

Cost of Living Support Across East Kent

Contents

| | |
|-------------------------------------|----|
| East Kent..... | 2 |
| Folkestone and Hythe District | 22 |
| Thanet District | 32 |
| Canterbury District | 41 |
| Swale | 48 |
| Ashford | 59 |
| Dover District..... | 66 |

Cost of Living Support Across East Kent

East Kent

The Warm Welcome Campaign has just launched, encouraging 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.

https://wc-nl.co.uk/public/read_message.jsp;jsessionid=0;apw70?sigreq=-1907930196

| | | | |
|---------------------------------------|--|--|---|
| Support from Government | <ul style="list-style-type: none"> • Energy Bills Support Scheme doubled to a one-off £400 • £650 one-off Cost of Living Payment for those on means tested benefits • One-off £300 Pensioner Cost of Living Payment, on top of The Winter Fuel Payment • One-off £150 Disability Cost of Living Payment • Low-income Energy Bill Support • Support for all homes: A £400 energy grant • Personal Independence Payment- extra £150 • Pension Credit | | <p>Most of these don't need applying for</p> <p>Links to those that do:</p> <p>https://www.gov.uk/pip/how-to-claim</p> <p>https://www.gov.uk/pension-credit</p> |
| Household Support Fund | <p>Funded by the UK government, the Household Support Fund scheme supports vulnerable Kent households in need of help with significantly rising living costs. As one element of support, Kent County Council have set up a scheme for professionals to refer people into. This information is for professionals only to support them in making applications.</p> <p>If you are unable to become a professional referrer or need wider support, Connect Well is a professional referrer in East Kent that you can contact.</p> | | <p><u>For more information and to become a professional referrer please contact</u> helping.hands@kent.gov.uk</p> <p><u>If you are unable to become a referrer and would like to refer a client, contact:</u> connectwell@sekgroup.org.uk</p> |
| £200 Alternative Fuels Payment | <p>This for those who may live in</p> <ul style="list-style-type: none"> • a residential park home • on a boat on a permanent residential mooring • on a permanent Gypsy and Traveller site • in social or private rented accommodation which has a business energy connection or a communal electricity supply • off the mains electricity or gas grid • part of a business property (such as a farm or a | | <p>See link to apply: https://www.gov.uk/apply-alternative-fuel-bill-support-if-not-automatic</p> |

| | | | |
|--|---|-----------------------------------|---|
| | flat above a shop) | | |
| Warm Home Discount for Park Homes | Support is available from Charis. The scheme closes 31st March 2023 and has limited availability. | | For further details and eligibility see https://charisgrants.com/partners/park-homes/ |
| Independent Age | Winterwise- a guide to keeping well this winter. This guide has tips on how to keep well over winter. It is split it into three sections: Staying warm, Staying safe and Staying well. Also have checklists on Winter benefits, Preparing for winter and Staying well during winter. | | Link to Winterwise guide: Winterwise (independentage.org) Link to checklists: Staying well in winter Independent Age |
| Connect Well East Kent | 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. | Monday- Friday, 9:00am – 5:00pm | 0300 302 0178 connectwell@sekgroup.org.uk |
| Citizens Advice Bureau | <ul style="list-style-type: none"> • For help • General enquiries • For debt enquiries • For Universal Credit enquiries | Monday - Friday, 9.30am-4.30pm | 03448 487978 01304 374333 01304 202442 01304 202030 0344 411 1444- Out of hours |
| Citizens Advice- Money Advice Hub | 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. | Phoneline: Monday-Friday, 8am-8pm | People can access the service online by visiting: www.kentmoneyadvicehub.com (with video call and webchat functions) or by calling the freephone number on 0800 808 |

| | | | |
|--|--|--|---|
| | It can also be accessed using one of five kiosks installed in community spaces in Gravesham, Cliftonville, Ramsgate, Aylesham and Ashford. | | 5622. |
| Citizens Advice North and West Kent: Money and Mental Health Service Also available in Canterbury, Dover, Swale districts | This free service is available to anyone in Kent and Medway who has both a money and a mental health problem. It includes support with managing debts, claiming benefits / other income and budgeting. | | Email for referral form: referral@catwd.org.uk 07767 428826 |
| 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 Cancer Grant | To be considered for a grant, a person living with cancer must meet these criteria: <ul style="list-style-type: none"> - Be aged 18 or over. - They have or have ever had a cancer diagnosis. - They are a UK resident. - They have no more than £6,000 in savings (for a household of one person) or £8,000 savings (for a household of two people). - They have a low income after paying rent, mortgage, and Council Tax. This means a weekly income of less than £323 for a household of one person or less than £442 per week for a | | To apply please email Rhianna on r.stuart@sekgroup.org.uk |

| | | | |
|-----------------------------------|--|--|---|
| | <p>household of two or more people. We do not count Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Attendance Allowance (AA) in our calculations.</p> <ul style="list-style-type: none"> - Have never received a grant from Macmillan in the past. | | |
| NHS Every Mind Matters | <p>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.</p> <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 | | <p>Coping with money worries and job uncertainty - Every Mind Matters - NHS (www.nhs.uk)</p> |
| 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>Link to find support in your area: https://www.we-listen.org/</p> |

| | | | |
|--|--|--|---|
| | Our services include talking and listening therapies, like counselling and cognitive behavioural therapy, to help you feel like yourself again. | | |
| Live Well Kent | Live Well Kent and Medway provides free mental health support for people aged 17+. | | livewellkent.org.uk |
| 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 • 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> | <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 • social workers • independent mental health advocates or mental capacity advocates appointed for the debtor • a debtor’s representative | <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"> • 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. | | |
| 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 |
| Kent County Council Benefits and financial support | This lists all of the different benefits and support services available, as well as where to go for advice. | | https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits |
| Refer Kent | For professionals only. 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. With this system local organisations can help residents | | https://kentcountycouncil.refernet.co.uk/Public/index.aspx https://www.kent.gov.uk/social-care-and-health/information-for-professionals/referkent#:~:text=ReferKent%20ReferKent%20is%20an |

| | | | |
|---|--|--|--|
| | 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. | | %20online%20referral%20system%20that,other%20organisations%20to%20sign%20up%20as%20referral%20partners. |
| Hardship Help for Families in Kent | <p>This includes universal support available across Kent, as well as district-specific support.</p> <p>This has been produced in recognition of the cost-of-living crisis, to help partners more easily and quickly identify the right support for families.</p> | | https://sway.office.com/vRtDoRat7BZE7oo2?ref=email |
| Kent Support and Assistance Service (KSAS) | <p>Can potentially help a maximum of 3 times in a rolling 12-month period, and only if the eligibility criteria are met. Discretionary service that offers support where it can.</p> <p>To make an application, you must:</p> <ul style="list-style-type: none"> • be aged 16 or over, live in Kent, live on a low working income, or receive a means-tested benefit if not in employment, have no access to savings or support from other sources. <p>We can provide essential home items such as:</p> <ul style="list-style-type: none"> • groceries (for up to 7 days), baby food, milk and nappies, furniture (beds and seating), crockery, bedding/curtains/carpets, essential electrical appliances (fridge, cooking appliance, washing machine), clothing <p>Also, can help with:</p> <ul style="list-style-type: none"> • utilities (prepayment gas and electric, for up to 7 days) <p>emergency travel arrangements via public transport</p> | | <p>Link to apply:</p> <p>kentcc-self.achieveservice.com/service/Apply_for_home_essentials_in_a_crisis?User_type=Public</p> |

| | | | |
|--|---|---|--|
| Kent Savers Emergency Loans | <p>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.</p> | <p>Office hours are Monday to Friday, 9:30am-3:00pm</p> | <p>https://www.kentsavers.co.uk/contact/</p> <p>info@kentsavers.co.uk</p> <p>0333 321 9050</p> |
| Free School Meals | <p>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.</p> <p>Check eligibility and apply online.</p> | | <p>https://www.kent.gov.uk/education-and-children/schools/free-school-meals</p> |
| The Holiday Activities and Food (HAF) Programme | <p>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.</p> <p>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 2022/23.</p> <p>This programme is funded by the Department for Education (DfE)</p> | | <p>https://www.theeducationpeople.org/holiday-activities-and-food-programme-kent-haf/</p> <p>Contact for more information: KentHAF@theeducationpeople.org</p> |
| Help for Households Discounts and Offers | <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 | | <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> |

