

Covid19 Council and Community Support Lines

Dover	01304 821199	Covid-19@dover.gov.uk
Folkstone and Hythe	01303 761116	covid-19@folkestone-hythe.gov.uk
Canterbury	01227 862000	https://www.canterbury.gov.uk/xfp/form/588
Thanet COVID-19 Support	01843 577330	communitysupport@thanet.gov.uk
Romney Marsh Community Support Hub	01797 208590	Covid-19@rmdc.org.uk
Hythe Community Hub	01303 269602	covid-19@ageukhl.org.uk

Organisation	Services	Contact *
Connect Well East Kent	<p>Hub team are operating as usual, and telephone services are still active.</p> <p>Open Mon, Weds and Fri 8:30am – 6pm</p> <p>Tues and Thurs 9 am – 5 pm</p>	0300 302 0178
Carers Support East Kent	<p>CSEK are operational and the Hub team still offering information and guidance and assessment for Carers. Information can be found on the website www.carersek.org.uk</p> <p>Open Mon, Weds and Fri 8:30am – 6pm</p> <p>Tues and Thurs 9 am – 5 pm</p>	0300 302 0178 www.carersek.org.uk
Silverline Telephone Befriending Service	<p>24 Hour befriending service.</p> <p>Free, confidential service to share worries and fears. A good signposting service. The Silver Line is a helpline and friendship service for people aged 55 and over.</p>	0800 470 80 90
Thanet Coronavirus support	A list of services across Thanet who are offering support during this difficult time. Click the link to the right.	http://thanetcoronavirusassistance.com/delivery/?fbclid=IwAR03vIF0BJ-vrpPTpLkaF3sITBDcvPC9r7TQFjQYJS_hSenPI31zwtowhgx
Age UK Thanet	<p>The offering I and A support over the phone only. Also available for shopping calls.</p> <p>Buddy Box Hot Meal Delivery is open for anyone that needs food and is £8.00</p> <p>Age UK Support at Home Service – operational as per usual contact DT via email.</p>	01843 223881
Ageless Thanet	<p>Providing a free telephone service, during office hours, for 50+ Thanet residents who are struggling with feelings of social isolation and loneliness during this time and would like to hear a friendly voice to see how you are.</p> <p>You can contact them via phone, email or on social media (Facebook and Twitter)</p> <p>Ageless Thanet will also be sharing videos on how to use the internet and social media to stay connected with friends and family during the COVID – 19.</p>	01843 210005 info@agelessthanet.org.uk https://www.facebook.com/AgelessThanet/
Cliftonville Community Centre	<p>Open Mon, Tues, Weds and Fri 9:30-12:30 am.</p> <p>They are offering regular services using the social distancing policy and necessary contact.</p>	Call E or P on 01843 221913

