**KCC Open Access & Adolescent Service**

**Community Resources (East Kent) V8 21.4.20**

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# **KENT COUNTY COUNCIL**

**Kent Together Helpline:**

A 24-hour helpline has been set up to support vulnerable people in Kent who need urgent help, supplies or medication.

The helpline – called Kent Together – provides a single, convenient point of contact for anyone in the county who is in urgent need of help during the Coronavirus outbreak. It is a collaboration between KCC, central Government, District, Borough and local councils, the voluntary and community sector, the NHS, emergency services and other partners to ensure help is at hand for vulnerable people. It is also the place to report your concerns about the welfare of someone else.

If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline at www.kent.gov.uk/KentTogether or by calling on 03000 41 92 92. It is a 24-hour service.

**KCC’s Helpline**

If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline at [www.kent.gov.uk/KentTogether](http://www.kent.gov.uk/KentTogether)  or by calling on 03000 41 92 92. It is a 24 hour service.

**KCC Commissioned Public Health Services:**

Please share with anyone who may refer clients to our services as referral routes and service operations have changed significantly. As stated in the letter (see attached) please refer to the website for the most up to date information:

https://www.kent.gov.uk/social-care-and-health/health/coronavirus/coronavirus-service-updates



**Kent Safeguarding Children Multi-Agency Partnership:** Please find attached the Kent Safeguarding Children Multi-Agency Partnership (KSCMP) Newsletter for April 2020. The key topics included are:

• Key updates  
• Coronavirus Scams awareness materials  
• Online Courses and Resources, including KSCMP E-learning courses  
• Online safety  
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**KSCMP Priority areas 2020 – 2023**

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**KCC Early Help Support:**

For Early Help Support contact [canterburyearlyhelp@kent.gov.uk](mailto:canterburyearlyhelp@kent.gov.uk) or [thanetearlyhelp@kent.gov.uk](mailto:thanetearlyhelp@kent.gov.uk) or [openaccesscanterbury@kent.gov.uk](mailto:openaccesscanterbury@kent.gov.uk). Or [openaccessthanet@kent.gov.uk](mailto:openaccessthanet@kent.gov.uk)

**COMMUNITY HUBS**

**Connect Well:**

**Please see the updated list of services across East Kent**



As always please do not hesitate to contact Jack Packman on 07462 093046 if needed. Their telephone hub team are also still operational and working hard supporting those residents of East Kent, please do not hesitate to contact them on 0300 302 0178.

**Oasis**

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**Ageless Thanet**

If you are struggling to get shopping or prescription deliveries, or if are experiencing feelings of social isolation and loneliness during this time and would like to hear a friendly voice to see how you are; please get in touch by messaging us on Facebook, emailing [info@agelessthanet.org.uk,](mailto:info@agelessthanet.org.uk,) or calling 01843 210005. Please be aware that we work 9am-5pm, Monday to Friday

**Safe Havens**

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**HEALTH**

**Aspirations:** The Aspirations service continues to operate to support those struggling with their mental health and wellbeing via a telephone service. Everyone eligible will speak to their Aspirations Coach at least once a week where they will work towards helping individuals to focus and motivate themselves to take small steps to improve their mental wellbeing. We recognise that during these uncertain times this may be needed more than ever so will be focusing on how people can remain active both physically and mentally. We will be offering 1-2-1 telephone support to individuals who perceive that their mental health and/or wellbeing is a barrier to them moving forward. We look to help individuals develop a routine that will both support them to remain physically and mentally active; recognising the positive impact this will have on their moods and anxieties. Where individuals are feeling particularly isolated at this time, we will be trying to identify ways in which to relieve this, whether it be through online access, introduction of technology or available befriending services and support.

Eligibility Criteria

* 25-65 years old
* Unemployed
* Perceive mental wellbeing to be a barrier (does not have to be diagnosed.)
* Right to work in the UK

If you feel any of your clients could benefit from extra support at this time, then please don’t hesitate to get in touch.