| | | | |
|--|--|---|---|
| | <ul style="list-style-type: none"> ○ Income Support ○ Help with transport costs ○ Help finding work <p>Offers available from businesses to help with the cost of living.</p> | | |
| Money Helper's Living on A Squeezed Income Guide | <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> | | https://www.moneyhelper.org.uk/en/money-troubles/way-forward/squeezed-income |
| Money Helper's Money Problems and Mental Wellbeing Guide | <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> | | Money problems and poor mental wellbeing MoneyHelper |
| Money Saving Expert's Mental Health and Debt 2022 Guide | <p>Includes how to spot your spending triggers, how friends and family can support, where to access free support, and a practical checklist.</p> | | The MoneySavingExpert.com guide to mental health and debt |
| Carers' Support East Kent Ashford, Canterbury, Dover, Shepway or Thanet districts. | <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/ 01227 467272 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>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</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/get-support/financial-and-employment-support/finance/grants/everyday-needs-grants</p> <p>Cost of Living Grants</p> |

| | | | |
|---|---|--|--|
| | <p>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>britishlegion.org.uk</p> <p>Helpline: 0808 802 8080</p> |
| Warm Home Discount Scheme | <p>You could get £140 off your electricity bill for winter 2022 to 2023 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' <p>you're on a low income and meet your energy supplier's criteria for the scheme - known as the 'broader group'</p> | | <p>Contact your supplier to see if eligible and how to apply.</p> <p>Opens November 2022</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 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> | Not eligible if renting from a council or housing association. | <p>For further information: https://www.eonenergy.com/green-homes-grant.html</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 (IPs) 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><u>Link to toolkit</u> Introduction - Government Support for Household Energy Bills - Government Support for Household Energy Bills (frontify.com)</p> |
| Virgin Media- Free data and tech loans | <ul style="list-style-type: none"> - 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 | | <p><u>Link to website:</u> Making this a Better Connected Christmas Virgin Media Virgin</p> |

| | | | |
|---|---|----------------------------------|--|
| | <p>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.</p> <ul style="list-style-type: none"> - 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. - 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. | | Media |
| 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> | 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> | Monday - Friday, 9:00am - 5:00pm | <p>General help for additional support: https://www.southernwater.co.uk/s</p> |

WaterSure Tariff- caps your bills if you have a water meter, are on mean-tested benefits, and meet other criteria.

WaterDirect Scheme- Jobcentre Plus may pay southern water small amounts directly from your benefits on your behalf.

NewStart Scheme- could help pay off your water debt.

Priority Services Register- 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.

Essentials Tariff/Scheme- discount on future bills.

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).

ervices-we-offer

0800 027 0363

cs_affordabilityTeam@southernwater.co.uk

For schemes and tariffs:

payless@southernwater.co.uk

www.southernwater.co.uk/payless

08000270800

For priority services:

<https://www.southernwater.co.uk/priority-services>

08000270800

customerservices@southernwater.co.uk

Online Application Link for Schemes and Tariffs:

www.southernwater.co.uk/difficulty-paying-your-bill

Online Application Link for Priority Services:

<https://www.southernwater.co.uk/register-for-individual-needs>

| | | |
|------------------------------|--|---|
| <p>Southern Water</p> | <p><u>Additional support tariffs:</u></p> <p>1) Payment break where customers have hit temporary hard times.</p> <p><u>Criteria:</u></p> <ul style="list-style-type: none"> - 3-month payment break, or reduced payment plans for which you can apply online. <p>2) Debt Write off: could receive a Debt write-off of up to £2000 where they have managed to get back on track with payments but will never be able to repay their debt to us.</p> <p><u>Criteria:</u></p> <ul style="list-style-type: none"> - Customer is making regular payments that cover (or nearly cover) current usage. - Customer has a significant debt (over £500) that has accrued due to circumstances outside of their control (such as financial abuse by a partner, mental health breakdown, prolonged absence from work). - Customer is unlikely to be able to ever clear the debt. <p>3) Grant of up to £1000 to make improvements to a customer's home (this might be the purchase of white goods that a customer cannot afford to replace)</p> <p><u>Criteria:</u></p> <ul style="list-style-type: none"> - Customer faces significant financial hardship with no support network. - Customer is paying their water bill, but cannot afford basics (such as proper food, clothes, or heating). - Customer already benefits from a reduced bill. | <p><u>Apply for payment break:</u></p> <p>https://www.southernwater.co.uk/help-advice/contact-us</p> <p>hereTohelp@southernwater.co.uk</p> <p>0330 303 0277</p> <p><u>General help, contact affordability team:</u></p> <p>hereTohelp@southernwater.co.uk</p> <p>cs_affordabilityteam@southernwater.co.uk</p> <p>0800 027 0800</p> |
|------------------------------|--|---|

| | | | |
|---|---|--|---|
| | <ul style="list-style-type: none"> - There is something that can be done to provide long term benefit (such as a replacement washing machine or a plumber to fix a leaky toilet) or assistance in a crisis (such as food vouchers). | | |
| 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> |
| Share the Warmth | <p>The Share the Warmth online platform will take you through 5 simple but effective energy-saving tips that can save households up to £512 per year. Once you've learnt these useful tips, you can then share the warmth with loved ones that need your help.</p> | | <p>Link to online platform: https://brown.co1.qualtrics.com/jfe/form/SV_2tbcjTN5NUJptk?dct=KE&ch=QR</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>Top tips for keeping warm and well this winter - GOV.UK (www.gov.uk)</p> |
| British Gas Energy Trust | <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</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>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>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 schemes, monetary support from the fund, or a loan of a thermal imagery camera to find heat leaks at home.</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> <p>Energy crisis information page: Energy Crisis Information Octopus Energy Octopus Energy</p> |

| | | | |
|--|--|--|--|
| <p>Green Doctors</p> | <p>You can contact Green Doctors if you are on a low income and would like help to:</p> <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 <p>Apply for energy or water debt relief</p> | | <p>gws.secure.force.com/enquiry/</p> |
| <p>Kent Libraries</p> | <p>Kent Libraries are providing warm welcome spaces this autumn and winter.</p> <p>Offer comfortable spaces, free offers, services and work with partner organisations and community groups.</p> | | <p>Cost of Living Support Kent Libraries (spydus.co.uk)</p> <p>List of Libraries: Visiting a library - Kent County Council</p> |
| <p>Asda 'winter warmer' initiatives</p> | <p>Throughout November and December, offering people aged 60 and over the chance to enjoy soup, a roll and unlimited tea and coffees for just £1 in any of the 205 cafes.</p> <p>The offer is available all day, every day and will run alongside the current 'Kids eat for £1' offer. Also running a 'Community Cuppa' campaign in our cafes by creating space for community groups who may otherwise struggle to meet due to rising energy costs. All community group members who visit will receive unlimited free tea or coffee.</p> | <p>Community Cuppa- weekdays 2-6pm</p> | <p>List of participating stores/cafes: Asda Cafe store list</p> |
| <p>Kent Community Foundation</p> | <p>There are 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>Monday – Friday, 9:00am-5:00pm</p> | <p>01303 814500</p> <p>Questions on giving to your local community/establishing a charitable fund: development@kentcf.org.uk</p> <p>Questions on funding:</p> |

| | | | |
|--|--|--|---------------------|
| | | | admin@kentcf.org.uk |
|--|--|--|---------------------|

