

Winter Support Across East Kent

| | | |
|---|--|---|
| Connect Well East Kent East Kent Wide | 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. Opening hours Mon, Weds and Fri 8:30am till 6pm Tues and Thurs 9am till 5pm Closed 25 th December to 4 th January in case of emergency you can email j.packman@sekgroup.org.uk between the dates above. | 0300 302 0178 connectwell@sekgroup.org.uk |
| Carers Support East Kent East Kent Wide | Carers' Support East Kent is a charity that provides Carers with the information and support they need. Our 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. Opening hours Mon, Weds and Fri 8:30am till 6pm Tues and Thurs 9am till 5pm Closed 25 th December to 4 th January | 0300 302 0178 connectwell@sekgroup.org.uk |
| Thanet District Council District Wide | For regular updates and helpful information visit Thanet District Council's website, Facebook page and Twitter. Thanet District Council will be closed from 4pm on Friday 24th December and will reopen on 4th January 2022 | 01843 577000 https://www.thanet.gov.uk/ |
| Age UK Thanet District Wide | Free events hosted by Age UK Thanet 13 th and 20 th December - Christmas movie and coffee 14 th and 21 st December Christmas Crafts 12:30 -230 17 th December Christmas jumpers and mince pies 9:30 – 11:00 15 th December cream tea 11:30-1:30 £5.00 per person 22 nd Dec Christmas dinner £15 per person 12pm - 3pm Christmas Day and Boxing Day hot meal, main and a dessert for £8.00 In addition all usual services and events will continue! | info@ageukthanet.org.uk 01843 223881 |

| | | |
|--------------------------------|--|--|
| Our Kitchen – Thanet | 250 Hampers have been given to Hartsdown School | Jack – 07462093046 Sharon – 07912793980 |
| District Wide | 600 food vouchers have been given to The Royal Harbour Academy to spend in the Social Supermarkets. To access the above please speak with the relevant schools. 600 chickens available for 50p each from the Social Supermarket in Margate and Ramsgate. Plus emergency food hampers are available for anyone who finds themselves needing food support over the Christmas period. | info@jackpackman.co.uk Sharongoodyear@hotmail.co.uk |
| Westgate Town Council | Prescription collection, food parcel, essential shopping and friendly phone call. | Gill Gray 07487 494450 or townclerk@westgateonsea.gov.uk |
| St Pauls Foodbank | The foodbank is open the following days and times; Monday 10.30am – 12 noon Tuesday 10.30am – 12 noon Thursday 10.30am – 12 noon ST PAULS CHURCH, 93 NORTHDOWN ROAD, CLIFTONVILLE, MARGATE CT9 2RD | 01843 447187 https://thanetfoodlink.org.uk/about-us |
| St Peters Foodbank | The foodbank is open the following days and times; Friday: 10.30am to 12 noon ST PETERS BAPTIST CHURCH, VICARAGE STREET, ST PETERS CT10 2SG | 01843 447187 https://thanetfoodlink.org.uk/about-us |
| Salvation Army Ramsgate | Christmas Day Dinner on Christmas day for older people who will be on their own. If you are feeling isolated you can contact Carl Whitewood to book a place. Booking is needed. For those who would like a dinner delivered on Christmas day, book a dinner via Carl Whitewood and receive a Christmas dinner to your door. The Salvation Army Foodbank will be closed on Christmas Eve but you can text Carl on the number provided if you are in need of food and food can be delivered to you | 07900 497326 |

