



# Dover District Support Services

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Key contacts			
DISTRICT WIDE	Kent Together	<p>First port of call for vulnerable people who need help.</p> <p>This is also the place to report any concerns about the welfare of someone else.</p> <p><b>Kent Together are now also assisting and signposting for help with Financial Support and Mental Health &amp; Wellbeing.</b></p>	<p>03000 41 92 92 24 hr helpline</p> <p><a href="http://www.kent.gov.uk/kenttogether">www.kent.gov.uk/kenttogether</a></p>
DISTRICT WIDE	Dover District Council	<p>For regular updates and helpful information sign up to Dover District Council's Keep me posted, visit the website, Facebook page and Twitter.</p>	<p>01304 821199</p> <p><a href="http://www.dover.gov.uk">www.dover.gov.uk</a></p> <p><a href="mailto:covid19@dover.gov.uk">covid19@dover.gov.uk</a></p> <p>Facebook: @doverdc Twitter: @doverdc</p>
Kent County Council	Adult Social Care Contact Centre	<p>Any enquiries regarding adult social care</p>	<p>03000 416 161 – weekdays 03000 419 191 – out of hours</p>
DISTRICT WIDE			
Kent County Council	Emergency Safeguarding	<p>Concerns about an adult Concerns about a child Out of hours call</p>	<p>03000 416161 03000 411111 03000 419191</p>
DISTRICT WIDE			
Citizens Advice Bureau	Citizens Advice Bureau	<p>For help General enquiries For debt enquiries For Universal Credit enquiries</p>	<p>03448 487978 01304 374333 01304 202442 01304 202030</p> <p>Open: All Mon – Fri, 9.30am 4.30pm</p> <p>0344 411 1444 Out of hours</p> <p><a href="http://www.doverdealadvice.co.uk">www.doverdealadvice.co.uk</a></p>
DISTRICT WIDE			



## Emergency food

<p>Dover, St Margaret's, The Langdons, Whitfield, Temple Ewell, Hougham, River &amp; Capel</p>	<p>Dover Foodbank</p>	<p>The service is available for short-term emergency food in a crisis.</p> <p>All distribution centres closed. 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>07870 361180</p> <p><a href="https://dover.foodbank.org.uk/">https://dover.foodbank.org.uk/</a></p> <p>info@dover.foodbank.org.uk</p> <p>Citizens Advice Bureau can issue vouchers, contact them on: 01304 374333</p>
<p>Deal, Walmer, Aylesham, Elvington, Eythorne &amp; Sandwich areas</p>	<p>Deal Area Foodbank</p>	<p>The service is available for short-term emergency food in a crisis.</p> <p>Deliveries are made Monday to Friday.</p>	<p>01304 728428 07545 500922</p> <p><a href="https://dealarea.foodbank.org.uk/">https://dealarea.foodbank.org.uk/</a></p> <p>info@dealarea.foodbank.org.uk</p>
<p>Sandwich, Deal, Eastry, Worth, Ash &amp; Staple</p>	<p>St Peter's Care &amp; Share</p>	<p>Emergency food and clothing for vulnerable elderly people who are isolating and families in need.</p>	<p>Call Annemarie to arrange on: 07766 486155</p>

## 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**

**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. Call 0800 636262.  
**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](http://www.cards.asda.com/volunteer)

DISTRICT WIDE	Pharmacy2U	Online, phone and App to set up direct delivery of medication through the post. Free service.	0113 265 0222 <a href="http://www.pharmacy2u.co.uk">www.pharmacy2u.co.uk</a>
DISTRICT WIDE	Connect Well East Kent	Coordinating volunteers to help people with shopping, collecting prescriptions and other support.	0300 302 0178 Open: Mon, Weds, Fri - 8:30am–6pm Tues and Thurs, 9am–5pm
Dover, River, Whitfield, Kearsney, Guston and Alkham	Together4Dover	Offering a shopping service and delivering prescriptions. T4D is operating a voicemail service, call and leave your details and request and someone will be in contact within 48 hours.	01304 892519 Open: Mon - Fri, 9am-5pm <a href="mailto:admin@together4dover.org.uk">admin@together4dover.org.uk</a> <a href="http://www.together4dover.org.uk">www.together4dover.org.uk</a>