Cost of Living Support Across East Kent

Folkestone and Hythe District

| | | | |
|---|---|--|--|
| <p>Folkestone & Hythe District Council</p> | <p>Help with council tax payments, rent payments and other bills and debts such as food and utilities.</p> <p>A range of support measures are in place for residents, including:</p> <ul style="list-style-type: none"> ○ Council tax reduction ○ Financial support (Discretionary Housing Payment) ○ List of community hubs to help those who need it most (Age UKs, Hythe, Romney Marsh and Folkestone Community Hubs etc) | <p>Monday – Friday, 10:00am – 4:00pm</p> | <p>folkestone-hythe.gov.uk/cost-of-living-support</p> <p>folkestone-hythe.gov.uk/housing-benefit/discretionary-housing-benefit</p> <p>folkestone-hythe.gov.uk/council-tax/financial-support-payment-scheme</p> <p>Civic Centre, Castle Hill Ave, Folkestone, CT20 2QY</p> <p>01303 853000</p> |
| <p>Home Safe Loan</p> | <p>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.</p> | | <p>Email for more info: private.sectorhousing@folkestone-hythe.gov.uk</p> |

| | | | |
|---|--|---|---|
| <p>Winter Warmth Repayable Grant</p> | <p>Up to £7,000 is available for installation of heating and/or insulation. This support is available to homeowners who are 65 years and over, in receipt of benefits and/or suffering from a chronic illness which is exacerbated by the cold. These grants are repayable on a 10-year condition if the property is sold or changes ownership.</p> | | <p>Email for more info: private.sectorhousing@folkestone-hythe.gov.uk</p> |
| <p>MIND South Kent</p> | <p>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.</p> | <p>Tuesdays and Thursdays 10am – 3pm</p> | <p>southkentmind.org.uk The Beacon Plus Café at Abercrombie’s, Mill Bay, Folkestone, CT20 1JS 01303 250090- can call 9.30am-3pm Monday-Friday</p> |
| <p>Folkestone Safe Haven</p> | <p>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.</p> <p>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.</p> <p>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.</p> <p>This venue has an accessible toilet and lift, and there are disabled spaces on the road outside the building (not attached to building)</p> | <p>Open 365 days a year.</p> <p>Opening Hours: Mon – Fri, 18:00 – 23:00 Sat, Sun & Bank Holidays, 12:00 – 23:00</p> <p>Weekly Sessions: Tuesdays – Tea and chat, 7pm – 9pm Thursdays – Multi-craft, 7pm – 9pm Sundays – Art with Alex, 1pm – 3pm</p> <p>Monthly sessions: Men’s Group (Friday) 7pm – 9pm - please contact us for future dates.</p> | <p>The Rainbow Centre, 69 Sandgate Road, Folkestone, CT20 2AF</p> <p>07827 533 871 Folkestone.haven@hestia.org</p> |

| | | | |
|--|--|---|--|
| <p>Sunflower House</p> | <p>Sunflower House (SFH) is a charity, managing the SFH building.</p> <p>Work with community partners and provide 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-defense 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>www.sunflowerhouse.org.uk</p> <p>Sunflower House, 45 Foord Road, Folkestone, CT195AE (next to the viaduct)</p> <p>01303 240432</p> |
| <p>Porchlight Open Door (POD)</p> | <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>St John's Church, St John's Church Rd, CT19 5BQ</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 likeminded people.</p> | <p>Last Friday of each month, 10:00am – 12:00pm</p> | <p>Folkestone Sports Centre, Radnor Park Avenue, CT19 5HX</p> <p>For more information:</p> |

| | | | |
|-------------------------------------|--|-------------------------------------|--|
| | | | armedforces@folkestone-hythe.gov.uk Royal British Legion: 01303 488435 |
| Hythe Salvation Army | Food bank, no referral needed. | Wednesday, 10:00am – 12:00pm | www.salvationarmy.org.uk/hythe Portland Rd, Hythe, CT21 6EG 01303 268792 |
| Action on Homelessness | 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. | Tuesday and Thursday lunchtimes. | Sunflower House, 45 Foord Road, CT19 SAE |
| The Rainbow Centre Food Stop | 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 homeless without access to cooking facilities. | Tuesdays, Thursdays, and Saturdays. | 69 Sandgate Road, Folkestone CT20 2AF 01303 850733 |
| 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 |
| 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@ageuiskc.org.uk For lunch call to book: 01304 372 608 |

| | | | |
|----------------------------|---|--|---|
| Hythe Community Hub | Provides support for those affected by Covid-19, providing financial assistance towards food and other essential goods and services. | 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 community based in Hythe, Lyminge and Sellindge, 365 days a year. <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> | Monday - Friday, 9:00am - 3.30pm Café also open Saturday and Sunday 10am – 2pm | https://www.ageuk.org.uk/hytheandlyminge/ The Community Support Hub, Sanford House, Stade Street, Hythe, CT21 6BD 01303 269 602 |
| 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 | Monday –Friday | 63 Station Road, Lyminge, CT18 8HQ. 01303 269 602 |

| | | | |
|--|--|---|--|
| | <p>- Accessible lift</p> <p>Can provide transport at a cost that has adapted vehicles.</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 • Day Support and Home Support services • Community meals • Lunch and community meals served daily • Information and Advice • Making sure you get the help and support you need • Mobile hairdressing • Salon services in the comfort of your own home • Dementia Services | 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> <p>hello@rmch.org.uk</p> |
| The Community Network Cheriton- United Response | <p>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'.</p> | <p><u>Opening times (times may differ)</u></p> <p>Mon: 11am-1pm</p> <p>Tues: 11am-2pm</p> <p>Thurs: 10am-2pm</p> <p>Fri: 10.30am-2pm</p> <p>Community coffee mornings, Fridays 10.30am-12.30pm.</p> <p>Special events also throughout the months.</p> | <p>378A Cheriton Road, Folkestone, CT19 4DX</p> <p>07909882121</p> <p>Rachael-stickells@unitedresponse.org.uk</p> |

| | | | |
|--|---|--|---|
| 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. | | https://www.familyfoodbank.org/folkestone--hythe-ffb.html |
| People Plus | | Monday – Friday, 9:00am – 5:00pm | People Plus, 145-147 Sandgate Road, Folkstone, CT20 2DA |
| New Romney Children’s Centre | | Monday – Friday, 8:30am – 4:30pm | New Romney CC Craythorne Lane New Romney TN28 8 BL Tel 03000 420000 - Families Only |
| The Village Children’s Centre | | Monday – Friday, 8:30am – 4:30pm | The Village CC Denmark Street, Folkestone, CT19 6EQ Tel 03000 420893 Families Only |

| | | | |
|--|--|---|--|
| Folkestone Early Years Children’s Centre | | Monday – Friday, 8:30am – 4:30pm | Folkestone Early Years CC Dover Rd Folkestone CT20 1QF Tel 03000 419727 Families Only |
| Caterpillars Children’s Centre | | Monday – Friday, 8:30am – 4:30pm | Caterpillars CC Chart Rd, Folkestone CT19 4PN Tel 03000 416444 Families Only |
| East Kent College | | Monday – Friday, 9:00am – 3:00pm | East Kent College EKC - Westcliff House, Westcliff Gardens, Folkestone CT20 1SZ. Tel: 01843 230876 - College Students Only |
| Folkestone & Hythe Social Services – Children’s Team | | Monday – Friday, 9:00am – 3:00pm | Contact main office |
| Age UK South Kent Coast Folkestone Community Hub... These venues are fully accessible and have disabled facilities. Warm Space Heat-Meet-Eat | Staff are trained in supporting people with dementia. 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. Enjoy a delicious, homecooked 2 course meal for £4 – | Starts 07/11/22 Monday-Thursday 9am-4pm Starts 07/11/22 Mondays - 9am-4pm | The Marigold Centre, 65 Shaftesbury Avenue, Folkestone, CT19 4NS 01304 372 608 The Marigold Centre, 65 |

| | | | |
|--|--|--|---|
| | free hot drinks all day, free wellbeing activities, free information & advice. Please book to secure your space for lunch. | Lunch served at 12pm | Shaftesbury Avenue, Folkestone, CT19 4NS 01304 372 608 |
| Meal Delivery Service | Nutritious, freshly cooked, 2 course meal delivered straight to your door £7 – available 7 days a week. | Monday-Sunday | 01304 372 608 |
| Maintenance Cognitive Stimulation Therapy | 2-hour-long sessions for people living with mild-moderate dementia – Free to attend. Booking essential. | Tuesdays 10am-12pm | The Marigold Centre, 65 Shaftesbury Avenue, Folkestone, CT19 4NS 01304 372 608 |
| Wellbeing Activities | Low-cost community wellbeing activities for people aged 55+ from walking cricket to hula hooping and everything in between! Free sessions available where cost is a barrier. | Various | https://www.ageuk.org.uk/southkentcoast/activities-and-events/community-activities/ For info on free sessions: deputyceo@ageukskc.org.uk |
| Folkestone Community Fridge | 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. | Monday, Thursday, Friday: 10am–1pm and 2–4:30pm Wednesday: 9:30am–1pm Saturday: 10am–1pm | https://feedingfolkestone.net/community-fridge/ Wood Avenue Library, 17 Wood Avenue, Folkestone, CT19 6HS HELLO@FEEDINGFOLKESTONE.NET |
| Shepway Foodbank (A project of Rainbow Centre) | Run by Rainbow Centre they take referrals from a variety of organisations to help people over a crisis, such as delayed benefits. | ○ Lydd – Collection Fridays | Folkestone Methodist Church, 153-155 Sandgate Road, Folkestone, CT20 2DA- Don't |

| | | | |
|---|---|---|---|
| | <p>The foodbank is based at three locations:</p> <ul style="list-style-type: none"> ○ Lydd- face to face distribution centre ○ New Romney- face to face distribution centre ○ Folkestone- delivery 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"> ○ New Romney – Collection Tuesdays <p>Folkestone – Deliver Tuesdays and Fridays</p> | <p>operate from this address.</p> <p>https://shepway.foodbank.org.uk/give-help/donate-food/</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 assessed for a food voucher</p> |
| <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>Monday, 9.15am - 1.30pm</p> | <p>www.yourlocalpantry.co.uk/pantry-listings/hythe-pantry-kent/</p> <p>Our Lady of Good Counsel Catholic Church, 2 Lower Blackhouse Hill, Hythe, CT21 5LS</p> <p>07913 573 403 pantry@rainbow-centre.org</p> |

