



Cost of Living Support Across East Kent

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Cost of Living Support Across East Kent

East Kent

The Warm Welcome Campaign encourages churches and community organisations, across the UK, to open their doors as Warm Welcome Spaces. There is a map available to see the different warm spaces in your area.

Link to register your warm space: <https://www.warmwelcome.uk/get-started/signup>

Link to map: <https://warmspaces.org/spaces>

Warm welcome spaces website

Link to register your warm space: [Get Started | Register \(warmwelcome.uk\)](#)

Link to map: [Find a Warm Welcome Space Today](#)

Learn lifesaving CPR in just 15 minutes, free with RevivR from the British Heart Foundation.

The BHF's free new online tool teaches you CPR and how to use a defibrillator in just 15 minutes. It couldn't be simpler - you just need your mobile phone or tablet and a cushion to practise on. RevivR will give you the confidence to step in and save a life in the ultimate medical emergency.

[Learn CPR in 15 minutes | RevivR | BHF - BHF](#)

District Councils Cost of living Support

Folkestone Hythe Council: [Help and support with the cost of living – Folkestone & Hythe District Council \(folkestone-hythe.gov.uk\)](#)

Thanet District Council: [Cost of living support - Thanet](#)

Canterbury District council: [Help with the cost of living | Canterbury City Council](#)

Swale Borough Council: [Swale Borough Council - Home](#)

Ashford Borough Council: [Find out support and guidance to cope with the cost of living crisis. \(ashford.gov.uk\)](#)



Or information for Ashford Household Support Fund: <https://www.ashford.gov.uk/benefits/claiming-benefits/household-support-fund-currently-closed/>
Dover District Council: [Cost of Living \(dover.gov.uk\)](https://www.dover.gov.uk/cost-of-living)

Broadband Social Tariffs - Digital Kent [Social Tariffs for Broadband \(digitalkent.uk\)](https://www.digitalkent.uk/social-tariffs)

Gambling addiction support:

GamCare [GamCare - The leading provider of support for anyone affected by problem gambling in Great Britain](https://www.gamcare.org.uk)
GamCare provides support, information and advice to anyone suffering through a gambling problem.

Telephone Number: 020 7801 7000
Helpline Telephone Number: 0808 8020 133
Email Address: info@gamcare.org.uk

GambleAware [GambleAware®: Gambling Help & Gambling Addiction | BeGambleAware](https://www.gambleaware.org)
Freephone 24-7 National Gambling Helpline: 0808 8020 133

Breakeven [Breakeven: free counselling help for problem gambling](https://www.breakeven.org.uk)
Tel: 01273 833722
Email: info@breakeven.org.uk

Baby Basics <https://www.baby-basics.org.uk>
Baby Basics is a volunteer-led project aiming to support new mothers and families who are struggling to meet the financial and practical burden of looking after a new baby.

Folkestone Baby Basics: [Baby Basics Folkestone | Folkestone | Facebook](https://www.babybasicsfolkestone.org.uk) Tel: 07377 046268 Email: babybasicsfolkestone@gmail.com
Dover and Deal: [Baby Basics Dover & Deal | Dover | Facebook](https://www.babybasicsdoveranddeal.org.uk) Email: babybasicsdover@gmail.com

Kent County Councils - Household Support Fund	Food and Energy Support Scheme The scheme will offer energy and/or food support,	HSF Round 5 will run from April until October 2024.	https://www.kent.gov.uk/leisure-and-community/cost-of-living-support/urgent-financial-help-and-
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	<p>with applicants able to choose between energy, food, or a 60/40 combination of both energy and food support.</p> <p>The scheme will open for online applications from 12pm Tuesday 11 June 2024.</p> <p>The scheme will close on 12pm Wed 4 September 2024, but may close earlier if all the available HSF funds are allocated, therefore early application is advised.</p> <p>If successful, applicants selecting energy support will be provided in the following way depending on their bill payment method:</p> <p>£100 (or £40 if combining with food voucher) virtual energy card* to be used to pay directly to energy providers for electricity, gas, or water bills. Energy providers including British Gas, EDF, Eon, Bulb, Octopus and many more. Sent to applicant via email Full T&Cs found here: https://legal.purecard.com/terms?cctid=fICBryCnN8F1c50551fICBryCnN8F1 FAQ's – https://help.purecard.com/collection/753-energy-card-cardholders</p> <p>*This card is issued by GVS Prepaid Ltd, pursuant to license by Mastercard International Incorporated</p> <p>All applicants receiving a virtual energy card will need to complete the card registration and activation</p>	<p>The next scheme will be delivered by KCC from June to September.</p>	<p>extra-support/household-support-fund</p>
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	<p>process, this will require online access and those without internet access will require professional referrer assistance, or they can access their local gateway service.</p> <p>Applicants on a pre-payment meter, required to top up in-store using a key or card, will receive either a PayPoint or PayZone energy voucher which can be redeemed at their local kiosk</p> <p>Applicants opting for food vouchers will be able to choose a retailer from a list of selected retailers during the application process.</p> <p>Those applicants selecting a split Energy/Food award option will receive £40 of energy support via one of the routes previously indicated and a supermarket Food Voucher to the value of £60.</p> <p>There is a limited amount of funding available for this scheme and funds will be distributed on a first come, first served basis, with only one award per household.</p> <p>Who is eligible?</p> <p>There is an expectation for professionals making the referral to complete due diligence checks of applications to ensure that beneficiaries meet the eligibility criteria as set out below:</p> <p>Professional referrers will need to check applicant residency and confirm energy payment method, if you</p>		
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	<p>are unsure of the client's energy payment method please select food voucher support instead of energy.</p> <p>All applicants that self-refer will be required to upload evidence when completing the form to prove that they are the energy bill payer for the household (only if requesting energy support), and a Kent resident, within an eligible Kent district, at the point of application.</p> <p>Applicants must be aged 16 or over be a Kent resident, permanently living within one of the 12 local authorities covered by Kent County Council (this excludes Medway, Bromley, and Bexley) have a household income less than £40,000 per annum (£3,334 per month) before tax (including any means tested benefits) not have savings above £1000 *not be receiving free school meal support within their household</p> <p>*Free School Meal eligible families will receive a food voucher for each eligible child via their child's school outside of this scheme.</p> <p>Residents with no recourse to public funding are still eligible for the scheme. If a National Insurance number is not available, please email kcc-hsffoodandenergysupport@kent.gov.uk with circumstances and reasons why the applicant should receive this support (please attach all supporting evidence to the email).</p>		
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	<p>Application link:</p> <p>Applications for support with the increase in cost of living can be made to the Household Support Fund via the following link:</p> <p>Household Support Fund - Kent County Council</p> <p>Processing timescales</p> <p>We do aim to send the relevant Energy (virtual) cards and Food vouchers out as quickly as possible, usually within 10 working days of a successful application being made, however we anticipate there will initially be high demand for support, and this could impact on timescales. The applicant and referrer (if applicable) will receive email confirmation of the application outcome.</p>		
BBC Children in Need	<p>Welcoming organisations to register as referrers for their Emergency Essentials Programme. Items include beds, cooker etc.</p> <p>Supporting children and young people up to and including 17 years. All applications must be made by a registered referrer.</p> <p>Only accept one application per household within a 12 month period.</p>	<p>Contact via email (stating application ID if possible) or call between 9:30 am – 3 pm, Monday to Friday.</p>	<p>Email: emergencyessentials@familyfundservices.co.uk</p> <p>Telephone: 01904 550011</p> <p>Website: <u>BBC Children in Need Emergency Essentials Programme - Family Fund Business Services (familyfundservices.co.uk)</u></p>



<p>Independent Age</p>	<p>Winterwise- a guide to keeping well this winter. This guide has tips on how to keep well over winter. It is split into three sections: Staying warm, Staying safe and Staying well.</p> <p>Also have checklists on Winter benefits, Preparing for winter and Staying well during winter.</p>		<p>Link to Winterwise guide: <u>Winterwise (independentage.org)</u></p> <p>Link to checklists: <u>Staying well in winter Independent Age</u></p>
<p>Connect Well East Kent</p>	<p>Connect Well East Kent is a Social Prescribing platform managed by Social Enterprise Kent for the East Kent area. CWEK can support with short term issues such as, food and fuel support, form filling, social isolation as well as long term support such as, housing, debts, benefits and more.</p>	<p>Monday- Friday, 9:00am – 5:00pm</p>	<p>0300 302 0178</p> <p><u>connectwell@sekgroup.org.uk</u></p>
<p>Energy and Digital Advice Sessions</p> <p>SEK partnering with UKPN</p>	<p>Delivering free Energy and Digital Advice sessions. Provide advice on:</p> <ul style="list-style-type: none"> - Energy tips - Energy grants - Local support - Staying safe online <p>All attendees receive a free electronic smart pack.</p>	<p>To look up sessions in your area visit <u>sekgroup.org.uk/support/support-for-people</u></p>	<p>For more information:</p> <p>Email: <u>digitalsupport@sekgroup.org.uk</u></p> <p>Phone: 01843 210005</p>
<p>Citizens Advice- Money Advice Hub</p>	<p>A scheme that is operating by Citizen Advice and is supporting people in Kent who are struggling financially or need support to manage the rising cost of living through its new Money Advice Hub. The service is completely free and confidential.</p> <p>It can also be accessed using one of five kiosks installed in community spaces in Gravesham, Cliftonville, Ramsgate (Salvation Army Centre CT11 9TT), Aylesham and Ashford.</p>	<p><u>Phoneline:</u> Monday-Friday, 9am-5pm</p>	<p>People can access the service online by visiting: <u>www.kentmoneyadvicehub.com</u> (with video call and webchat functions) or by calling the freephone number on 0808 175 6406 or email <u>kentmoneyadvicehub.com</u></p>



Entitledto	A website advising what benefits you could be entitled to. It also tells you what your bottom line is on your wage slip, so it will consider Tax and National Insurance.		https://www.entitledto.co.uk/
Macmillan Grants	<p>Macmillan Grants are small, one-off means-tested payments to help with the extra costs that living with cancer can bring. A one-off payment of £300 and can be used to help with things like: Energy bills, home adaptations and cost of travel to and from hospital. You can apply if you reside in the UK, are 18 or over and have a current cancer diagnosis.</p> <p>All the following must apply:</p> <ul style="list-style-type: none"> - You have no more than £1,000 in savings for your household - You have a weekly income of no more than £323 per week for a household of one person or no more than £442 per week for a household of two or more people - You have not already had a Macmillan Grant in the last 2 years. 		<p>Phone: 0808 808 00 00 and ask to speak to the Welfare team to apply</p> <p>Contact your health care team, this could be a medical professional, health or social care professional or benefits advisor</p>
NHS Every Mind Matters	Has some excellent resources for how to manage our mood and deal with our money worries during this time. While our resources highlight a lot of practical support to hopefully ease some of your money worries, there may be some situations that are outside of your control. In which case, how we manage our perspective and mood about these situations can help to alleviate some of the worries we may have.		Coping with money worries and job uncertainty - Every Mind Matters - NHS (www.nhs.uk)



	<p>In general, NHS Every Mind Matters highlight 8 practical tips for managing money worries and/or job uncertainty:</p> <ol style="list-style-type: none"> 1) Create a budget 2) Get free debt and finance advice 3) Know your rights and get support 4) Talk about how you are feeling 5) Be kind to yourself 6) Create and stick to a routine 7) Clear your mind 8) Look after your physical health 		
We Listen- Kent and Medway	<p>We Listen is a collaborative of eight local talking therapy providers, to give you easy access to free NHS mental health support.</p> <p>Our talking therapies are available to anyone over 17.5 years old, living in the Kent and Medway area.</p> <p>Our services include talking and listening therapies, like counselling and cognitive behavioral therapy, to help you feel like yourself again.</p>		<p>Link to find support in your area: https://www.we-listen.org/</p>
Live Well Kent	<p>Live Well Kent and Medway provides free mental health support for people aged 17+.</p>		<p>Find out more: Welcome Live Well Kent</p>
Breathing Space Scheme For professionals only	<p>The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020 enable eligible individuals who are experiencing mental distress to have a breathing space.</p> <p>A breathing space affords protections which include:</p> <ul style="list-style-type: none"> • pausing enforcement action and contact from creditors 	<p>Who can make a referral?</p> <ul style="list-style-type: none"> • the individual receiving mental health crisis treatment • the individual's carer • approved mental health professionals • care co-ordinators appointed for the individual • mental health nurses 	<p>Referrals can be made via Kent County Council's breathing space website: www.kent.gov.uk/social-care-and-health/health/mental-health/mental-health-crisis-breathing-space</p> <p>Further information is available at: www.maps.org.uk/mental-health-crisis-breathing-space</p>



	<ul style="list-style-type: none"> freezing interest and charges on debts whilst the mental health crisis lasts plus thirty days after the crisis has ended <p>To be eligible for a breathing space an approved mental health professional (AMHP) needs to provide evidence to a debt advisor that the individual is in receipt of mental health crisis treatment for a mental disorder which is of a serious nature.</p> <p>An individual may be eligible for a mental health crisis breathing space if they meet one of the three criteria:</p> <ul style="list-style-type: none"> has been detained in hospital for assessment or treatment (including under part 3 of the Mental Health Act 1983) has been removed to a place of safety by a police constable; or is receiving any other crisis, emergency or acute care or treatment in hospital or in the community from a specialist mental health service in relation to a mental disorder of a serious nature. This can include services offered by community mental health services and crisis houses. 	<ul style="list-style-type: none"> social workers independent mental health advocates or mental capacity advocates appointed for the debtor a debtor's representative 	
Dementia & Me Helpline	Offer signposting and guidance to services which may be able to help and emotional reassurance in crisis.	Monday-Friday, 9am-9pm Saturday and Sunday, 9am-5pm	0800 888 6678



<p>Kent County Council Benefits and financial support</p>	<p>This lists all of the different benefits and support services available, as well as where to go for advice.</p>		<p>Find out more: Benefits and financial support - Kent County Council</p>
<p>Refer Kent</p>	<p>For professionals only.</p> <p>ReferKent is a safe, secure, and local online referral system. The system enables referrals to be made securely between advice agencies and their partners across Kent.</p> <p>With this system local organisations can help residents through referrals, ensuring that residents are getting the support they need to alleviate their circumstances. Please note that ReferKent is for the referral of adults only.</p>		<p>Find out more: https://kentcountycouncil.refernet.co.uk/Public/index.aspx</p>
<p>Hardship Help for Families in Kent</p>	<p>A resource that outlines the universal support available across England/Kent, as well as district-specific support. Produced in recognition of the Cost of Living crisis, to help partners more easily and quickly identify the right support for families.</p>		<p>Find out more: https://sway.office.com/vRtDoRat7BZE7oo2?ref=email</p>
<p>Kent Support and Assistance Service (KSAS)</p>	<p>Experienced an unforeseeable, short-term crisis or facing exceptional pressures because of an emergency, may be able to offer: Supermarket vouchers (to buy food, toiletries and nappies) and gas or electric fuel vouchers (prepayment meters only). To apply for support must be in short-term crisis because of an emergency (such as fleeing domestic abuse, flood or fire), be 16 and over, live in Kent, have a household income of £16,200 or less or get a means-tested benefit, eligible to claim benefits in UK, have claimed all of the national benefits, grants</p>		<p>Link to apply:</p> <p>Apply for home essentials in a crisis - Kent County Council (achieveservice.com)</p> <p>Find out more: Home essentials in a crisis - Kent County Council</p>



	and loans available to you, have no access to savings and have spoken to a benefits or Job centre Plus advisor. If meet criteria, may be able to help each household up to 3 times in a rolling 12 month period, but not for same reason.		
Kent Savers Emergency Loans	KCC recently announced a project with Citizens Advice and Kent Savers, where residents can access 0% interest loans to help consolidate high interest debt with supportive training for future money management. To contact about these loans, you may need to enquire with Kent Savers directly by contacting them using their contact details listed on their website.	Office hours are Monday to Friday, 9:30am-3:00pm	https://www.kentsavers.co.uk/contact/ info@kentsavers.co.uk 0333 321 9050
Free School Meals	If your child is under 19 and in full-time education, and you receive certain benefits, you may be able to get free school meals for them. Check eligibility and apply online.		Find out more: Free school meals - Kent County Council
The Holiday Activities and Food (HAF) Programme	The Holiday Activities and Food (HAF) Programme in Kent focusses on children’s physical health and wellbeing by providing healthy food and exciting activities for children and young people during the school holidays. Families of children aged 4 to 16 years, who are in receipt of benefits related to free school meals, can access FREE opportunities during the Easter, summer and Christmas holidays throughout 2023/24. This programme is funded by the Department for Education (DfE)		https://www.theeducationpeople.org/holiday-activities-and-food-programme-kent-haf/ Contact for more information: KentHAF@theeducationpeople.org



<p>Help for Households Discounts and Offers</p>	<p>Details the various schemes available to support individuals. Breaks down what support by the following categories:</p> <ul style="list-style-type: none"> ○ Support with household costs ○ Help with energy bills ○ Help with Childcare costs ○ Income Support ○ Help with transport costs ○ Help finding work <p>Offers available from businesses to help with the cost of living.</p>		<p>Link to website: Help for Households - Get government cost of living support</p> <p>Help from businesses: Discounts and offers - Help for Households</p>
<p>Money Helper's Living on A Squeezed Income Guide</p>	<p>Helpful guide for anyone to identify ways to make your income go further. Learn how to cut back on costs and see what extra help is available by easily working through their guide's sections:</p> <ul style="list-style-type: none"> ● Understand your real financial situation ● Find ways to boost your income ● Save money on household bills ● Access help to pay for things ● Access help while you're working <p>Money and mental health</p>		<p>https://www.moneyhelper.org.uk/en/money-troubles/way-forward/squeezed-income</p>
<p>Money Helper's Money Problems and Mental Wellbeing Guide</p>	<p>If you think money matters are affecting your mental health, this guide is for you. The sooner you can begin to think about and tackle your money problems, the easier it'll be to take control.</p>		<p>Money problems and poor mental wellbeing MoneyHelper</p>
<p>Money Saving Expert's Mental Health and Debt 2023 Guide</p>	<p>Includes how to spot your spending triggers, how friends and family can support, where to access free support, and a practical checklist.</p>		<p>The MoneySavingExpert.com guide to mental health and debt</p>