Doover District Updated Support Services List  
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Doover Town	Age Concern Doover Riverside	Offering a hot meal delivery service (£7.50). They are also providing a telephone welfare check/chat and shopping.	01304 207268 Open: Mon - Fri, 9am - 3pm <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 delivered or £5.50 if collected from Deal Centre in Park St, Deal.	01304 372608 Open: Mon – Fri, 9am-4pm <a href="mailto:admin@deal-cr.org.uk">admin@deal-cr.org.uk</a>
Sandwich	Age Concern Sandwich	Continuing Meals on Wheels, telephone befriending and shopping service.	01304 614237 (choose 'management' option 3) Open: Mon – Fri, 9am-4pm
Aylesham & Snowdown Village	Bechange	Support available for food/meals in the area. 5 pre-prepared meals delivered twice a week. Other support available including Foodbank vouchers for those in Aylesham.	07484 221970 01304 840134
Deal, Walmer, Kingsdown, plus nearby villages, & Sandwich	Chequers Community Kitchen	Meals delivery service for vulnerable and isolated people of all ages. £4 for main course and pudding. (Will need an oven to reheat food.)	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	millhillcommunityforum@gmail.com Facebook Page: Mill Hill Community
Capel Le Ferne (but not Alkham)	Capel Cares	Neighbours helping neighbours. Collecting shopping and medication, plus other urgent supplies, or a friendly call.	01303 257003



Shepherdswell & Coldred	Covid-19 Care Action Team	Call the team to register, the team will then make contact on Mondays and Fridays to support with shopping and prescriptions. Other support may be available upon request.	01304 832143  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

### 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.	<a href="http://www.dealdelivers.com">www.dealdelivers.com</a>
DISTRICT WIDE	Kent Producers home delivery	Independent local businesses who are delivering locally during the current crisis.	<a href="http://www.helpkentbuylocal.co.uk">www.helpkentbuylocal.co.uk</a>  info@producedinkent.co.uk



DISTRICT WIDE	Kent Frozen Foods	Online shop providing food and other supplies.	01622 612345  <a href="http://www.kff.co.uk">www.kff.co.uk</a>
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## Mental health support

DISTRICT WIDE	NHS Kent & Medway	If you are known to KMPT or need urgent mental health support, advice and guidance call the helpline.	0300 333 0123  24-hour helpline
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 <a href="http://www.Livewellkent.org.uk">www.Livewellkent.org.uk</a>  Single Point of Access 0300 123 4496
DISTRICT WIDE	NHS Talking Therapies	Sometimes it takes more than one conversation to make a difference. You can access a range of NHS therapies from the website.	<a href="http://www.nhs.uk/service-search/find-a-psychological-therapies-service">www.nhs.uk/service-search/find-a-psychological-therapies-service</a>
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
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>	07950 608827  info@eastkentmind.org.uk
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  southkentmind.org.uk



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DISTRICT WIDE	Talk It Out	Talk It Out is a social support self-funded group founded 9 years ago for adults aged 18+ with mental health problems and their carer's. We also offer online support with our confidential Facebook support page and online counselling.	07923096273  <a href="mailto:talkitout1962@gmail.com">talkitout1962@gmail.com</a>  <a href="#">Home   Talk it Out In Deal</a>  Facebook: TalkitOutKent
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  0800 107 0160  <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	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  <a href="http://www.takeoff.works/contact-us/">www.takeoff.works/contact-us/</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  info@livewellkent.org.uk  <a href="http://livewellkent.org.uk/">livewellkent.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 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