Cost of Living Support Across East Kent

Thanet District

| | | | |
|---|---|--|--|
| Thanet District Council | For regular updates and helpful information visit Thanet District Council's website, Facebook page and Twitter. | | 01843 577000 https://www.thanet.gov.uk/ https://www.thanet.gov.uk/info-pages/energyinthehome/ |
| Energy Advice and Referral service | Thanet District Council provides an Energy Advice and Referral service that offers: <ul style="list-style-type: none"> - General energy advice. - Information on grants and discounts available energy bills. - Crisis support to help with energy bills and to keep households warm. - Information and support for boiler repairs and housing thermal improvements. - Access to schemes for insulation, low carbon heating, heating controls replacement, single glazing, gas connection, solar thermal and solar PV. | | Energy in the Home - Thanet 01843 577400 energysaving@thanet.gov.uk |
| Home Upgrade grants | From September 2022, funding will be available for properties that are off grid and harder to improve. To be eligible, properties must have an EPC of Band D, E, F or G and a household income of less than £30,000 per year. | | Register at: energysaving@thanet.gov.uk Apply before 31 March 2023 |

| | | | |
|--|---|---|---|
| | <p>The grant will provide funding to install energy efficiency and low carbon heating improvements including external wall insulation, replacement of single glazing, air or ground source heat pumps, solar PV, heating controls and wider insulation.</p> | | |
| <p>Sustainable Warmth Grant</p> | <p>Sustainable Warmth is a new Government grant scheme designed to fund energy-efficiency upgrades. It is operated in Thanet by E.ON energy.</p> <ul style="list-style-type: none"> • Designed to support households most likely to be impacted by rising fuel bills. • Energy-saving tech and upgrades installed by TrustMark-approved installers. • Creating warmer, healthier homes. • Helping to cut carbon emissions. • Funding available for homes on and off the gas grid <p>To be able to take part in the scheme you need to have an income of less than £30,000. You also need to be living in a low energy efficiency home.</p> | <p>Applications for the Sustainable Warmth Programme close on the 31st December 2022.</p> | <p><u>Find out if eligible/online application:</u> www.eonenergy.com/green-homes-grant Call Eon on: 0333 202 4859</p> <p><u>Look up EPC rating:</u> https://www.gov.uk/find-energy-certificate</p> |
| <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.</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>Our breakfast club is a great way to kickstart your day: get involved with cooking some delicious food or take a mindfulness walk on the beach.</p> <p>Or you can join us to try different activities to boost your wellbeing, from cooking to table tennis to painting – or</p> | <p>Breakfast Club- Wednesdays, 9.30-11.30am</p> <p>Wellbeing Activities- Wednesdays, 12.30-3.30pm</p> | <p>Breakfast Club- Kairos Café, 3 Cecil Square, CT9 5EH</p> <p>Wellbeing Activities- Holy Trinity Church, St Mary's Ave, CT9 3TN</p> |

| | | | |
|---|--|--------------------------|--|
| | <p>you can just pop in for a chat. All sessions are completely free, and everyone aged over 18 is welcome</p> | | |
| Turner Contemporary Children's Art Library | <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> | Tuesday-Sunday, 10am-5pm | <p>https://turnercontemporary.org/childrens-art-library/</p> <p>Turner Contemporary, Rendezvous, Margate, CT9 1HG</p> <p>01843 233 000 info@turnercontemporary.org</p> |
| Thanet Shelter And Support | <p>The Thanet Shelter exists to provide for homeless people across Thanet a range of welfare and accommodation services seeking to bring new hope and new opportunity to rebuild damaged lives.</p> <p>Provides practical support such as food, shelter, clothing, healthcare, assistance finding employment and training as well as building relationships, listening and caring.</p> | | <p>thanetshelterandsupport.org/</p> <p>Thanet Shelter And Support C/O 167a High Street, Ramsgate, CT11 9TT</p> <p>07901383340</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>Age UK Thanet</p> | <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> |
| <p>MHM Thanet 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>Provide 356-day service to individuals in crisis.</p> <p>Face-to-face drop-in service: open every evening between 6pm and 11pm for anyone aged 16 and over</p> | <p>Holy Trinity Church, St Mary's Avenue, Dane Valley, Margate, CT9 3TN</p> <p>07850 655 877</p> <p>Email: thanet.mhm@nhs.net</p> |

| | | | |
|--|--|--|--|
| <p>Salvation Army Ramsgate</p> | <p>The Salvation Army have officers that are in the community providing food, shelter, employment, and debt advice. They have a 24hr shelter in central Thanet (Thanet Shelter Support) that provides people with a safe place to go and have a hot meal and stay warm.</p> | <p>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>C&F Family Food Bank in Partnership with.....</p> <p>Millmead Children’s Centre</p> <p>Six Bells Children’s Centre</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>Monday – Friday, 8:30am – 4:30pm</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>https://www.familyfoodbank.org/thanet-ffb.html</p> <p>Millmead Children Centre - Dane Valley Road, Margate, CT9 3RU. Tel: 01843 280555 FAMILIES ONLY</p> <p>Six Bells Children Centre - 201 High Street, Margate, CT9 1WH. Tel: 03000 411666 FAMILIES ONLY</p> |

| | | |
|--|--|---|
| <p>Cliftonville Children's Centre</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 Children Centre - 26 St Pauls Road, Cliftonville, CT9 2DB. Tel: 03000 421129 FAMILIES ONLY</p> |
| <p>Priory Children's Centre</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>Priory Children Centre - Cannon Road, Ramsgate, CT11 5SQ. Tel: 03000 411041 FAMILIES ONLY (Mon, Tues, Wed, Fri)</p> |
| <p>Newlands Children's Centre</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>Newlands Children Centre - Dumpton Lane, Ramsgate, CT11 7AJ. Tel: 03000 411042 FAMILIES ONLY</p> |
| <p>Quarter Deck Youth Centre</p> | <p>Monday, Tuesday, Wednesday & Friday</p> | <p>Quarter Deck Youth Centre - Zion Place, Margate, CT9 1RP. Tel: 01843 292927</p> |
| <p>Pie Factory Music Youth</p> | <p>Monday – Friday, 9:00am – 3:00pm</p> | <p>Pie Factory Music Group - Ramsgate youth Centre, High Street St Lawrence, CT11 0QG. Tel: 07514 641142 (Mon-Fri 9.30-15.30)</p> |

| | | | |
|--|---|--|--|
| <p>East Kent College Margate</p> | | <p>Monday – Friday, 9:00am – 3:00pm</p> | <p>East Kent College EKC Margate - Floor 2, Mill Lane House, Mill Lane, Margate, CT9 1LB. Tel: 01843 230876 - College Students Only</p> |
| <p>East Kent College Ramsgate</p> | | <p>Monday – Friday, 9:00am – 3:00pm</p> | <p>East Kent College EKC Ramsgate - The Argyle Centre, Floor 3, Ramsgate, CT11 9DS. Tel: 01843 230876 - College Students Only</p> |
| <p>Thanet Social Services – Children’s Team</p> | | | <p>Thanet Social Services - Tel: 03000 414141</p> |
| <p>MiFoodbank and MiCommunity (Margate area)</p> | <p>- food support - low-cost food - low-cost toiletries - low-cost cleaning products - low-cost pet food.</p> <p>Also have an outreach scheme, and will be acting as a connecting point between the public and local advice and support services Key areas of support will be:</p> <ul style="list-style-type: none"> • Debt Advice (Energy/Water/Consumer) • Befriending Services • Clothing/Homeware/Furniture Banks | <p>Shop: Tuesday – Friday, 10am - 3pm</p> <p>Food donations: Tuesdays- Thursdays, 10am-3pm</p> | <p>MiCommunity Shop, 6 Duke Street, Margate, CT9 1EP</p> <p>hello@mifoodbank.org – email for more information or a membership form</p> <p>01843 280074</p> |

