies, or a friendly call. Local volunteers.	
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) TempleEwellPC@outlook.com
Deal Area	Deal Delivers	Local shops & business one stop shop	www.DealDelivers.com
DISTRICT	Kent Producers home delivery	Set up by Produced in Kent to promote and support local business doing an amazing job during the pandemic	www.helpkentbuylocal.co.uk info@producedinkent.co.uk
Sandwich Area	Sandwich Town Council	Local shops & business one stop shop	https://sandwichtowncouncil.gov.uk/businesses-operating-during-covid-19/

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	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 https://www.cropkent.org.uk/



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	https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19
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.	https://www.kentbabymatters.org/ 07849664727
SANDWICH	Mutual aid Facebook group	Online support group for residents	bill.bond@me.com
DISTRICT WIDE	Sport England Physical Health	How to stay active during the COVID-19 period whilst self-isolating.	https://www.sportengland.org/news/how-stay-active-while-youre-home
DISTRICT WIDE	Libraries	Online service	03000 41 64 38, email akl@kent.gov.uk or via 24/7 chat at www.kent.gov.uk/askakentlibrarian
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 info@livewellkent.org.uk
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/D ebt	For help General enquiries For debt enquiries For Universal Credit enquiries ALL 9.30am - 4.30pm	03448 487978 01304 374333 01304 202442 01304 202030 doverdealadvice.co.uk

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 in. 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. Hotline: 01304 821199
DISTRICT WIDE	Porchlight	Porchlight Community Inclusion Service Porchlight Community Link Service Porchlight Community Housing Service	Central Referral Line 0800 567 7699 info@livewellkent.org.uk

MENTAL HEALTH & BEFRIENDING

DISTRICT WIDE	Speak Up	SpeakUp CIC - Support and social SpeakUp CIC- Personality Disorder Support Group (PERDI) SpeakUp CIC - SpAce Art and Craft Project SpeakUp CIC Referral SpeakUpCIC Night Owls is a closed on-line peer support group.	admin@speakupcic.co.uk or 01843 448384 Call 01843 448384
DISTRICT WIDE	East Kent Mind	Mental health support https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/	info@eastkentmind.org.uk 07950 608827
DISTRICT WIDE	South Kent Mind	Provides a wellbeing programme https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/	01303 250090 southkentmind.org.uk
DISTRICT WIDE	Release the Pressure	24-hour helpline or online for free confidential support at any time.	Text the word Kent to 8525 0800 107 0160 https://www.kent.gov.uk/social-care-and-health/health/release-the-pressure
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 form and someone will be in touch within 24 hours. (Organised by Kent Equality Cohesion Council and Cohesion Plus.)	www.kentecc.org.uk/phone-a-community-friend/
DISTRICT WIDE	Take Off	Take Off Peer Groups Remote peer group Sessions & some 1:1 support slots Via Zoom	01227 788 211 Zoom@takeoff.works



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		Attendee should email or submit request via web contact page	www.takeoff.works/contact-us/
DISTRICT WIDE	Look Ahead	Support for learning disabilities, mental health, homelessness and young people	CherylRisley@lookahead.org.uk ClareVale@lookahead.org.uk johnpender@lookahead.org.uk
DISTRICT WIDE	Camerados	Tackling loneliness and supporting mental health.	https://www.camerados.org/when-hugs-are-banned/
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 info@livewellkent.org.uk https://livewellkent.org.uk/
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 office@involvekent.org.uk www.involvekent.org.uk
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 Livewellkent.org.uk
DISTRICT WIDE	CALM (Campaign Against Living Miserably)	Suicide Support line Helpline 5pm – midnight 365 days a year Webchat also available via website	0800 585858 https://www.thecalmzone.net
DISTRICT WIDE	No Panic	10am–10pm every day Helping break the chains of anxiety disorders	0844 967 4848 info@nopanic.org.uk
DISTRICT WIDE	Combat Stress	24-hour helpline	0800 138 1619
DISTRICT WIDE	Dads unlimited	Provides practical advice, support and guidance for dads going through emotional issues	www.dadsunltd.org.uk



		around separation, divorce and access to children. 1:1 support is being provided virtually	
DISTRICT WIDE	Rubicon Cares	Trauma counselling sessions via phone or video. Lines open Monday, Thursday & Saturdays 12:00 to 15:00 and Wednesdays 19:00 to 22:00	www.rubiconcares.org 07505709876
DISTRICT WIDE	Cruse	Bereavement counselling But Cruse do have a waiting list.	https://www.cruse.org.uk/
DISTRICT WIDE	Dover Counselling Services	Offer an NHS Adult Psychological Therapy service. The person gives them a call to self-refer and they then assess eligibility.	01304 204123 https://dovercc.org.uk/

YOUNG PEOPLE

DISTRICT WIDE	KCC	Online Youth Services bringing together everything that is being offered in one place.	https://www.kent.gov.uk/education-and-children/young-people/online-youth-services)
DISTRICT WIDE	District Youth Hub & Children's Centres	Facebook pages for up-to-date information on how to access resources For any Children's Centre or Youth Hub queries, please call the Dover Early Help number	www.facebook.com/linwood.yc www.facebook.com/doverdistrictcc 03000 422998
DISTRICT WIDE	Young people 10-16YRS KOOOTH	Free online Mental Health Service for 10-16-year-olds. Counselling and advice.	www.kooth.com
DISTRICT WIDE	Young Minds	Tips, advice and guidance on where to get support for mental health	https://youngminds.org.uk/
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.	info@piefactorymusic.com www.instagram.com/piefactorymusic www.facebook.com/piefactorymusic