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DISTRICT WIDE	SANEline	SANE provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers.	Call and leave a message with your name and number on: 07984 967 708  Someone will call back as soon as practicable.  support@sane.org.uk
DISTRICT WIDE	CALM (Campaign Against Living Miserably)	Support line for men Helpline 5pm – midnight 365 days a year	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@nopanic.org.uk
DISTRICT WIDE	Combat Stress	24-hour helpline Mental health support for veterans and their families	0800 138 1619  <a href="http://www.combatstress.org.uk">www.combatstress.org.uk</a>
DISTRICT WIDE	Dads Unlimited	Provides practical advice, support and guidance for dads going through emotional issues around separation, divorce and access to children.	01233 680150  <a href="http://www.dadsunltd.org.uk">www.dadsunltd.org.uk</a>
DISTRICT WIDE	Cruse	Bereavement counselling	0808 808 1677  <a href="https://www.cruse.org.uk/">https://www.cruse.org.uk/</a>
DISTRICT WIDE	KCC	Resources to support families and individuals with mental health and wellbeing.	<a href="http://www.kent.gov.uk/wellbeingfamilies">www.kent.gov.uk/wellbeingfamilies</a>
DISTRICT WIDE	Dover Counselling Services	NHS adult psychological therapy services Call to self-refer and they will assess eligibility.	01304 204123  <a href="https://dovercc.org.uk/">https://dovercc.org.uk/</a>
DISTRICT WIDE	Jigsaw South East	Supporting bereaved children, young people and their families.	01342 313 895  Open: Mon - Fri, 9am-12pm
DISTRICT WIDE	The Compassionate Friends (TCF)	TCF is a charitable organisation of supporting bereaved parents, siblings and grandparents.	0345 123 2304



<b>Befriending</b>			
DISTRICT WIDE	Phone a Community Friend	A free phone call service – an opportunity to chat to like-minded local people.	<a href="http://www.kentecc.org.uk/phone-a-community-friend/">www.kentecc.org.uk/phone-a-community-friend/</a>
DISTRICT WIDE	Camerados	Tackling loneliness and supporting mental health.	<a href="http://www.camerados.org/when-hugs-are-banned/">www.camerados.org/when-hugs-are-banned/</a>
DISTRICT WIDE	Kent Coast Volunteering Good Neighbours Service	Currently a free befriending service over the phone, this may be charged in the future.	01843 609 335  dovergns@kcv.org.uk  <a href="http://www.kcv.org.uk/need-a-befriender/">www.kcv.org.uk/need-a-befriender/</a>

<b>Carer support &amp; special needs</b>			
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.	01904 550055  For further information and to apply for a grant visit: <a href="http://www.familyfund.org.uk">www.familyfund.org.uk</a>
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	DISK (Disability Information Services Kent)	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.	<a href="http://www.eastkentmencap.co.uk">www.eastkentmencap.co.uk</a>  <a href="https://booksbeyondwords.co.uk">https://booksbeyondwords.co.uk</a>



DISTRICT WIDE	Carers Support East Kent	Information and guidance and assessment for carers.	0300 302 0178 Open: Mon, Weds and Fri, 8:30am–6pm Tues and Thurs, 9am–5pm
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 <b>Help to Care</b>
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.	Kentchft.SKCTLDvirtualteam@nhs.net Penny Clark - 07760164704
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 <a href="http://www.kentautistic.com">www.kentautistic.com</a>

## 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.	0300 302 0178  Open: Mon, Weds and Fri 8:30am–6pm Tues and Thurs 9am–5pm
DISTRICT WIDE	Silverline Telephone Befriending Service	Helpline and friendship service for people aged 55 and over. 24-hour befriending service. Free, confidential service to share worries and fears.	0800 470 80 90  <a href="http://www.thesilverline.org.uk">www.thesilverline.org.uk</a>
DISTRICT WIDE	Age UK	Advice line	0800 169 6565
DISTRICT WIDE	CROPS	Helping older people access their rights and entitlements	01622 851 200



