



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 If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline 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 DELIVERIES

NHS shielded people will receive government food parcels direct to their door. Most of these people will have been contacted directly.

These parcels contain essential food and household items; each box has enough for 1 person for 1 week. These should start arriving in Dover district on Thursday 2nd April.

The Government has offered a weekly food parcel service for shielded people, **if they do not have the social support to get their essential supplies with help from neighbours and family.**

<https://www.gov.uk/coronavirus-extremely-vulnerable> - (Web site for registering if vulnerable)

NHS shielded people will also be prioritised by UK supermarkets for online delivery slots.

The government has shared with supermarkets which people are on the shielded list, so these people should be contacted by email by supermarkets.

Dover Town	Dover Food Bank	All distribution centres are closed until further notice.	01304 728428
------------	-----------------	---	--------------



		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	info@dover.foodbank.org.uk
Deal, Aylesham, Elvington & Sandwich	Deal Food Bank	All distribution centres closed from 27 th March. Email the foodbank for info. Volunteers are delivering supplies to people in isolation or who are highly vulnerable.	01304 728428 info@dealarea.foodbank.org.uk

HELP WITH MEALS, SHOPPING & PRESCRIPTIONS

Emergency vouchers for “home essentials in a crisis” for families lacking money. Must be 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>

Should be £9 per person per household to spend on shopping – not restricted to food.

The form is straightforward and family’s or professionals can complete this online and vouchers will arrive the next day. Full details on the link

DISTRICT WIDE	Connect Well East Kent	Volunteer service set up to help people during the crisis Open Mon, Weds and Fri 8:30am–6pm Tues and Thurs 9am–5pm	0300 302 0178 - public Jack Packman Direct line (not public) 07462093046 - urgent cases or nfor advice
Very small Deal catchment	Chequers Kitchen	Low costs meals on wheels only for elderly isolated Local hot meal delivery 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
All wards of Dover Town plus Whitfield, Kearsney, Guston, Lydden & Capel	Together4Dover	Shopping Pick up Prescriptions Help People to remain connected, Phone calls etc Dog Walking Meals	01304 892 519



Dover Town	Age Concern Dover Riverside FOR 55YRS +	Riverside Centre is shut but they're offering a meal delivery service (£7.50) and a grocery shopping service. May be providing a telephone service for a chat. Home meals delivery service	01304 207268 admin@riversidedover.org.uk Bridie centremanager@riversidedover.org.uk
Deal, Walmer, Kingsdown and Sandwich and nearby villages	Chequers Kitchen	Prepared meals to people in need of support. Delivering a cooked main course and dessert which are chilled (to be reheated). subsidised cost - £3 for a two course meal	if an elderly or disabled person is struggling and would benefit from this service, please call Stephanie. 01304 362288
Deal	Age Concern Deal For 55 yrs +	Offering shopping & prescription & hot meals HOT MEALS: Delivered £7 (Dover Town = £8) Collected from Deal Retirement Centre = £5.50	01304 372 608 admin@deal-cr.org.uk
Sandwich	Age Concern Sandwich FOR 55YRS +	The centre is closed. Continuing Meals on Wheels, telephone befriending and shopping For over 55s	01304 614237 (choose 'management' option) jane.goring@ageconcernsandwich.com
Aylesham & Snowdown Village	Bechange	Twice weekly deliveries that will provide three meals for each family member. Please refer those struggling for food/meals in this area (free to those in need)	07484221970
Capel Le Ferne	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 other urgent supplies, or a friendly call. Local volunteers.	01304 892736 hub@stmargaretspc.co.uk

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/
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 education	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 Heros	Helping wounded veterans and their families	0300 303 9888

JOBS & BENEFITS

DISTRICT WIDE	Shaw Trust Employment	(Formally JET IPS Employment)	0800 567 7699 info@livewellkent.org.uk
---------------	-----------------------	-------------------------------	---



	Service and Porchlight Work4Wellbeing		
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 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 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
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 SpeakUpCIC- Personality Disorder Support Group (PERDI)	admin@speakupcic.co.uk or 01843 448384
---------------	----------	--	---



		<p>SpeakUp CIC - SpAce Art and Craft Project SpeakUp CIC Referral</p> <p>SpeakUpCIC - Night Owls is a closed on-line peer support group.</p>	<p>Call 01843 448384</p>
DISTRICT WIDE	East Kent Mind	<p>Mental health support https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p>	<p>info@eastkentmind.org.uk 07950 608827</p>
DISTRICT WIDE	South Kent Mind	<p>Provides a wellbeing programme https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/</p>	<p>01303 250090 southkentmind.org.uk</p>
DISTRICT WIDE	Take Off	<p>Take Off Peer Groups</p> <p>Remote peer group Sessions & some 1:1 support slots Via Zoom</p> <p>Attendee should email or submit request via web contact page</p>	<p>01227 788 211</p> <p>Zoom@takeoff.works</p> <p>www.takeoff.works/contact-us/</p>
DISTRICT WIDE	Look Ahead	<p>Support for learning disabilities, mental health, homelessness and young people</p>	<p>CherylRisley@lookahead.org.uk ClareVale@lookahead.org.uk johnpender@lookahead.org.uk</p>
DISTRICT WIDE	Camerados	<p>Tackling loneliness and supporting mental health.</p>	<p>https://www.camerados.org/when-hugs-are-banned/</p>
DISTRICT WIDE	Live Well Kent	<p>Still accepting referrals - if you need support or need to refer someone you can call the referral line or email.</p> <p>Free service for anyone over 17</p>	<p>0800 567 7699</p> <p>info@livewellkent.org.uk</p> <p>https://livewellkent.org.uk/</p>



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

YOUNG PEOPLE & SPECIAL NEEDS

DISTRICT	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	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	Yips, 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 (Young people)	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.	info@piefactorymusic.com www.instagram.com/piefactorymusic www.facebook.com/piefactorymusic www.twitter.com/piefactorymusic TikTok: @Piefactorymusic
DISTRICT	Salus	Virtual youth session for 8-19year olds	www.salusgroup.org.uk
DISTRICT WIDE	SEND children/families Us 2	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	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

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 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 https://www.victimsupport.org.uk/help-and-support/get-help/request-support https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat
DISTRICT WIDE	Oasis (Domestic Abuse Support)	Continuing to take referrals. Monday – 10.30am -11.30am Tuesday – 9.30am - 12.00pm	07856 856278



		Wednesday –10.30am -11.30am Thursday – 10.00am -11.30am	
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

HOUSEHOLD

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

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 (Press option 1 to report a repair, option 2 to make a



Dover Area Updated Services List
PUBLIC VERSION
 Version 4 Updated: 03/04/2020

		Monday – Friday: 8.30am – 5.00pm.	payment or option 3 to speak to an advisor.
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	Latest position via web site	https://www.orbitcustomerhub.org.uk/
DISTRICT WIDE	Housing Options	DDC housing services	01304 872265 housing.options@dover.gov.uk