| | | |
|--|--|--|
| The Kitchen CT9 | <p>The organisation delivering this project is Thanet Iceberg Project. We are a not for profit organisation formed in 2018. Our mission is to work with individuals and households to help them combat the symptoms of poverty whilst looking to address the causes.</p> <p>This year we are delivering hampers to those who need food support over the Christmas period. To access support call the number or send an email.</p> | <p>01843 293376</p> <p>info@thekitchenct9.org</p> <p>https://www.thekitchenct9.org/</p> |
| Half Term Activity Funds Silvers Margate Bromstone School | <p>The Holiday Activity Funding supplied by KCC in partnership with Team Tasha and Our Kitchen are delivering 4 days of activities for young people who receive free school meals. If your child receives free school meals you can contact Natasha Brown on the details to the right.</p> <p>Monday 21st December, Tuesday 22nd December Monday 27th December, Tuesday 28th December</p> | <p>tasha@teamtashafitness.co.uk</p> |
| Dane Valley Residents Association | <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 - Fuel Support - Isolation support - Mental Health support | <p>chairdvra@gmail.com</p> <p>Jack – 07462093046</p> |
| Mi Foodbank | <p>The MiCommunity Shop at 6 Duke Street will be open at the following times:</p> <p>Dec 21 10-3 Dec 22 10-3 Dec 23 10-3 Dec 24-28 CLOSED Dec 29 10-3 Dec 30 10-3 Dec 31 10-3 Jan 1 CLOSED</p> | <p>07948 439002</p> |
| Dover District Council District wide | <p>For regular updates and helpful information sign up to Dover District Council's Keep me posted, visit the website, Facebook page and Twitter.</p> <p>Dover District Council will be closed from 4pm on Friday 24th December and will reopen on 4th January 2022.</p> | <p>01304 821199</p> <p>www.dover.gov.uk</p> <p>Facebook: @doverdc Twitter: @doverdc</p> |
| United Families Deal, Dover and surrounding villages | <p>This year we are aiming to set our own records, by providing Christmas Day food for 500 Families. That's right, we hope, with your help, to provide a complete Christmas Dinner parcel for 500 families to cook and</p> | <p>01304 799997</p> <p>info@unitedfamiliesuk.org.uk</p> |

| | | |
|---|--|---|
| | <p>enjoy with their families this Christmas.</p> <p>Our dinner parcels contain – 1 Turkey (or Vegetarian option) Potatoes – a minimum of 5 Fresh Vegetable options – Box of stuffing – Yorkshire Pudding ingredients – Gravy Granules, Pigs in Blankets – Tins of Custard, – Christmas Puddings or Apple Pies</p> <p>All this will be packed and delivered on Thursday 23rd December 2021 by our amazing team of volunteers</p> <p>You can nominate someone following this link</p> <p>https://unitedfamiliesuk.org.uk/christmas-dinner-nomination-form-2021</p> | |
| Citizens Advice Bureau District wide | <p>For help General enquiries For debt enquiries For Universal Credit enquiries</p> <p>Citizens Advice Bureau will be closed from 4pm on 23rd December and re-opening on 4th January 2022. During this time all telephone numbers will be unavailable.</p> | <p>03448 487978 01304 374333 01304 202442 01304 202030 Open: All Mon – Fri, 9.30am-4.30pm</p> <p>0344 411 1444 Out of hours www.doverdealadvice.co.uk</p> |
| Dover Foodbank Covering Dover, St Margaret's, The Langdons, Whitfield, Temple Ewell, Hougham, River and Capel | <p>The service is available for short-term emergency food in a crisis.</p> <p>Deliveries are made on Tuesdays, Thursdays, and Fridays.</p> <p>Dover Foodbank will be closed from 12:30pm on 24th December. Open on the 30th and 31st December, then remain closed until Monday 4th January 2022 where they will be re-open fully.</p> | <p>07870 361180</p> <p>https://dover.foodbank.org.uk/</p> <p>info@dover.foodbank.org.uk</p> |
| Chequers Community Kitchen Covering Deal, Walmer, Kingsdown, plus nearby villages, Sandwich, and St Margarets | <p>Healthy meals delivery service for vulnerable and isolated people of all ages. On Wednesdays we cook and deliver four different meals. Order a minimum of two meals. Meals delivered chilled for re-heating in an oven. Normally £5 for main course and pudding (except Christmas dinner). Contact us for menu, no delivery charge.</p> <p>Chequers Kitchen will be delivering a Christmas meal on 23rd December (£8). The next delivery will then be on 6th January. Emails and messages will be picked up over the Christmas period for orders to be made and delivered on the 6th of January.</p> | <p>01304 362288</p> <p>info@chequers.kitchen</p> |