	(Citizens Rights for Older People)		<a href="https://www.cropkent.org.uk/">https://www.cropkent.org.uk/</a>
DISTRICT WIDE	Bright Shadow	Support for people with dementia and their families.	01227 467 272 <a href="mailto:zest@brightshadow.org.uk">zest@brightshadow.org.uk</a>
DISTRICT WIDE	Dementia Connect Support Line	Advice and support for people living with dementia and their families.	0333 150 3456 Open: Mon - Weds, 9am-10pm Thurs - Fri, 9am - 5pm Sat - Sun, 10am - 3pm
DISTRICT WIDE	Kent Dementia Helpline	Practical and emotional support for those with dementia and families.	0800 500 3014
DISTRICT WIDE	Cinnamon Trust Dog-walking	For help with dog-walking for elderly isolated people.	01736 757 900 <a href="http://www.cinnamon.org.uk">www.cinnamon.org.uk</a>
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	<a href="http://www.kentsport.org/coronavirus">www.kentsport.org/coronavirus</a>

## Young people's services

DISTRICT WIDE	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	KCC	Bereavement Support for children and young adults aged 4-19 years. Also for families and carers.	0300 123 4496 <a href="https://www.kentcht.nhs.uk/service/school-health/">https://www.kentcht.nhs.uk/service/school-health/</a>
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	<a href="http://www.facebook.com/linwood.yc">www.facebook.com/linwood.yc</a> <a href="http://www.facebook.com/doverdistrictcc">www.facebook.com/doverdistrictcc</a>  03000 422998



		call the Dover Early Help number	
DISTRICT WIDE	KOOTH	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	Tips, advice and guidance on where to get support for mental health.	<a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a>
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.	<a href="https://www.youngwomenstrust.org/work-it-out-sign-up">https://www.youngwomenstrust.org/work-it-out-sign-up</a>  self-referrals online here: <a href="https://www.youngwomenstrust.org/work-it-out-sign-up">https://www.youngwomenstrust.org/work-it-out-sign-up</a>
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.	<a href="http://www.instagram.com/piefactorymusic">www.instagram.com/piefactorymusic</a> <a href="http://www.facebook.com/piefactorymusic">www.facebook.com/piefactorymusic</a> <a href="http://www.twitter.com/piefactorymusic">www.twitter.com/piefactorymusic</a> TikTok: @Piefactorymusic  info@piefactorymusic.com
DISTRICT WIDE	Salus	Virtual youth sessions for young people aged 8-19.	<a href="http://www.salusgroup.org.uk">www.salusgroup.org.uk</a>

## 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
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DISTRICT WIDE	Family Lives	Charity supporting vulnerable and lower-income families.	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	<a href="http://www.cafcass.clickrelationships.org.uk">www.cafcass.clickrelationships.org.uk</a>  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	07849 664727  <a href="http://www.kentbabymatters.org">www.kentbabymatters.org</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 to help with research, homework or a library service.	03000 41 64 38 akl@kent.gov.uk  <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
DISTRICT WIDE	Kent Association for the Blind	Support for blind or partially sighted people	01622 691357 <a href="http://www.kab.org.uk">www.kab.org.uk</a>
DISTRICT WIDE	Be You	Virtual LGBTQ+ Groups: safe spaces for anyone who thinks they might be LGBT+	07966 368250
DISTRICT WIDE	Home-Start	Home-Start Dover District supports families with at least 1 child under 11 where there are parental mental health issues and children's emotional health and wellbeing issues.	01304 242314  <a href="http://www.homestartdoverdistrict.org.uk">www.homestartdoverdistrict.org.uk</a>
DISTRICT WIDE	Safe Havens	Friendly support available to anyone over the age of 16 across Kent and Medway.	Available between 6pm - 11pm 365 days a year  <a href="http://www.kmpt.nhs.uk/safehavenskentmedway">www.kmpt.nhs.uk/safehavenskentmedway</a>



DISTRICT WIDE	Kent & Medway Recovery & Wellbeing College	Free virtual workshops offering support with knowledge, skills, strength and supporting each other.	07787 266421
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<b>Community safety</b>			
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	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 Phone line operational 8am-8pm Monday to Friday 9am-5pm on Saturday Closed on Sunday  <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	Rubicon Cares	Free counselling service for victims of crime	07505 709876 Open: Mon, Thurs & Sat 12-3pm Weds 7-10pm  <a href="http://www.rubiconcares.org">www.rubiconcares.org</a>
DISTRICT WIDE	NSPCC	Support is continuing for Kent clients into the Pear Tree House Service Centre.	<a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>
DISTRICT WIDE	Oasis (Domestic Abuse Support)	Continuing to take referrals.	07856 856278 Open: Monday – 10.30am -11.30am Tuesday – 9.30am - 12.00pm Wednesday –10.30am -11.30am Thursday – 10.00am -11.30am