Methods of Referral:  
Phone – 0333 880 2730  
Email – [aspirations@porchlight.org.uk](mailto:aspirations@porchlight.org.uk) or [cleorobbins@porchlight.org.uk](mailto:cleorobbins@porchlight.org.uk)

Online - <https://www.porchlight.org.uk/information-support/connect-with-your-community-combating-loneliness-and-isolation/aspirations/tell-us-about-your-situation>

List of organisations offering mental health support all in one place online - https://www.thanetsupport.co.uk/mentalhealth

**One You:**

The One You Health Improvement Services are continuing to provide support over the phone for existing clients and are keen to support new clients in this challenging time. In order to signpost vulnerable people to the correct support available, it is vital that they have the most up to date information to save centrally for all of localities to have access to and to share with partner agencies.

<https://www.kentcht.nhs.uk/service/one-you-kent/>

**HeadStart Kent/Kooth:**

Kooth.com - online support for young people (10-16 year olds)

We would like to remind you of the availability of our online service to support the wellbeing and resilience of young people. Kooth is a web based confidential support service available to young people. Kooth provides a safe and secure means of accessing mental health and wellbeing support designed specifically for young people. Kooth offers young people the opportunity to have a text-based conversation with a qualified counsellor. Counsellors are available from 12noon to 10pm on weekdays and 6pm to 10 pm at weekends, every day of the year on a drop-in basis. Young people can access regular booked online counselling sessions as needed. Outside counselling hours’ young people can message our team and get support by the next day. When young people register with Kooth they will have support available to them now and in the future. Support can be gained not only through counselling but articles, forums and discussion boards. All content is age appropriate, clinically approved and fully moderated.

To find out more visit www.Kooth.com where young people can register, and others can find out more about the service.

You can also view a short video about the service at: <https://vimeo.com/318731977/a9f32c87de>.



**Mental Health User Voice March 2020**

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**Porchlight – Mental Health**

Our service is a community mental health service running in Thanet, wider Canterbury, Swale, Medway, Maidstone and Ashford. You can appreciate that in the current climate we have changed from a face-to-face service to a telephone/televideo service. We are offering:

* Mental well-being support for unemployed adults aged 25+
* We are making sure people understand the demands of the lock down and are getting food and any medical supplies required.
* We are supporting people in using their time in lockdown constructively, pursuing any hobbies and interests. This will hopefully reduce boredom and/or anxiety.
* We have started an online social group (Zoom) and are exploring group activities online.
* We are also able to offer an online tutor to support Maths and English up to Level 2
* In Medway, Swale and Maidstone we are offering an employment service.

Feel free to get in touch for any further information. [DavidRobert@porchlight.org.uk](mailto:DavidRobert@porchlight.org.uk)



Please see attached link to resources promoting good wellbeing and mental health for children, young people and families during Covid.

<https://www.kentandmedwayccg.nhs.uk/application/files/4315/8730/3673/Supporting_children_and_young_peoples_mental_health_during_the_Covid-19_pandemic_issue_1.pdf>

**DOMESTIC VIOLENCE**

**Kent Integrated Domestic Abuse Service:**  
  
If you are in danger please call 999 immediately or 101 for non-emergencies.

The Kent Integrated Domestic Abuse Service is continuing to deliver remote support to individuals and take referrals for all services (although referrals will only be accepted if remote working with the client is possible). We will signpost to other suitable organisations where appropriate or consult on support. Remote working includes using technology and telephone systems to deliver support services.

As of 20.3.20 Refuge services will continue to offer emergency refuge space to women and families, but this is under constant review and risk assessment. Due to government guidance the we are delivering remote IDVA support to MARAC and One Stop Shops.

Therapeutic programmes delivered by the commissioned providers such as Phoenix, Freedom programme and the Recovery toolkit will be suspended until further notice.