| | | |
|--|---|--|
| Age Concern Dover Riverside | <p>The Riverside Centre is offering a hot meal delivery service (£7.50). A telephone welfare check/chat and shopping available also.</p> <p>The Riverside Centre will be closed on 25th, 26th, and 27th December and also on the 1st, 2nd, and 3rd January 2022. The Centre is open for meal delivery only on 28th December 2nd and 3rd of January. From 4th January 2021 service will return to normal.</p> | <p>01304 207268</p> <p>admin@riversidedover.org.uk</p> <p>Open: Mon - Fri 9am-3pm</p> |
| Age UK South Kent Coast (Deal, Dover and surrounding areas) | <p>Offering shopping, delivering prescriptions and hot meal delivery. Meals cost £7-£8 if delivered or £6.50 if collected from Deal Centre in Park St, Deal.</p> <p>The Deal Centre – 2 course Christmas Lunch for older people:</p> <ul style="list-style-type: none"> • Wednesday 15 December • Wednesday 22 December • Sunday 26 December <p>The Centre will only be closed on 25th December 2021.</p> | <p>01304 372608</p> <p>operationsmanager@ageukskc.org.uk</p> <p>Open: Mon – Fri, 9am-4pm</p> |
| Deal Area Foodbank Covering Deal, Walmer, Aylesham, Elvington, Eythorne and Sandwich areas | <p>The service is available for short-term emergency</p> <p>Two food banks now open:</p> <p>St Richards Church (top of Mill Hill) open Tuesday 12pm - 2pm.</p> <p>Trinity Church open 10am - 12pm on Friday's. Deliveries are made Monday to Friday. Deal Foodbank will be closed on 25th and 26th December and closed on 1st January 2021</p> | <p>01304 728428</p> <p>https://dealarea.foodbank.org.uk/</p> <p>info@dealarea.foodbank.org.uk</p> <p>Vouchers are available from: Citizens Advice Blossom Centre Bechange Community Wardens Local Primary Schools</p> |
| Age Concern Sandwich | <p>Continuing Meals on Wheels service, telephone befriending and shopping service.</p> <p>Sandwich Age Concern will be closed from 4pm on 23rd December and re-opening on Monday 4th January 2021 from 9am.</p> | <p>01304 614237 (choose 'management' option 3)</p> <p>Open: Mon – Fri, 9am-4pm</p> |
| Bechange Covering Aylesham, Snowdown Village and surrounding areas | <p>Offering support in benefits, housing, finances, Foodbank support and family issues. Drop-in sessions Mon/Wed/Fri 10am - 12pm.</p> <p>The Bechange Hub will be closed from 25th December and will re-open on 4th January 2022.</p> | <p>01304 840134</p> <p>enquiries@bechange.org.uk</p> |