| | | | |
|-----------------------------------|---|--|--|
| Our Kitchen | The shop offers goods at drastically reduced prices, meal kits, chances to learn new recipes, and opportunities to taste new products. Gives residents who are facing difficulties financially the chance to shop within their budget and eat healthily. | Tuesday- Friday, 10am-3pm | St Georges Church, Church Hill, Ramsgate, CT11 8AG |
| St Pauls Foodbank | Foodbank | Monday, Tuesday and Thursday 10.30am – 12:00pm | https://thanetfoodlink.org.uk/about-us St Pauls Church, 93 Northdown Road, Margate, CT9 2RD 01843 447187 |
| St Peters Foodbank | Foodbank The Baptist Church of St Peter's will also hold a warm bank. | Foodbank: Friday, 10.30am – 12:00pm Warmbank: Wednesday, 12.30-3.30pm | thanetfoodlink.org.uk/about-us ST Peters Baptist Church, Vicarage Street, St Peters, CT10 2SG 01843 447187 |
| St Peters Church Warm Bank | A warm bank, with free tea and coffee and the opportunity to chat. | Monday, 9.30am-12pm | St Peter's Church Hall, Hopeville Avenue, Broadstairs, CT10 2TR (foyer to the main hall) 01843 866061 |
| 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 | The Dalby Cafe, Dalby Square, Cliftonville, CT9 2EX Must register to ensure your table is reserved. Lucy@kitchensocialcookeryclub.co.uk |

| | | | |
|---|---|---------------------|---|
| | | | 07894864610 |
| C&F Kent Community Pantry Millmead | Making food affordable for local residents. For a small membership fee, of less than £3.50 per week, members receive around £15 worth of food. This includes Fresh produce, dairy, bakery, ambient, meat, drinks and hygiene products | Monday 12noon – 1pm | https://www.kentcommunitypantry.org/ Millmead Children Centre - Dane Valley Road, Margate, CT9 3RU. kcp@children-families.org 01843 280555 |

Cost of Living Support Across East Kent

Canterbury District

| | | | |
|--------------------------------|--|----------------------------------|--|
| Canterbury City Council | Help with council tax bills | | www.canterbury.gov.uk |
| Across Canterbury District | Support for those at risk of homelessness Discretionary Housing Payment for help with housing costs. | | Council Offices, Military Rd, Canterbury, CT1 1YW 01227 862000 |
| Catching Lives | Support for anyone who is homeless or vulnerably housed. Services include: <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 Staff receive training on various ways of working with clients (strength-based approach, counselling skills, motivational interviewing, trauma informed care etc.) | Monday – Sunday, 9:00am - 2:00pm | Catchinglives.org Canterbury Open Day Centre, Palmer House, Station Road East, Canterbury, CT1 2RB. 01227 464904 info@catchinglives.org |

| | | | |
|---|---|---------------------------------------|---|
| <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.</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> | <p>Monday, 11am-2pm</p> | <p>All Saints Church Canterbury, Military Road, CT1 1PA</p> |
| <p>Age UK Herne Bay and Whitstable</p> | <p>Winter Heat, Meet and Eat</p> <ul style="list-style-type: none"> • Full day – for £18 (or £25 with transport) you can attend the Bradbury Centre from Monday-Friday 9am-3:30 per day, including lunch • Drop in – drop in for a chat and a cuppa – tea and a biscuit is 50p • Lunch – Freshly cooked meals can be booked the day before – a two course meal is £8 and you can meet at the centre from 11:15am • We also have a men shed on site, gentleman can come along on Monday, Wednesday, and Friday. Cost for the year is £36. • We have a befriending service • We have a marigold cleaning service • Meal delivery to vulnerable members of the community based in Herne Bay, Whitstable, Chestfield Tankerton, this service is 365 days a year. Cost of a main meal is £7.25 Pudding is £1.25 and sandwiches and cake are £3.00 | <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> |

| | | | |
|--|---|---|--|
| | <ul style="list-style-type: none"> • Offer a monthly Dementia Café on a Tuesday at our centre in reculver road • On the last Friday of every month, hold a dementia drop-in clinic. This is from 1pm-4pm and is held the centre on Reculver road. <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 • Foot Health Services, in our centre and home visiting • Befriending • Key Safe Fitting • A range of outreach services | Monday to Friday, 8.30am to 4.00pm | <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> |
| <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>Provide 356-day service to individuals in crisis.</p> <p>Face-to-face drop-in service: open every evening between 6pm and 11pm for anyone aged 16 and over</p> | <p>Located in the Age UK centre on Castle Row, Canterbury, CT1 2QY</p> <p>07876 476 703 07483 163 953</p> <p>Email: Canterbury.mhm@nhs.net</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>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>Donation only basis on a 3-month trial from 14th November.</p> <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>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>The Umbrella Café Whistable</p> | <p>A community cafe providing free meals via our Pay it Forward initiative.</p> <ul style="list-style-type: none"> • Run a Social Pantry diverting surplus stock from landfill to households in the community struggling with food insecurity. • Divert over 100kgs every week from landfill and provide a free lunch and refreshments to shoppers. • Stock varies each week and members can spend £2 and take 10 items. | <p>Social Pantry: Thursday, 10am -3pm</p> <p>Café: Monday-Wednesday: 9am - 4pm Friday-Saturday: 9am - 4pm</p> | <p>The Umbrella Café, Oxford Street, Whitstable, CT5 1DD</p> <p>07518 065801</p> <p>talk@theumbrellacafe.co.uk</p> |
| <p>Warm Spaces...</p> | <p>Warm Spaces</p> <p>Canterbury Foodbank signposter at every session.</p> | <p>Monday – Friday, 10:00am – 1:00pm, Sunday 1:00pm-4:00pm</p> <p>Monday, 2:00-4:00pm</p> | <p>www.whistablecares.co.uk</p> <p>Waterloo Centre, Waterloo Road, CT5 1BP</p> |

| | | | |
|--|--|--|---|
| | Hot food available. 2 nd and 4 th Tuesday only | Tuesday, 7:45am-3:30pm | Tesco Community Space, Millstrood Road, CT5 3EE |
| | Hot food available, kids welcome | Wednesday, 4:00-8:00pm | St Johns Centre, St Johns Road, CT5 2QU |
| | Hot food available | Thursday, 1:00-5:00pm | Whistable United Reformed Church, Middle Wall, CT5 1BW |
| | Kids Welcome | Friday, 2:00-4:00pm | Whistable Labour Club, Belmont Road, CT5 1QP |
| | | Saturday, 2:00pm-4:00pm | Harbour St Fellowship, Harbour Street, CT5 1AQ |
| | Homeless people welcome | Monday, Wednesday, Friday, 1:00-4:00pm | St Alphege Church, High Street, CT5 1AY |
| | | | The Haven, St Johns Methodist Church, Argyle Road, CT5 1JS |
| 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 | | https://www.familyfoodbank.org/canterbury-ffb.html |

| | | | |
|---|---|---|---|
| <p>Canterbury & District Early Years Project</p> | <p>completely free service supporting the most vulnerable residents in need.</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> |