<p>Carers' Support East Kent</p> <p>Areas we serve are: Ashford, Canterbury, Dover, Faversham, Folkestone & Hythe and Thanet.</p>	<p>Carers' Support East Kent is a charity that provides Carers with the information and support they need. Their services are available to people who look after a relative or friend, who due to physical or mental illness, age related difficulties, disability, or an addiction, cannot manage without their support.</p>	<p>Monday, Wednesday and Friday, 8:30am – 6:00pm</p> <p>Tuesday and Thursday, 9:00am- 5:00pm</p>	<p>https://carersek.org.uk/</p> <p>0300 302 0061</p> <p>support@carersek.org.uk</p>
<p>Bright Shadow's Zest Groups- support for people living with dementia</p> <p>Available in Canterbury, Folkestone and Hythe, Dover, and Canterbury Districts</p>	<p>Offer two-hour per week creative sessions for people living with and affected by dementia, providing stimulation, companionship, and support in four warm community venues.</p> <p>Sessions are free of charge, though encourage donations at a level of £5 per session for those who feel they can afford to give.</p> <p>Bright Shadow's Zest Groups- support for people living with dementia</p>	<p>Hythe: Thursday 2-4pm</p> <p>Canterbury: Tuesday 10am – 12pm</p> <p>Whitstable: Tuesday 2-4pm</p> <p>Dover: Thursdays 10-12pm</p>	<p>https://brightshadow.org.uk/zest-sessions/zest-community-groups/01227467272</p> <p>info@brightshadow.org.uk</p> <p>Hythe Sports Pavillion, South Road, Hythe, CT21 6AL</p> <p>Thanington Neighbourhood Resource Centre, Thanington Road, Canterbury, CT1 3XE</p> <p>Whitstable Umbrella Community Centre, Oxford Street, Whitstable, CT5 1DD</p> <p>Harmonia Village, Randolph Road, Dover, CT17 0FZ</p>
<p>Royal British Legion Everyday Needs Grant</p>	<p>The Royal British Legion has launched a new grant scheme for veterans and their families who are struggling to pay their energy bills. The initiative will provide non-repayable emergency grants of up to £2,400 over 12 months (£200 a month) and is available across the UK.</p>		<p>Check eligibility: https://www.britishlegion.org.uk/get-support/who-we-help</p> <p>Apply for a grant online: https://www.britishlegion.org.uk/ge</p>



	<p>In general, the Armed Forces community includes those who have served, or are serving, in the Royal Navy, British Army or Royal Air Force, as well as their families, dependants and carers – which can include children, current and former spouses and partners, widows and widowers. The Royal British Legion uses a broad definition of "Armed Forces community" – so even if you're not sure you fit in one of the categories above, it's worth checking your eligibility the website.</p> <p>If you're currently getting any means-tested state benefits, such as universal credit, pension credit or income support, you should qualify automatically. But you could still be eligible for a grant even if you don't get any benefits – the Royal British Legion will check your income and expenditure to assess your needs. The charity encourages anyone struggling financially to apply, as it has flexibility to consider support for people who don't meet the means-testing.</p>		<p>t-support/financial-and-employment-support/finance/grants/everyday-needs-grants</p> <p>Cost of Living Grants (britishlegion.org.uk)</p> <p>Helpline: 0808 802 8080</p>
Warm Home Discount Scheme	<p>You could get money off your electricity bill for winter 2023 to 2024 with a one-off discount on your electricity bill.</p> <p>There are 2 ways to qualify for the Warm Home Discount Scheme:</p> <ul style="list-style-type: none"> • you get the Guarantee Credit element of Pension Credit - known as the 'core group' • you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group' 		<p>Contact your supplier to see if eligible and how to apply.</p> <p>Opens October 2023</p> <p>Warm Home Discount Scheme: Overview - GOV.UK (www.gov.uk)</p>
Green homes grants and funding schemes	<p>Part of a range of energy efficiency schemes launched by the government, to help homeowners pay for energy saving improvements for their homes by</p>	<p>Not eligible if renting from a council or housing association.</p>	<p>For further information: https://www.eonenergy.com/green-homes-grant.html</p>



	<p>installing measures such as wall insulation, solar panels, and air source heat pumps.</p> <p>These measures will improve the warmth of your home, cut your energy bills, and help the UK towards net zero-carbon by 2050.</p>		<p>Check eligibility: Grant finder Green homes grants E.ON (eonenergy.com)</p>
Disabled Facilities Grant	<p>Grant funding to assist with disabled adaptations such as stair lifts, ramping, level access bathrooms and wheelchair access. Mandatory assistance up to £30,000 and some discretionary assistance available according to circumstances. An initial assessment by an occupational therapist is required to establish need.</p>		<p>Contact Kent County Council Occupational Therapy: 03000416161</p>
Disability Assist Kent Wide	<p>We provide services that are developed and shaped by people with lived experience of disability.</p> <ul style="list-style-type: none"> • Information, guidance, and advice • Peer support • Advocacy <p>Benefits support</p>		<p>For Further Information: https://www.disabilityassist.org.uk/ 01233 633187 info@disabilityassist.org.uk</p>
Help for Households campaign – social tariffs	<p>The government has worked with a range of Internet Service Providers (ISPs) and Mobile Network Operators (MNOs) to deliver low-cost broadband and phone service packages, called social tariffs, for those on low incomes. Social tariffs are available for people claiming Universal Credit, Pension Credit and some other benefits, with some providers offering deals from £15 a month.</p> <p>The Help for Households campaign homepage brings together over 40 support schemes that the public may be able to access depending on eligibility. There are also online tools for the public to check the support they might be eligible for and how to access it.</p>		<p>Link to toolkit Introduction - Government Support for Household Energy Bills - Government Support for Household Energy Bills (frontify.com)</p>



<p>Virgin Media- Free data and tech loans</p>	<p>Providing over 60 million GB of free data to people who need it most. Also making connectivity more affordable for those hit hardest by the cost-of-living crisis. The price of our Essential Broadband social tariff for those receiving Universal Credit has been cut to £12.50 and have added a higher-speed tariff for £20 a month – all on monthly rolling contracts. Community Calling, a programme launched with environmental charity Hubbub. It’s enabled the rehoming of 13,000 tech devices in communities across the UK experiencing digital exclusion – and roll out five tech lending hubs across the UK. These provide tablets and free data to people living in temporary accommodation, including women seeking refuge from domestic violence, asylum seekers and people at risk of homelessness.</p> <ul style="list-style-type: none"> - Customers of both O2 and Virgin Mobile can now access the National Debtline, Business Debtline, Turn2us, Debt Advice Foundation and National Energy Action without using any of their mobile data. These organisations have been added to list of zero-rated websites, such as Citizens Advice, Money Advice Service and Step Change, so people can get advice on managing their finances without eating into their data allowances. 		<p><u>Link to website:</u></p> <p><u>Essential broadband Virgin Media</u></p> <p><u>Tech Lending Community Fund opens to tackle digital isolation and e-waste - Virgin Media O2</u></p> <p>Step Change – free debt advice call 0800 138 1111 Mon-Fri 8am-8pm, 8am-2pm Saturday. Need to have an idea of what spend on housing and utility bills, household services, travel, food and housekeeping and living expenses</p>
<p>BT – Home Essentials Broadband and Phone</p>	<p>Low cost “Social tariffs” for those on qualifying benefits.</p> <p>New or existing BT customers can apply. You’ll also need to be receiving one of these benefits to qualify:</p> <ul style="list-style-type: none"> • Universal Credit (all claimants) 		<p>Find out more:</p> <p><u>BT Home Essentials Broadband Universal Credit Broadband</u></p>



	<ul style="list-style-type: none"> • Pension Credit (Guarantee Credit) • Employment and Support Allowance • Jobseeker's Allowance • Income Support 		
Affinity Water	<p>Offer services to help those who are having trouble paying the water bill, such as:</p> <ul style="list-style-type: none"> • Setting up a payment plan • Applying for a reduced bill <p>Using benefit payments</p> <p>From 1st April will be able to refer clients into the Affinity support scheme.</p> <ul style="list-style-type: none"> - One off £50 voucher - Various tariffs to help support with debt - Water saving equipment 	Monday - Friday, 8:00am - 6:00pm	<p>www.affinitywater.co.uk/billing/struggling-to-pay</p> <p>07971013368 (text only)</p>
Water for Life (from Southern Water)	<p>Offer different payment schemes and discounts on water bills:</p> <p><u>WaterSure Tariff</u>- caps your bills if you have a water meter, are on mean-tested benefits, and meet other criteria.</p> <p><u>WaterDirect Scheme</u>- Jobcentre Plus may pay southern water small amounts directly from your benefits on your behalf.</p> <p><u>NewStart Scheme</u>- could help pay off your water debt.</p>	Monday - Friday, 9:00am - 5:00pm	<p>General help for additional support: https://www.southernwater.co.uk/services-we-offer 0800 027 0363 cs_affordabilityTeam@southernwater.co.uk</p> <p>For schemes and tariffs: payless@southernwater.co.uk www.southernwater.co.uk/payless 08000270800</p> <p>For priority services:</p>



	<p><u>Priority Services Register</u>- specifically designed for customers who may need extra support, such as low household income, receive means-tested benefits, medical conditions, living with 3+ children under 19.</p> <p><u>Essentials Tariff/Scheme</u>- discount on future bills.</p> <p>Pension credit Any Southern Water customer who have someone in the household who receives Pension Credit OR has a household income below £21,000 per year (not including DLA, PIP or Attendance Allowance) is entitled to a reduction of 45% off of their water bill. (Essentials Tariff).</p>		<p>https://www.southernwater.co.uk/priority-services 08000270800 customerservices@southernwater.co.uk</p> <p><u>Online Application Link for Schemes and Tariffs:</u> www.southernwater.co.uk/difficulty-paying-your-bill</p> <p><u>Online Application Link for Priority Services:</u> https://www.southernwater.co.uk/register-for-individual-needs</p>
Energy Grants and Support: Boiler upgrade scheme	<p>The government is providing grants for domestic properties to install low carbon heating systems between 2022 and 2025.</p> <p>The grants can offer £5,000 off the cost and installation of air source heat pumps and biomass boilers, and £6,000 off the cost and installation of a ground source heat pump. Your installer will apply for the grant on your behalf.</p>		<p>More info on property eligibility: www.gov.uk/guidance/check-if-you-may-be-eligible-for-the-boiler-upgrade-scheme-from-april-2022</p> <p>boilerupgradescheme@beis.gov.uk</p>
Tips for staying warm and well this winter	<p>Advice on staying well in cold weather, covering issues such as financial help, healthy lifestyle, flu jabs and heating.</p>		<p><u>Tips for staying warm and well this winter - GOV.UK (www.gov.uk)</u></p>



<p>British Gas Energy Trust</p>	<p>If you're struggling with domestic gas and electricity debts owed to British Gas or other suppliers, you may be eligible to apply for a grant from the Trust to clear that debt. You don't have to be a British Gas customer to apply for an Individual & Families energy debt grant, but we will require a recent energy statement that shows your energy debt. We have also launched the British Gas Energy Support Fund, which is only available for British Gas customers to apply to. Please note the Trust will require information on your financial circumstances to be able to assess your application. The grant is paid directly to your energy provider.</p> <p>You should get money or debt advice before applying for a grant. This will help you feel confident that you'll be able to manage your energy costs in the future and support your application.</p> <p>The Trust is unable to help everyone who applies. Proof of income will be required when you apply. The full criteria and how to apply can be found on the Trust's website. The grants available and eligibility criteria may change from time to time.</p>		<p>Link to eligibility criteria: Who Can Apply - British Gas Energy Trust</p> <p>Link to apply: British Gas Energy Trust Fund Application Form Login or Register (bget.org.uk)</p>
<p>Octopus Energy, Octo Assist Fund</p>	<p>Have set up a £15 million Octo Assist Fund as part of our campaign to help those worried about paying for their energy this Winter. If you're an Octopus customer, you can access our Financial Support form—a quick and simple online tool which asks you a series of questions about your financial situation.</p> <p>We can offer several support options based on circumstances and need, including access to existing</p>		<p>Financial Support Form: Everyone's circumstances are unique Octopus Energy</p> <p>Link to loan of thermal imagery camera: Spot heat loss at home with a FLIR camera Octopus Energy</p>



	schemes, monetary support from the fund, or a loan of a thermal imagery camera to find heat leaks at home.		Energy crisis information page: Energy Crisis Information Octopus Energy Octopus Energy
Green Doctors	You can contact Green Doctors if you are on a low income and would like help to: <ul style="list-style-type: none"> • Switching your energy tariff to a better deal • Reduce your energy use at home • Access the Warm Homes Discount or Priority Services Register Apply for energy or water debt relief		Make an appointment – Green Doctors South (salesforce-sites.com)
Kent Libraries	Kent Libraries are providing warm welcome spaces this autumn and winter. Offer comfortable spaces, free offers, services and work with partner organisations and community groups.		Cost of Living Support Kent Libraries (spydus.co.uk) List of Libraries: Visiting a library - Kent County Council
Kent Community Foundation	There are many funding options available for those in need of individual support such as: <ul style="list-style-type: none"> - Hardship funding - Fuel and food support - Isolation - Families funding 	Monday – Friday, 9:00am-5:00pm	01303 814500 Questions on giving to your local community/establishing a charitable fund: development@kentcf.org.uk Questions on funding: admin@kentcf.org.uk Apply For Charity Funding - Community Projects Kent & Medway (kentcf.org.uk)




Kent County Council – Mental Health Matters team	Crisis mental health support – speak to highly trained and experienced team Phone line is free and everything is confidential	Open 24 hours a day, 365 days a year.	0800 107 0160
NHS	Helpline dependent on area. Urgent mental health helplines for people of all ages. 24-hour advice, speak to mental health professional and assessment to decide best care. Fill out questions online to find local helpline.	24-hour advice	<u>Where to get urgent help for mental health - NHS (www.nhs.uk)</u>
Childline	Talk to someone anytime of day, free listening service. Number not appear on phone bill. These services offer confidential support from trained volunteers. You can talk about anything that's troubling you. For those under 19.	24/7 call service	0800 1111
Kent County Council – Food Banks	Put in post code and it will show nearest ones to them. May be able to get a food parcel in emergency situations.		<u>Find a food bank - Kent County Council</u>



<p>Kent County Council – Release the pressure</p>	<p>Free advice from trained counsellors if have concerns including anxiety, depression, low self-esteem, money worries, relationship trouble, stress and suicidal thoughts.</p>	<p>24/7</p>	<p>Text the word Kent to 85258 or phone <u>0800 107 0160</u></p>
<p>Clarion Housing</p>	<p>Domestic abuse or violence support</p>	<p>Our phone lines are open from 8:30am – 5pm Monday to Friday (10am-5pm on Wednesdays).</p>	<p>Call 0300 500 8000. Or use our live chat by clicking on the ‘chat with us’ button at the bottom of this page.</p> <p><u>Domestic abuse or violence Personal wellbeing Clarion (myclarionhousing.com)</u></p>
<p>National Domestic Abuse Helpline</p>	<p>Domestic abuse support</p>	<p>24 hours a day</p>	<p>0808 2000 247</p> <p><u>Home Refuge National Domestic Abuse Helpline (nationaldahelpline.org.uk)</u></p>
<p>Suicide&co</p>	<p>Supporting those bereaved by suicide</p>	<p>9am-5pm Monday to Friday.</p>	<p>0800 054 8400</p> <p><u>Suicide&Co Support after Suicide Bereavement (suicideandco.org)</u></p>



<p>Town and Country Housing – Peabody Group</p>	<p>Assist with a range of household issues, such as hoarding, tenancy, money support</p> <p>Provide affordable homes</p>	<p>Potentially do home assessments and help get assistance</p>	<p>info@tch.org.uk</p> <p>Call Monday – Friday: 8.30am – 5.00pm - 01892 501480</p> <p>https://tch.org.uk/your-home/</p> <p>Direct contact for Thanet area: Sarah.boatwright@tch.org.uk</p> <p> Home Straight Referral Form 2023.c</p>
<p>NHS/KCC Healthy Start Vitamins support</p>	<p>You qualify for Healthy Start if you're at least 10 weeks pregnant or have a child under 4 and you or your family get at least one of the following:</p> <ul style="list-style-type: none"> - Income support - Income-based Jobseekers Allowance - Income-related Employment and Support allowance - Child Tax Credit (family income of £16,190 or less per year) - Universal credit (family take-home pay of £408 or less per month) - Also qualify if under 18 and pregnant <p>Receive vouchers worth over £1230 for each child to spend on formula, milk, fruit and veg</p>		<p>To find out more or register, visit www.healthystart.nhs.uk</p>



CAP	Free debt help – help to find routes out of debt to become debt free		Contact us CAP UK – To find local CAP Debt Help Phone: 01274 760720 Email: info@capuk.org
KCC	Free audio books by post for blind and partially sighted people. For anyone living or studying full-time in the Kent County Council area. Applications will be accepted on receipt of Kent Association for the Blind recommendation or a doctor/ophthalmologists letter.		03000 411966 openaccess@kent.gov.uk
Kent Fire and Rescue Service	Home fire safety visit and free smoke alarm installation.		Call Ramsgate fire station on 01622 692121 or drop in there
Cruse	Bereavement support – Help clients with bereavement and can go to the client’s home to offer that support.		Tel: 08448009104 https://www.cruse.org.uk/
Jobskilla	Range of fully funded courses available to Kent residents. Online booking platform who have been promoting free and funded training for the past 6 years to support unemployed or low income skill seekers to access further education. People need to meet the eligibility criteria stated in order to be eligible to access the funding. Course Eligibility Must be unemployed or on a low income (less than		https://www.jobskilla.co.uk/ Telephone: 0800 058 4658 Email: info@jobskilla.co.uk Private details: Donna.ham@jobskilla.co.uk