| | | |
|--|--|--|
| Capel Cares | <p>Neighbours helping neighbours. Collecting shopping and medication, plus other urgent supplies, or a friendly call.</p> <p>Capel Cares is closed Christmas Day otherwise will try and support where they can and therefore be open throughout the rest of the Christmas period.</p> | 01303 257003 |
| Shepherdswell and Coldred Covid-19 Care Action Team | <p>Call the team to register, the team will then make contact on Mondays and Fridays to support with shopping and prescriptions. Other support may be available upon request.</p> <p>The team will always try and assist and help where possible and therefore the phone lines will be open throughout the Christmas period.</p> | <p>01304 832143 or 07590426950</p> <p>keithbryanroberts@gmail.com</p> |
| St Margaret's Hub | <p>Neighbours helping neighbours. Collecting shopping and medication, plus other urgent supplies, or a friendly call. Local volunteers.</p> <p>The St Margaret's Hub will be closed on 25th December but otherwise will continue as normal.</p> | <p>01304 892736</p> <p>hub@stmargaretspc.co.uk</p> |
| Folkestone and Hythe District Council | <p>For regular updates and helpful information visit Folkestone and Hythe District Council's website, Facebook page and Twitter.</p> <p>Folkestone and Hythe District Council will be closed from 4pm on Friday 24th December and will reopen on 4th January 2022.</p> | <p>01303 853000</p> <p>https://www.folkestone-hythe.gov.uk/</p> |
| Age UK South Kent Coast (Folkestone) | <p>Offering shopping, delivering prescriptions and hot meal delivery. Meals cost £7-£8 if delivered or £6.50 if collected from Deal Centre in Park St, Deal.</p> <p>The Marigold Centre – 2 course Christmas Lunch for older people:</p> <ul style="list-style-type: none"> • Wednesday 15 December • Wednesday 22 December <p>The Centre will only be closed on 25th December 2021.</p> | <p>01303 279 621</p> <p>operationsmanager@ageukskc.org.uk</p> <p>Open: Mon – Fri, 9am-4pm</p> |
| Folkestone Care Centre | <p>Folkestone Care Centre is also organising a special Christmas meal for locals who may otherwise be alone. A turkey dinner with all the trimmings will be served at the Shorncliffe Road centre on December 19 at 2.30pm. There will be no cost for the food and there is a vegetarian option available for non-meat-eaters.</p> | <p>With limited spaces available, please call Charlotte on 01303 765700 or email coordinator.fcc@opuscare.co.uk to book a place.</p> |

| | | |
|---------------------------------|--|--|
| Shepway Foodbanks | <p>Folkestone Methodist Church - currently CLOSED - delivery service only CT20 2DA</p> <p>Romney Marsh Community Church - currently CLOSED - delivery service only CT20 2DA</p> <p>Lydd- currently CLOSED - delivery service only CT20 2DA</p> | <p>07913 573403</p> <p>https://shepway.foodbank.org.uk/</p> |
| Canterbury City Council | <p>For regular updates and helpful information visit Canterbury City Council's website, Facebook page and Twitter.</p> <p>Canterbury City Council will be closed from 4pm on Friday 24th December and will reopen on 4th January 2022.</p> | <p>01227 862000</p> <p>https://www.canterbury.gov.uk/contact-us/</p> |
| Canterbury Foodbanks | <p>Canterbury Food Bank can provide a food parcel that would last you (and your family) for at least three days and can cater for special dietary requirements.</p> <p>Emergency food parcels will be distributed directly to clients via the agencies that usually issue the vouchers.</p> <p>If you are not currently working with an agency please contact us for help.</p> | <p>01227 936450</p> <p>https://canterburyfoodbank.org/need-food/</p> |
| Age UK Faversham | <p>Closed from 24th December at 2pm until 4th January at 8.30am</p> <p>Wellbeing Centre based and Community based activities</p> <p>Gardening and Handyperson Services</p> <p>Information & Advice Services</p> <p>Closed from 24th December at 2pm until 5th January at 8.30am</p> <p>Specialist Dementia Support centre based and community based activities, COGS, Dementia Café</p> <p>Open 365 days including Christmas Day 2 course hot delivered community meals</p> <p>For emergency support for shopping, prescriptions, urgent self isolation support, domestic support – open 29th 30th and 31st December, reduced hours</p> | <p>Our usual contact details</p> <p>01795 532766</p> |
| Age UK Hythe and Lyminge | <p>Meals can be purchased and delivered. They are charged at £7.30 per meal.</p> | <p>Age UK Hythe and Lyminge - 01303 269602</p> |
| Age UK Ashford | <p>The Centres are open for lunch closed only on the Bank holidays</p> | <p>Age UK Ashford - 01233 668765</p> |