<p>Global Generation Church</p>	<p><u>Practical Support</u></p> <ul style="list-style-type: none"> • Picking up online food orders and delivering to an individual's home • Picking up shopping, prescriptions etc • Arrange and deliver food parcels sourced from Thanet Food Link (St Paul's Food Bank) • Utilize our Dignity clothing store to help those needing clothing/toiletries where possible and deliver <p><u>Pastoral/Community support</u></p> <ul style="list-style-type: none"> • Provide telephone calls to prevent feelings of isolation and loneliness, aiming to decrease feelings of anxiety and improve wellbeing where possible • Signpost to different services where further help or advice can be provided also 	<p>07593392951</p> <p>01843 226232</p>
<p>Thanet Community Support Partnership</p>	<p>TCSP is offering its car scheme to all ESSENTIAL hospital/medical appointments only.</p>	<p>Contact SH 01843 609337 info@kcv.org.uk</p>
<p>Salvation Army, Ramsgate</p>	<p>They are currently running a food bank, but please ring ahead to make an appointment as it may cause unnecessary travel.</p> <p>The Salvation Army is also available to deliver food and supplies to the elderly who are self-isolating in the Ramsgate area.</p>	<p>Call CW</p> <p>07900 497326</p>
<p>Salvation Army, Margate</p>	<p>Drop-in Light: service at the door with a lunchbox and hot drinks Monday, Tuesday, Thursday, Friday from 10.30 - 12.00</p>	<p>01843 298 260</p>
<p>Coronavirus support Over 70's Support, Broadstairs Thanet</p>	<p>For people over the age of 70, self-isolating or has no support during this difficult time. The group will collect shopping and medicines and deliver it to you. If you feel isolated, you can call the group, and a volunteer will chat with you. The group are working in partnership with the GAP project in Broadstairs and is a FREE service.</p> <p>We are desperately looking for DBS cleared volunteers that can help provide this service in the local area which could potentially involve shopping for them, dropping off medication or delivering a food package on a zero contract basis.</p>	<p>07432 585 515 for L</p> <p>Aram Rawf – cllr-aram.rawf@thanet.gov.uk</p>
<p>The Bus Café Thanet</p>	<p>Offering a home delivery service from their food and drink menu between 9 am and 3 pm.</p> <p>No minimum order and no charges for delivery. They have bread, and different types of milk available and all prices will be the same as in the shop.</p>	<p>01843 297985</p>
<p>St Pauls Food Bank (Margate)</p>	<p>Open as usual – Monday, Tuesday Thursday mornings 10:30 am – 12 pm.</p>	<p>01843 221913</p>

	You can visit Cliftonville Community Centre to get a foodbank voucher on the	
Thanet Community Transport Association	<p>Offering a personal shopping service in all areas and willing to help anyone who is self-isolating and who cannot get out and about.</p> <p>Also are running a dial a ride service to all supermarkets to allow elderly get out to the supermarkets. This is covering Thanet, Herne Bay and Whitstable.</p>	01843 602030 C or H
Westgate Town Council	<p>The Town Council offices are now Closed. However, the Town Council are still offering a service of volunteers to visit homes within the town to help isolated people to do shopping, walk the dogs, friendly phone calls, picking up prescriptions and general needs.</p> <p>If you know someone who needs this, please contact the Town Clerk on the number/email to the right.</p>	01843 836182 townclerk@westgateons ea.gov.uk
Changing Minds - The Lifeboat project	<p>They will provide mental health support, advice, anxiety management, food and essentials for the local community throughout the Coronavirus Pandemic. This will consist of weekly podcasts, videos discussing all things wellbeing, exercise, nutrition and more!</p> <p>To offer free delivery of care packages for those in isolation within our local community, including food, toiletries & entertainment (Crosswords, card games, colouring books, etc.).</p> <p>To establish a phone line for those seeking a friendly chat/video chat if possible.</p> <p>To set up a social media hub for individuals to access tips on combating loneliness while in isolation. To grow and adapt the project alongside the ever-changing situation to provide support for as many affected individuals as we can possibly reach.</p>	Contact CR – colin.rouse@changingmindskent.co.uk
Best One Westgate	They are offering free home delivery services for supplies such as food etc.	01843 831664
Krusty Kobb bakeries	Offering free home delivery for food to peoples home who are self-isolating and are unable to get out.	01843 835447
Prentis Greengrocers	Offering free home delivery to self-isolated people. (Fruit and veg etc.)	01843 834934
Posillipos restaurant Broadstairs	Are offering to do peoples shopping and deliver it to their home for self-isolated people.	01843 601133
the Kitchen CT9 in Cliftonville	Will deliver any surplus stock they have to peoples homes who are self-isolating	01843 293376