		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.	www.twitter.com/piefactorymusic TikTok: @Piefactorymusic
DISTRICT WIDE	Salus	Virtual youth session for young people aged 8-19	www.salusgroup.org.uk

SPECIAL NEEDS & CARER SUPPORT

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.	07525 589321 familysupport@includesus2.org.uk
DISTRICT WIDE	East Kent Mencap	Free E books to support people with learning difficulties during the pandemic	www.eastkentmencap.co.uk https://booksbeyondwords.co.uk
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	Intensive Outreach Community Support for people with a Learning Disability	Provide support, advice and consultation to care providers, supported living, families and KCC colleagues & KMPT mental health service i.e. SPOA & crisis team for adults with a learning disability in Kent	Kentcft.SKCTLDvirtualteam@nhs.net Penny Clark - 07760164704 Once contact is made the Community Matron will collate further information regarding need and either provide on the spot support/advice or allocate to another nurse.

COMMUNITY SAFETY (NON EMERGENCY)

DISTRICT WIDE	Trading Standards	SCAMS For info and advice about scams	https://www.nationaltradingstandards.uk/news/beware-of-covid19-scams/
DISTRICT WIDE	Victim Support	Phone line operational 8am-8pm Monday to Friday	0808 168-9276



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		<p>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</p>	<p>0808 168 -9111</p> <p>https://www.victimsupport.org.uk/help-and-support/get-help/request-support</p> <p>https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat</p>
DISTRICT WIDE	NSPCC	<p>Support is continuing for Kent clients into the Pear Tree House Service Centre.</p>	<p>www.nspcc.org.uk</p>
DISTRICT WIDE	Oasis (Domestic Abuse Support)	<p>Continuing to take referrals. Monday – 10.30am -11.30am Tuesday – 9.30am - 12.00pm Wednesday –10.30am -11.30am Thursday – 10.00am -11.30am</p>	<p>07856 856278</p>
DISTRICT WIDE	DAVSS The Domestic Abuse Volunteer Support Service	<p>operating a telephone helpline with extended hours. All new referrals will be responded to and any calls made out of hours will be contacted back.</p>	<p>www.davss.org.uk</p>
DISTRICT WIDE	Rising Sun & Choices DA service	<p>Services for women, children and families who are affected by domestic violence. The crisis line is open Monday to Friday 09:00 to 16:30</p>	<p>www.risingsunkent.com</p>
DISTRICT WIDE	Stalking Helpline Suzy Lamplugh Trust	<p>Helpline open 09:30am to 4pm weekdays (09:30am to 1pm Wednesday)</p>	<p>08088020300</p>
DISTRICT WIDE	Substance abuse (drugs) Forward Trust	<p>Dover and Folkestone area substance misuse services.</p> <p>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.</p> <p>New clients can be offered expert telephone advice and consultation including harm-reduction advice.</p>	<p>24-hour SPOC number 0300 1231186</p> <p>www.forwardtrust.org.uk</p>

**UTILITIES, COUNCIL TAX & DDC SERVICES**

DISTRICT WIDE	Utilities – Gas & Electricity	For information about gas and electricity during current situation.	https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply
DISTRICT WIDE	Southern Water	For information about water supply during current situation.	https://www.southernwater.co.uk/covid-19 Emergencies only - please telephone us on 0330 303 0368
DISTRICT WIDE	DDC Services	Useful numbers for DDC Services 01304 87 followed by the appropriate departmental extension	2199 Benefits 2495 Building Control 2199 Business Rates 2199 Council Tax 2296 East Kent Housing 2289 Environmental Crime (inc. Dog Warden) 2428 Environmental Health (noise, disputes etc) 2265 Housing (inc. homelessness) 2295 Licencing 2459 Parking 2345 Payment line 2486 Planning 2216 Public Protection (Disease, 4 Food, Businesses, Port Health) 2299 Repairs (in a council property) 42428 Waste (bins, recycling)

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	Telephone: 01892 501480 (option 1 repairs, option 2



		Monday – Friday: 8.30am – 5.00pm.	payments, option 3 speak to an advisor). https://www.tchg.org.uk/
DISTRICT WIDE	Southern Housing Group	Latest position via web site	https://www.shgroup.org.uk/
DISTRICT WIDE	Moat Housing	Latest position via web site	https://www.moat.co.uk/
DISTRICT WIDE	Orbit Housing	Orbit are offering our customers, living in your area, a range of support packages to help with well-being and financial needs. However, where the needs are a little more urgent, we are referring our customers to their local authority helplines / hubs	0800 678 1221 (option 4) Text cv19 to 07860 018 202 inc. your name and Orbit will contact you www.betterdays.orbit.org.uk betterdays@orbit.org.uk
DISTRICT WIDE	Housing Options	DDC housing services	01304 872265 housing.options@dover.gov.uk

EMERGENCY HEALTH		
Dental Treatment	Because of coronavirus (COVID-19), all routine dental treatment has been stopped at the moment. If you think you need urgent dental treatment:	<ol style="list-style-type: none"> 1. Call your Dentist 2. Call Kent Emergency Dental support on 0300 123 4412 3. Use the NHS 111 online service if you cannot contact your dentist or you do not have one (see below)
If you think you have Coronavirus	DO NOT got to a GP, Pharmacy or Hospital	Use the NHS website to find out what to do https://111.nhs.uk/service/COVID-19/ or call (NHS) 111 if you don't have online access
Get Medical Help near You	Use the Online NHS site to find help. If you have no online access call 111	Use https://111.nhs.uk/ (NHS) 111