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DISTRICT WIDE	DAVSS The Domestic Abuse Volunteer Support Service	Supporting male and female victims of domestic abuse.	01892 570538  <a href="http://www.davss.org.uk">www.davss.org.uk</a>
DISTRICT WIDE	Rising Sun & Choices DA service	Services for women, children and families who are affected by domestic violence.	01227 452852 Open: Mon - Fri, 9am - 5pm  <a href="http://www.risingsunkent.com">www.risingsunkent.com</a>
DISTRICT WIDE	Suzy Lamplugh Trust (Stalking Helpline)	Advice and information for victims of stalking.	0808 802 0300  Open: 9:30am to 4pm weekdays (9:30am to 1pm Wednesday)  <a href="http://www.suzylamplugh.org">www.suzylamplugh.org</a>
DISTRICT WIDE	Forward Trust  Substance abuse (drugs)	Dover and Folkestone area substance misuse services.	24-hour SPOC number 0300 1231186  <a href="http://www.forwardtrust.org.uk">www.forwardtrust.org.uk</a>
DISTRICT WIDE	Rehab4Addiction	A free addiction helpline run by people who've beaten addiction in their own lives.	0800 140 4690  <a href="http://www.rehab4addiction.co.uk">www.rehab4addiction.co.uk</a>
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.	0808 808 2003  Open: Mon-Fri: 9am-10pm Sat-Sun: 10am-3pm
DISTRICT WIDE	Fearless	Workshops for young people to raise awareness of crime and any related issues that may be concerning to them.	07743827064  Lauren.geater@crimestoppers-uk.org  <a href="http://www.fearless.org">www.fearless.org</a>

## Benefits, jobs & debt (also see Utilities)

DISTRICT WIDE	Kent Together	If you have seen a reduction in your household income and are experiencing financial	<a href="#">Financial support and advice - Kent County Council</a>
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		difficulties, there is support available for you.	
DISTRICT WIDE	CAB	Help to Claim Universal Credit helpline	0800 144 8444 <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
DISTRICT WIDE	DWP	Specific Covid 19 related advice for employers	<a href="https://employerhelp.dwp.gov.uk">https://employerhelp.dwp.gov.uk</a>
DISTRICT WIDE	DWP	Specific Covid 19 related advice for employees	<a href="https://jobhelp.dwp.gov.uk/">https://jobhelp.dwp.gov.uk/</a>
DISTRICT WIDE	Job Centre (DWP)	DWP Advice	01304 866190
DISTRICT WIDE	Citizens Advice Bureau	For help General enquiries For debt enquiries For Universal Credit enquiries	03448 487978 01304 374333 01304 202442 01304 202030  <a href="http://www.doverdealadvice.co.uk">www.doverdealadvice.co.uk</a>
DISTRICT WIDE	Money Advice Service	For advice regarding finances and debt	0300 500 5000 <a href="http://www.moneyadviceservice.org.uk">www.moneyadviceservice.org.uk</a>
DISTRICT WIDE	National Debt Line	Coronavirus hub for money worries	0808 808 4000 <a href="http://www.nationaldebtline.org">www.nationaldebtline.org</a>
DISTRICT WIDE	Step change	Free debt advice online or over the phone	0800 138 1111 <a href="http://www.stepchange.org">www.stepchange.org</a>
DISTRICT WIDE	Christians Against Poverty	Debt help	0800 3280006 <a href="http://www.capdebthelp.org/info@capuk.org">http://www.capdebthelp.org/info@capuk.org</a>

## Utilities, council tax & DDC services

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	British Gas Energy Trust	For advice and help with utility debts	01733 421021 <a href="http://www.britishgasenergytrust.org.uk">www.britishgasenergytrust.org.uk</a>