	<p>£20,319) Be receiving a benefit (UC/JSA/ESA) A UK resident for 3 years or more Aged 19 or older on or before 31 August 2023 Non Devolved areas only Must not be in any other form of education or training course Must have access to a laptop/PC/Tablet and internet access.</p> <p>Offer courses on Mental Health Awareness, Customer Service, Retail Knowledge, Awareness of Dementia, Principles of Business & Administration, and many more. Find more courses on their website.</p>		
Cost of Living project – Social Enterprise Kent	<p>We provide one to one support for those living across east Kent. Helping people to get into work, volunteering or training, as well as budgeting support, health & wellbeing, digital skills and benefits & housing.</p>	<p>Work across east Kent – Thanet, Canterbury, Dover, Folkestone & Hythe, and Ashford.</p>	<p>Email: CostOfLiving@sekgroup.org.uk to make a referral or for more information</p> <p>Telephone: 01843 210005</p> <p>Website: https://sekgroup.org.uk/community-support/community-wellbeing/cost-of-living-support/</p>
Smart Works	<p>Provide smart interview clothes for women. Can include designer clothes for interviews and a capsule wardrobe if they get the job plus make up and toiletries.</p> <p>To refer your client, please make sure they meet the following criteria:</p> <ul style="list-style-type: none"> - Is a woman - Is aged 16 or above 	<p>Based in London but are able to send clothing via courier.</p>	<p>Website: HomePage - Smart Works</p> <p>Telephone: 020 7288 1770 (Monday-Friday 9am to 5pm)</p>



	<ul style="list-style-type: none"> - Is unemployed or on a zero-hours contract - Has a confirmed job interview coming up or is seeking support in securing a job interview 		
Kent and Medway Mental Health Crisis Line	Telephone service available to people in Kent and Medway, not currently receiving care or treatment from KMPT, who need urgent advice about their mental health or mental health of a friend or relative. No appointment needed and all calls are free.	Call any time day or night and any day of the week.	Dial 111 and press option 2 KMPT Kent and Medway Mental Health Crisis Line
We Are With You	Talking Therapies Service – Kent. Free, confidential support with alcohol, drugs or mental health from local services or online. Process for employability support: Clients self-refer into the service where they will first be booked in on a session with a therapist (talking therapy, CBT or counselling etc). Then if employment advise is needed, internal referral to employment team where they will have 6 employment focused sessions.	Follow link to website to find services near you or to access services online. To self-refer, fill out online form via referral page.	Website: https://www.wearewithyou.org.uk/ Referral page: https://www.wearewithyou.org.uk/help-and-advice/find-service/how-we-help-mental-health/
Mental Health Training	Training for mental health.		Email: emma.boraston@nhs.net
Shaw Trust	For those 17+, mental health support with employment for up to one year.		Email: leanne.yetman@shaw-trust.org.uk
CHS Healthcare	CHS Healthcare (Carehome Selection) offer free support to individuals or their families who require assistance finding the right kind of care, particularly the elderly & those living with Alzheimer’s and Dementia. This is primarily for individuals who are self-funding as they often do not have the support of a social worker to help them navigate the process. We support with finding all care routes, care at home – domiciliary and live in care along with respite and long-term care home placements. We are keen to connect with people	The service is completely independent and comes at no extra cost to you or your family.	Telephone: 0808 175 3609 Email: commplacements@chshealthcare.co.uk Website: www.carehomeselection.co.uk



	<p>working in the community to raise awareness of how we can support as historically many of our referrals have been received from hospital discharge and social services teams. Naturally, we want to help ease the pressure on our local NHS teams and connect with people before hospital admission so they can make calmer, stress free decisions about their future care choices.</p>		
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Cost of Living Support Across East Kent

Folkestone and Hythe District

<p>Folkestone & Hythe District Council Cost of Living support</p>	<p>Cost of living support - A range of support measures are in place for residents, including:</p> <ul style="list-style-type: none"> Money and Debt support District Food Network Home Essentials Mental Health support Help with Council Tax Help with Rent and Housing Costs Help with Benefits Help with Utility Bills 	<p>Monday – Friday, 10:00am – 4:00pm</p>	<p><u>Help and support with the cost of living – Folkestone & Hythe District Council (folkestone-hythe.gov.uk)</u></p> <p>Civic Centre, Castle Hill Ave, Folkestone, CT20 2QY</p> <p>01303 853000</p>
<p>Folkestone & Hythe District Council Home Essentials Fund</p>	<p>Folkestone & Hythe District Council is running a limited scheme to support low income households with energy efficient solutions to help reduce their costs and supply more efficient items to replace broken ones. This includes:</p> <ul style="list-style-type: none"> • Boiler servicing to ensure boilers are as efficient as possible. • Boiler replacement for items that are no longer suitable for use. • Oil heating tune ups and support for residents that use oil for fuelling their home. 	<p>Visit the website to apply. Complete the online form.</p> <p>Scheme will close when funding is spent.</p>	<p>Website: <u>Home Essential Fund Folkestone & Hythe District Council (folkestone-hythe.gov.uk)</u></p>



	<ul style="list-style-type: none"> • White goods provision. To supply replacement or new energy efficient items to households including cookers, fridges/freezers, washing machines/dryers, microwaves and other items as appropriate. • Beds and mattresses to homes that do not have suitable bed provision. <p>Applications where landlords have a duty to provide the services above will not be considered.</p> <p>To be eligible for support from this scheme you must be a resident in the Folkestone & Hythe District area and in receipt of a benefit or on a low income. Accepted benefits/reductions are listed below:</p> <ul style="list-style-type: none"> • Universal credit • Working tax credit/Child tax credit • Employment and support allowance • Jobseeker's allowance • Income support • Pension credit • Housing benefit • Council tax reduction 		
<p>Folkestone Town Council</p>	<p>Folkestone Town Council have signed up to Refer Kent Directory. The platform aims to help adults and families who are experiencing or are at risk of financial hardship, by connecting them with relevant services.</p> <p>Folkestone Town Council can refer individuals directly to</p>		<p>Should you wish Folkestone Town Council to refer and connect you with relevant services, please visit: the Town Hall, 1 – 2 Guildhall Street, Folkestone, CT20 1DY (Tuesday – Saturday 10am – 4pm).</p>



	organisations that provide support. This streamlines the process and ensures that those in need receive timely assistance.		Telephone: 01303 257946
Home Safe Loan	A loan of up to £20,000 is available for eliminating hazards in the home. This scheme is for vulnerable homeowners who are in receipt of benefits and have significant hazards in the home which may cause harm. These loans are interest free and repayable upon the sale of the property.		Email for more info: private.sectorhousing@folkestone-hythe.gov.uk Home safe loans Folkestone & Hythe District Council (folkestone-hythe.gov.uk)
MIND South Kent	Provides coffee, cakes, and lunches at low cost, as well as fresh bread sold separately, for all members of the community. Café also runs classes on Coping with Life, and Food and Mood, as well as general wellbeing activities.	Tuesdays and Thursdays 10am – 3pm	southkentmind.org.uk The Beacon Plus Café at Abercrombie’s, Mill Bay, Folkestone, CT20 1JS 01303 250090- can call 9.30am-3pm Monday-Friday
Folkestone Safe Haven	A safe and welcoming space for residents of the Folkestone and Hythe district aged 16 and over to use if they are experiencing mental health distress. This non-clinical service is free to use and is staffed by well-trained mental health recovery workers that can support you on your road back to good mental health, whatever the cause of your distress. You don’t need an appointment to use the service you can just turn up during our opening hours and either speak to someone for a person lead 1-1 or join in with any of our group activities designed to support recovery. This venue has an accessible toilet and lift, and there	Open 365 days a year. Opening Hours: Mon – Fri, 18:00 – 23:00 Sat, Sun & Bank Holidays, 12:00 – 23:00 Weekly Sessions: Tuesdays – Tea and chat, 7pm – 9pm Thursdays – Multi-craft, 7pm – 9pm Sundays – Art with Alex, 1pm – 3pm Monthly sessions: Men’s Group (Friday) 7pm – 9pm - please contact us for future dates.	3 Rendezvous Street, Folkestone, Kent CT20 1EY 07967 877096 / 07967 877097 folkestone.mhm@nhs.net



	are disabled spaces on the road outside the building (not attached to building)	Through winter extending hours – Weekdays 6pm-midnight. Weekends and bank holidays 12pm-midnight.	
Sunflower House	<p>Sunflower House (SFH) is a charity, managing the SFH building.</p> <p>Working with community partners and providing a space for several community support activities, including:</p> <ul style="list-style-type: none"> - Forward Trust outreach addiction support - Action on Homelessness food provision - A community theatre base - SFH training and wellbeing activities - The Town Sprucer volunteer project - Self-defence classes - Repair Café - Open door Sunflower Coffee House session 	<p>Action on Homelessness food provision (Tuesday, Thursday)</p> <p>Forward Trust outreach addiction support (Wednesday)</p> <p>Coffee House (Friday, 9.30-11am)</p> <p>A community theatre base (Saturday)</p> <p>Repair Café (2nd Sunday each month)</p> <p>Kent Community Pantry Every Friday 9:30-10:30am (Members only)</p>	<p>www.sunflowerhouse.org.uk</p> <p>Sunflower House, 45 Foord Road, Folkestone, CT195AE (next to the viaduct)</p> <p>01303 240432</p>
Porchlight Open Door (POD)	<p>Porchlight Open Door is a friendly get-together at the heart of your community.</p> <p>You can drop by for as long as you like to get support and advice, try a new activity or just for some company and conversation.</p> <p>The weekly sessions are run by our warm, welcoming team. They're there to listen, to give practical advice on benefits, housing and debt and to help you connect with services and support networks in your area.</p> <p>You can also try different activities every week, from painting to CV writing – but there's no pressure to take part. You can just turn up for a chat.</p> <p>It's completely free, and everyone aged over 18 is welcome.</p>	<p>Thursday, 12.30-2.30pm</p> <p>Women only meet-up</p> <p>Every Friday, 11am - 1pm</p> <p>Email pod@porchlight.org.uk for more information</p>	<p>St John's Church, St John's Church Rd, CT19 5BQ</p> <p>For more information: Porchlight</p>



<p>Armed Forces Veteran Drop In</p>	<p>Representatives of local Armed Forces charities and other organisations will be on hand for support with employment, health, debt, and housing. Or just for a chat and coffee to meet like-minded people.</p>	<p>Second Friday of each month, 10:00am – 12:00pm</p> <p>Second Thursday of each month, 10am – 12pm</p>	<p>Romney Marsh Community Hub, Sunflower House, Rolfe Lane, New Romney, TN28 8JR Tel: 01797 363888</p> <p>Folkestone Nepalese Community Centre, Baker Road, Cheriton, CT19 4NN (ground floor Cheriton Library building), communitycentre@fncuk.org or call 01303 398055</p> <p>For more information: armedforces@folkestone-hythe.gov.uk</p> <p>Royal British Legion: 01303 488435</p>
<p>Hythe Salvation Army</p>	<p>Food bank, no referral needed.</p>	<p>Wednesday, 10:00am – 12:00pm</p>	<p>www.salvationarmy.org.uk/hythe</p> <p>Portland Rd, Hythe, CT21 6EG</p> <p>01303 268792</p>
<p>Action on Homelessness in Folkestone</p>	<p>Provides hot meals and takeaway bags of sandwiches, as well as sleeping bags to street homeless and others in precarious accommodations. Also provides advocacy and practical support.</p>	<p>Tuesday and Thursday lunchtimes.</p>	<p>Sunflower House, 45 Foord Road, CT19 SAE</p> <p>Action on Homelessness in Folkestone Facebook</p>
<p>The Rainbow Centre Food Stop</p>	<p>A mobile service located behind the Folkestone Magistrate Court at 5pm and the Harbour at 5.20pm. Providing sandwiches, snacks, bread, water, toiletries, socks and sleeping bags. Available to all members of the community, with a focus on hard-to-reach clients who do not engage with other services, and those who are</p>	<p>Tuesdays, Thursdays, and Saturdays.</p>	<p>69 Sandgate Road, Folkestone CT20 2AF</p> <p>01303 850733</p> <p>FoodStop Homeless & Low Income Support Folkestone</p>



	homeless without access to cooking facilities.		Rainbow Centre (rainbow-centre.org)
Cornerstone Drop-in	Local service providing food. At each Drop In session, you can expect to be greeted with a smile and a warm welcome. A hot snack is provided along with hot/cold drinks and cake & biscuits.	Monday, Wednesday, 2.30-4.30pm	The Cornerstone Centre, Castle Hill Cornerstone Drop In South Kent Community Church (skcc.info)
Folkestone Community Hub	Free Wi-Fi, free wellbeing activities, light bites from 60p, two course lunch £6.50, Monday special: Free hot drinks all day, two course lunch £4.	Mon-Thurs, 9am-4pm	65 Shaftesbury Ave, Folkestone CT19 4NS deputyceo@ageukskc.org.uk For lunch call to book: 01304 372 608
Hythe Community Hub	The community hubs were set up in March 2020 as a direct response to the COVID-19 pandemic and the needs of shielding residents and other vulnerable people. Despite the easing of restrictions, some residents still need this help, particularly those classed as Clinically Extremely Vulnerable. Volunteers carry out shopping, support people with ways of re-engaging back into society and make regular calls to address loneliness, isolation and signpost to help for mental health issues. The hubs also provide a space for those aged 50+ to get support and advice on a wide range of subjects, as well as somewhere to enjoy different classes (art, exercise etc), or simply to have a natter over a cup of tea!	Monday – Friday, 9am-3.45pm Saturday and Sunday, 10am-2pm (phone line only)	Age UK Hythe & Lyminge, Sanford House, Stade Street, Hythe, CT21 6BD. 01303 269602
Age UK Hythe	<ul style="list-style-type: none"> Day centre providing information, advice, and support for the over 55s, as well as a café open to all members of the community. Meal deliveries to vulnerable members of the 	Monday - Friday, 9:00am - 3.30pm Café also open Saturday and Sunday 10am – 2pm	https://www.ageuk.org.uk/hytheandlyminge/ The Community Support Hub,



	<p>community based in Hythe, Lyminge and Sellindge, 365 days a year.</p> <p>Bespoke shopping services for vulnerable members of the community available Mondays, Wednesdays and Fridays.</p> <p>This venue has:</p> <ul style="list-style-type: none"> - a small parking area at the side of the building and on street disabled bays. - Accessible toilet - Changing places toilet <p>Can provide transport at a cost that has adapted vehicles.</p>		<p>Sanford House, Stade Street, Hythe, CT21 6BD</p> <p>01303 269 602</p>
Age UK Lyminge	<ul style="list-style-type: none"> • Day centre providing information, advice, and support for the over 55s, as well as a café open to all members of the community. • Dementia day care, including lunch provision <p>This venue has:</p> <ul style="list-style-type: none"> - a small parking area at the side of the building and on street disabled bays. - Accessible toilet - Changing places toilet - Accessible lift <p>Can provide transport at a cost that has adapted vehicles.</p>	Monday –Friday	<p>63 Station Road, Lyminge, CT18 8HQ.</p> <p>01303 269 602</p>
Romney Marsh Community Hub	<p>The Romney Marsh Community Hub is dedicated to supporting and improving the health and wellbeing for people 50+ in our local community.</p> <p>They offer:</p> <ul style="list-style-type: none"> • Health and Wellbeing activities and classes • Wellbeing, classes and trips 	Monday – Friday, 9:00am – 4:00pm	<p>rmch.org.uk/</p> <p>Sunflower House, Rolfe Lane, New Romney, Kent, TN28 8JR</p> <p>01797 363888</p>



	<ul style="list-style-type: none"> • Day Support and Home Support services • Community meals delivered Monday to Friday • Lunch and community meals served daily – food served Monday to Friday • Information and Advice • Making sure you get the help and support you need • Dementia Services 		hello@rmch.org.uk
The Community Network Cheriton- United Response	We have opened our space to 'Warm Welcome' and are also building and working towards a food bank/hygiene/essentials collection and donation centre within the community network, 'Local Larder'.	<u>Opening times (times may differ)</u> Mon: 11am-1pm Tues: 11am-2pm Thurs: 10am-2pm Fri: 10.30am-2pm Community coffee mornings, Fridays 10.30am-12.30pm. Special events also throughout the months.	378A Cheriton Road, Folkestone, CT19 4DX 07909882121 Rachael-stickells@unitedresponse.org.uk The Community Network Cheriton Folkestone Facebook
Folkestone Baptist Church	Hot 3 course lunch. No cost. Pay what you can. (Warm space open with tea and coffee) & Full English breakfast. No cost- pay what you can.	Thursday 12-2pm & Saturday 10am-noon Warm space: open until 4pm	135 Hill Road, Folkestone, CT19 6LY FOLKESTONEBAPTISTS@YAHOO.CO.UK
C&F Family Food Bank in Partnership with.....	The Family food bank works across Kent & Medway, providing food boxes via a network of distribution centres, to support the local community. This is a completely free service supporting the most vulnerable residents in need. Below are the distribution centre partners and their operating times to deliver food parcels.		Folkestone & Hythe FFB - Family Food Bank



<u>People Plus</u>		Monday – Friday, 9:00am – 5:00pm	People Plus, 145-147 Sandgate Road, Folkstone, CT20 2DA
<u>New Romney Family Hub</u>		Monday – Friday, 8:30am – 4:30pm	New Romney Family Hub, Craythorne Lane New Romney TN28 8 BL Tel 03000 420000 - Families Only
<u>Castle Hill Family Hub</u>		Monday – Friday, 8:30am – 4:30pm	Castle Hill Family Hub, Denmark Street, Folkestone, CT19 6EQ Tel 03000 420893 Families Only
<u>Folkestone Family Hub</u>		Monday – Friday, 8:30am – 4:30pm	Folkestone Family Hub, Dover Rd Folkestone CT20 1QF Tel 03000 419727 Families Only
<u>Cheriton Family Hub</u>		Monday – Friday, 8:30am – 4:30pm	Cheriton Family Hub, Chart Rd, Folkestone CT19 4PN Tel 03000 416444 Families Only
<u>Folkestone & Hythe Social Services</u>		Monday – Friday, 9am-3pm	Contact main office