Befriending and Mental Health

| | | |
|---|--|---|
| Silverline Telephone Befriending Service | <p>Helpline and friendship service for people aged 55 and over.</p> <p>24 hours befriending service. Free, confidential service to share worries and fears.</p> | <p>0800 470 80 90</p> <p>Open: 24 hours a day, every day of the year.</p> |
| Samaritans | <p>Dedicated to reducing feelings of isolation. A safe place to talk to trained counsellors about whatever is troubling you.</p> | <p>116 123</p> <p>Open: 24 hours a day, every day of the year.</p> |
| Safe Havens for Mental Health Support | <p>Safe Havens are a place of support for those struggling with Mental Health in the evenings. They are open 365 days of the year and anyone can walk in to receive mental health support.</p> <p>Canterbury</p> <p>Email - Canterbury.mhm@nhs.net Visit: Age UK, The Centre, Castle Row, Canterbury, CT1 2QY</p> <p>Maidstone</p> <p>Email - Maidstone.mhm@nhs.net Visit: Mid Kent Mind, 23 College Road, Maidstone, ME15 6YH</p> <p>Medway</p> <p>Email - Medway.mhm@nhs.net Visit: Age UK, MacKenney Centre, Woodlands Road, Gillingham, ME7 2BX</p> <p>Thanet</p> <p>Email Thanet.mhm@nhs.net Visit: Thanet Safe Haven, Holy Trinity Church, St Mary's Avenue, Dane Valley, Margate, CT9 3TN</p> <p>Folkestone and Hythe</p> <p>Hestia offers an open access walk in service for residents of Folkestone and Hythe who are experiencing a mental health crisis.</p> <p>The Folkestone Haven is open from 6pm – 11pm weekdays and 12pm – 11pm weekends and Bank Holidays, 365 days a year for anyone aged 18+.</p> <p>Contact the Folkestone haven:</p> | <p>Open 365 days of the year!</p> |

| | | |
|------------------------------|--|--|
| | <p>Email - Folkestone.haven@hestia.org Facebook message @hestiafolkestonehaven Visit: Rainbow Centre, 69 Sandgate Rd, Folkestone CT20 2AF</p> | |
| Mental Health Support | <p>To access Mental Health support over the winter period you can find it here https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline</p> <p>Additionally you can call Mental Health Matters on 08001070160</p> <p>Those under 18's or anyone worried about someone under 18 can call 0800 011 3474</p> <p>More information can be found here https://www.kmpt.nhs.uk/need-help/</p> | <p>Mental Health Matters – 08001070160</p> <p>Text KENT to 85258 for 24 hour support</p> <p>Under 18 support - 0800 011 3474</p> |

Funding Available

| | | |
|------------------------------------|---|---|
| Kent Community Foundation | <p>There is many funding options available for those in need of individual support such as</p> <ul style="list-style-type: none"> - Hardship funding - Fuel and food support - Isolation - Families funding <p>For further support and information you can email j.packman@sekgroup.org.uk or call 07462093046</p> | 01303 814500 |
| Kent Support and Assistance | <p>The Kent Support and Assistance Service (KSAS) will be closed from 3pm on 23 December to 9am on 29 December and on the 3 January. If you are in need of urgent assistance during this time, please call the emergency Social Services line on 03000 41 91 91. Due to supplier closures over the Christmas period, we will not be able to provide any support for furniture items or white goods during this times.</p> <p>We can provide short term assistance to households facing financial hardship as a direct result of the coronavirus pandemic.</p> <p>If you, or someone you know has experienced a reduction in income, loss of employment or suffered financially from</p> | <p>Emergency Helpline - 03000 41 91 91</p> <p>https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis</p> |

| | | |
|--------------------------|---|--|
| | <p>coronavirus, then they may be eligible to apply for support with:</p> <ul style="list-style-type: none"> - supermarket vouchers - pre-paid energy and clothing vouchers for school uniform (non-branded) or household items required to meet a basic need if there are no other means of assistance available. <p>While we provide assistance with supermarket food vouchers, we are unable to provide support with the delivery of food while you are self-isolating. You may be able to request assistance with deliveries from Kent Together.</p> | |
| Isolation Support | <p>If you are in need of support due to having to isolate because of COVID-19 please contact connectwell@sekgroup.org.uk who are working with Thanet District Council and Dover District Council to support those in need of financial, food and fuel support.</p> | <p>0300 302 0178</p> <p>connectwell@sekgroup.org.uk</p> <p>j.packman@sekgroup.org.uk</p> |