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>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>Winter Warmth Grant</p> | <p>The Winter Warmth Grant provides up to £5,000 towards the cost of repairing or replacing heating systems or installing insulation if you:</p> <ul style="list-style-type: none"> • are over 65 (or under 65 in certain circumstances) • have long term health problems or a disability which makes you vulnerable to the cold | | <p>Find out more: sarahchesson@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>Friday, 9:00am-1:00pm at the Job Centre in Sittingbourne</p> | <p>sateda.org</p> <p>01795 417251</p> <p>admin@sateda.org</p> |
| <p>Southern Housing</p> | <p>Wellbeing, employment and money support.</p> | <p>Monday - Friday, 9:00am – 5:00pm</p> <p>An emergency service operates outside these hours.</p> | <p>https://www.shgroup.org.uk/</p> <p>Snowdown Court, Market Pl, Aylesham, Canterbury CT3 3ED</p> <p>0300 303 1773</p> <p>Text WELLBEING to 07525 680177</p> |
| <p>MHM Medway 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</p> | <p>Provide 356-day service to individuals in crisis.</p> <p>Face-to-face drop-in service: open every evening between 6pm and 11pm for anyone aged 16 and over</p> | <p>Located in the Age UK centre on Woodlands Road, Gillingham, ME7 2BX.</p> <p>07850 901151</p> <p>07808 795036</p> |

| | | | |
|--|--|---|--|
| | <p>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> | | |
| Faversham Umbrella | <p>No purchase necessary to keep warm in the centre but there is a café where you can buy hot drinks and food.</p> <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 | Tuesday, Wednesday and Friday, 10:00am - 3:00pm | <p>favershamumbrella.org/</p> <p>Faversham Umbrella, Court Street, Faversham, ME13 7AT</p> <p>01795 229143</p> <p>becky@favershamumbrella.org</p> <p>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>www.westfavershamca.org/</p> <p>Bysing Wood Rd, Faversham, ME13 7RH</p> <p>01795 537321</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>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> |
| <p>Seashells Children’s Centre</p> | | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>Seashells Children Centre - Rose Street, Sheerness, ME12 1AW, Tel: 01795 889233 (Mon - Fri 8.30 - 4.30)</p> |
| <p>Community Church Sheppey</p> | | <p>Sunday, 12noon – 1:00pm Thursday, 12noon – 2:00pm</p> | <p>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</p> |
| <p>Ladybird Children’s Centre</p> | | <p>Monday, 8:30am – 4:30pm</p> | <p>Ladybird Children Centre, First Avenue, Queenborough, ME11</p> |

| | | |
|--|----------------------------------|--|
| | Thursday, 8:30am – 4:30pm | 5JF. Tel: 03000 411313 - ladybirdcc01@kent.gov.uk (open Mon 8.30-4.30 & Thur 8.30-4.30) |
| Beaches Children’s Centre | Monday – Friday, 8:30am – 4:30pm | Beaches Children Centre - Warden Bay Road, Leysdown on Sea, ME12 4AN. Tel: 03000 421277 - Beachescc@kent.gov.uk |
| Murston Children’s Centre | Monday – Friday, 8:30am – 4:30pm | Murston Children Centre, Church Road, Sittingbourne, ME10 3RU. Tel: 03000 420896 - Murstoncc@kent.gov.uk |
| Milton Court Children’s Centre | Monday – Friday, 8:30am – 4:30pm | Milton Court Children Centre, Brewery Road, Milton Regis, ME10 2EE. Tel: 03000 420899 - miltonchild01@kent.gov.uk |
| St Mary s Children’s Centre | Monday – Friday, 8:30am – 4:30pm | St Marys Children Centre, Orchard Place, Faversham, ME13 8AP. Tel: 03000 411033 - Stmary01@kent.gov.uk |
| Swale Social Services – Children’s Team | Monday – Friday, 9:00am – 3:00pm | Swale Social Services |

| | | | |
|---|--|--|---|
| <p>St Mary's Church Teynham</p> | | <p>Please contact for support</p> | <p>St Mary Church, Teynham, Tel: 01795 522510</p> |
| <p>The Moat Foundation</p> | | <p>Monday – Friday, 9:00am – 5:00pm</p> | <p>The Moat Foundation, Sittingbourne Community Hub, 33 Cavell Way, Sittingbourne, ME10 1RL</p> |
| <p>West Faversham Community Centre</p> | | <p>Monday – Friday, 9.00am - 20.30pm Saturday – Sunday, 9.00am - 16.00pm</p> | <p>West Faversham Community Centre, Bysingwood Road, Faversham, ME13 7RH. Tel: 01795 537321 (Mon-Fri 9.00 - 20.30 & Sat-Sun 9.00 - 16.00)</p> |
| <p>East Kent College</p> | | <p>Monday – Friday, 9.00am – 3:00pm</p> | <p>East Kent College EKC - Central Avenue, Sittingbourne, ME10 4BX. Tel: 01843 230876 - College Students Only</p> |
| <p>Demelza Hospice</p> | | <p>Monday – Sunday, 9.00am – 4:00pm</p> | <p>Demelza Hospice, Rook Lane, Bobbing, Sittingbourne, Kent, ME9 8DZ - Services Users Only - Please speak to the Practical Support Team</p> |

| | | | |
|---|--|---|---|
| <p>C&F Kent Community Pantry Seashells</p> | <p>Making food affordable for local residents. For a small membership fee, of less than £3.50 per week, members receive around £15 worth of food. This includes Fresh produce, dairy, bakery, ambient, meat, drinks and hygiene products.</p> | <p>Wednesday, 11:00am –12.30pm</p> | <p>https://www.kentcommunitypantry.org/</p> <p>Seashells Children Centre - Rose Street, Sheerness, ME12 1AW</p> <p>01795 889233</p> <p>kcp@children-families.org</p> |
| <p>C&F Seashells Children’s Centre – 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</p> | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>https://www.children-families.org/seashells-childrens-centre.html</p> <p>https://www.facebook.com/seashellscentre/</p> <p>Seashells Children Centre - Rose Street, Sheerness, ME12 1AW</p> <p>01795 889233</p> |

| | | | |
|---|--|---|---|
| | <p>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>C&F Seashells Children’s Centre – Family Finance Project</p> | <p>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.</p> | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>https://www.children-families.org/seashells-childrens-centre.html https://www.facebook.com/seashellscentre/ Seashells Children Centre - Rose Street, Sheerness, ME12 1AW 01795 889233</p> |
| <p>C&F Seashells Children’s Centre - Fuel & Water Home Adviser Project</p> | <p>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.</p> | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>https://www.children-families.org/fuel--water-home-adviser.html https://www.facebook.com/steveseashells/ Seashells Children Centre - Rose Street, Sheerness, ME12 1AW 01795 889233</p> |

| | | | |
|--|---|--|---|
| C&F - Swale Sisters | <p>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.</p> | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>https://www.children-families.org/fuel--water-home-adviser.html https://www.facebook.com/swalesisters/</p> <p>Seashells Children Centre - Rose Street, Sheerness, ME12 1AW</p> <p>01795 889233</p> |
| C&F Seashells Children’s Centre – Fuel Bank | <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> |
| The Bus Shelter Kent Community Hub | <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>busshelterkentcommunityhub.org.uk/</p> <p>Behind Sittingbourne library, opposite the Police station</p> <p>07549 699287</p> <p>contactus@busshelterkentcommunityhub.org</p> |
| Age UK Faversham & | <p>Information & Advice Services</p> | <p>Open 365 days a year for hot food</p> | <p>www.ageuk.org.uk/favershamandsit</p> |

| | | | |
|----------------------------------|---|--|--|
| <p>Sittingbourne</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 • Coffee Mornings in a warm hall • Free wellbeing activities • Specialist post diagnostic dementia support <p>Free warm packs available. Include things like a hot water bottle, flask, warm socks, sweets.</p> <p>Currently have funding to provide hot food delivery for free for people of pensionable age</p> <p>Eco Warmers Do you know someone who is struggling to get warm? We have some EcowarmerFPs to give to those in need.</p> <ul style="list-style-type: none"> - Infrared heating - Heats the person, not the room. - Only 6.8p per hour running cost | <p>delivery.</p> | <p>tingbourne</p> <p>The Old Fire Station, Crescent Road, Faversham, ME13 7GU</p> <p>01795 532766</p> <p>reception@ageukfs.org.uk</p> <p>email to request a warm pack or make a referral for an eco warmer: Kelly.chell@ageukfs.org.uk</p> |
| <p>Faversham Foodbank</p> | <p>We provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis.</p> | <p>Wednesday and Friday, 1:30pm-4:00pm</p> | <p>https://faversham.foodbank.org.uk/</p> <p>The Gospel Mission Church, Tanners Street, Faversham, Kent, ME13 7JL</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.

2. ARRANGE A VISIT TO THE REFERRAL AGENCY.

They will discuss your situation and supply you with a foodbank voucher where appropriate.