<p>C&F Kent Community Pantry Folkestone</p>	<p>Making food affordable for local residents. For a small membership fee of approx.. £4 per week, members receive around £20 worth of food. This includes fresh produce, dairy, bakery, ambient, meat, drinks and hygiene products.</p>	<p>Open Fridays 9.30-10.30am.</p>	<p>Website: https://www.kentcommunitypantry.org/</p> <p>Address: Sunflower House, 45 Foord Road, Folkestone, CT19 5AE</p> <p>Telephone: 01303 240432</p>
<p>Age UK South Kent Coast & Folkestone Community Hub</p> <p>Accessible venue with disabled toilet facilities</p> <p>Warm Welcome</p> <p>Cost-of-living support</p>	<p>Step in from the cold with Age UK South Kent Coast's warm space scheme. A warm space with access to free Wi-Fi and a friendly welcome - whether you want to relax, work or grab a low-cost bite to eat.</p> <p>Help with the cost of food, fuel, white goods and other essential items for older people living in the Folkestone area who are struggling with cost of living.</p>	<p>November-March Mon/Tues/Thurs 9am-4pm (except Bank Holidays)</p> <p>Until March 2024 or when the budget is spent (whichever is sooner)</p>	<p>Age UK South Kent Coast The Marigold Centre, 65 Shaftesbury Avenue, Folkestone CT19 4NS Call: 01304 372608</p> <p>Email: communitysupport@ageukskc.org.uk</p>



<p>Winter Warmer sessions</p>	<p>Delicious, home cooked 2 course meal for just £4</p>	<p>Mondays at 12pm (Except Bank Holidays)</p>	<p>Call: 01304 372608 Age UK South Kent Coast The Marigold Centre, 65 Shaftesbury Avenue, Folkestone CT19 4NS Call: 01304 372608</p>
<p>Folkestone Community Fridge</p>	<p>Stock the Fridge with surplus food from local retailers, local growers, restaurants, community growing projects and food gifted from households. Provides a community-based solution to food waste whilst creating a network of accessible food for Folkestone. For everyone to access, no judgement, no criteria and no jumping through hoops to get it.</p>	<p>Monday (10:30-4:30) Wednesday (10:30-1) Thursday (10:30-4:30) Friday (10:30-4:30) Saturday (10:30-1)</p>	<p>Folkestone Community Fridge Folkestone Facebook Wood Avenue Library, 17 Wood Avenue, Folkestone, CT19 6HS HELLO@FEEDINGFOLKESTONE.NET</p>
<p>Shepway Foodbank (A project of Rainbow Centre)</p>	<p>Run by Rainbow Centre they take referrals from a variety of organisations to help people with low incomes, delayed benefits, or facing food poverty.</p> <p>The foodbank is based at three locations:</p> <ul style="list-style-type: none"> ○ Folkestone & Hythe (parcel delivery) ○ Lydd (operates collection service) ○ New Romney (operates collection service) <p>To access the food parcels, people must be referred, by one of our referral agents or Help Through Hardship.</p>	<ul style="list-style-type: none"> ○ Lydd – Collection Fridays 6-7pm at Hardy Hall, Skinner Road, Lydd, TN29 9HN ○ New Romney – Collection Tuesdays 4-5:30pm at Romney Marsh Community Church, The Centre, North Street, New Romney, TN28 8DW ○ Folkestone – Deliver Tuesdays and Fridays 	<p>Folkestone Methodist Church, 153-155 Sandgate Road, Folkestone, CT20 2DA- Don't operate from this address.</p> <p>https://shepway.foodbank.org.uk/give-help/donate-food/</p> <p>EMAIL foodbank@rainbow-centre.org</p> <p>www.rainbow-centre.org/our-services/shepway-foodbank/</p> <p>0791 357 3403 (queries or emergency bags)</p> <p>0808 208 2138- Help through hardship freephone number to be</p>



			assessed for a food voucher
<p>Hythe Pantry (A project of Rainbow Centre)</p>	<p>For a small weekly subscription of £5.00, members of the Hythe Pantry can purchase food weekly including fresh fruit and vegetables and family favourites to stock up the cupboard and fridge.</p> <p>A partnership between Folkestone Rainbow Centre and Your Local Pantry.</p>	<p>Every Monday, 9.15am - 1.30pm and Tuesday 9:15am-1:30pm.</p>	<p>www.yourlocalpantry.co.uk/pantry-listings/hythe-pantry-kent/ Our Lady of Good Counsel Catholic Church, 2 Lower Blackhouse Hill, Hythe, CT21 5LS</p> <p>07913 573 403 pantry@rainbow-centre.org</p> <p>Hythe Pantry Folkestone Rainbow Centre (rainbow-centre.org)</p>
<p>Citizens Advice Shepway</p>	<p>We can provide a wide range of advice and assistance on different issues including:</p> <ul style="list-style-type: none"> • Benefits • Universal Credit • Debt • Employment • Housing • Legal issue 		<p>Citizens Advice Shepway</p> <p>Our office is not currently open for drop in services, but may offer appointments where needed after an initial assessment.</p> <p>For anyone needing advice you can contact us: 01303 241435 - for a local advice and call back service. 0808 278 7846 - for our free Kent advice line service.</p>
<p>Community Fridge</p>	<p>Receiving and offering donated food to anyone in the community for free.</p>	<p>Open every day except Tues and Sun.</p>	<p>Folkestone Community Fridge Neighbourly</p> <p>Located in Wood Avenue Library, 17 Wood Avenue, Folkestone, CT19 6HS.</p>



Folkestone Salvation Army	Addiction service, in Canterbury they have an employment support service and they provide debt advice.		Address: 75-77 Canterbury Rd, Folkestone, CT19 5NL Contact: 01303251379
Affinity Water	<p>Affinity water schemes available and affordability support.</p> <p>Low Income Fixed Tariff – Affinity Water https://www.affinitywater.co.uk/billing/lift</p> <p>Debt Support Schemes Get financial help with our Debt Support Schemes (affinitywater.co.uk)</p> <p>Watersure tariff https://www.affinitywater.co.uk/billing/watersure</p> <p>Sewerage social tariff advice (We bill on behalf of Thames and Anglian Water) https://www.affinitywater.co.uk/billing/help-with-sewerage-charges</p> <p>Water direct scheme https://www.affinitywater.co.uk/billing/water-direct</p> <p>Priority Services Register https://www.affinitywater.co.uk/priority-services</p> <p>Payment Plan https://www.affinitywater.co.uk/billing/payment-plan</p> <p>Applying for a Water Meter https://www.affinitywater.co.uk/metering/apply</p>	Access via the website links	<p>Website: Affinity Water - Taking care of your water</p> <p>Telephone: 03453572401 (Mon-Fri 8am-8pm, Sat 8am-2pm)</p> <p>If you have no water or seen a burst water main contact emergency 24-hour line on 03453572407</p>



	Water Efficiency Checks https://www.affinitywater.co.uk/save-water/check		
Rising Sun Domestic Violence and Abuse Service	<p>Rising Sun provides free, specialist domestic abuse support to women and children in Canterbury, Ashford and Folkestone & Hythe. Support includes IDVA/Outreach, mentoring, counselling, group programmes, supported accommodation (16-24yr olds), emergency safeguarding and drop-in services. Referrals into service can be made for yourself, or by a professional.</p> <p>If you'd like to talk to someone, please attend a One Stop Shop to receive free advice, information and support from a range of agencies all under one roof, with no appointment needed.</p>	<p>Rising Sun provides in-person domestic abuse support at the following One Stop Shops:</p> <p>Folkestone & Hythe: Every Thursday 12:30 – 2:30 at Folkestone Earl Years Children’s Centre, Dover Road, Folkestone CT20 1QF</p>	<p>Website: www.risingsunkent.com</p> <p>Email: admin@risingsunkent.com</p> <p>Telephone: 01227 452852</p> <p>Our offices and phoneline are open: Monday – Friday: 9:00am – 5:00pm.</p> <p>Rising Sun is not an emergency service, if you are in danger please call 999 or the National Domestic Abuse Helpline on 0808 2000 247</p>



Cost of Living Support Across East Kent

Thanet District

<p>Thanet District Council</p>	<p>Cost of living support – schemes or signposting for:</p> <ul style="list-style-type: none"> Household support fund Help with food costs Help with housing costs Help for children and families Help paying bills Help managing money and debt Help with health and wellbeing Help with finding a job <p><u>Cost of living support - Thanet</u></p> <p>For regular updates and helpful information visit Thanet District Council’s website, Facebook page and Twitter.</p> <p>Facebook page and Twitter. The government has given money to councils across England. The support will be given to vulnerable households and families with children who don’t get other types of financial help. This is called the Household Support Fund.</p> <p>We have been given £521,000 of Household Support funding. The support will be given out by the council and</p>		<p>Tel: 01843 577000</p> <p><u>Cost of living support - Thanet</u></p> <p>https://www.thanet.gov.uk/</p> <p>https://www.thanet.gov.uk/info-pages/energyinthehome/</p> <p>Alternatively a professional can refer you to support.</p>
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	<p>partner organisations by 31 March 2024. It will help pay for food, energy, water and other household essentials.</p> <p>There are strict eligibility criteria in place and the money has already been allocated to residents who qualify.</p> <p>We have used some of the fund to help households who were not eligible for this year's Cost of Living Payment or the Disability Cost of Living Payment from the Department of Work and Pensions. We contacted households that were eligible and invited them to apply online for the £150 one-off payment. The online application has now closed. We would have contacted you if you are on a low income and only receive:-</p> <p>Council Tax Support Housing Benefit New Style and Contribution Based Employment & Support Allowance New Style Jobseeker's Allowance You did not qualify for this part of the fund if you receive any of the following benefits:-</p> <p>Income-based Jobseeker's Allowance (JSA) This does not include New Style JSA Income-related Employment and Support Allowance (ESA) This does not include New Style ESA or Contribution based ESA Income Support Pension Credit Universal Credit Child Tax Credit Working Tax Credit</p>		
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	<p>Attendance Allowance Constant Attendance Allowance Disability Living Allowance for adults Disability Living Allowance for children Personal Independence Payment Armed Forces Independence Payment War Pension Mobility Supplement Kent County Council’s Household Support Fund Winter Scheme is open for applications from 12pm on Tuesday 9 January 2024 and will close on Thursday 29 February 2024, or earlier if their budget is spent.</p>		
<p>Thanet Energy Advice Service</p>	<p>Thanet District Council provide information about grants and schemes to make your home more energy efficient.</p> <p>Information & Guidance:</p> <ol style="list-style-type: none"> 1) Bills, Energy Use and Debt 2) Private Renters 3) House Improvements – Grant and able to pay 4) Front Line Workers <p>Grants available:</p> <ol style="list-style-type: none"> 1) Home Upgrade Grant for free energy-saving improvements <p>Who is it for?</p> <ul style="list-style-type: none"> - Homeowners or landlords with homes not heated by mains gas, which includes oil, coal, LPG or electric heating. - Households with a combined annual income of less than £31,000 (gross) or receiving an income-related means-tested benefit such as Universal Credit. - Hard to heat homes—you will be helped with this part of the assessment. 		<p>Online referral https://form.thanet.gov.uk/home-energy/</p> <p>Email energysaving@thanet.gov.uk</p> <p>Call 01843 577400</p> <p>Online information https://www.thanet.gov.uk/info-pages/energyinthehome/</p> <p>More information email: Eve.lockton-goddard@thanet.gov.uk</p>



	<p>How will it help? A maximum grant of £38,000 for</p> <ul style="list-style-type: none"> - Insulation upgrades to keep warm in winter and cool in summer - Ventilation upgrades - Low carbon heating system - Heating controls - Energy efficient hot water solution - Solar panels (PV) - Energy efficient lighting <p>Contact Thanet Energy Advice Service to apply</p> <p>2) ECO4 Grant for free energy saving improvements</p> <p>Who is it for?</p> <ul style="list-style-type: none"> - Homeowners and tenants - Homes with an energy rating of D and below AND one of the following (they can find out energy rating for you) <p>(A) Low-income households with a total income less than £31k</p> <p>(B) Households that meet two of the following:</p> <ol style="list-style-type: none"> 1. Homes in Lower-layer Super Output Area (LSOA) 1-3 on the English Indices of Deprivation (we can help identify this) 2. Council tax reduction on the grounds of low income 3. A person living at the premises is considered to be vulnerable to the cold under the National Institute for Health and Care Excellence (NICE) 4. Child living at the premises is eligible for free school meals 5. Referred by Citizens Advice as identified as struggling to pay their electricity and gas bills 		
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	<p>6. Households with health conditions identified by a doctor or GP which may be impacted further by living in a cold home</p> <p>How will it help?</p> <ul style="list-style-type: none"> - Insulation upgrades - Ventilation upgrades - Low carbon heating system - Heating controls - Energy efficient hot water solution - Solar panels (PV) - Energy efficient lighting <p>Contact Thanet Energy Advice</p> <p>Summary of support available:</p> <p>Boiler Upgrade scheme – For homeowners and landlords, funding low carbon heating such as air source heat pump, amount available up to £5,000/£7,500, no eligibility or home energy rating requirement.</p> <p>Energy Company Obligation (ECO) – For homeowners and landlords, funds for insulation, heating and renewable energy generation, eligibility dependent on household composition, home energy rating requirement D, E, F or G.</p> <p>Home Upgrade Grant – For homeowners and landlords, fund for insulation, heating and renewable energy generation, amount available up to £38,000, eligibility is gross income must be less than £38,000, home energy rating requirement D, E, F or G.</p> <p>Great British Insulation Scheme (GBIS) – For homeowners and landlords, funds for insulation,</p>		
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	<p>eligibility of council tax band a-d and home energy rating requirement D, E, F or G.</p> <p>Green Doctors – For homeowners and tenants, fund for help with energy bills, advice and small measures to reduce energy bills, no eligibility.</p> <p>Solar Together – For homeowners, fund for discounted Solar PV and batteries, no eligibility.</p> <p>Priority Services Register – For homeowners and tenants, funds for assistance with energy and water supply and billing, eligibility is pensioners, under 5s in the home or health concerns.</p> <p>The advice service also offers support for all households of all tenures with energy vouchers and help with energy debt, accessing grants for boiler repairs for low income households, water discounts, assistance with damp and mould, and understanding the help available for energy bills.</p>		
<p>Turner Contemporary Children’s Art Library</p>	<p>The Clore learning studio space will become home to over 400 creative books for children and young people and free creative learning workshops.</p> <p>The space will be a warm bank welcoming people to play, learn, read, make, or hang out. Throughout this period, are offering a programme of free workshops and events for young people, older people, and families.</p>	<p>Tuesday-Sunday, 10am-5pm</p>	<p>https://turnercontemporary.org/childrens-art-library/</p> <p>Turner Contemporary, Rendezvous, Margate, CT9 1HG</p> <p>01843 233 000 info@turnercontemporary.org</p>
<p>Dane Valley Residents Association</p>	<p>New residents association formed in Dane Valley and is a point of contact for the local area for any support needed over the winter period.</p> <p>Access to</p> <ul style="list-style-type: none"> - Food support 		<p>chairdvra@gmail.com</p> <p>Dane Valley Matters Facebook</p>



	<ul style="list-style-type: none"> - Fuel Support - Isolation support - Mental Health support 		
Age UK Thanet	<p>Age UK Thanet offers the below support to those who are in the Thanet area.</p> <ul style="list-style-type: none"> • Help with household tasks, transported to appointments, shopping and respite for care givers. • Daily Hot meal deliveries. • Health and wellbeing activities. • Coffee morning/lunch clubs (Monday, Wednesday and Friday). • Information and advice (support with form filling). • Dementia support service. • Volunteering opportunities. • Telephone befriending. 		<p>Randolph House, Zion Place, Margate, Kent, CT9 1RP</p> <p>01843 223881</p> <p>info@ageukthanet.org.uk</p>
MHM Thanet Safe Haven	<p>Are an out of hours mental health service run by Mental Health Matters, on behalf of the NHS. Primary motivation is to reduce the number of people visiting A&E for mental health related concerns. Are all mental health professionals, trained to de-escalate mental health crises and create safety plans for those in need of them. Not everyone who uses the service has to be in crisis as are also here for crisis prevention. Are also a signposting service so if someone doesn't know where to go for help, can help point them to the right services. Please note that cannot refer to or liaise with other services.</p> <p>Are a face-to-face drop-in service, so no appointment is needed to visit. Also offer online sessions for those who are unable to get to the Haven.</p>	<p>Provide 356-day service to individuals in crisis.</p> <p>Face-to-face drop-in service: open every evening between 12-12pm for anyone aged 16 and over</p>	<p>Thanet Mental Health Unit, 164 Ramsgate Road, Margate, CT9 4BF</p> <p>07850 655 877</p> <p>Email: thanet.mhm@nhs.net</p> <p>Kent and Medway Safe Havens Mental Health Matters (mhm.org.uk)</p>