Lead service provider contact details:

**Victim Support – county wide**0808 16 89 111 https://www.victimsupport.org.uk/help-and-support/get-help/supportline

<https://www.lookahead.org.uk/>

**Oasis Domestic Abuse service – Service provider, East Kent. (Thanet and Dover)**<http://www.oasisdaservice.org/home>

To access 24 hr support please contact the National Women’s Aid Domestic Abuse helpline on: 0800 2000247



**Clarion Housing Association – Service provider for North and South Kent (Dartford, Gravesham, Swale and Maidstone, Ashford, Canterbury, Folkestone & Hythe)**

We are accepting emergency referrals for refuge and continue to provide outreach and IDVA services by telephone.  If there’s anything else you need do let me know. The Kent Integrated Domestic Abuse Service in Folkestone & Hythe is continuing to deliver remote support to individuals and take referrals for all services (although referrals will only be accepted if remote working with the client is possible). We will signpost to other suitable organisations where appropriate or consult on support. Remote working includes using technology and telephone systems to deliver support services.

As of 20.3.20 Refuge services in Kent and Medway will continue to offer emergency refuge space to women and families but this is under constant review and risk assessment. Due to government guidance we are delivering remote IDVA support to MARAC and One Stop Shops.   
Therapeutic programmes delivered by the commissioned providers such as Phoenix, Freedom programme and the Recovery toolkit will be suspended until further notice.

centrakent@centragroup.org.uk

To access 24 hr support please contact the National Women’s Aid Domestic Abuse helpline on: 0800 200024

**Rising Sun:** Please see attached **Rising Sun’s** Covid-19 organisation statement and summary of services during this period



**Kent Police**



**FOODBANKS**

**Family Food Bank Team:**

Please find attached the updated voucher – again the only changes are regarding which distribution centres are currently open. We have also updated our website to represent this. <https://www.familyfoodbank.org/?gclid=EAIaIQobChMInNHHiIDH6AIVhbHtCh3U3QJHEAAYASAAEgJs5PD_BwE>

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Find a foodbank tool using a postcode:  
<https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis/find-a-foodbank>

**Canterbury City Council** Community members - register for help with collecting prescriptions, food shopping, having a check-in phone call: <https://www.canterbury.gov.uk/help>

Advice for vulnerable/shielded people: <https://www.canterbury.gov.uk/coronavirus-advice-residents>  They can register to get help: <https://www.canterbury.gov.uk/xfp/form/588>

**Canterbury Umbrella Centre:**

Updates on Services-

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**SUBSTANCE MISUSE**

**We Are With You:**We are still supporting clients across Kent and in the South area via telephone/WhatsApp appointments (not face to face).  We are still accepting new referrals.    
<https://www.wearewithyou.org.uk/>

**HOMELESS**

**RISE**

(**R**ough sleeping **I**ntervention, **S**upport and **E**mpowerment) on 01843 577277 (there should still be people answering this phone as the homeless officers are classed as key workers). Back before coronavirus, there were drop-ins but these have been cancelled until further notice, so the only way to contact them is by phone or email to [roughsleeping@thanet.gov.uk](mailto:roughsleeping@thanet.gov.uk)

**POLICE/CRIME**

**Coronavirus Scams:**

Unfortunately to add to the challenges, we are seeing scams increase with examples of:

* Fake co-vid 19 testing kits.
* Supplements that falsely claim to prevent or cure co-vid 19.
* Cold calling / pressure selling on people’s doorsteps.
* Dog quarantine scams
* Online bitcoin trading scams

The NTS SCAMS team have developed some excellent awareness raising materials attached.



**FAMILY SUPPORT/PARENTING**

**Fegans:**

As we’re not able to see clients face to face, Fegans have set up the following:

www.fegans.org.uk/family-hub/ - this contains articles, ideas, etc. for parents.   
[www.dad.info-](http://www.dad.info-) this website is for ALL parents

There is a Fegans Parent Support Worker available every day (Mon - Fri) if parents want to ask for any advice/support on the forums. 01892 538288; [info@fegans.org.uk](mailto:info@fegans.org.uk)

