

Canterbury Directory of Services

Version 1 – September 2020

Canterbury Local Children’s Partnership Group (LCPG) highlighted the need for a district directory of services, to make it clearer and more accessible for partners to be able to effectively signpost and refer families to appropriate support. Therefore, as one of our actions this year, we have collaboratively developed this directory and it will be updated periodically, starting with this first version developed in September 2020.

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Emotional wellbeing and mental health support		
Service / Organisation	Contact	Details
Kent and Medway mental wellbeing - support services	www.kent.gov.uk/wellbeing	Information on services, ideas to support wellbeing and tips to support family members.
Kent & Medway Recovery College	To enrol in a course call 07787 266 421 and complete enrolment over the phone.	Enrol Now on Free Health & Wellbeing Online Workshops including building knowledge, skills, strengths & supporting each other.
Kent and Medway NHS and Social Care Partnership Trust (KMPT)	https://www.kmpt.nhs.uk/services/ searchable directory of local services 0300 222 0123 (single point of access number)	Single point of Access (SPA) referral line for Mental Health Services Mental health services for people aged over 14 living in Kent and Medway. Services are more specialised than services provided by your GP. Most of the mental health services are more provided through: <ul style="list-style-type: none"> • Community based teams • Outpatient clinics • Inpatient units
Kent Children & Young People's Mental Health Service CYPMHS (NELFT)	https://www.nelft.nhs.uk/services-kent-children-young-peoples-mental-health 03000 1234496 Resources - https://mindfresh.nelft.nhs.uk/	The Children and Young People's Mental Health Service (CYPMHS) provides emotional wellbeing and mental health advice and support for young people and their families across Kent. This service is available to young people from the age of 0-18 (up until their 19 th birthday) and up until the age of 25 for young people with special educational needs or as part of a wider network of support for children and young people in the care of the Local Authority. CYPMHS offers advice and support for stress, low mood and depression, anxiety, self-harm or difficult to manage behaviours and support for neurodevelopmental difficulties such as ADHD or ASD.
Live Well Kent (Emotional and Mental Health Services for Adults)	https://livewellkent.org.uk/ 0800 567 7699 info@livewellkent.org.uk	Live Well Kent we can help improve mental and physical health and wellbeing. It is a free service for anyone over 17. List of organisations offering mental health support all in the Canterbury District: https://livewellkent.org.uk/in-your-area/canterbury-and-coastal/

School Health Services	https://www.kentcht.nhs.uk/service/school-health/ 0300 123 4496 kchft.schoolhealth@nhs.net	The teams are led by school nurses who are qualified nurses, with specialist training in public health. They are supported by school staff nurses, assistant practitioners, public health assistants and an administration team. They work closely with health visitors, community paediatricians, schools and other services from local communities in a range of locations, including mainstream schools and special schools and outreach services.
HeadStart Kent	https://kentresiliencehub.org.uk/	Targeted support available for young people attending HeadStart Kent schools and some universal services and resources available. Talents and interests grants: https://kentresiliencehub.org.uk/schools-and-communities/grants/ Pay it forward grants: https://kentresiliencehub.org.uk/schools-and-communities/grants/
Salus Intensive Mentoring	http://salusgroup.org.uk/service/headstart-kent/headstart-kent-intensive-mentoring/info@salusgroup.org.uk 01303 817470	Intensive mentoring (FRIENDS resilience model) for 10 – 16 year olds (at HeadStart Canterbury Schools) displaying behaviours which indicate adversity, experience domestic abuse or have no secure adult and require confidence building support. Resilience conversation is required to access the service.
We are With You (formally Addaction) - Mind and Body Programme	https://www.wearewithyou.org.uk/ https://www.addaction.org.uk/help-and-support/young-persons-services/mind-and-body-programme	The Mind and Body programme is an early intervention group that offer support around self-harming behaviours within Kent's schools. The Service accept referrals from CYPMHS and EDS services to support young people involved in or deemed vulnerable to self-harming behaviours but who would not meet the thresholds of Kent NELFT services. GPs can make referrals to We are With You's community service.
Good Mental Health Matters and The Fantastic FRED Experience	https://goodmentalhealthmatters.com/	Good Mental Health Matters is a free, NHS-initiated resource that empowers young people by encouraging them to take personal responsibility for their own wellbeing. It offers simple, positive strategies and advice that can be accessed by teachers and professionals, parents and young people from Years 6 - 13 through their schools to promote good mental health. The Fantastic FRED Experience and free online

		teaching resources for Kent's primary-school aged children are now available.
BeFree Positive Relationships Barnardos	https://www.barnardos.org.uk/what-we-do/services/befree-positive-relationships befree@barnardos.org.uk 01892 511468	Barnardo's BeFree Positive Relationships service is commissioned by Kent County Council. The aims of this service are to build and promote emotional resilience, and to educate and empower young women to have healthy positive relationships. Face to face and group work for young women 10 – 16 years, including transgender individuals, who are at risk of experiencing unhealthy relationships.
Stem4	https://stem4.org.uk/	Stem4 is a charity that promotes positive mental health in teenagers and those who support them including their families and carers, education professionals, as well as school nurses and GPs through the provision of mental health education, resilience strategies and early intervention. This is primarily provided digitally through their innovative education programme, pioneering mental health apps, clinically-informed website and mental health conferences that contribute to helping young people and those around them flourish.
MIMHS – Mother and Infant Mental Health Service	https://www.kmpt.nhs.uk/our-services/mother-and-infant-mental-health-service-mimhs-east-kent/ 01622 722321	The Mother and Infant Mental Health Service specialises in the assessment, diagnosis and short-term treatment of women affected by a moderate to severe mental health illness in the preconception, antenatal and postnatal period. The service is for pregnant women with a pre-existing mental illness or those at risk, and women who encounter problems for the first time during or after their pregnancy.
Safe Haven - Canterbury	07876 476703 / 07843 163953 Canterbury.mhm@nhs.net Age UK, The Centre, Castle Row, Canterbury, CT1 2QY https://www.mhm.org.uk/kent-safe-havens .	The Canterbury Safe Haven is open for out of hours, mental health support to any residents aged 16 or over. The emphasis is on reducing immediate distress and supporting visitors to access services and opportunities available to them in the wider community. Open 6pm-11pm every day (including weekends and bank holidays).