<p>Salvation Army Ramsgate</p>	<p>Salvation Army Homeless Support. Providing breakfast (and warm clothing, sleeping bags, advise and signposting).</p>	<p>Breakfast drop-in: Monday-Friday 6:30am-9am Food bank Friday, 10:00am – 12:00pm</p>	<p>www.salvationarmy.org.uk/ramsgate 167 High Street, Ramsgate, CT11 9TT 07900497326 carl.whitewood@salvationarmy.org.uk</p>
<p>Salvation Army Margate</p>	<p>Drop-in service. Provide a hot meal, laundry and a hot shower to help rough sleepers.</p>	<p>Mondays, 10:30am-12:30pm</p>	<p>Union Crescent, Margate, CT9 1NS Margate The Salvation Army Tel: 01843 298260</p>
<p>Gap Project</p>	<p>Homeless Drop-in service. Provide a hot meal, laundry and shower facilities. Rise team on-site to offer resettlement support.</p>	<p>Tuesdays: 2:30pm-4:30pm and Fridays: 2:30pm-4:30pm</p>	<p>Baptist Church, Queens Road, Broadstairs Homelessness - The Gap Project Tel: 01843 602762</p>
<p>Cliftonville Community Centre</p>	<p>Drop-in service. Provide hot meal, laundry, shower facilities and holistic welfare support.</p>	<p>Mondays: 9:30am-3:30pm Tuesdays: 9:30am-1pm Wednesdays: 9:30am-3:30pm Thursdays: 9am-11:30pm Fridays: 9:30am-3:30pm</p>	<p>Cliftonville Hall, St Paul’s Road, CT9 2DB Cliftonville Community Centre, Margate Margate Facebook Tel: 01843 221913 Email: cliftonvillecom@gmail.com</p>
<p>C&F Family Food Bank in Partnership with.....</p>	<p>The Family food bank works across Kent & Medway, providing food boxes via a network of distribution centres, to support the local community. This is a completely free service supporting the most vulnerable residents in need. Below are the distribution centre partners and their</p>		<p>https://www.familyfoodbank.org/thanet-ffb.html</p>



<p><u>Millmead Family Hub</u></p>	<p>operating times to deliver food parcels.</p> <p>Access vouchers through distribution centre, contact centre before to ensure right stock and take voucher to the distribution centre.</p>	<p>Monday – Friday, 8:30am – 4:30pm</p>	<p>Millmead Family Hub - Dane Valley Road, Margate, CT9 3RU. Tel: 01843 280555 FAMILIES ONLY</p>
<p><u>Margate Family Hub</u></p>		<p>Mon – Thurs, 8:30am – 4:30pm, Fri 8:30am-4pm (Food parcels can only be collected between 9am-3.30pm Mon-Thurs and 9am- 3pm on Fri).</p>	<p>Margate Family Hub - 201 High Street, Margate, CT9 1WH. Tel: 03000 411666 FAMILIES ONLY</p>
<p><u>Cliftonville Family Hub</u></p>		<p>Mon – Thurs, 8:30am – 4:30pm, Fri 8:30am-4pm (Food parcels can only be collected between 9am-3.30pm Mon-Thurs and 9am- 3pm on Fri).</p>	<p>Cliftonville Family Hub - 26 St Pauls Road, Cliftonville, CT9 2DB. Tel: 03000 421129 FAMILIES ONLY</p>
<p><u>Priory Children’s Centre</u></p>		<p>Mon – Thurs, 8:30am – 4:30pm, Fri 8:30am-4pm (Food parcels can only be collected between 9am-</p>	<p>Priory Children Centre - Cannon Road, Ramsgate, CT11 5SQ. Tel: 03000 411041 FAMILIES ONLY (Mon, Tues, Wed, Fri)</p>



<p><u>Newlands Family Hub</u></p> <p><u>North Down Family Hub</u></p> <p><u>Pie Factory Music Group</u></p> <p><u>Thanet Social Services – Children’s Team</u></p>		<p>3.30pm Mon-Thurs and 9am- 3pm on Fri).</p> <p>Mon – Thurs, 8:30am – 4:30pm, Fri 8:30am-4pm (Food parcels can only be collected between 9am-3.30pm Mon-Thurs and 9am- 3pm on Fri)</p> <p>Monday, Tuesday, Wednesday & Friday</p> <p>Monday – Friday, 9:00am – 3:00pm</p>	<p>Newlands Family Hub - Dumpton Lane, Ramsgate, CT11 7AJ. Tel: 03000 411042 FAMILIES ONLY</p> <p>North Down Family Hub - Zion Place, Margate, CT9 1RP. Tel: 01843 292927</p> <p>Pie Factory Music Group, Ramsgate Youth Centre, High Street St Lawrence, CT11 0QG. Tel: 01843 596998 (Mon-Fri 9.30-15.30)</p> <p>Thanet Social Services - Tel: 03000 414141</p>
<p>MiFoodbank</p>	<p>Providing low-priced food and household goods for people on benefits and low incomes who may be struggling with daily costs of living.</p> <p>To use the MiCommunity Supermarket, you will need to be a member. Those who were members of Mifoodbank will be registered automatically, but If you or someone</p>	<p>Open Mon – Fri 10am-3pm</p>	<p>MiCommunity Shop 9 High Street, Margate, CT9 1DL</p> <p>Telephone: 01843 793838</p> <p>hello@mifoodbank.org – email for more information or a membership form</p>



	<p>you know could benefit from MiCommunity's services, please do pop along to the shop for a chat or email.</p> <p>If you can't afford to use the shop, we can still help with emergency vouchers and parcels, so please do still come in for a chat.</p>		
Social Enterprise Kitchen	<p>SE Kitchen is a community shop offering low-cost groceries.</p> <p>Additional support is available, can signpost to projects within Social Enterprise Kent or other organisations.</p>	<p>Mon, Tues and Thurs 9am-4pm</p> <p>Weds and Fri 10:30am – 4pm</p> <p>Sat 9am - 12:30</p>	<p>St Georges Church Hall, 18 Broad Street, Ramsgate, CT11 8QY</p> <p>SE Kitchen Ramsgate Facebook</p> <p>Email: sekitchen@sekgroup.org.uk</p>
St Pauls Foodbank	<p>Food is packed into parcels and delivered to the distribution centre.</p> <p>Individuals need to attend the distribution centre with ID to receive a food parcel. They are able to claim 12 food parcels per year. The first 6 parcels can be claimed automatically and the second 6 parcels can only be received after an advocacy appointment with one of the staff. They will discuss things like checking they are on the right benefits, provide debt support etc.</p>	<p>Monday, Tuesday and Thursday 10.30am – 12:00pm</p>	<p>About us - Thanet Food Link</p> <p>St Pauls Church, 93 Northdown Road, Margate, CT9 2RD</p> <p>For more information: Judy - 07907074877</p>
St Peters Foodbank	<p>Food is packed into parcels and delivered to the distribution centre.</p> <p>Individuals need to attend the distribution centre with ID to receive a food parcel. They are able to claim 12 food parcels per year. The first 6 parcels can be claimed automatically and the second 6 parcels can only be</p>	<p>Foodbank: Friday, 10.30am – 12:00pm</p> <p>Warmbank: Wednesday, 12.30-3.30pm</p>	<p>thanetfoodlink.org.uk/about-us</p> <p>ST Peters Baptist Church, Vicarage Street, St Peters, CT10 2SG</p> <p>For more information: Judy - 07907074877</p>



	<p>received after an advocacy appointment with one of the staff. They will discuss things like checking they are on the right benefits, provide debt support etc.</p> <p>The Baptist Church of St Peter's will also hold a warm bank.</p>		
St Peters Church Warm Bank	A warm bank, with free tea and coffee and the opportunity to chat.	Monday, 9.30am-12pm	<p>St Peter's Church Hall, Hopeville Avenue, Broadstairs, CT10 2TR (foyer to the main hall)</p> <p>01843 866061</p>
The Dalby Cafe	Kitchen Social in conjunction with The Dalby Cafe are continuing to support our community with a free evening meal for low-income households across Thanet.	Last Tuesday in every month, 6.30pm	<p>The Dalby Cafe, Dalby Square, Cliftonville, CT9 2EX</p> <p>Must register to ensure your table is reserved.</p> <p>Lucy@kitchensocialcookeryclub.co.uk 07894864610</p>
The Kitchen Social Food Academy	Operate a food programme where they support families for up to three months with free good quality food and support with budgeting.		<p>Kitchen Social & Cookery Club (kitchensocialcookeryclub.com)</p> <p>Tel: 07894 864610</p>
C&F Kent Community Pantry Millmead	Making food affordable for local residents. For a small membership fee, of approx. £4 per week, members receive around £20 worth of food. This includes Fresh produce, dairy, bakery, ambient, meat, drinks and hygiene products	Monday 12noon – 1pm	<p>https://www.kentcommunitypantry.org/</p> <p>Millmead Children Centre - Dane Valley Road, Margate, CT9 3RU.</p> <p>kcp@children-families.org 01843 280555</p>



The Aspire Homeless Project	Operate weekly outreach across Thanet and a Friday drop-in at the address to the right, from 9am to 3pm.		Aspirations Healthy Living Centre Unit 2 Westwood Business Park Strasbourg Street Margate CT9 4JJ 01843 226232 info@aspirationscentre.co.uk
Citizens Advice Thanet	Areas of advice covered – Welfare Benefits, Housing, Debt and Money matters, Consumer, Immigration, Family, Employment issues.	Ramsgate: Drop-in service every Tuesday 9:30-12:30. Pre-booked appointments Tuesday afternoon, Wednesday and Thursday. Margate: Pre-booked appointments only.	Email: enquiries@thanetcitizensadvice.org.uk Citizens Advice National Helpline – 0808 278 7998 Ramsgate office: 38 Plains of Waterloo, Ramsgate, CT11 8HX. Margate office: Mill Lane House, Mill Lane, Margate, CT9 1LB.
Ramsgate Crisis Cafe	Drop in service/ visit without appointment. Come to if you are feeling distressed, overwhelmed, or that things are too much for you Our aim is: <ul style="list-style-type: none"> • To provide a safe, relaxing space where you can speak freely with one of our mental health workers about what is going on for you • To offer support, advice and signpost you to a suitable service for you • To help you feel less isolated • To provide support to learn from a crisis 	6pm to 9.30pm, seven days a week	34 King Street, Ramsgate, CT11 8NT



Open Meditation	Free weekly Open Meditation sessions, open to everyone	Every Wednesday 6pm-6:45pm	Archive in Ramsgate Harbour
Community Clothes Bank	Monthly pop up events and free clothing rails. Cater to a wide range of sizes and ages. We support those who are financially struggling: from growing families to refugees, people who have been seriously ill, or those escaping domestic violence. Free clothes rail found in Canterbury Baptist Church CT1 1UT (11am-2pm Thursday and Friday) and Whitstable Umbrella Centre CT5 1DD. Pop up events occur regularly in Whitstable, Canterbury and Margate.	See website for information on pop up event or to find free rails in East Kent	Main hall at Union Church, Union Crescent, Margate, Kent CT9 1NR Communityclothesbank.org.uk or Facebook/Instagram 'Community Clothes Bank'
Active Ramsgate	Different activities to take part in Ramsgate area, walking, cycling, kitesurfing	Open 10a,-4pm (April-Sep), 11am-3pm (Oct-March)	The Custom House, Harbour Parade, Ramsgate, CT11 8LP Tel: 01843 598750 Email: ramsgatevic@gmail.com
Rise as part of Thanet District Council	Drop-in service for clients that are rough sleepers. Ability to socialise to help combat isolation, and there's also free football coaching, with an opportunity to take part in exercise. At the drop-in you can speak with the friendly team regarding homelessness support, as well as accessing free hot meals, washing facilities and free showers. <i>In periods of extreme weather there is a SWEP (Sever Weather Emergency Protocol). Call 01843 577277 or 01843 577000 on evenings and weekends to alert RISE about a rough sleeper.</i>	Every Friday from 11am-2pm	Margate Football Club Hartsdown Road, Margate, CT9 5QZ



Spurgeons	<p>Parenting support on a range of issues, such as managing emotions, behaviour and building resilience in children. The service is run by Jane who is a Children’s support worker.</p> <p>Jane can offer home visits or appointments in their Thanet base.</p>	<p>Contact to arrange appointments.</p>	<p>www.spurgeons.org Website for additional information, parents can self-refer</p> <p>Contact: 01843 587000 (office) 075214 25779 (mobile) jcekic@spurgeons.org</p>
Spaces to Connect - Manspace	<p>A space for men to talk.</p> <p>A men’s wellbeing meeting where you can support and be supported. A safe place to share your experience.</p>	<p>Margate – Mondays at 7pm</p> <p>Ramsgate – Thursdays at 7pm</p>	<p>Addresses: Margate – <i>Margate Caves Community Room</i> <i>1 Northdown Road Margate</i> <i>CT9 1FG</i></p> <p>Ramsgate – <i>Radford House</i> <i>18-20 Effingham Street Ramsgate</i> <i>CT11 9AT</i></p> <p>Email: manspacemeetings@gmail.com Instagram: @manspace_margate</p>
Porchlight Open Door Service (POD)	<p>Porchlight Open Door (POD) is a friendly get-together at the heart of your community. Our weekly drop-in sessions are run by our warm, welcoming team. PODs are a great way to meet new people, access support and join in with fun activities. Everyone 18+ is welcome and you do not need a referral to come along. All sessions are completely free.</p>	<p>Every Wednesday 09:30-11:30</p>	<p>Address: Kairos Café, The Community Café, Cecil Square, Margate, CT9 1BD</p> <p>Email: pod@porchlight.org.uk or Oliviarusiecki@porchlight.org.uk</p>



Cost of Living Support Across East Kent

Canterbury District

<p>Canterbury City Council</p> <p>Across Canterbury District</p>	<p>Schemes or signposting for support with:</p> <ul style="list-style-type: none"> Housing costs Help paying bills Help with food costs Help with money and debt Help for children and families Help with health and wellbeing Help with council tax bills Support for those at risk of homelessness Discretionary Housing Payment for help with housing costs <p>Help with the cost of living Canterbury City Council</p>		<p>Help with the cost of living Canterbury City Council</p> <p>www.canterbury.gov.uk</p> <p>Council Offices, Military Rd, Canterbury, CT1 1YW</p> <p>01227 862000</p>
<p>Canterbury City Council Household Support Fund</p>	<p>Household Support Fund payment for any Canterbury district residents. Help households with food, energy bills and other essential items such as clothing, toiletries, broadband etc. Apply for a £250 grant.</p> <p>To apply you must be:</p> <ul style="list-style-type: none"> • A Canterbury district resident • 16 or over 	<p>CCC's Household Support Fund has opened for applications until Friday 20th September or until all funding is spent.</p>	<p>More information and the application form can be found on our website:</p> <p>Apply for a Household Support Fund payment Canterbury City Council</p>



	<ul style="list-style-type: none"> An annual household income of £40,000 or less, with no more than £1,000 savings 		
Catching Lives	<p>Support for anyone who is homeless or vulnerably housed.</p> <p>Services include:</p> <ul style="list-style-type: none"> Food & Drink for rough sleepers Laundry Clothes Bank Toilets & Showers Storage Postal Address Telephone, Computer & Internet Access Mental Health Outreach Service Signposting <p>Staff receive training on various ways of working with clients (strength-based approach, counselling skills, motivational interviewing, trauma informed care etc.)</p>	Monday – Sunday, 9:00am - 2:00pm	<p><u>Home - Catching Lives</u></p> <p>Canterbury Open Day Centre, Palmer House, Station Road East, Canterbury, CT1 2RB.</p> <p>01227 464904 info@catchinglives.org</p>
Porchlight Open Door (POD) Venue is fully accessible	<p>Porchlight Open Door is a friendly get-together at the heart of your community.</p> <p>Our weekly drop-in sessions are run by our warm, welcoming team. They're there to listen, to give practical advice on benefits, housing and debt and to help you connect with services and support networks in your area.</p> <p>You can also try different activities every week to boost your wellbeing, from cooking to table tennis to painting – but there's no pressure to take part. You can just pop in for a chat. It's completely free, and everyone aged over 18 is welcome.</p>	Monday, 11am-2pm	All Saints Church Canterbury, Military Road, CT1 1PA



<p>Age UK Herne Bay and Whitstable</p>	<ul style="list-style-type: none"> • Bradbury Day Centre from Monday to Friday 9am-3.30pm. £20 (or £27 with transport) which includes a two course freshly cooked meal, social activities and entertainment. • Hazell Neville Dementia Day Centre from Monday to Friday 9am-3.30pm. £50 (or £57 with transport) which includes a two course freshly cooked meal, plus activities and entertainment. • COGS memory clubs are held every Wednesday, Thursday and Friday. Costs £25 for the day including lunch. • Hot meal delivery to vulnerable members of the community based in Herne Bay and Whitstable. This service operates 365 days a year. Cost of a main meal is £7.75; pudding is £1.25 and sandwiches and a cake are £3.00. • Monthly Dementia Café at our centre in Reculver Road for anyone affected by Dementia looking to meet and talk to others. Refreshments provided. First Tuesday of every month, 10-11.30am • Monthly Dementia Drop-in Clinics offering advice and support about Dementia from a wide range of professionals. Herne Bay- last Friday of every month 1-4pm. Whitstable- third Thursday of every month 2-4pm. • Men’s Shed workshop for men aged 50 and over. Every Monday, Wednesday, and Friday from 10am-2pm. 	<p>Monday – Friday, 8:30am-4:30pm</p>	<p>www.ageuk.org.uk/hernebayandwhitstable/</p> <p>AgeUK Herne Bay and Whitstable 16 Reculver Road, CT6 6LE</p> <p>01227749570</p> <p>reception@ageukhbw.org.uk</p>
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	<ul style="list-style-type: none"> • Walking Football- Herne Bay Sports Hub every Tuesday 2-3.30pm. £5 per session. • Free Information and Advice Service. • Free Digital Skills Support- group and 1-1 sessions. • Tai Chi for Wellbeing, every Wednesday 2-3pm. £5 per session. • Drop in – Drop in for a chat and a nice hot cup of tea or coffee with a biscuit for only 50p. • Lunch- freshly cooked meals can be booked at the centre the day before- a two course meal is £8.00 at the centre between 11.30am and 1.30pm. • Free Befriending service. • Marigold cleaning service, £14 per hour. • Laundry service. This is collected once a week (Herne Bay and Whitstable) at a cost of £12. • Keysafe fitting £35/ Handyman service. <p>Bradbury centre is all wheelchair accessible; this is the same for the main reception area and into the hazel Nevill centre. Has disabled parking available, accessible toilets; can offer transport at additional cost.</p>		
<p>Age UK Canterbury</p> <p>Venue is fully accessible and has disabled facilities.</p> <p>Have a fleet of disabled access minibuses to assist clients to access the centre.</p>	<p>Age UK Canterbury provides a range of well-being and support service activities for the over 55's, such as:</p> <ul style="list-style-type: none"> • Wellbeing Activities and classes • Social Opportunities including freshly prepared lunches • Hot Meal Delivery • Information and Advice • Dementia Services including Dementia Day Care and COGS 	<p>Monday to Friday, 8.30am to 4.00pm</p>	<p>www.ageukcanterbury.org.uk</p> <p>The Centre, Castle Row, Canterbury, CT1 2QY</p> <p>01227 462368</p> <p>info@ageukcanterbury.org.uk</p>