You can find the referral agencies here: [How to get help | Faversham Foodbank](#)

Have no additional training but several volunteers have worked in education, health care, and social service in the past.

Disabled toilet and changing places toilet are available on request as it is in a secure staff area.

07938720604

info@faversham.foodbank.org.uk

Cost of Living Support Across East Kent

Ashford

| | | | |
|---|---|-------------------------------|--|
| <p>Ashford Borough Council Welfare Support Grant</p> | <p>Have recently launched a small grants fund. The grants are for projects within the community, applications need to be made by an organisation/group and meet our priority to reduce the cost of living, such as fuel (home or travel), food, financial (such as debt advice), or warm clothing and be under £5,000.</p> <p>Also... If you are an organisation that can refer individuals to services or take referrals, you may be interested in the ReferKent service. Many organisations are joining this service and to make it of value to Ashford, we would like as many organisations that can refer and/or be referred to join.</p> | | <p>Email for application form: welfaresupport@ashford.gov.uk</p> <p>ReferKent Service www.kent.gov.uk/referkent</p> |
| <p>Kent Community Pantry Stanhope</p> | <p>Making food affordable for local residents. For a small membership fee, of less than £3.50 per week, members receive around £15 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/</p> <p>Kent Community Pantry, The Parish Hall, Otterden Close, Stanhope, Ashford, TN23 5TG</p> <p>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 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/ashford-ffb.html</p> |
| <p>Willows Children’s Centre</p> | | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>Willows Children Centre - Brookfield Rd, Ashford TN23 4EY. (Mon-Fri 8.30-4.30) Tel: 03000 418800 FAMILIES ONLY</p> |
| <p>Lite Bites Willows Children’s Centre Cafe</p> | | <p>Monday – Friday, 8:30am – 6:00pm</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>Bluebells Children’s Centre</p> | | <p>Monday - Thursday, 8:30am – 4:30pm Friday, 8:30am – 4:00pm</p> | <p>Bluebells Children Centre - School Rd, Hothfield, Ashford TN26 1HA. Tel: 03000 418300 (Mon-Thur 8.30-4.30 & Fri 8.30-4.00) FAMILIES ONLY</p> |

| | | | |
|--|--|--|---|
| <p>Sure Steps Children's Centre</p> | | <p>Monday – Thursday, 8:30am – 4:30pm Friday, 8:30am – 4:00pm</p> | <p>Sure Steps Children Centre - 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 Children's Centre</p> | | <p>Monday – Thursday, 8:30am – 4:30pm Friday, 8:30am – 4:00pm</p> | <p>Waterside Children Centre - Turner Cl, Ashford TN24 0PQ. Tel: 03000 418700 (Mon-Thur 8.30-4.30 & Fri 8.30-4.00) FAMILIES ONLY</p> |
| <p>Ashford Youth Hub</p> | | <p>Monday - Friday, 8:30am – 4:30pm (evening support also available)</p> | <p>Ashford Youth Hub - Mabledon Ave, Ashford TN24 8BJ. Tel: 03000 417567 FAMILIES ONLY</p> |
| <p>Little Explorers Children's Centre</p> | | <p>Tuesday - Friday, 8:30am – 4:30pm</p> | <p>Little Explorers - Recreation Ground Road, Tenterden, TN30 6RA. (Wed & Fri 8.30-4.30) Tel: 03000 417400 (Tues - Thurs 8.30 - 4.30) FAMILIES ONLY</p> |
| <p>Pneuma Church</p> | | <p>Monday – Friday, 9:00am – 12noon</p> | <p>Pneuma Church - Ashford Works, Cobbs Wood Industrial Estate, Brunswick Road, TN23 1EH. Tel: 01233 331919 (Mon-Fri 9.00-12noon)</p> |

| | | | |
|---|--|---|---|
| <p>Tenterden Social Hub</p> | | <p>Monday – Thursday, 8:30am – 9:30am & 3:00 – 4:00pm</p> | <p>Tenterden Social Hub - Church Road, Tenterden, TN30 6AT. Tel:01580 762882 (Mon-Thur 8.30-9.30am & 3.00-4.00pm Individuals Only)</p> |
| <p>St Mildreds Church</p> | | <p>7 days a week 8:00am – 7:00pm</p> | <p>St Mildreds Church Vicarage - Church Road, Tenterden, TN30 6AT. Tel: 01580 765518/07919 381827 or 01580 761591/07888998874 (7 days a week 8am-7pm)</p> |
| <p>St Marys Willesborough</p> | | <p>Wednesday, Thursday & Friday, 9:30am – 12:30pm</p> | <p>St Marys Willesborough - Willesborough, Ashford TN24 0YR. Tel: 07583418386 (Wed & Thurs Fri 9.30 - 12.30)</p> |
| <p>The Well (Willesborough Baptist Church)</p> | | <p>Church open: Mon, Tues, Thurs, Fri, 9am – 12.30pm, Wed, 9.30am-3.30pm Well café open: Tues, Thurs, Sat</p> | <p>The Well (Willesborough Baptist Church) - Hythe Rd, Willesborough, TN24 0QR, Tel: 01233 632739</p> |
| <p>Boxes of Hope</p> | | <p>Please make an appointment</p> | <p>Boxes of Hope - First Floor, 162 Godington Rd, Ashford, TN23 1LN.</p> |

| | | | |
|--|--|--|---|
| | | | Tel: 01233 340194 (Please call to make an appointment before collecting. Mon, Tues, Wed, Fri 9.00-12noon) |
| St Francis Church | | Please contact the church | St Francis Church, Cryol Road, Ashford, TN23 5AS. Tel: 07562 333201 |
| The Moat Foundation | | Monday – Friday, 9:00am – 5:00pm | The Moat Foundation, Stanhope Community Hub - 67 Otterden Close, Stanhope, Ashford, TN23 5TH |
| One You Shop | | 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) |
| East Kent College | | Monday – Friday, 9:00 – 4:00pm | East Kent College EKC - Pluto House, Station Road, Ashford, TN23 1PP. Tel: 01843 230876 - College Students Only |
| Ashford Social Services – Children’s Team | | Monday – Friday, 9:00 – 4:00pm | Ashford Social Services |

| | | | |
|---------------------------------|---|---|---|
| Lilys Kitchen | <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 | Tuesday- Saturday, 8am-4pm | <p>Singleton Village Hall, Hoxton Close Ashford, England, TN23 5LB</p> <p>01233630533</p> <p>info@lilysbistrocatering.com</p> |
| Gateway Church | <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-3pm</p> | <p>gatewaychurchashford.co.uk</p> <p>The Riverside Centre, Clockhouse, Ashford, TN23 4YN</p> <p>01233638866</p> |
| St. Mary's Willesborough | <p>Meat, Eat and Heat.</p> <p>Warm welcome, friendly socialising and a free hot soup lunch.</p> <p>All are welcome.</p> | Wednesdays 1-3pm | <p>St Marys Willesborough, Ashford, TN24 0YR.</p> <p>Contact Libby at the Parish Office for more details: 01233620433</p> |
| Salvation Army Foodbank | Food parcels and fresh food available | Fridays 10am – 12pm | <p>The Salvation Army Hall, 115 Cudworth Road, Ashford, TN24 0BE</p> <p>01233 643 480</p> <p>ashford.corps@salvationarmy.org.uk</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>https://www.reptonct.uk/</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> |
|---------------------------------------|--|--|---|