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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)	<a href="#">National Debtline</a> 0808 169 8780 Open: Monday - Friday, 9am -8pm Saturday 9.30am - 1pm  <a href="http://www.SEDhardship.fund">www.SEDhardship.fund</a> 0808 800 0128 Open: Monday - Friday, 8.30am - 8pm Saturday 10am - 2pm.
DISTRICT WIDE	Ovo hardship grants	Help for OVO Energy customers to clear/pay off any debt on their OVO Energy account.	<a href="https://docs.google.com/forms/d/e/1FAIpQLSdBKf7t44JX15KavrB3sUVRiaDebd20ecpKrCo_Y76u7L3Miw/viewform">https://docs.google.com/forms/d/e/1FAIpQLSdBKf7t44JX15KavrB3sUVRiaDebd20ecpKrCo_Y76u7L3Miw/viewform</a>
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.	03303 80 10 90 Open: Mon-Fri, 9am - 5pm  <a href="http://www.eonenergyfund.com/">www.eonenergyfund.com/</a>
DISTRICT WIDE	Npower energy fund	For current domestic customers.	01733 421 021  <a href="mailto:npowerenergyfund@lets-talk.online">npowerenergyfund@lets-talk.online</a>
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.	<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
DISTRICT WIDE	Priority Services Register <i>(for customers of utility companies including Affinity and Southern Water)</i>	For help in a utility emergency  For those with chronic illness, have medical support at home, refrigerated medication, dementia, a disability, pensionable age, children under 5, suffering a bereavement.	<a href="http://www.Southeastwater.co.uk/priority">www.Southeastwater.co.uk/priority</a>



DISTRICT WIDE	DDC Services	Useful numbers for DDC Services  <b>01304 87 followed by the appropriate departmental extension</b>	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	Telephone: 01892 501480 Open: Monday – Friday, 8.30am - 5pm.  <a href="https://www.tchg.org.uk/">https://www.tchg.org.uk/</a>
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	Orbit are offering customers a range of support packages to help with well-being and financial needs.	0800 678 1221 (option 4)  TEXT cv19 to 07860 018 202 with your name and Orbit will contact you <a href="http://www.betterdays.orbit.org.uk">www.betterdays.orbit.org.uk</a>  <a href="mailto:betterdays@orbit.org.uk">betterdays@orbit.org.uk</a>
DISTRICT WIDE	Housing Options	DDC housing services	01304 872265 <a href="mailto:housing.options@dover.gov.uk">housing.options@dover.gov.uk</a>



Homelessness			
DISTRICT WIDE	DDC Housing	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.	Office hours: 01304 872265  Out of office hours: 01304 821199
DISTRICT WIDE	Porchlight	Porchlight Community Inclusion, Link & Housing Service	Central Referral Line: 0800 567 7699  <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a>

Emergency health & patient transport		
Dental Treatment	If you think you need urgent dental treatment.	<ol style="list-style-type: none"> <li>1. Call your dentist</li> <li>2. Call Kent Emergency Dental support on 0300 123 4412</li> <li>3. Use the NHS 111 online service if you cannot contact your dentist</li> </ol>
If you think you have Coronavirus	<b>DO NOT</b> go to a GP, Pharmacy or Hospital	Use the NHS website to find out what to do <a href="https://111.nhs.uk/service/COVID-19/">https://111.nhs.uk/service/COVID-19/</a> 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 <a href="https://111.nhs.uk/">https://111.nhs.uk/</a>  (NHS) 111
DISTRICT WIDE	Patient Transport Services Can be offered up to 48 hours in advance of appointments.	0800 096 0211 24 hours a day freephone
DISTRICT WIDE	Kent Coast Volunteering Transport £20 per year (membership fee) Then 45p per mile and a £2 admin fee for each trip.	To discuss further please call: 01304 380513  Or email: <a href="mailto:transportddh@kcv.org.uk">transportddh@kcv.org.uk</a>

\*This information has been compiled by Dover District Council and lists the services that are available to support you. All this information was correct at time of publishing and may be subject to change. We strongly recommend you contact each organisation directly to check the information is current. For further updates regarding Covid-19 please visit: <https://www.gov.uk/coronavirus>