	<ul style="list-style-type: none"> • Foot Health Services, in our centre and home visiting • Befriending • Key Safe Fitting • A range of outreach services 		
<p>MHM Canterbury Safe Haven</p>	<p>Are an out of hours mental health service run by Mental Health Matters, on behalf of the NHS. Primary motivation is to reduce the number of people visiting A&E for mental health related concerns. Are all mental health professionals, trained to de-escalate mental health crises and create safety plans for those in need of them.</p> <p>Not everyone who uses the service has to be in crisis as are also here for crisis prevention. Are also a signposting service so if someone doesn't know where to go for help, can help point them to the right services. Please note that cannot refer to or liaise with other services.</p> <p>Are a face-to-face drop-in service, so no appointment is needed to visit. Also offer online sessions for those who are unable to get to the Haven.</p>	<p>Local crisis alternative mental health service for those in Canterbury area. Our service is open from 6pm until 11pm, 365 days a year.</p> <p>We offer a non-clinical, non-judgemental service with an emphasis on providing support to those experiencing distress, as well as supporting clients to access potential services and opportunities in the wider community free of cost.</p> <p>We are a drop-in service but can also offer referral options for professionals; anyone over the age of 16 is welcome and you do not need to be registered with a mental health service. To ensure inclusivity, we offer a virtual service for those who cannot attend face-to-face.</p> <p>We also host a range of Peer Group Activities like games night (Fri 7-9pm), tea & biscuit meetups (7-9pm) and arts and crafts groups (Tues 7-9pm).</p>	<p><u>Kent and Medway Safe Havens Mental Health Matters (mhm.org.uk)</u></p> <p>Located at 22-23 North Lane, Canterbury, Kent, CT2 7EE</p> <p>07876 476 703 07483 163 953</p> <p>Email: Canterbury.mhm@nhs.net</p>



<p>The Hub Cafe - Lily's Social Kitchen CIC</p>	<ul style="list-style-type: none"> • Free Food/Drink • Free Wi-Fi • Device Charging • Advice, People to chat to • Pay it forward scheme • Space to work • Food/Drink for sale, the cafe is run as a 'pay as you feel' <p>We want to make sure we are as accessible as possible over the winter period for those in hardship and in need of a food parcel and a hot meal on a "pay it forward" basis</p>	<p>Thursday & Friday, 11am-2pm</p>	<p>The Hub Cafe, Canterbury Baptist Church, Saint George's Place Canterbury, England, CT1 1UT</p> <p>01233630533</p> <p>info@lilysbistrocatering.com</p> <p>Home - Lily's Social Kitchen (lilyscommunity.org)</p>
<p>University of Kent Campus Pantry</p>	<p>Campus Pantry is a scheme that provides short-term support to students who find themselves in need of supplemental food. There to assist, whether you are experiencing financial difficulties, your loan is late, or you simply need help getting through the term. Free and confidential. Don't need to answer any questions or show any proof of financial hardship, just Student ID. You will then be able to select up to 10 food items to ensure your food parcel meets your dietary needs.</p> <p>Once registered you can then access the service up to six times within three months.</p>	<p>Monday-Wednesday, Friday- 12-4pm</p>	<p>https://kentunion.co.uk/here-for-you/campus-pantry</p> <p>Mandela Student Centre, Mandela Building, Canterbury, CT2 7NW</p>
<p>C&F Family Food Bank in Partnership with.....</p>	<p>The Family food bank works across Kent & Medway, providing food boxes via a network of distribution centres, to support the local community. This is a completely free service supporting the most vulnerable residents in need.</p>		<p>https://www.familyfoodbank.org/canterbury-ffb.html</p>



<p>Canterbury & District Early Years Project</p>		<p>Monday – Thursday, 8:00am – 3:00pm</p>	<p>Canterbury & District Early Years Project, Poets Corner, 11a South Street, Canterbury, CT1 1EA. Tel: 01227 786420 (Mon-Thur 8am-3pm) Service Users Only</p>
<p>Canterbury Foodbank Canterbury, Whitstable, Herne Bay and surrounding villages</p>	<p>The prevention or relief of poverty or financial hardship in the Canterbury City Council district by:</p> <ul style="list-style-type: none"> • the provision of emergency food parcels, items, services and facilities to individuals in financial need. • contributing to and cooperating with charities and other organisations working to prevent or relieve poverty within the county of Kent. <p>Have now extended this process to allow agencies and supporting organisations, to apply more easily for any of our service users who are experiencing fuel poverty as well as needing a food parcel.</p>	<p>Monday – Friday, 9:00am – 2:00pm</p>	<p>canterburyfoodbank.org/ Canterbury Food Bank CIO Unit 29, Joseph Wilson Industrial Estate, Millstrood Road, Whitstable, CT5 3PS 01227 936450 Referral Link: https://canterburyfoodbank.org/agencies/</p>
<p>Necessary Furniture</p>	<p>Low income, a single parent, on benefits or just starting out on your own then come talk to us. Low cost furniture.</p>		<p>01227 712680 Necessaryfurniture.org.uk Email: get@necessaryfurniture.org.uk Unit 2B, Canterbury Industrial Park Island Road, Hersden, CT3 4HQ</p>
<p>Canterbury District Citizens Advice</p>	<p>We provide free, confidential and impartial advice and campaign on big issues affecting people's lives.</p> <p>Our goal is to help everyone find a way forward, whatever problem they face.</p> <p>We're an independent charity and part of the Citizens Advice network across England and Wales.</p>		<p><u>Citizens Advice Canterbury District – The charity for your community</u></p> <p>3 Westgate Hall Road, canterbury, Kent CT1 2BT Tel: 01227 452762</p>



<p>Canterbury Housing Advice Centre (CHAC)</p>	<p>CHAC provides free, confidential independent and impartial advice on most housing matters, including: Threat of eviction or repossession; Rent or mortgage arrears; Housing benefit; Tenancy rights; Homelessness; Housing waiting lists.</p>		<p>CHAC 24 Burgate, Canterbury, CT1 2HA Tel: 01227 762605</p>
<p>Canterbury Salvation Army</p>	<p>Distributing food in Canterbury and fresh produce if and when available. Limited stock of nappies and wipes (email/ring ahead)</p> <p><u>Canterbury The Salvation Army</u></p> <p>Also offer 'Toddler Bank' good quality baby equipment, 0-8 years children's clothes and toys and games for free. Call up to arrange collection points.</p>	<p>Food delivery on Tues and Fri. Toddler Bank – Term time Fri 10am-12pm (check facebook page for changes).</p>	<p>Address: Whitehorse Lane, Canterbury, CT1 2RU</p> <p>Email: canterbury@salvationarmy.org.uk Phone: 01227 472 781</p>
<p>Rising Sun Domestic Violence and Abuse Service</p>	<p>Rising Sun provides free, specialist domestic abuse support to women and children in Canterbury, Ashford and Folkestone & Hythe. Support includes IDVA/Outreach, mentoring, counselling, group programmes, supported accommodation (16-24yr olds), emergency safeguarding and drop-in services. Referrals into service can be made for yourself, or by a professional.</p> <p>If you'd like to talk to someone, please attend a One Stop Shop to receive free advice, information and support from a range of agencies all under one roof, with no appointment needed.</p>	<p>Rising Sun provides in-person domestic abuse support at the following One Stop Shops:</p> <p>Canterbury: Every Thursday 9:30 – 12:30 at Riverside Children's Centre, Kingsmead, Canterbury CT2 7PH</p> <p>Herne Bay: The last Tuesday of the month 9:30-12:30 at Poppy Children's Centre, Herne Bay CT6 5RG</p>	<p>Website: www.risingsunkent.com</p> <p>Email: admin@risingsunkent.com</p> <p>Telephone: 01227 452852</p> <p>Our offices and phonenumber are open: Monday – Friday: 9:00am – 5:00pm.</p> <p>Rising Sun is not an emergency service, if you are in danger please call 999 or the National Domestic Abuse Helpline on 0808 2000 247</p>



Cost of Living Support Across East Kent

Swale

<p>Swale Borough Council</p>	<p>If you're struggling to pay your utility bills and aren't on a pre-paid meter, you can now apply for support.</p> <ul style="list-style-type: none"> This latest update to the Household Support Fund means that you can apply for a voucher for your billed gas, electric and water bills by visiting www.children-families.org/household-support-fund.html. You can also apply for vouchers for your pre-paid meter, and we're working with Family Food Bank, Swale Foodbank, Diversity House and West Faversham Community Centre to provide food boxes for families as well as Age UK Faversham & Sittingbourne to deliver hot meals and food shopping to pensioners. 	<p>Running until the end of September 23</p>	<p>www.swale.gov.uk</p> <p>Swale House, East Street, Sittingbourne, Kent, ME10 3HT</p> <p>01795 417850</p> <p>To see if you're eligible and who to contact visit www.swale.gov.uk/hsfe</p> <p>Latest News - Get Help with Food, Gas, Electric and Water (swale.gov.uk)</p>
<p>SATEDA – Swale Action to End Domestic Abuse</p>	<p>Domestic Abuse Charity</p> <p>If you are in an abusive relationship, are worried about your relationship or want to access any of SATEDA's services, give us a call on 01795 417251 and you will always receive a warm welcome and a listening ear. We are also here for you via our web chat from 10am-1pm on weekdays.</p>	<ul style="list-style-type: none"> Monday, 10:00am-12:00pm, Abbey Physic Garden in Faversham Monday, 12.30pm-2.30pm at Net Church in Sittingbourne Wednesday, 9.30am-1:00pm for pre booked appointments only at the Healthy Living Centre in Sheerness 	<p>SATEDA – Domestic Abuse Charity in Kent, Swale & Medway</p> <p>01795 417251 admin@sateda.org</p>



		Friday, 9:00am-1:00pm at the Job Centre in Sittingbourne	
Southern Housing	Wellbeing, employment and money support.	Monday - Friday, 9:00am – 5:00pm An emergency service operates outside these hours.	https://www.shgroup.org.uk/ Snowdown Court, Market Pl, Aylesham, Canterbury CT3 3ED 0300 303 1773 Text WELLBEING to 07525 680177
MHM Medway Safe Haven	<p>Are an out of hours mental health service run by Mental Health Matters, on behalf of the NHS. Primary motivation is to reduce the number of people visiting A&E for mental health related concerns. Are all mental health professionals, trained to de-escalate mental health crises and create safety plans for those in need of them.</p> <p>Not everyone who uses the service has to be in crisis as are also here for crisis prevention. Are also a signposting service so if someone doesn't know where to go for help, can help point them to the right services. Please note that cannot refer to or liaise with other services.</p> <p>Are a face-to-face drop-in service, so no appointment is needed to visit. Also offer online sessions for those who are unable to get to the Haven.</p>	<p>Provide 356-day service to individuals in crisis.</p> <p>Face-to-face drop-in service: open every evening between 12-12pm for anyone aged 16 and over</p>	<p>Location: Medway Maritime Hospital, Windmill Road, Gillingham, ME7 5NY</p> <p>07850 901151 07808 795036</p> <p><u>Safe Havens in Kent and Medway :: NHS Kent and Medway (icb.nhs.uk)</u></p>
Faversham Umbrella	No purchase necessary to keep warm in the centre but there is a café where you can buy hot drinks and food.	Tuesday, Wednesday and Friday, 10:00am - 3:00pm	<u>Faversham Umbrella – We are here for you</u>



	<ul style="list-style-type: none"> - Partnered with Faversham Foodbank so they can issue vouchers for free meals within Faversham Umbrella - Free kid's lunches in holidays - Social Prescribing available with Red Zebra second and fourth Wednesday of each month. - Free activities run daily for all to enjoy - Free WiFi available to all - Access to computers if needed - Warm bank - Foodbank Vouchers for Foodbank Parcels 		<p>Faversham Umbrella, Court Street, Faversham, ME13 7AT</p> <p>01795 229143 becky@favershamumbrella.org jessica@favershamumbrella.org</p>
West Faversham Community Centre	<ul style="list-style-type: none"> • Foodbank • Lunch Club • 1-2-1 support by appointment <ul style="list-style-type: none"> ○ Understanding benefit forms ○ Liaising with debt companies ○ Consumer disputes ○ Liaising with utility suppliers to resolve issues ○ Assistance completing complicated forms ○ Volunteering 	Monday – Saturday, 9:00am – 2:30pm	<p>About West Faversham Community Association & Centre (westfavershamca.org)</p> <p>Bysing Wood Rd, Faversham, ME13 7RH</p> <p>01795 537321</p>
<u>C&F Family Food Bank</u>	<p>The Family food bank works across Kent & Medway, providing food boxes via a network of distribution centres, to support the local community. This is a completely free service supporting the most vulnerable residents in need.</p> <p>Below are the distribution centre partners and their operating times to deliver food parcels.</p>		<p>https://www.familyfoodbank.org/s-wale-ffb.html</p>



<u>Seashells Family Hub</u>		Monday – Friday, 8:30am – 4:30pm	Seashells Family Hub - Rose Street, Sheerness, ME12 1AW, Tel: 01795 889233 (Mon - Fri 8.30 - 4.30)
<u>Community Church Sheppey</u>		Sunday, 12:15 – 1:15pm	Community Church Sheppey - Broadway, Sheerness, ME12 1TP - Collection Service from Church Building Sunday 12noon - 1pm & Thursday 12noon-2pm. Telephone Support Mon - Sun 12noon-2pm. Please call: 07784 807737
<u>Leysdown Family Hub</u>		Monday – Thursday, 8:30am – 4:30pm, Friday, 8:30am – 4pm	Leysdown Family Hub - Warden Bay Road, Leysdown on Sea, ME12 4AN. Tel: 03000 421277 - Beachescc@kent.gov.uk
<u>Murston Family Hub</u>		Monday – Thursday, 8:30am – 4:30pm, Friday 8:30am – 4pm	Murston Family Hub, Church Road, Sittingbourne, ME10 3RU. Tel: 03000 420896 - Murstoncc@kent.gov.uk
<u>Milton Court Family Hub</u>		Monday – Thursday, 8:30am – 4:30pm, Friday 8:30am – 4pm	Milton Court Family Hub, Brewery Road, Milton Regis, ME10 2EE. Tel: 03000 420899 - miltonchild01@kent.gov.uk



<u>The Moat Foundation</u>		Monday – Friday, 9:00am – 5:00pm	The Moat Foundation, Sittingbourne Community Hub, 33 Cavell Way, Sittingbourne, ME10 1RL
<u>Demelza Hospice</u>		Monday – Sunday, 9.00am – 4:00pm	Demelza Hospice, Rook Lane, Bobbing, Sittingbourne, Kent, ME9 8DZ - Services Users Only - Please speak to the Practical Support Team
<u>C&F Kent Community Pantry Seashells</u>	Making food affordable for local residents. For a small membership fee, of approx. £4 per week, members receive around £20 worth of food. This includes fresh produce, dairy, bakery, ambient, meat, drinks and hygiene products.	Wednesday, 11:00am –12.30pm	https://www.kentcommunitypantry.org/ Seashells Children Centre - Rose Street, Sheerness, ME12 1AW 01795 889233 kcp@children-families.org
<u>C&F Kent Community Pantry Sittingbourne</u>	Making food affordable for local residents. For a small membership fee, of approx. £4 per week, members receive around £20 worth of food. This includes fresh produce, dairy, bakery, ambient, meat, drinks and hygiene products.	Wednesday, 10:00am –11.30pm	https://www.kentcommunitypantry.org/ Kemsley Community Centre, The Square, Ridham Ave, Kemsley, Sittingbourne ME10 2SF 01795 889233 kcp@children-families.org .



