



Dover Area Support Services

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Key contacts

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

Emergency food

<p>Dover, St Margaret's, The Langdons, Whitfield, Temple Ewell, Hougham, River & Capel</p>	<p>Dover Foodbank</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>Citizens Advice Bureau can issue vouchers, contact them on: 01304 374333</p>
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Deal, Walmer, Aylesham, Elvington, Eythorne & Sandwich areas	Deal Area Foodbank	All the distribution centres are closed. Food etc is being delivered direct to clients.	Contact the Foodbank direct for support on: 01304 728428
Sandwich, Deal, Eastry, Worth, Ash & Staple	St Peter's Care & Share	Emergency food and clothing for vulnerable elderly people who are isolating and families in need.	Call Annemarie on 07766 486155 Collections from the church on Tuesdays, Thursdays and Saturdays 10am-12pm or can deliver by arrangement.

Access to cash options

THE POST OFFICE

Payout Now allows customers to share a barcode voucher with a trusted individual to allow that person to withdraw cash at the Post Office for them. Any bank can issue a barcode voucher to its customers which can only be used once. It is sent to the customer via text, email or post, then passed to a trusted friend to be exchanged for cash at a Post Office.

Fast PACE is a cheque cashing scheme that allows a third party to cash a cheque at the Post Office to pass cash on to them or to reimburse them for shopping or services. Customers using Fast PACE write a cheque payable to the PO and give this to their trusted friend after signing to say they can cash it. The trusted person shows their ID at the PO branch and can take the cash back to the customer.

In both cases, the customer will need to contact their bank first.

NATWEST BANK

NatWest has launched a new 'companion card' that allows caretakers to pay for essential goods on behalf of vulnerable and isolated customers during the coronavirus (Covid-19) pandemic. The new card acts as a supplement to 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 to ensure security. 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.

CO-OP

Co-op has launched a gift card scheme for those shielding or self-isolating and reliant on others to do their shopping. **Call 0800 029 4592** to buy a gift card which can be shared with friends, neighbours or volunteers to pay for shopping at their local Co-op store.



Shopping, prescriptions & meals

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, or call Dover Morrisons Community Champion, Jemma on 07811 715601 or email champion.doverbridgestreet@morrisons.co.uk

Sainsburys – are working with the government to prioritise vulnerable people. Call 0800 6366262.

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

DISTRICT	Pharmacy2U	Online, phone and App to set up direct delivery of medication through the post. Free service.	0113 265 0222 www.pharmacy2u.co.uk
Dover, River, Whitfield, Kearsney, Guston, Lydden, Capel, Alkham, Elvington & Eythorne (for shopping and prescription service only)	Together4Dover	For help with shopping (up to £30) and picking up prescriptions. NB: Cheques not accepted	01304 892519 9am-5pm Mon to Fri. help@together4dover.org.uk People who are hard of hearing can use this email. 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. Open 9-3 Mon to Fri	01304 207268 admin@riversidedover.org.uk
Deal	Age Concern Deal	Offering shopping, delivering prescriptions and hot meal delivery. Meals cost £7-£8 if delivered or £5.50 if collected from Deal Centre in Park St, Deal.	01304 372608 admin@deal-cr.org.uk
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



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Aylesham & Snowdown Village	Bechange	Pre prepared meal deliveries. 5 meals a week per family member (a main and pudding per day per family member) delivered 3 times a week. Please only refer those struggling for food/meals in this area (free to those in need)	07484 221970
Deal, Walmer, Kingsdown, plus nearby villages, & Sandwich	Chequers Community Kitchen	Low costs meals delivery service for isolated people. £3 for main course and pudding. (Will need an oven to reheat food.) If an elderly, disabled or isolated unwell person is struggling and would like this service, please call Stephanie.	01304 362288 info@chequers.kitchen
Mill Hill (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 other urgent supplies, or a friendly call. Local volunteers.	01304 892736 hub@stmargaretspc.co.uk



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
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

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.