Birchington Support group	Are offering a free service which includes shopping locally, walk the dog and collect prescriptions etc.	DA - 07540 813028 or JA – 07540 812564
Farley's Furniture	The business wants to support anyone in need living in Ramsgate, Margate, Broadstairs, Westgate, Birchington and Sandwich. They will go and get the shopping and deliver it to their home. Delivery is free. The business said people who want to use the service could pay them for the shopping in cash on delivery or by bank transfer. https://www.kentonline.co.uk/thanet/news/company-shopping-for-people-in-self-isolation-223974/	01843 593069
Age Concern Deal, also covering Dover.	Day Services are still operational as per government guidelines. Hot meals are costed at £7.00 Offering food delivery services and hot meal deliveries. (Both are paid for services and will be invoiced at a later date)	01304 372608 – Deal
Age UK Folkestone, also covering Dover.	Day Services are still operational as per government guidelines Offering food delivery services and hot meal deliveries. Hot meals are costed at £7.00 (Both are paid for services and will be invoiced at a later date)	01303 279031 - Folkestone
Age UK Herne Bay	Cogs social and dementia daycare, dementia cafes, singing and exercise groups closed from today. We are still providing as usual. <ul style="list-style-type: none"> • Meals deliveries • Marigolds cleaning service • Independent Living Service • Laundry. Befriending is now phone-based rather than face to face. • Information and Advice are now telephone-based unless essential. • Dementia outreach is also phone-based unless essential. • PIP also phone-based unless essential Personalised Independence Programme – virtual hub - still accepting referrals – still supporting via telephone and where we can.	01227 749570
Age UK Faversham	Age UK Faversham is providing meals on wheels and the Hands 2 Help independent living service (which can do shopping). I&A available as usual, but most of the work is being done over the telephone.	01795 532 766
Churches Together Faversham	Shopping for self-isolating people, telephone befriending, companionship, and providing online church services.	01795 531669
Faversham Baptist Church	Shopping for self-isolating people, telephone befriending, companionship, and providing online church services.	GC – 01795 531669

Deal Food Banks	St Richards church – Tuesdays 12 pm -2 pm Wednesday Victoria Road 4:30 pm – 6 pm Fridays Trinity Church Union Road 10 am -12 pm Foodbank centres open but no tea or coffee	01304 728428
Sandwich Food Banks	Thursdays Phoenix Centre Jubilee Road 1 pm-3 pm Foodbank centres open but no tea or coffee	01304 728428
Ashford Age UK	Meals on Wheels, Meals on Wheels Plus (3 meals delivered – to include lunch, tea and breakfast for the following day), Shopping, Prescription collection, Keeping in touch calls, Telephone befriending, Dog walking.	01233 668765
Age UK Hythe and Lyminge	Meals on Wheels, Meals on Wheels Plus (3 meals delivered – to include lunch, tea and breakfast for the following day), Shopping, Prescription collection, Keeping in touch calls, Telephone befriending, Dog walking.	01303 269602
Aylesham Food Banks	Fridays – St Fimbarr Church Market Square 12:30 pm – 2:30 pm Foodbank centres open but no tea or coffee	01304 728428
Ashford Vineyard Church	Mon, Tues, Thur 9-12 noon & last Sat of every month If in need, please contact the foodbank.	01233 331919
Ashford Community Care	Food shopping delivery services Ashford	MK 07732 977417 / 01233 612224
Home help choice	Food shopping delivery services Ashford	RS 07807 177656
Faversham Food Bank	The Gospel Mission Church, Tanners Street WEDNESDAY 1.30pm to 4.00pm FRIDAY 1.30pm to 4.00pm	07938720604
Folkestone Methodist Church	Sandgate Road Folkestone Tues and Fri 2pm -3:30pm Please check the website www.shepway.foodbank.org.uk as regular updates will be posted on here	07913573403
New Romney Christian Centre	North Street Tues 5:30pm -7pm Please check the website www.shepway.foodbank.org.uk as regular updates will be posted on here	07913573403
Lydd	Hardy Hall, Skinner Road Fri 6:30pm – 7:30pm	07913573403

