

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 operational as normal and telephone services are still active.</p> <p>Open Mon, Weds and Fri 8:30am – 6pm</p> <p>Tues and Thurs 9am – 5pm</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 9am – 5pm</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 sign posting 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_hSenPI31zwtowhxg
Age UK Thanet	<p>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 normal contact Debby Turner via email.</p>	01843 223881 debby.turner@ageukhernebay.org.uk
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	Open Mon, Tues, Weds and Fri 9:30-12:30am. Offering regular services using the social distancing policy and necessary contact.	Elaine or Paul 01843 221913

Global Generation Church	<p><u>Practical Support</u></p> <ul style="list-style-type: none"> Picking up online food orders and delivering to 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 	07593392951 01843 226232
Thanet Community Support Partnership	TCSP are offering their car scheme to all ESSENTIAL hospital/medical appointments only.	Samantha Howlett 01843 609337 info@kcv.org.uk
Salvation Army, Ramsgate	They are currently running a food bank but please ring ahead to make an appointment as it may cause unnecessary travel. The Salvation Army are also available to deliver food and supplies to elderly who are self isolating in the Ramsgate area.	Carl Whitehead 07900 497326
Salvation Army, Margate	Drop-in Light: service at the door with lunchbox and hot drinks Monday, Tuesday, Thursday, Friday from 10.30 - 12.00	01843 298 260
Coronavirus support Over 70's Support, Broadstairs Thanet	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. 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 contact basis.	07432 585 515 Lauren Aram Rawf – cllr-aram.rawf@thanet.gov.uk
The Bus Café Thanet	Offering a home delivery service from their food and drink menu between 9am and 3pm. 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.	01843 297985
St Pauls Food Bank (Margate)	Open as usual – Monday, Tuesday Thursday mornings 10:30am – 12pm. You can visit Cliftonville Community Centre to get a foodbank voucher on the	01843 221913
Thanet Community	Offering a personal shopping service in all areas and willing to help anyone who is self isolating and who cannot get out and about.	01843 602030 Charlotte or Hannah

Transport Association	Also are running a dial a ride service to all super markets to allow elderly get out to the super markets. This is covering Thanet, Herne Bay and Whitstable.	
Westgate Town Council	<p>The Tow Council offices is now Closed -But, 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 Corona virus 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. To set up a social media hub for individuals to access for tips on combating loneliness whilst 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>	Colin Rouse – 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 dog and collect prescriptions etc.	Dave Adams - 07540 813028 or Jan Adams – 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	01843 593069

	<p>want to use the service can pay them for the shopping in cash on delivery or by bank transfer.</p> <p>https://www.kentonline.co.uk/thanet/news/company-shopping-for-people-in-self-isolation-223974/</p>	
Age Concern Deal, also covering Dover.	<p>Day Services are still operational as per government guidelines. Hot meals are costed at £7.00</p> <p>Offering food delivery services and hot meal deliveries. (Both are paid for services and will be invoiced at a later date)</p>	01304 372608 – Deal
Age UK Folkestone, also covering Dover.	<p>Day Services are still operational as per government guidelines</p> <p>Offering food delivery services and hot meal deliveries. Hot meals are costed at £7.00</p> <p>(Both are paid for services and will be invoiced at a later date)</p>	01303 279031 - Folkestone
Age UK Herne Bay	<p>Cogs social and dementia day care, dementia cafes, singing and exercise groups closed from today. We are still providing as normal.</p> <p>Meals deliveries</p> <p>Marigolds cleaning service</p> <p>Independent Living Service</p> <p>Laundry. Befriending is now phone based rather than face to face.</p> <p>Information and Advice is now telephone based unless essential.</p> <p>Dementia outreach is also phone based unless essential.</p> <p>PIP also phone based unless essential</p> <p>Personalised Independence Programme – virtual hub - still accepting referrals – still supporting via telephone and where we can.</p>	01227 749570
Age UK Faversham	<p>Age UK Faversham are 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.</p>	01795 532 766
Churches Together Faversham	<p>Shopping for self isolating people, telephone befriending, companionship and providing an online church services.</p>	01795 531669
Faversham Baptist Church	<p>Shopping for self isolating people, telephone befriending, companionship and providing an online church services.</p>	Geoff Cook – 01795 531669
Deal Food Banks	<p>St Richards church – Tuesdays 12pm -2pm</p> <p>Wednesday Victoria Road 4:30pm – 6pm</p> <p>Fridays Trinity Church Union Road 10am -12pm</p> <p>Foodbank centres open but no tea or coffee</p>	01304 728428
Sandwich Food Banks	<p>Thursdays Phoenix Centre Jubilee Road 1pm-3pm</p> <p>Foodbank centres open but no tea or coffee</p>	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 12:30pm – 2:30pm 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	Martin Kemp 07732 977417 / 01233 612224
Home help choice	Food shopping delivery services Ashford	Richard Spinx 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 Please check the website www.shepway.foodbank.org.uk as regular updates will be posted on here	07913573403
Savages Fruit and Veg Lydd	Offering fruit baskets and other 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 whilst 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.	Claire – 07702268475 Claireg.elhampc@gmail.com
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 cant 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 in relation to 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 clinic setting and Home Visiting setting.	01227 462368
Furley Page Solicitors Canterbury	Furley Page have 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 welcome regular 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 welcome regular 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. support as possible for older people in our Herne Bay or Canterbury groups	Val Prosser or Melanie Christodoulou 01227 763939
Twenty Four Door Step	At this quiet time we are trying to do something for the community. Thus we propose to utilise our kitchen and chefs	07410637960

Delivery Folkestone, Dover and Hythe	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 4pm for NEXT DAY DELIVERY hopefully by 12pm depending on demand. (minimum delivery £15) We can try and get anything not on this list so please do not hesitate to ask..	
Romney Marsh Day Centre	The day centre is closed but they are offering a telephone service, advice and information help.	01797 363888
Senior helping Seniors	Offering support to people aged over 70 shopping services, befriending, support services, emotional support. The services is 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 on-line 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>South Kent Mind - provide a Wellbeing programme Referral 01303 250090 southkentmind.org.uk</p> <p>Take Off Peer Groups – Referral - 01227 788211 SpeakUp CIC - Support and social groups</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>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 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>	
Porchlight Aspirations	<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>	0333 880 2730
Peekaboo Pet Services	<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>	07584 320039
Folkestone and Hythe District Council	<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 - Food orders and deliveries - Collection of medical supplies - Dog walking <p>Open 9am – 5pm seven days a week</p>	<p>COVID-19@folkestone-hythe.gov.uk</p> <p>01303 761116</p>
KOOTH – Online Mental Health Service	<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</p>	www.kooth.com

for 10-16 year olds	<p>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 offer 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>	
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 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 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>07746916240</p> <p>info@piefactorymusic.com</p>

	<p>If you know a young person who needs some extra 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 are 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 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 10am</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
Involve Kent, Safe and Well Service	<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.</p> <p>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</p>	03000 810005 (option 5) office@involvekent.org.uk

	<p>organisations to link isolated people to services that can help them. We are supported by Kent Fire and Rescue who are offering their support in 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>	
Romney Marsh Day Centre	<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 9am to 4pm.</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 essential 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>
Age Concern Sandwich	<p>Meals on wheels service charging £7.50 Sandwich area and £8 outside Sandwich for 2 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 although 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>