Food shops & wholesalers delivering locally			
Deal Area	Deal Delivers	Website advertising local shops, restaurants and essential services who are delivering during the crisis.	dealdelivers.com
DISTRICT WIDE	Kent Producers home delivery	Independent local businesses who are delivering locally during the current crisis.	www.helpkentbuylocal.co.uk info@producedinkent.co.uk
DISTRICT WIDE	I A Harris & Son	Wholesale fruit and veg supplier. Can deliver essentials including milk, bread and eggs. Minimum order £20, no delivery charges.	0207 622 7176 orders@iaharris.co.uk
DISTRICT WIDE	Kent Frozen Foods	Free home delivery	01622 612345 www.kf.co.uk
Sandwich Area	Sandwich Town Council	Local shops & business one stop shop	https://sandwichtowncouncil.gov.uk/businesses-operating-during-covid-19/

Mental health support			
DISTRICT WIDE	Kent & Medway NHS Mental Health Services	Now available online and over the phone. Support regarding mental health if not sure what help is needed.	0300 222 0123 Livewellkent.org.uk Single Point of Access 0300 123 4496
DISTRICT WIDE	KCC	New text service for immediate mental health support. 24/7 service provided by Shout and the Crisis Text Line.	Text the word KENT to 85258
DISTRICT WIDE	SpeakUp CIC	Providing a full mental health support service, including virtual group sessions, one-to-one support and advice.	admin@speakupcic.co.uk Maggie on 07958 242834 Kay on 07543 977670 David on 07907 803031



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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	Take Off	Take Off Peer Groups Remote peer group Sessions and some one-to-one support slots via Zoom Attendees should email or submit request via website contact page	01227 788 211 Zoom@takeoff.works www.takeoff.works/contact-us/
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 livewellkent.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 providing emotional support, advice and guidance.	0800 107 0160
DISTRICT WIDE	Samaritans	24/7 free helpline Dedicated to reducing feelings of isolation. A safe place to talk to trained counsellors about whatever is troubling you.	116 123
DISTRICT WIDE	SANEline	4.30-10.30pm	0300 304 7000



DISTRICT WIDE	CALM (Campaign Against Living Miserably)	Support line for men 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 Mental health support for veterans and their families	0800 138 1619 combatstress.org.uk
DISTRICT WIDE	Dads Unlimited	Provides practical advice, support and guidance for dads going through emotional issues around separation, divorce and access to children. 1:1 support is being provided virtually	www.dadsunltd.org.uk 01233 680150
DISTRICT WIDE	Cruse	Bereavement counselling NB there is a waiting list.	https://www.cruse.org.uk/
DISTRICT WIDE	KCC	Resources to support families to cope with bereavement and grief.	www.kent.gov.uk/wellbeingfamilies
DISTRICT WIDE	Dover Counselling Services	NHS adult psychological therapy services Call to self-refer and they will assess eligibility.	01304 204123 https://dovercc.org.uk/

Befriending

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	Camerados	Tackling loneliness and supporting mental health.	www.camerados.org/when-hugs-are-banned/



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
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Carer support & special needs

DISTRICT WIDE	The Family Fund	Grants to help low-income families with seriously ill or disabled children with the cost of equipment, goods or services. E.g. domestic appliances; sensory or educational equipment that they might not otherwise be able to afford	For further information and to apply for a grant visit: www.familyfund.org.uk 01904 550055
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
DISTRICT WIDE	DISK (Disability Information Services Kent)	Limited phone info and advice service. Free confidential specialist information for people with a disability, older people and carers	07743 177581
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	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	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	Help To Care App Kent and Medway Sustainability and Transformation Partnership (STP)	Help to Care, an innovative new mobile phone app, has been launched to support people who care for others	Download the app in the usual way through the Apple App Store on Google Play. Search for Help to Care



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	Kentchft.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.
DISTRICT WIDE	KCC Autistic Spectrum Conditions Team	The Social Care Team at KCC that specialises in supporting adults who have an Autistic Spectrum Condition (ASC)	03000 418100 SensoryandAutism@kent.gov.uk
DISTRICT WIDE	Kent Autistic Trust	Provide personalised and specific support for people with autism	01634 405168 www.kentautistic.com

Older people's services

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. 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/



DISTRICT WIDE	Bright Shadow	Support for people with dementia and their families	01227 467 272 zest@brightshadow.org.uk
DISTRICT WIDE	Dementia Connect Support Line	Hosted by Alzheimer's Society Information, advice and support for people living with dementia and their families. Mon-Weds: 9am-10pm Thurs-Fri: 9am-5pm Sat-Sun: 10am-3pm	0333 150 3456
DISTRICT WIDE	Kent Dementia Helpline	Practical and emotional support	0800 500 3014
DISTRICT WIDE	Cinnamon Trust Dog-walking	For help with dog-walking for elderly isolated people.	01736 757 900 www.cinnamon.org.uk
Whitfield	Peekaboo Pet Services	Free dog walking service for the Dover/Whitfield area for isolated elderly people.	07584 320039
DISTRICT WIDE	Kent Sport	For advice on keeping active while isolating at home	www.kentsport.org/coronavirus