	Please check the website www.shepway.foodbank.org.uk as regular updates will be posted on here	
Savages Fruit and Veg Lydd	Offering fruit baskets and another veg within the Lydd area. Also offering a delivery service as well.	01797 363280
Kerry's kitchen Lydd	A local café which are making food deliveries within the Lydd area	01797 321052
Sport England	How to stay active during the COVID-19 period while self-isolating.	https://www.sportengland.org/news/how-stay-active-while-youre-home?fbclid=IwAR1iAFixU3b9a3VNSPAUXT_qaDmCw7HPysQEXd3wcl-Odhthcvllmilx7IM
Elham Wellbeing	A group of volunteers who are offering services such as, Food Shopping, Prescription Collection, dog walking or just companionship.	C – 07702268475 Text for email
Live at Home Folkestone	Offering a telephone befriending service for people in the Folkestone district	07885687958 Folkestone.liveathome@mha.org.uk
Ashford Volunteer Centre	The befriending service visits at home is still going, and if it can't be a home visit, it will be a telephone befriending service. They are also still running they're community transport but only have a few drivers left, so they are trying to do just emergency	01233 665535
Age UK Canterbury	Hot Meal Delivery Services for a two-course Lunch (£8.50) and Supper if required (£3.50)-These are both paid for services and will be invoiced at a later date. Telephone contact service for Information & Advice, Befriending and arranging support services such as Shopping and Medicines collection and others as established going forward. Foot Health Service through a triage arrangement within a clinic setting and Home Visiting setting.	01227 462368
Furley Page Solicitors Canterbury	Furley Page has set up a telephone buddy system to offer companionship and support to elderly members of the community who need to self-isolate due to the coronavirus outbreak. The telephone buddy system helps to alleviate social isolation and ensure that no-one is struggling at home alone, without essential food and medication. It will provide regular welcome contact for elderly citizens who are isolated and enable our volunteers to check that they are OK and arrange any help or support they may require during this difficult time It will provide regular welcome contact for elderly citizens who are isolated and enable our volunteers to check that they are OK and arrange any help or support they may require during this difficult time. The buddy scheme is not just for current members of our group, and we intend to offer our assistance to all elderly and vulnerable people in the local community who are isolated as a result of the coronavirus outbreak.	VP or MC 01227 763939

	support as possible for older people in our Herne Bay or Canterbury groups	
Twenty Four Door Step Delivery Folkestone, Dover and Hythe	At this quiet time, we are trying to do something for the community. Thus we propose to utilise our kitchen and chefs by offering a home delivery service of farm-fresh produce and professionally prepared items. All sales will be cashless if you wish by BACCS, PayPal or card payments! Order by 4 pm for NEXT DAY DELIVERY hopefully by noon depending on demand. (minimum delivery £15) We can try and get anything, not on this list so please do not hesitate to ask.	07410637960
Romney Marsh Day Centre	The day centre is closed, but they are offering a telephone service, advice and information help.	01797 363888
Seniors Helping Seniors	Offering support to people aged over 70 shopping services, befriending, support services, emotional support. The services are costed at £24.60 per hour.	01227 454900
Live Well Kent	<p>Live Well Kent Thanet Services Richmond Fellowship- Referral info.thanetspace@richmondfellowship.org.uk or 01843 280022 East Kent Mind - info@eastkentmind.org.uk or call 07950 608827</p> <p>SpeakUp CIC - Support and social SpeakUpCIC - Night Owls is a closed online peer support group. Call 01843 448384 SpeakUpCIC- Personality Disorder Support Group (PERDI) SpeakUp CIC - SpAce Art and Craft Project SpeakUp CIC Referral admin@speakupcic.co.uk or 01843 448384</p> <p>Rethink Thanet Way Employment - Referral thanetway@rethink.org</p> <p>Porchlight Community Inclusion Service Porchlight Community Link Service Porchlight Community Housing Service Porchlight Thanet Health Inclusion Service (THIS) Referral to 0800 567 7699 info@livewellkent.org.uk</p> <p>Porchlight Live Well Kent Central Referral Line 0800 567 7699 or email info@livewellkent.org.uk</p> <p>Live Well Kent Website - https://livewellkent.org.uk/</p> <p>Live Well Kent Services South Kent Coast</p>	<p>Live Well Kent Website - https://livewellkent.org.uk/</p> <p>We are still accepting referrals, so if you need support or need to refer someone you can call our referral line on 0800 567 7699, email us on info@livewellkent.org.uk or contact services directly.</p>