**Reducing parental conflict:**



**East Kent Mediation:**

Neighbour disputes - still taking referrals just working via the phones – this at least gives people someone to talk to and a listening ear. Moving Forward which is coaching, this might apply to someone that is calling services with high anxiety about things like what they feel neighbours are doing or are fearful. This is not just for those who are struggling full stop as sadly that’s a huge amount of people. But workers/partners are coming across such cases they are very welcome to refer in. We do also have positive choices running still in Folkestone. We wouldn’t be able to take on families to visit. But might be able to offer telephone support to a parent for instance of a child that is not listening to the stay indoors situation. Please contact - East Kent Mediation [EastKentMediation@mediationse.org.uk](mailto:EastKentMediation@mediationse.org.uk)

**Save the Children**

Save the Children has put together an online resource which families might find helpful during this time. The **‘Den’** [here](https://www.savethechildren.org.uk/what-we-do/coronavirus-information-advice), is our virtual and online play area where families can find everything they might need to support their children through the coronavirus crisis. Resources include support for families to talk to their kids about coronavirus, useful resources on creative play ideas and helping children to stay connected to their friends and grandparents

**YOUTH WORK**

**Pie Factory Music** [www.piefactorymusic.com](http://www.piefactorymusic.com) 

**Salus:** ****

**Quarterdeck – New Facebook Page - Link**

<https://www.facebook.com/Quarterdeck-Thanet-Youth-Hub-103051311380051/?modal=admin_todo_tour>

**FINANCE/FUNDING**

Information is also starting to filter through to us about funding schemes to support those in need.  The Kent Community Foundation is one example which has been shared with us:

<https://kentcf.org.uk/funding/Coronavirusemergencyfund?dm_i=1REE,6ST1N,T2OLAF,R7SMJ,1>

**Department of Work and Pensions**

Changes to DWP

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**Department of Health and Social Care Funding - attachment**



**Charity Funding/support**

Please go to links for information

<https://www.kent.gov.uk/__data/assets/pdf_file/0020/106166/Inside-Track-262-20-March-2020-COVID-19.pdf>

<https://www.charityexcellence.co.uk/Content/UserGuide/COVID19%20Funder%20Toolkit%208.pdf>

**SCHOOLS/EDUCATION**

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KCS have now made delivering to homes for parents & children available

<https://www.kcs.co.uk/>

**Amazon Audible Books** - For as long as schools are closed, we're open. Starting today, kids everywhere can instantly stream an incredible collection of stories, including titles across six different languages, that will help them continue dreaming, learning, and just being kids.  
  
All stories are free to stream on your desktop, laptop, phone or tablet. No payment card required. <https://stories.audible.com/start-listen>

**Schools in the County are either planning to be open over the Easter period**, or have made arrangements with another local school to cater for their eligible pupils during this time. If you are in contact with any families eligible and they are having problems accessing a school place, the following email and number is available:

Email: [emergencyschoolplaces@kent.gov.uk](mailto:emergencyschoolplaces@kent.gov.uk)v  
Call: [03000 41 21 21](tel:%2003000%20412121)

**Early Years settings -** we are aware that a high number are currently unable to open, however, we have seen an increase in the number of childminders who are able to continue working. If again you are in contact with a family trying to access a place in an early years setting, please contact the email or telephone number below For nursery and childcare settings. Email - [kentcfis@theeducationpeople.org](mailto:kentcfis@theeducationpeople.org) Call: [03000 41 23 23](tel:%2003000%20412323)

**Children eligible for free school meals will benefit from a** [**national voucher scheme**](https://www.gov.uk/government/news/voucher-scheme-launches-for-schools-providing-free-school-meals) allowing them to continue to access meals whilst they stay at home. Schools can now provide every eligible child with a weekly shopping voucher worth £15 to spend at supermarkets while schools are closed due to coronavirus

[MoodSpark](http://www.moodspark.org.uk/) has been developed for young people in Kent, with young people in Kent by HeadStart Kent, which sits within Kent County Council’s Children, Young People and Education Service.

The [Kent Resilience Hub](http://www.kentresiliencehub.org.uk/) is aimed at parents and carers but can be accessed by young people as well.

[Find out more about MoodSpark and the Kent Resilience Hub](https://kccmediahub.net/two-new-websites-promote-positive-emotional-health-this-childrens-mental-health-week745).

**ASYLUM SEEKERS/MIGRANT HELPLINE**

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