Young people's services

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	KCC	Bereavement Support for children and young adults aged 4-19 years. Also for families and carers.	https://www.kentcht.nhs.uk/service/school-health/ 0300 123 4496
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	KOOTH	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	Young Women's Trust	Supports young women aged 18-30 with free telephone coaching, helping them build strong mental health, set goals and stay motivated. Free CV feedback service giving personalised, detailed feedback on CVs and job applications. You can find out more here.	https://www.youngwomenstrust.org/work-it-out-sign-up self-referrals online here: https://www.youngwomenstrust.org/work-it-out-sign-up
DISTRICT WIDE	Hopeline UK/ Papyrus	Confidential support for young people (those under 35) struggling with thoughts of suicide and for anyone worried about a young person.	0800 068 4141
DISTRICT WIDE	Pie Factory Music	Social media channels updated daily including creative challenges. If a young person needs extra support, such as regular phone calls with a youth worker or signposting to other services, please email.	www.instagram.com/piefactorymusic www.facebook.com/piefactorymusic www.twitter.com/piefactorymusic TikTok: @Piefactorymusic info@piefactorymusic.com
DISTRICT WIDE	Salus	Virtual youth sessions for young people aged 8-19	www.salusgroup.org.uk

Miscellaneous community support

DISTRICT WIDE	NHS One You	Health support for weight loss, giving up smoking and general lifestyle information	0300 123 1220 oneyou.kent@nhs.net
DISTRICT WIDE	Family Lives	Charity supporting vulnerable and lower-income families Free helpline	0808 800 2222 askus@familylives.org.uk
DISTRICT WIDE	Cafcass	Free online resource for separated families to help them maintain co-parenting arrangements during this time	www.cafcass.clickrelationships.org.uk innovations@cafcass.gov.uk



DOVER	Breastfeeding support group at The Ark	Now closed and running a virtual support group for Dover Mondays 10am to noon, plus 1:1 consultations	https://www.kentbabymatters.org/ 07849 664727
SANDWICH	Sandwich Town Council	Dog Walking Services. The Town Council is co-ordinating volunteers	01304 617197
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 akl@kent.gov.uk www.kent.gov.uk/askakentlibrarian
DISTRICT WIDE	Help for Heroes	Helping wounded veterans and their families	0300 303 9888
DISTRICT WIDE	Kent Association for the Blind	Support for blind or partially sighted people	01622 691357 www.kab.org.uk
DISTRICT WIDE	Be You	Virtual LGBTQ+ Groups: safe spaces for anyone who thinks they might be LGBTQ+	07966 368250

Community safety

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	Rubicon Cares	Free counselling service for victims of crime Mon, Thurs & Sat 12-3pm Weds 7-10pm	www.rubiconcares.org 07505 709876
DISTRICT WIDE	NSPCC	Support is continuing for Kent clients into the Pear Tree House Service Centre.	www.nspcc.org.uk



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	DAVSS The Domestic Abuse Volunteer Support Service	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.	www.davss.org.uk
	Rising Sun & Choices DA service	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	www.risingsunkent.com
DISTRICT WIDE	Suzy Lamplugh Trust (Stalking Helpline)	Helpline open 9:30am to 4pm weekdays (9:30am to 1pm Wednesday)	0808 8020300
DISTRICT WIDE	Forward Trust Substance abuse (drugs)	<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>
DISTRICT WIDE	The National Prisoners' Families Helpline	Free advice and information on all aspects of the criminal justice system for families of those in the system. Mon-Fri: 9am-10pm Sat-Sun: 10am-3pm	0808 808 2003

Benefits, jobs & debt (also see Utilities)