	<p>South Kent Mind - provide a Wellbeing programme Referral 01303 250090 southkentmind.org.uk</p> <p>Take Off Peer Groups – Referral - 01227 788211</p> <p>SpeakUp CIC - Support and social groups</p> <p>SpeakUpCIC - Night Owls is a closed on-line peer support group Referral admin@speakupcic.co.uk or 01843 448384</p> <p>Shaw Trust Employment Service and Porchlight</p> <p>Work4Wellbeing (formally JET IPS Employment) Referral 0800 567 7699 info@livewellkent.org.uk</p> <p>Porchlight Community Inclusion Service Porchlight Community Link Service Porchlight Community Housing Service</p> <p>Porchlight Live Well Kent Central Referral Line 0800 567 7699 or email info@livewellkent.org.uk</p>	
<p>Porchlight Aspirations</p>	<p>Our Aspirations team is continuing to provide support while adapting the way we work to follow the latest official advice and guidance.</p> <p>If you are currently being supported by Aspirations, we will be in touch with more information about how we can continue to support you. If you have any questions about our support or need to speak to someone about Aspirations, you can call us.</p> <p>If you are unemployed, live in Kent, and feel that your mental health is holding you back, we can help. Aspirations is a free service for anyone over 25 who is not currently in employment. We can help if you feel that your mental health is standing in your way.</p> <p>We will work with you on a one to one basis to find out where you want to be, and how we can help you get there. Whatever your circumstances, we won't judge you. What we discuss will remain confidential.</p>	<p>0333 880 2730</p>
<p>Peekaboo Pet Services</p>	<p>We are offering to walk dogs/pets for isolated and elderly people. This is a free service and covering the Dover/Whitfield area.</p>	<p>07584 320039</p>
<p>Folkestone and Hythe District Council</p>	<p>We have set up a local dedicated COVID-19 helpline and email for residents.</p> <ul style="list-style-type: none"> - Find out about help and assistance available locally and national support - Offer to volunteer and become a champion within the community - Home Meal deliveries 	<p>COVID-19@folkestone-hythe.gov.uk</p> <p>01303 761116</p>

	<ul style="list-style-type: none"> - Food orders and deliveries - Collection of medical supplies - Dog walking <p>Open 9 am – 5 pm seven days a week</p>	
KOOTH – Online Mental Health Service for 10-16-year-olds	<p>As it stands, we are no longer able to visit schools, youth provisions or medical centres to talk about the service. We are looking to make as many young people aware of the service as possible, and we are trying to do this remotely. Any support or advice you have would be greatly appreciated. Our Kooth Overview video can also be used</p> <p>- https://vimeo.com/318731977/a9f32c87de</p> <p>Kooth is a mental health organisation that offers free online counselling and advice to those who are aged 10-16 years old who do not want to talk face to face with someone.</p>	www.kooth.com
Teynham Parish Council	<p>If you need help with</p> <ul style="list-style-type: none"> • Shopping • Posting mail • Urgent supplies • A friendly phone call <p>Contact Teynham Parish council and one of our volunteers will contact you.</p>	<p>parishclerk@teynham.org</p> <p>01795 487063</p> <p>07597 829578</p>
Channel Cars Folkestone	<p>Our drivers are collecting shopping, prescriptions, picking up things and dropping off. Payment over the phone and contactless card payment. Serving Folkestone down to the Marsh and all surrounding areas, Pre-book where possible.</p>	01303 252252
Pie Factory East Kent	<p>Social Media Channels</p> <p>We are adding daily content to our social media channels, including daily creative challenges. This is a quick and easy way for young people to engage with us, and we have staff online every day to answer questions and provide a space for young people to chat. Here are the links to our social media channels:</p> <p>Instagram: www.instagram.com/piefactorymusic Facebook: www.facebook.com/piefactorymusic Twitter: www.twitter.com/piefactorymusic TikTok: @Piefactorymusic</p> <p>Group Video Chats</p> <p>We are in the process of setting up group video chats for young people. We’re just fine-tuning this to make sure that the technology will work and that safeguarding has been thoroughly considered. The idea is to provide a weekly ‘check-</p>	<p>07746916240</p> <p>info@piefactorymusic.com</p>