<p>C&F Seashells Family Hub - Babies & Young Children; Family Support; Parenting Courses; Sensory Hub</p>	<ul style="list-style-type: none"> • Seashells offers a variety of services, to support babies and young children. Delivers high quality services that are led by the needs of the community and has become a key Family Hub for service delivery across Swale. • Works in partnership with other professionals to provide holistic support to aid children meeting their developmental milestones. • Some services include: Antenatal services, midwife appointments, postnatal services, baby massage, under 1s groups, aqua tots and so much more. • Offers 1:1 in support for families that are identified to need additional help. • Provides a range of parenting courses to raise the aspirations and skills of parents and carers to meet their full potential. • Courses include: Solihull Parenting, Kent Parenting Programme, Make & Munch, Money Makeover, Employability Skills and CV Writing, Baby Massage, ACES Rising Stronger and so much more. All courses are offered both face to face and virtually. <p>Seashells has excellent facilities and offers a sensory hub experience for all children. The hub has its own enclosed garden and offers a great stimulating experience for children with a additional needs and SEND diagnosis. All families, nurseries and professionals can book to use the sensory hub to support the developmental needs of the children.</p>	<p>Monday – Friday, 8:30am – 4:30pm</p>	<p>https://www.children-families.org/seashells-childrens-centre.html https://www.facebook.com/seashellscentre/</p> <p>Seashells Children Centre - Rose Street, Sheerness, ME12 1AW</p> <p>01795 889233</p>
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C&F Seashells Family Hub - Family Finance Project	Seashells offers family in crisis' support through our Family Finance Project. Our Family Finances works through referral partners and provides support on managing money, budgeting, income maximisation, ensuring correct benefit entitlements, as well as supporting families in reducing their overheads and debts.	Monday – Friday, 8:30am – 4:30pm	https://www.children-families.org/seashells-childrens-centre.html https://www.facebook.com/seashellscentre/ Seashells Children Centre - Rose Street, Sheerness, ME12 1AW 01795 889233
C&F Seashells Family Hub - Fuel & Water Home Adviser Project	Seashells provides a Fuel and Water Home adviser service across Swale, that aims to help residents make their home more energy efficient, lower your energy bills and reduce your carbon emissions. There is a free consultation services and energy efficiency packs to help residents get started with greener initiatives.	Monday – Friday, 8:30am – 4:30pm	https://www.children-families.org/fuel--water-home-adviser.html https://www.facebook.com/steveseseashells/ Seashells Children Centre - Rose Street, Sheerness, ME12 1AW 01795 889233
C&F - Swale Sisters	C&F provides a project called Swale Sisters which aims to promote reusable sanitary products to female members of the community. Swale Sisters is a completely free service for ladies to try and offers many environmental and financial benefits in using these products.	Monday – Friday, 8:30am – 4:30pm	https://www.children-families.org/fuel--water-home-adviser.html https://www.facebook.com/swalesisters/ Seashells Children Centre - Rose Street, Sheerness, ME12 1AW 01795 889233



<p>C&F Seashells Family Hub Fuel Bank</p>	<p>Seashells is a Fuel Bank Foundation distribution partner meaning we can provide pre-paid meter vouchers to support the most vulnerable families with the utility and water bills.</p>	<p>Monday – Friday, 8:30am – 4:30pm</p>	<p>https://www.children-families.org/fuel--water-home-adviser.html</p> <p>Seashells Children Centre - Rose Street, Sheerness, ME12 1AW</p> <p>01795 889233</p>
<p>The Bus Shelter Kent Community Hub</p>	<ul style="list-style-type: none"> • Free meals and food parcels via the organisations food kitchen and food bank. This includes general domestic items, health and sanitary items. • Provision of free clothing via the organisations clothing bank. • General guidance and support with regards to financial hardship and wellbeing • Guidance and support on housing and work opportunities • Providing emergency accommodation for those immediately facing homelessness 	<p>Monday – Friday, 10:30am-2:00pm</p>	<p>The Bus Shelter Kent Community Hub (No. 1197326) Facebook</p> <p>Behind Sittingbourne library, opposite the Police station</p> <p>07549 699287</p> <p>contactus@busshelterkentcommunityhub.org</p>
<p>Age UK Faversham & Sittingbourne</p>	<p>Information & Advice Services</p> <ul style="list-style-type: none"> - Support with finding out whether you are entitled to additional benefits - Support with applying for benefits - Signposting and support to access other services - Home Visits - Drop in Sessions • Food Support • Shopping Support • Prescription collection • Laundry Support 	<p>Open 365 days a year for hot food delivery.</p>	<p>www.ageuk.org.uk/favershamandsittingbourne</p> <p>The Old Fire Station, Crescent Road, Faversham, ME13 7GU</p> <p>01795 532766</p> <p>reception@ageukfs.org.uk</p>



	<ul style="list-style-type: none"> • Coffee Mornings in a warm hall • Free wellbeing activities • Specialist post diagnostic dementia support 		
Faversham Foodbank	<p>We provide three days’ nutritionally balanced emergency food and support to local people who are referred to us in crisis.</p> <p>1. GET IN TOUCH WITH US. If you call or email our foodbank we can talk through your situation and put you in touch with a relevant local agency.</p> <p>2. ARRANGE A VISIT TO THE REFERRAL AGENCY. They will discuss your situation and supply you with a foodbank voucher where appropriate.</p> <p>You can find the referral agencies here: How to get help Faversham Foodbank</p> <p>Have no additional training but several volunteers have worked in education, health care, and social service in the past.</p> <p>Disabled toilet and changing places toilet are available on request as it is in a secure staff area.</p>	Wednesday and Friday, 1:30pm-4:00pm	<p>Faversham Foodbank Helping Local People in Crisis</p> <p>The Gospel Mission Church, Tanners Street, Faversham, Kent, ME13 7JL</p> <p>07938720604 info@faversham.foodbank.org.uk</p>



Cost of Living Support Across East Kent

Ashford

<p>Ashford Borough Council</p>	<p>For schemes and signposting regarding support with the cost of living crisis, including:</p> <ul style="list-style-type: none"> Council tax discounts and exceptional circumstances payments Housing Help Disabled facilities grant Benefits schemes Housing grants Mental Health Financial Advice Food Banks and other Essential Supplies Homelessness Energy Advice and support Support from Community Groups and Charities Broadband Social Tariffs <p>Visit Find out support and guidance to cope with the cost of living crisis. (ashford.gov.uk)</p> <p>For information on funding available to organisations: Voluntary, community or charitable groups or organisations delivering a project or services may be able to apply for a grant. (ashford.gov.uk)</p>		<p>Find out support and guidance to cope with the cost of living crisis. (ashford.gov.uk)</p> <p>Find help and support with food, finances, wellbeing and volunteering from organisations in the borough of Ashford.</p>
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<p>Ashford Borough Council Household Support Fund</p>	<p>Application based system for any resident in the borough that is struggling with regards to payment of any energy provision or with their water bill. Energy provision can include gas and/or LPG, electric, domestic heating oil or solid fuel.</p> <p>To be eligible to apply and be successful in an application for support you will have to meet the criteria:</p> <ul style="list-style-type: none"> • You must be a resident in the Borough of Ashford • You must be 16 years or over • You must have a gross annual income of less than £40,000 before tax, including all benefits and employment income • You do not have more than £1000 in savings, not including funds you have identified for the payment of regular bills • You are responsible for paying utility bills for the property <p>All applications have to be supported with a bank account statement for December - January 2024.</p>	<p>Funding is currently closed but the webpage with the latest funding should be updated soon.</p>	<p>Website: https://www.ashford.gov.uk/benefits/claiming-benefits/household-support-fund-round-5-closes-30-september-2024/</p> <p>If you require support to complete a form online please contact us by email at householdsupport@ashford.gov.uk or call 01233 331111</p>
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<p>Ashford Borough Citizens Advice</p>	<p>We help people to resolve their problems, spanning debt and employment to consumer and housing plus everything in between.</p>	<p>Drop in times Ashford office: Monday-Friday 9:30am – 11 am. On Friday, call before attending.</p>	<p>Telephone: 01233 626 185 Email: ashfordadvice@gmail.com Address: Seabrooke House, Church Road, Ashford, Kent, TN23 1RD</p>
<p>Ashford Homeless Support</p>	<p>If you are needing advice or support regarding homeless clients in the Ashford area. Also have Ashford Welfare Officers - https://www.ashford.gov.uk/benefits/welfare-intervention-officers/</p>		<p>Dan Ford – Tel: 01233 330872 and Email: dan.ford@ashford.gov.uk</p>
<p>Kent Community Pantry Stanhope</p>	<p>Making food affordable for local residents. For a small membership fee, of approx. £4 per week, members receive around £20 worth of food. This includes Fresh produce, dairy, bakery, ambient, meat, drinks and hygiene products.</p>	<p>Friday, 9:30am-11:00am</p>	<p>https://www.kentcommunitypantry.org/ Kent Community Pantry, The Parish Hall, Otterden Close, Stanhope, Ashford, TN23 5TG 01233 500477 kcp@children-families.org</p>
<p>C&F Family Food Bank in Partnership with.....</p>	<p>The Family food bank works across Kent & Medway, providing food boxes via a network of distribution centres, to support the local community. This is a</p>		<p>https://www.familyfoodbank.org/ashford-ffb.html</p>



<p><u>Willows Family Hub</u></p> <p><u>Lite Bites Willows Children’s Centre Cafe</u></p> <p><u>Bockhanger Family Hub</u></p> <p><u>Waterside Family Hub</u></p> <p><u>Ashford North Family Hub</u></p>	<p>completely free service supporting the most vulnerable residents in need.</p> <p>Below are the distribution centre partners and their operating times to deliver food parcels.</p>	<p>Monday – Friday, 8:30am – 4:30pm</p> <p>Monday – Friday, 8:30am – 6:00pm</p> <p>Monday – Thursday, 8:30am – 4:30pm Friday, 8:30am – 4:00pm</p> <p>Monday – Thursday, 8:30am – 4:30pm Friday, 8:30am – 4:00pm</p> <p>Monday - Friday, 8:30am – 4:30pm (evening support also available)</p>	<p>Willows Family Hub - Brookfield Rd, Ashford TN23 4EY. (Mon-Fri 8.30-4.30) Tel: 03000 418800 FAMILIES ONLY</p> <p>Lite Bites Willows Children Centre Cafe - Brookfield Rd, Ashford TN23 4EY. Tel: 07732 385091 FAMILIES ONLY 12-2pm, Singles Only with a Voucher</p> <p>Bockhanger Family Hub - 10 Belmont Rd, Kennington, Ashford TN24 9LS. (Mon-Thur 8.30-4.30 & Fri 8.30-4.00) Tel: 03000 418600 FAMILIES ONLY</p> <p>Waterside Family Hub - Turner Cl, Ashford TN24 0PQ. Tel: 03000 418700 (Mon-Thur 8.30-4.30 & Fri 8.30-4.00) FAMILIES ONLY</p> <p>Ashford North Family Hub - Mabledon Ave, Ashford TN24 8BJ. Tel: 03000 417567 FAMILIES ONLY</p>
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<u>Tenterden Family Hub</u>		Tuesday - Friday, 8:30am – 4:30pm	Tenterden Family Hub - Recreation Ground Road, Tenterden, TN30 6RA. (Wed & Fri 8.30-4.30) Tel: 03000 417400 (Tues - Thurs 8.30 - 4.30) FAMILIES ONLY
<u>Pneuma Church</u>		Monday – Friday, 9:00am – 12noon	Pneuma Church - Ashford Works, Cobbs Wood Industrial Estate, Brunswick Road, TN23 1EH. Tel: 01233 331919 (Mon-Fri 9.00-12noon)
<u>EC30 Café</u>		7 days a week	EC30 Café - Tenterden, TN30 6RA. Tel: 01580 765518/07919 381827.
<u>St Mildreds Church</u>		7 days a week 8:00am – 7:00pm	St Mildreds Church Vicarage - Church Road, Tenterden, TN30 6AT. Tel: 01580 765518/07919 381827 or 01580 761591/07888998874 (7 days a week 8am-7pm)
<u>St Marys Willesborough</u>		Wednesday, Thursday & Friday, 9:30am – 12:30pm	St Marys Willesborough - Willesborough, Ashford TN24 0YR. Tel: 07583418386 (Wed & Thurs Fri 9.30 - 12.30)



<u>The Well Café Willesborough</u>		Well café open: Tues, Thurs, Sat 9-12noon	The Well Café Willesborough - Hythe Rd, Willesborough, TN24 0QR, Tel: 01233 632739
<u>Boxes of Hope</u>		Open Mon, Tues, Fri 10-1pm	Boxes of Hope - First Floor, 162 Godington Rd, Ashford, TN23 1LN. Tel: 01233 340194 (Please call to make an appointment before collecting. Mon, Tues, Wed, Fri 9.00-12noon)
<u>The Moat Foundation</u>		Monday – Friday, 9:00am – 5:00pm	The Moat Foundation, Stanhope Community Hub - 67 Otterden Close, Stanhope, Ashford, TN23 5TH
<u>One You Shop</u>		Tuesday – Friday, 9:30am – 5:00pm Saturday, 9:30am – 1:00pm	One You Shop, Park Mall Shopping Centre, Ashford, TN24 8RY. Tel One You Lifestyle Facilitator 07880275766 (Open Tues to Fri 9.30-17.00 / Sat 9.30-13.00 / closed Sun & Mon)
<u>People Plus, Restart</u>		Monday – Friday 9-5pm	People Plus, Restart – Panorama Building, Park Street, Ashford, TN23 5EZ Tel: 01233 227084, Mon – Fri 9-5pm
<u>Ashford Social Services – Children’s Team</u>		Monday – Friday, 9:00 – 4:00pm	Ashford Social Services



<p>Lilys Kitchen</p>	<ul style="list-style-type: none"> • Free Wi-Fi • Device Charging • People to chat to • Pay it forward scheme • Space to work • Food/Drink for sale, pay as you can 	<p>Monday - Friday, 8am-4pm</p>	<p>Singleton Village Hall, Hoxton Close Ashford, England, TN23 5LB</p> <p><u>Lily's Ashford - Produced in Kent</u></p> <p>01233630533 info@lilysbistrocatering.com</p>
<p>Gateway Church</p>	<p>Community Centre, Warm Bank</p> <p>Warm space in our lounge- board games, free refreshment trolley, TV</p> <p>Riverside Café- Low-cost food & drinks, free fruit bowl</p> <p>FreeStore - available when the café is open. Open to all, free clothing, shoes, blankets, and more.</p>	<p>Warm Space: Monday to Friday, 9:30am-3pm</p> <p>Café: Tuesday-Friday, 9:30am-4pm</p>	<p>gatewaychurchashford.co.uk</p> <p>The Riverside Centre, Clockhouse, Ashford, TN23 4YN</p> <p>01233638866</p>
<p>St. Mary's Willesborough</p>	<p>Meat, Eat and Heat.</p> <p>Warm welcome, friendly socialising and a free hot soup lunch.</p> <p>All are welcome.</p>	<p>Wednesdays 1-3pm</p>	<p>St Marys Willesborough, Ashford, TN24 0YR.</p> <p>Contact Libby at the Parish Office for more details: 01233620433</p>
<p>Salvation Army Foodbank</p>	<p>Food parcels and fresh food available</p>	<p>Fridays 10am – 12pm</p>	<p>The Salvation Army Hall, 115 Cudworth Road, Ashford, TN24 0BE</p> <p>01233 643 480</p> <p><u>ashford.corps@salvationarmy.org.uk</u></p>



<p>Repton Community Centre</p>	<p>Community Fridge- everyone can access.</p> <p>Community Shop- Popping by once a week, you have the freedom to choose the items you need. Starting at just £1.50 for every £5 worth of items, able to get a maximum of £20 worth of shopping for just £6!</p> <p>Emergency Food Parcels- No rules, no fuss, no referrals. If you need something, you're welcome to request it. We haven't forgotten people who aren't able to leave their house, contact us and we'll try to help.</p>	<p>Community Fridge- Monday-Friday, 10am-4pm</p> <p>Community Shop- Open Mon, 1-2pm, Tuesday-Friday, 10-11am</p>	<p><u>People's Pantry - Repton Community Trust (reptonct.uk)</u></p> <p>Repton Avenue, Ashford, Kent, TN23 3RX</p> <p>info@reptonct.uk</p> <p>To request items for food parcels: 01233808023 peoplespantry@reptonct.uk</p>
<p>Ashford Food Banks</p>	<p>Bright City Church (T: 01233 334007). Found at Centrepiece, Bank Street, Ashford, Kent, TN23 1BA. info@brightcitychurchuk.com</p>	<p>Bright City: Open every Monday, Wednesday and Friday 10am-12:30pm. Back entrance of building and bring bag.</p>	<p>Website has the list of food banks, opening times and a map of them. Ring ahead to check opening times.</p> <p><u>Map showing the location of food banks in the borough of Ashford.</u></p>
<p>The Education People</p>	<p>Help support young people between the ages of 17 and 18, and supporting them into employment.</p> <p>Referrals to be made to: neetsupportteam@theeducationpeople.org</p>		<p>NEET Support Worker with The Education People: Email: bethanie.piper-morris@theeducationpeople.org</p>
<p>Rising Sun Domestic Violence and Abuse Service</p>	<p>Rising Sun provides free, specialist domestic abuse support to women and children in Canterbury, Ashford and Folkestone & Hythe. Support includes IDVA/Outreach, mentoring, counselling, group programmes, supported accommodation (16-24yr olds),</p>	<p>Rising Sun provides in-person domestic abuse support at the following One Stop Shops: Ashford: Every Tuesday 9:30 – 12:00</p>	<p>Website: www.risingsunkent.com</p> <p>Email: admin@risingsunkent.com</p> <p>Telephone: 01227 452852</p>



	<p>emergency safeguarding and drop-in services. Referrals into service can be made for yourself, or by a professional.</p> <p>If you'd like to talk to someone, please attend a One Stop Shop to receive free advice, information and support from a range of agencies all under one roof, with no appointment needed.</p>	at The Willow Centre, 24 Brookfield Road, Ashford TN23 4EY	<p>Our offices and phonenumber are open: Monday – Friday: 9:00am – 5:00pm.</p> <p>Rising Sun is not an emergency service, if you are in danger please call 999 or the National Domestic Abuse Helpline on 0808 2000 247</p>
Amber Foundation	<p>We can accommodate up to 25 young adults (16-30 years) at our supported housing centre at Downsview in shared bedrooms. While with us, they take part in a number of activities at the centre and within the local community. Support young adults getting ready for employment. Also support with the process of living independently and lessons on paying bills etc.</p> <p>They have access to a grant to help young adults to move into a place and pay deposits/rent in advance.</p>		<p>Website: https://amberweb.org/locations/downdownview/</p> <p>Contact for Kent: Pippa – 07719 047398, Pippa.Weatherstone@amberweb.org</p> <p>Address: Downsview, Willesborough Road, Kennington, Ashford, Kent, TN24 9QP.</p>
Porchlight Open Door Service (POD)	<p>Porchlight Open Door (POD) is a friendly get-together at the heart of your community. Our weekly drop-in sessions are run by our warm, welcoming team. PODs are a great way to meet new people, access support and join in with fun activities. Everyone 18+ is welcome and you do not need a referral to come along. All sessions are completely free.</p>	Every Monday 13:00-15:00	<p>Address: The Well, Willesborough Baptist Church, Hythe Road, Ashford, TN24 0QR</p> <p>Email: pod@porchlight.org.uk or Ciarandoyle@porchlight.org.uk</p>



Cost of Living Support Across East Kent

Dover District

Dover District Council Household Support Fund

Dover District Council has received funding from Kent County Council to support households who would otherwise struggle to buy food or pay essential utility bills or meet other essential living costs, through the [Household Support Fund](#).