DISTRICT WIDE	CAB	Help to Claim Universal Credit helpline Choose option 1 for specialist advice on redundancy	0800 144 8444 citizensadvice.org.uk
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DISTRICT WIDE	Shaw Trust Employment Service & Porchlight Work4Wellbeing	(Formally JET IPS Employment)	0800 567 7699 info@livewellkent.org.uk
DISTRICT WIDE	DWP	Specific Covid 19 related advice for employers	https://employerhelp.dwp.gov.uk
DISTRICT WIDE	DWP	Specific Covid 19 related advice for employees	https://jobhelp.dwp.gov.uk/
DISTRICT WIDE	Job Centre (DWP)	All Job Centres are closed. For DWP advice call this number.	01304 866190
DISTRICT WIDE	Citizens Advice Bureau	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
DISTRICT WIDE	Money Advice Service	For advice regarding finances and debt	0300 500 5000 www.moneyadviceservice.org.uk
DISTRICT WIDE	National Debt Line	Coronavirus hub for money worries	0808 808 4000 www.nationaldebtline.org
DISTRICT WIDE	Step change	Free debt advice online or over the phone	0800 138 1111 www.stepchange.org
DISTRICT WIDE	Christians Against Poverty	Debt help	0800 3280006 http://www.capdebthelp.org/ info@capuk.org

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	British Gas Energy Trust	For advice and help with utility debts	01733 421021 www.britishgasenergytrust.org.uk



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DISTRICT WIDE	Scottish Power	Hardship fund for customers have difficulties paying their bills due to low income or other circumstances. Eligibility check and referral for access is needed online or over the phone via National Debtline and/or Social Enterprise Direct (SED)	National Debtline 0808 169 8780 Lines open Monday to Friday 9am to 8pm, Saturday 9.30am to 1pm www.SEDhardship.fund 0808 800 0128 Lines open Monday to Friday 8.30am to 8pm and Saturday 10am to 2pm.
DISTRICT WIDE	Ovo hardship grants	Help for OVO Energy customers to clear/pay off any debt on their OVO Energy account. Applicants must have run up a debt on their gas or electricity account of at least £150, have an annual household income of £16,190 or less and have a valid reason affecting your ability to pay. Online access only.	https://docs.google.com/forms/d/e/1FAIpQLSdBKf7t44JX15KavrB3sUVRiaDebd20ecpKrCo_Y76u7L3Miw/viewform
DISTRICT WIDE	E.on	For existing or previous E.on customers to help with bills or household items. Priority will be given to those who have already received debt advice.	https://www.eonenergyfund.com/ 03303 80 10 90. Mon-Fri 9-5pm
DISTRICT WIDE	Npower energy fund	For current domestic customers.	npowerenergyfund@lets-talk.online 01733 421 021
DISTRICT WIDE	Pre-pay meters	For those on electricity or gas pre-pay meters for remote top-ups	0330 100 0303
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	Priority Services Register <i>(for customers of utility companies including Affinity and Southern Water)</i>	For help in a utility emergency Sign up for free For those with chronic illness, have medical support at home, refrigerated medication, dementia, a disability, pensionable age, children under 5, suffering a bereavement.	Southeastwater.co.uk/priority



DISTRICT WIDE	DDC Services	Useful numbers for DDC Services 01304 87 followed by the appropriate departmental extension	2199 Benefits 2495 Building Control 2199 Council Tax 2296 East Kent Housing 2289 Environmental Crime 2428 Environmental Health 2265 Housing 2459 Parking 2345 Payment line 2216 Public Protection 2299 Repairs 42428 Waste
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Local housing providers			
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 (option 1 repairs, option 2 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



Homelessness			
DISTRICT WIDE	DDC Housing	<p>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.</p> <p>If the call is out of office hours, ring the DDC hotline and choose the 'homelessness option'.</p>	<p>Office hours: 01304 872265</p> <p>Out of office hours: 01304 821199</p>
DISTRICT WIDE	Porchlight	<p>Porchlight Community Inclusion Service</p> <p>Porchlight Community Link Service</p> <p>Porchlight Community Housing Service</p>	<p>Central Referral Line 0800 567 7699 info@livewellkent.org.uk</p>

Emergency health & patient transport		
Dental Treatment	<p>Because of coronavirus (COVID-19), all routine dental treatment has been stopped at the moment.</p> <p>If you think you need urgent dental treatment.</p>	<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 go 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
DISTRICT WIDE	<p>Patient Transport Services Can be offered up to 48 hours in advance of appointments. 24 hours a day freephone.</p> <p>Subject to availability.</p>	0800 096 0211