	<p>in' with our team, ideas for activities and space to talk about how people are feeling. If you have a young person who would be interested in this, then please email us and let us know which area you are from to help us find the most relevant group.</p> <p>Targeted work for those who need extra support</p> <p>If you know a young person who needs some additional support at this time such as Regular phone calls with a youth worker, signposting to other services and/or 1:1 / small-group online sessions with members of our team.</p> <p>Food Bank</p> <p>Also, we continue to run a Food Bank, which can be accessed by calling 07746916240 or by emailing info@piefactorymusic.com - we can offer a door-step delivery service.</p>	
Ashford Counselling Services	<p>we are continuing to offer counselling remotely by telephone and internet and are still taking new referrals via info@ashfordcounselling.org.uk, business.manager@ashfordcounselling.org.uk and by telephone on 01227 713911.</p>	01227 713911.
Sainsbury's Vulnerable Shopping Service	<p>Residents who are vulnerable can call Sainsbury's and order their food shopping through their vulnerable service. This is getting busy and can take a while to get through</p> <p>Covers all Sainsbury's supermarkets in East Kent and FOR THOSE WHO ARE SELF ISOLATING AND SHIELDING.</p>	0800 63 62 62
New Romney Pharmacy	<p>Deliver to medical housebound. For older and at-risk persons, if you telephone and let them know you are coming and what they require, park in the car park behind the shop they will bring delivery out to you. Are hoping to expand deliveries in future.</p>	01797 458001
Lloyds Pharmacy New Romney	<p>Services as normal, including prescription delivery Now opening at 10 am</p>	01797 362180
Well Pharmacy Greatstone	<p>Can only deliver to people already registered.</p>	01797 362997
Pharmacy Lydd	<p>Can only deliver to people already registered.</p>	01797 320231
Kent Frozen Foods	<p>For those who are struggling in Kent to get their groceries, we are now offering free home delivery via our dedicated sales teams.</p>	01622 612345 www.kff.co.uk

<p>Involve Kent, Safe and Well Service</p>	<p>Safe and Well is a telephone service available for the most vulnerable and isolated members of the community who are self-isolating due to Coronavirus. Members of our team will be offering daily or weekly phone calls, which will be determined by a short telephone assessment. As well as offering a friendly voice on the phone, we are working closely with other organisations to link isolated people to services that can help them. We are supported by Kent Fire and Rescue; who are helping with the collection and delivery of food and prescriptions.</p> <p>The service is available across West Kent, including Sevenoaks, Maidstone, Tunbridge Wells and Tonbridge, and parts of Folkestone and Dover</p>	<p>03000 810005 (option 5)</p> <p>office@involvekent.org.uk</p>
<p>Romney Marsh Day Centre</p>	<p>We have a dedicated email address covid-9@rmdc.org.uk and have a dedicated number 01797 208590 which will be operational from this Monday – Friday 9 am to 4 pm.</p> <p>We will be carrying out urgent essential shopping for the most vulnerable people. This will be essential shopping. We are looking to buy food into the Day Centre from Wholesalers and set up necessary food and toiletry packs at set prices, so we can get these deliveries out much quicker than shopping at New Romney Sainsburys. This will take us approx. A week to get up and running, so in the meantime, we will be doing shopping trips to supermarkets.</p>	<p>01797 208590</p> <p>covid-9@rmdc.org.uk</p>
<p>Age Concern Sandwich</p>	<p>Meals on wheels service charging £7.50 Sandwich area and £8 outside Sandwich for two courses Monday to Friday, we can include a sandwich, quiche or cake as an extra which is chargeable.</p> <p>We are offering a shopping service as I was in the middle of setting this up before the virus, as we had a few enquiries start to filter through about this being useful to the isolated, which would cover prescription service too. However, the pharmacy at Eastry is excellent and does the majority of deliveries for Sandwich too. No charge for these services.</p>	<p>01304 614237</p>

(*) Individual's names have been removed to protect their privacy.