Cost of Living Support Across East Kent

Dover District

| | | | |
|---|--|---------------------------------|--|
| <p>Dover District Council</p> | <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>Can use funding (from Government/energy suppliers) to install insulation and heating measures in fuel poor/vulnerable households. In the past, have also helped residents to switch energy suppliers. Also provide advice on how to keep your home warm and reduce condensation and mould.</p> | | <p>www.dover.gov.uk/</p> <p>Link to advice: Energy Advice (dover.gov.uk)</p> <p>White Cliffs Business Park, Dover CT16 3PJ</p> <p>01304 821199</p> <p>Facebook: @doverdc Twitter: @doverdc</p> |
| <p>Deal and Sandwich Social Prescribing Link Workers</p> | <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> <ul style="list-style-type: none"> • Housing related queries • Welfare benefits and debt advice | <p>Monday to Friday 8am-6pm</p> | <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 - Sandwich Medical Practice |

| | | | |
|---|---|---|---|
| | <ul style="list-style-type: none"> • 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 | | |
| <p>Dover Counselling Centre</p> <p>Cover South Kent Coast and Thanet</p> | <p>Dover Counselling Centre is a charitable organisation 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> |
| <p>Dover Big Local</p> | <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, CT141TT</p> <p>01304 449385</p> |
| <p>Bechange</p> <p>Covering Aylesham, Snowdown Village and surrounding areas</p> | <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>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>Below are the distribution centre partners and their operating times to deliver food parcels.</p> | | <p>https://www.familyfoodbank.org/cover-ffb.html</p> |
| <p>Sunflower Children's Centre</p> | | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>Sunflower Children's Centre, Elvington Primary School, Adelaide Road, Eythorne, Dover, Kent, CT15 4AN. Tel: 03000 415858 - Families Only</p> |
| <p>The Blossom Children's Centre</p> | | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>The Blossom Children's Centre, Downs Primary School, Owen Square. Deal CT14 7TL. Tel: 0300 041 1555 - Families Only</p> |
| <p>Buckland Children's Centre</p> | | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>Buckland & Whitfield Children's Centre, St Nicholas Church, The Linces, Dover, CT16 2BN. Tel: 0300 041 4941 - Families Only</p> |
| <p>Samphire Children's Centre</p> | | <p>Monday – Friday, 8:30am – 4:30pm</p> | <p>Samphire Children's Centre, Aycliffe Primary School, St David's Avenue, Aycliffe, Dover, Kent CT17 9HJ. Tel: 0300 042 0882 - Families Only</p> |

| | | | |
|--|--|---|---|
| <p>East Kent College</p> | | <p>Monday – Friday, 9:00am – 3:00pm</p> | <p>East Kent College EKC - Confidence Building, Maison Dieu Road, Dover, CT16 1RW. Tel: 01843 230876 - College Students Only</p> |
| <p>Dover Social Services – Children’s Team</p> | | <p>Monday – Friday, 9:30am – 4:00pm</p> | <p>Dover Social Services</p> |
| <p>United Families 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>www.unitedfamiliesuk.org.uk/ 1st Floor, 17-23 Queen St, Deal, CT14 6ET 01304 799997 info@unitedfamiliesuk.org.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. Also do Age Concern lunches once a month, next lunch 20th January.</p> | <p>Fridays, 9am-noon 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 For more info: 07903 739792</p> |
| <p>Dover Foodbank Covering Dover, St</p> | <p>The service is available for short-term emergency food</p> | <p>Deliveries are made on</p> | <p>https://dover.foodbank.org.uk/</p> |

| | | | |
|--|---|--|---|
| Margaret's, The Langdons, Whitfield, Temple Ewell, Hougham, River and Capel | in a crisis. | Tuesdays, Thursdays, and Fridays. | Dover Baptist Church, 27-32 Maison Dieu Road, Dover, Kent, CT16 1RF 07870 361180 (text only) 08082082138 info@dover.foodbank.org.uk |
| Deal Area Foodbank Covering Deal, Walmer, Aylesham, Elvington, Eythorne and Sandwich areas | The service is available for short-term emergency food in a crisis. Vouchers are available from: <ul style="list-style-type: none"> • Citizens Advice • Blossom Centre • Bechange Community Wardens Local Primary Schools | St Richards Church – Tuesday, 12:00pm – 2:00pm. Trinity Church – Friday, 10:00am – 12:00pm Deliveries are made Monday to Friday. | https://dealarea.foodbank.org.uk/ St Richards Church 163 Mill Hill, Deal CT14 9JA Trinity Church Union Rd, Deal CT14 6EA 01304 728428 info@dealarea.foodbank.org.uk |
| Deal Warm Welcome Hubs | Each weekday this winter at least one venue per day will be opening its doors to welcome people. There is no charge, people can pay what they can, if they can. | Mondays: 12-5pm, 3-6pm Tuesdays: 12.30-4pm, 3-6pm Wednesdays: 12.30-4.30pm Thursdays: 3.30-6.30pm Fridays: 12-5pm Saturdays: 12-2pm | Mondays: Deal Salvation Army, West Street Golf Road Community Centre Tuesdays: Trinity Church, Union Road Golf Road Community Centre Wednesdays: St George's Church, High Street Thursdays: Leaps & Bounds, Southwall Road Fridays: Deal Salvation Army, |

| | | | |
|-------------------------------|--|---|--|
| | | | West Street Alternate Saturdays: Talk it Out Friendship Group, Deal Ability Centre, 43 Victoria Road |
| Dover Pantry | <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 £5, 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> | Monday-Wednesday, 11.00am - 2.00pm | <p>https://www.yourlocalpantry.co.uk/pantry-listings/dover-pantry/</p> <p>Unit 16, Charlton Centre, Dover, Kent, CT16 1TT</p> <p>07898 045 384</p> <p>manager@doverpantry.org.uk</p> |
| Riverside Centre Dover | <p><u>Winter Warming Hub</u></p> <ul style="list-style-type: none"> • A warm and welcoming environment • 2 course dinner - £4.00-£6.50 (available to eat or takeaway) • Soup and Bread & Butter- £1.50 (available to eat or takeaway) • Fill up your own flask with hot water for | <p>Monday – Friday, 8:30am – 3:30pm</p> <p>2 course dinner (£4.00) – Monday and Wednesday</p> <p>2 course dinner (£6.50)- Tues, Thurs, 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>free</p> <ul style="list-style-type: none"> • Dementia services • Free phone charging • Free WiFi • Hot drinks from £1 • Cakes and pastries from 75p | Soup and Bread & Butter- Thursday and Friday | admin@riversidedover.org.uk |
| <p>Age UK South Kent Coast... These venues are fully accessible and have disabled facilities.</p> | Staff are trained in supporting people with dementia. | | |
| <p>Warm Space</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. | Starts 07/11/22 Monday-Friday 9am-4pm | The Deal Centre, 3 Park Street, Deal, CT14 6AG 01304 372 608 |
| <p>Heat-Meet-Eat</p> | Enjoy a delicious, homecooked 2 course meal for £4 – free hot drinks all day, free wellbeing activities, free information & advice. Please book to secure your space for lunch. | Starts 07/11/22 Wednesday and Friday - 9am-4pm Lunch served at 12pm | The Deal Centre, 3 Park Street, Deal, CT14 6AG 01304 372 608 |
| <p>Meal Delivery Service</p> | Nutritious, freshly cooked, 2 course meal delivered straight to your door £7 – available 7 days a week. | Monday-Sunday | 01304 372 608 |
| <p>Maintenance Cognitive Stimulation Therapy</p> | 2-hour-long sessions for people living with mild-moderate dementia – Free to attend. | Fridays 10am-12pm | The Deal Centre, 3 Park Street, |

| | | | |
|--------------------------------------|--|---|--|
| <p>Wellbeing Activities</p> | <p>Booking essential.</p> <p>Low-cost community wellbeing activities for people aged 55+ from walking cricket to hula hooping and everything in between! Free sessions available where cost is a barrier.</p> | <p>Various</p> | <p>Deal, CT14 6AG 01304 372 608</p> <p>https://www.ageuk.org.uk/southkentcoast/activities-and-events/community-activities/</p> <p>For information about free sessions please email: deputyceo@ageukskc.org.uk</p> |
| <p>Cost of Living Support</p> | <p>Help with the cost of food, fuel and other winter essentials for older people who are struggling.</p> | <p>Monday-Friday</p> | <p>Email: ianda@ageukskc.org.uk</p> |
| <p>Age Concern Sandwich</p> | <p>Continuing Meals on Wheels service, telephone befriending and shopping service.</p> | <p>Monday – Friday, 9am-4pm</p> | <p>www.ageconcernsandwich.com</p> <p>9/21 Cattle Market, Sandwich, Kent, CT13 9AP</p> <p>01304 614237</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.</p> <p>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 | <p>Monday-Friday, 9am-11am</p> <p>Available to clients and guests at other times but by appointment only.</p> | <p>https://www.doveroutreachcentre.org/</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"> • Repatriation • Onward referral to Housing Options Team • Clothing and shoes • 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. 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>Sunrise Cafe</p> | <p>A community cafe operating under the umbrella of Dover Outreach Centre. 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 goes hungry, and customers are asked to pay</p> | <p>Mon-Friday, 8am-4pm</p> | <p>168 Snargate Street, Dover, CT17 9BZ</p> <p>01304 448070</p> |

what they can afford.

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.