New applications can be made by contacting our providers below from 1st June 2023.

Eligible support could include:

- Food
- Energy and water (including sewage)
- Essentials linked to energy and water
- Wider essentials subject to discussion
- Housing costs in exceptional cases of genuine emergency

If you feel you are eligible to access this fund, please contact one of the organisations below who will be able to discuss with you the support required and assist accordingly:

- CAB Dover District – 0808 278 7961
- Deal Centre – Age UK South Kent Coast – 01304 372608 or janda@ageukskc.org.uk

Website: [Household Support Fund \(dover.gov.uk\)](#)

If you have any questions on the Household Support Fund, please contact Community@dover.gov.uk



	<ul style="list-style-type: none"> • Deal Foodbank – 01304 728428 or info@deakarea.foodbank.org.uk • Dover Foodbank – 07870361180 or info@dover.foodbank.org.uk • Dover Outreach Centre – 01304 339022 • Dover Riverside Centre – 01304 207268 or admin@riversidedover.org.uk • Sandwich Age Concern – 01304 614237 		
Dover Deal Citizens Advice	<p>We specialise in helping people resolve their money, legal, family, consumer, and other problems.</p> <p>Our advice is provided free, it is independent, confidential, impartial, and available to everyone.</p> <p>Appointments and drops ins are available.</p>	<p>Dover: Monday, Wednesday & Thursday 9:30am to 12:30pm appointments only. Drop-ins 1-3pm. Tuesday 9:30am-3pm drop ins only.</p> <p>Deal: Tuesday & Wednesday 9:30am-12:30pm appointments only. Drop ins 1-3pm.</p>	<p>Website: Dover, Deal & District Citizens Advice (doverdealadvice.co.uk)</p> <p>Dover office: Maison Dieu Gardens, Maison Dieu Road, Dover, CT16 1TG</p> <p>Deal office: The Deal Center, 3 Park Street, Deal, CT14 6AG</p> <p>Telephone: 01304 272499</p>
Deal and Sandwich Social Prescribing Link Workers	<p>Social Prescribing is a tool GP's now have which includes referring patients to a range of non-clinical services. It enables patients to play an active role focusing on the wider social aspects that affect their own health and wellbeing and support them to stay healthy both physically and mentally. We accept referrals from a wide range of professionals as well as self-referrals.</p> <p>Some of the areas we can support with:</p>	Monday to Friday 8am-6pm	<p>01304 744075</p> <p>social.prescriberpcn@nhs.net</p> <p>Deal and Sandwich Primary Care Network covers Five GP Surgeries:</p> <ul style="list-style-type: none"> - Balmoral Surgery - Cedars Surgery - Manor Road Surgery - St Richards Surgery



	<ul style="list-style-type: none"> • Housing related queries • Welfare benefits and debt advice • Help with daily living tasks • Making lifestyle changes • Combating isolation/loneliness • Living with anxiety/depression • Bereavement support. • Accessing community groups and activities • Access to the Let's Get Physical Programme 		- Sandwich Medical Practice
Dover Counselling Centre Cover South Kent Coast and Thanet	<p>Dover Counselling Centre is a charitable organization, providing confidential self-referral counselling services.</p> <p>Can also signpost and work with different organisations.</p>	<p>The centre is open Monday-Thursday, 9am-8.30pm and Friday 9am to 4.30pm.</p>	<p>www.dovercc.org.uk</p> <p>Horizon House, Gordon Road, Dover, Kent, CT16 2ET</p> <p>01304204123</p>
Dover Big Local	<p>Dover Big Local is a community led activities and signposting service.</p> <p>Currently running a Job Club with digital support and training, 1:1 Lifestyle support, activity groups (knitting, cooking), peer support groups and drop-in advice and signposting.</p>	<p>Monday to Friday, 10am – 4pm</p>	<p>www.doverbiglocal.org</p> <p>Unit 18, Charlton Centre, 41 High Street, Dover, CT14 1TT</p> <p>01304 449385</p>
Bechange Covering Aylesham, Snowdown Village and surrounding areas	<p>Offering support in benefits, housing, finances, Foodbank support and family issues.</p>	<p>Drop-in sessions Monday, Wednesday and Friday 10:00am – 12:00pm</p>	<p>www.bechange.org.uk</p> <p>01304 840134</p> <p>enquiries@bechange.org.uk</p>



<p><u>C&F Family Food Bank in Partnership with.....</u></p>	<p>The Family food bank works across Kent & Medway, providing food boxes via a network of distribution centres, to support the local community. This is a completely free service supporting the most vulnerable residents in need.</p> <p>Below are the distribution centre partners and their operating times to deliver food parcels.</p>		<p>https://www.familyfoodbank.org/door-over-ffb.html</p>
<p><u>Buckland & Whitfield Family Hub</u></p>		<p>Monday – Thursday 9-5, Friday 9-4:30</p>	<p>Buckland & Whitfield Family Hub, St Nicholas Church, The Linces, Dover, CT16 2BN. Tel: 0300 041 4941 - Families Only</p>
<p><u>Aycliffe Family Hub</u></p>		<p>Monday – Thursday 9-5, Friday 9-4:30</p>	<p>Aycliffe Family Hub, Aycliffe Primary School, St David’s Avenue, Aycliffe, Dover, Kent CT17 9HJ. Tel: 0300 042 0882 - Families Only</p>
<p><u>Dover Social Services – Children’s Team</u></p>		<p>Monday – Friday, 9:30am – 4:00pm</p>	<p>Dover Social Services</p>



<p>United Families</p> <p>Deal, Dover and surrounding villages</p>	<p>Offer a range of support including a foodbank and support for food.</p>	<p>Tuesday, Thursday and Friday, 9:00am-4:00pm Monday and Wednesday, 9:00am – 3:00pm</p>	<p>Address: Betteshanger Sports and Social Club, Deal, CT14 9HN</p> <p>Phone: 01304 799997</p> <p>Email: unitedfamiliesuk@gmail.com</p> <p>Website: United Families UK</p>
<p>Eastry Parish Council coffee mornings</p>	<p>All welcome, free tea, coffee, squash and biscuits. Mobile Library in car park from 9.30-10am. Hi Kent Hearing Charity will be in attendance 10-12noon first coffee morning in the month, providing free NHS hearing aid aftercare, advice and battery supply.</p> <p>Also do Age Concern lunches once a month, next lunch 20th January.</p>	<p>Fridays, 9am-noon</p> <p>9th December - Primary School Choir Carols & Mince Pies Friday 6th January, 20th January, 3rd February, 17th February, 3rd March, 17th March, 31st March</p>	<p>Eastry Village Hall, 2 The Knoll Woodnesborough Lane, Eastry CT13</p> <p>For more info: 07903 739792</p>
<p>Dover Foodbank</p>	<p>Exchange voucher for a minimum of three days of emergency food. The agencies that are able to give out food vouchers are listed on their website.</p> <p>We generally expect our clients to collect from the shop between 10am and 2pm, Tuesday to Friday. Will deliver if needed but cannot always guarantee that it will be on the day that we receive the voucher.</p> <p>Appointment only – once they have received voucher, will then contact you to arrange your time and day of collection.</p>	<p>Deliveries are made on Tuesdays, Thursdays, and Fridays.</p>	<p>https://dover.foodbank.org.uk/</p> <p>Foodbank vouchers Dover Foodbank</p> <p>We are now based at: Unit 7, Charlton centre High Street Dover CT16 1TT</p> <p>07870 361 180 (text only)</p> <p>info@dover.foodbank.org.uk</p>



<p>Deal Area Foodbank Covering Deal, Walmer, Aylesham, Elvington, Eythorne and Sandwich areas</p>	<p>The service is available for short-term emergency food in a crisis.</p> <p>Vouchers are available from:</p> <ul style="list-style-type: none"> • Citizens Advice • Blossom Centre • Bechange Community <p>Wardens Local Primary Schools</p>	<p>St Richards Church – Tuesday, 12:00pm – 2:00pm. Trinity Church – Friday, 10:00am – 12:00pm</p> <p>Deliveries are made Monday to Friday.</p>	<p>https://dealarea.foodbank.org.uk/</p> <p>St Richards Church 163 Mill Hill, Deal CT14 9JA</p> <p>Trinity Church Union Rd, Deal CT14 6EA</p> <p>01304 728428</p> <p>info@dealarea.foodbank.org.uk</p>
<p>Dover Pantry</p>	<p>Cost of Living Support, Families, Food Banks/Food Parcels</p> <p>Dover Pantry is a members only supermarket and for a small weekly subscription of £6, members are able to buy food, including fresh fruit and vegetables and store cupboard favourites to supplement their shopping.</p> <p>Dover Pantry is part of the Your Pantry franchise and is a sustainable way for people to access good food every week, rather than a crisis response like a food bank. Membership is open to the community surrounding the pantry address and local families are strongly encouraged to join.</p>	<p>Monday-Wednesday, 11.00am - 2.00pm</p>	<p>https://www.yourlocalpantry.co.uk/pantry-listings/dover-pantry/</p> <p>Unit 16, Charlton Centre, High street, Dover, Kent, CT16 1TT</p> <p>07898 045 384</p> <p>manager@doverpantry.org.uk</p>



<p>Deal Pantry (In partnership with Deal Area Foodbank)</p>	<p>This Your Local Pantry will be launching in May 2024.</p> <p>For a small membership fee of £5.00 when you shop once a week, members of Deal Pantry can choose from a wide range of groceries, including fresh fruit and vegetables and family favourites to stock up the cupboard, fridge and freezer.</p>		<p>Address: Deal Welfare and Social Institute, Cowdray Square, Deal, CT14 9EU</p> <p>Opening times: Coming soon</p> <p>Email: contact@dealpantry.org.uk</p>
<p>Riverside Centre Dover</p>	<ul style="list-style-type: none"> • A warm and welcoming environment • We offer a 2 course hot meal delivered to your door Monday – Friday for £7.00, plus a delivery charge of £1.00 per address. • Fill up your own flask with hot water for free • Daily activities starting at 10am • Dementia services • Free phone charging • Free WiFi • Hot drinks from £1 • Cakes and pastries from 75p 	<p>Monday – Friday, 9am – 3:30pm</p> <p>2 course dinner (£4.00) – Monday and Wednesday</p> <p>2 course dinner (£6.50)- Tues, Thurs, Friday</p> <p>Soup and Bread & Butter- Thursday and Friday</p>	<p>https://www.riversidedover.org.uk/</p> <p>The Riverside Centre, Maison Dieu Gardens, Dover, Kent, CT16 1RL</p> <p>01304 207268</p> <p>admin@riversidedover.org.uk</p>
<p>Age UK South Kent Coast</p> <p>Accessible venue with disabled toilet facilities</p> <p>Warm Welcome</p>	<p>Step in from the cold with Age UK South Kent Coast's warm space scheme. A warm space with access to free Wi-Fi and a friendly welcome - whether you want to</p>	<p>November-March Mon-Fri 9am-4pm (except Bank Holidays)</p>	<p>Age UK South Kent Coast The Deal Centre 3 Park Street, Deal CT16 4AG</p>



<p>Cost-of-living support</p>	<p>relax, work or grab a low-cost bite to eat.</p> <p>Help with the cost of food, fuel, white goods and other essential items for people living in the Dover District who are struggling with cost of living.</p>	<p>Until March 2024 or when the budget is spent (whichever is sooner)</p>	<p>Call: 01304 372608</p> <p>Email: communitysupport@ageukskc.org.uk</p> <p>Call: 01304 372608</p>
<p>Winter Warmer Sessions (CLOSED)</p>	<p>Delicious, home cooked 2 course meal for just £4</p>	<p>Fridays at 12pm (Except Bank Holidays)</p>	<p>Age UK South Kent Coast The Deal Centre 3 Park Street, Deal CT16 4AG 01304 372608 Call: 01304 372608</p>
<p>Dover Outreach Centre</p>	<p>A charity set up to help homeless people whose aim is not to support people in their homelessness, but to give them a hand up out of it. Below is a list of services that we currently offer to the rough sleepers who visit the centre:</p> <ul style="list-style-type: none"> • Showers • Laundry/washing • Porchlight and Serveco drop in (once a week) • Lockers • Volunteering opportunities • Repatriation • Onward referral to Housing Options Team • Clothing and shoes 	<p>Monday-Friday, 9am-11am</p> <p>Available to clients and guests at other times but by appointment only.</p>	<p>Home Dover Outreach Centre Kent</p> <p>Victory House, 168 - 172 Snargate Street, Dover, CT17 9BZ</p> <p>admin@doveroutreachcentre.com</p> <p>To make an appointment: 01304 339022</p>



	<ul style="list-style-type: none"> • Postal address • Advice on benefits, housing and work • Letter writing, family contact, form filling • Prayers and spiritual advice • Foodbank vouchers • Financial advice 		
<p>Porchlight Open Door (POD)</p> <p>Venue is fully accessible.</p>	<p>Porchlight Open Door is a friendly get-together at the heart of your community. Our weekly drop-in sessions are run by our warm, welcoming team. They're there to listen, to give practical advice on benefits, housing and debt and to help you connect with services and support networks in your area.</p> <p>You can try different activities to boost your wellbeing, from cooking to table tennis to painting – or you can just pop in for a chat.</p> <p>Or join us on the seafront to get active and connect with new people. All levels of fitness welcome, just make sure you're dressed for gentle, outdoor exercise.</p> <p>All sessions are completely free, and everyone aged over 18 is welcome.</p>	<p>Wellbeing activities- Tuesday, 12-3pm</p> <p>Active session- Wednesday, 9.30-11.30am</p>	<p>Wellbeing activities- Dover Baptist Church, 27-32 Maison Dieu Rd, CT16 1RF</p> <p>Active session- meet at Sunrise Café, 168 Snargate St, CT17 9BZ</p>
<p>Kent Community Health – Dover, Deal & Rural Health Visiting Team</p>	<p>Dover and Deal. Supporting families with preschool children with their health and wellbeing. For advice and support a health visitor is available Monday to Friday between 9am-5pm. Offer Child Health Clinic and Breastfeeding Support services.</p>	<p>Monday-Friday 9am-5pm</p>	<p>Call: 0300 123 3018 Email: kentchft.doverhv@nhs.net</p>
<p>Sunrise Cafe</p>	<p>A community cafe operating under the umbrella of Dover Outreach Centre.</p> <p>Offers affordable food in a warm environment where everyone matters, where everyone is valued and where everyone is included. Operate a 'pay what you can afford' model so that no one</p>	<p>Mon-Saturday, 8am-2pm</p>	<p>168 Snargate Street, Dover, CT17 9BZ</p> <p>01304 448070</p>



	<p>goes hungry, and customers are asked to pay what they can afford.</p> <p>Current menu includes a full cooked breakfast from 8am until 11:30am, mid-morning coffee and cake, plus two-course lunch served until 1:45pm.</p>		
<p>Age Concern Sandwich</p>	<ul style="list-style-type: none"> • Age Concern Sandwich is a community-based independent charity committed to providing social support to the over 50's and vulnerable people in Sandwich and surrounding areas. • We provide help, advice and information on issues affecting older people, and offer support to those who may require assistance with forms. <p>Services include:</p> <ul style="list-style-type: none"> - Meals on Wheels (hot meal delivery) - Hair Salon - Curative Therapy - Foot care - Hearing Aid Clinic - Transport Service - Volunteering opportunities - Befriending Café - Sunflower Dementia Centre - Befriending Service - Personal Assisted Bathing - Two charity shops - Information & Support - Talking Therapy & Hypnotherapy - Dover District Council Help Desk - NHS Social Prescribers visits 		



	<ul style="list-style-type: none"> - Connect Well Navigator <p>Activities:</p> <ul style="list-style-type: none"> - Pet Therapy - Fun Bingo and Quizzes - Arts and Crafts - Pilates - Drums Alive - Chess - Music and Movement - Chair Yoga - Regular visits from local school children - Regular entertainment by local singers <ul style="list-style-type: none"> • Our Befriending Café serves hot and cold light bites and snacks Monday to Friday, from 9am-2pm, with a delicious freshly cooked two-course lunch served from 12pm-1.30pm (£7.50 for 2 courses). • Our Meals on Wheels hot meal delivery service operates Monday to Friday for vulnerable members of the community and those unable to leave their home. £8-£8.50 depending on location. • Whether it's a shower or Ambulift bath with assisted lift, we offer fully assisted bathing with a qualified member of staff in a safe, secure, warm, and comforting environment for anyone who has limited mobility or lacks confidence bathing unaided. • We offer a transport service using our own Age Concern Sandwich car for anyone wishing to 		
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	<p>access our well-being centre services. £11.50 includes the chosen service, a two-course lunch plus return journey.</p> <ul style="list-style-type: none"> • Our Sunflower Dementia Centre is open from Monday to Thursday from 10am-3pm. A chargeable service which includes a two-course freshly cooked meal, social activities, and entertainment. • COGS Club is held every Friday from 10am-3pm (two-course freshly cooked meal included). Chargeable. • Age Concern Sandwich is pleased to be a delivery partner of the Dementia & Me service providing ongoing support for people living with dementia and their families. • Outreach Dementia & Me activities in Sandwich and Deal: <p>*Monthly at Age Concern Sandwich, from 10:30am-12pm. *Twice monthly at St Richard’s Church, Deal, from 4pm-6pm. *Twice monthly with live music at Cin Cin, Deal, from 2pm-4pm. *Monthly Dementia Drop-in Clinics supported by Gregory House, Stilwell & Singleton Solicitors and Carers Support are held on the last Thursday of the month, from 2pm-4pm at Age Concern Sandwich.</p> <p>For more information on any of our services and activities, please call 01304 614237 or email office@ageconcernsandwich.com</p>		
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