Porchlight	https://www.porchlight.org.uk/ 0800 567 7699	Working across the South East to help vulnerable and isolated people get support, for ages 17 and over <u>Health and wellbeing services</u> – Mental Health, Primary Care community link service, Aspirations, Community Inclusion and Mentoring, Jobs, education and training <u>Housing Services</u> – Routh Sleeper Service, adult support accommodation, Specialist supported housing, homelessness prevention.
Aspirations (Porchlight)	<u>Methods of Referral:</u> Phone – 0333 880 2730 Email – aspirations@porchlight.org.uk or cleorobbins@porchlight.org.uk Online	The Aspirations service continues to operate to support those struggling with their mental health and wellbeing via a telephone service. Everyone eligible will speak to their Aspirations Coach at least once a week where they will work towards helping individuals to focus and motivate themselves to take small steps to improve their mental wellbeing. They recognise that during these uncertain times this may be needed more than ever so will be focusing on how people can remain active both physically and mentally.
Kent Young Carers	https://www.imago.community/Children-and-Young-People/Kent-Young-Carers 0300 111 1110	Support for children who have caring duties. Kent Young Carers is the countywide service for Young Carers aged 5-18 across Kent. Young Carers are taking on caring responsibilities for a family member with a long-term illness, disability, mental health or substance misuse issue.
Cruse Bereavement Service	07507 656023 (no website, see below) http://hopeagain.org.uk/	Providing support after the death of somebody close for children, young people and adults. Hope again is the youth website of Cruse.
Bereavement Advice Centre	https://www.bereavementadvice.org/kent/	The service has been created through a partnership between Kent County Council (KCC) and Simplify Probate which provides Bereavement Advice Centre to improve access to information at and around the time of death.
The National Self Harm Network forum	https://www.nshn.co.uk/info@nshn.co.uk	Support individuals who self harm to reduce emotional distress and improve their quality of life Support and provide information for family and carers of individuals who self harm

		Raise awareness of the needs of people who self harm, dispel myths and combat discrimination
MIND	https://www.mind.org.uk/ 0300 123 3393 info@mind.org.uk	Providing advice and support to empower anyone experiencing a mental health problem. The coronavirus pandemic is having a huge impact on our mental health. Help is there for everyone who needs it at this crucial time.
The BeYou Project	https://thebeyouproject.co.uk/ Contact our BeYou team beyou@porchlight.org.uk	The BeYou Project, offered by Porchlight, connects young people in Kent who are lesbian, gay, bisexual, trans or unsure of their sexual orientation and / or gender identity. BeYou offers a safe, welcoming and non-judgemental space where young LGBT+ people can meet to socialise, have fun and help each other.
Kent Enablement and Recovery Service	https://www.kent.gov.uk/social-care-and-health/health/mental-health/mental-health-support/kent-enablement-and-recovery-service 03000 422655 KERSAdmin@kent.gov.uk	Kent Enablement and Recovery Service (KERS) works with Adults experiencing mental health difficulties to address social care needs over a short period of time (up to 12 weeks). We provide support to maximize your wellbeing and quality of life, in a way that suits you. We also work with local community services to help you find a creative and realistic response to your needs.
Mental Health Matters Helpline	https://www.mhm.org.uk/ https://helplines.org/helplines/mental-health-matters-helpline-kent-and-medway/ 0800 107 0160 24/7 helpline	Helpline for people with mental health problems, their carers, families and friends. A webchat is available 24/7.
Samaritans	https://www.samaritans.org/ Call Free on 116 123 jo@samaritans.org	Responding to calls for help. No judgement. No pressure. Samaritans are there for anyone who needs someone through their Freephone 24/7 phone line.
Saneline	http://www.sane.org.uk/ 0300 304 7000	National helpline offering emotional support and information for people affected by mental health problems. 4.30pm – 10.30pm daily.

Headway	http://www.headwayeastkent.org.uk 01227 783002 or 01227 370442 jtwyman@headwayeastkent.org.uk	Headway is the charity that works to improve life after brain injury. While we can't be all together in our Day Centres worry not, we have introduced a new range of services to help during the COVID 19 crisis. You can choose as many of the services as you want and they are all included for FREE in line with your current payment agreements. Contact Area Manager Jenny Walsh on 07860 226682 or email jwalsh@headwayeastkent.org.uk to find out more and to book yourself on any of these great services.
Community drug and alcohol services – The Forward Trust	03000 1231186 https://eastkentdrugandalcohol.org.uk	The service provides a full range of alcohol and substance misuse interventions for adult service users living and is delivered from a range of satellite hubs in Canterbury, Whitstable and Herne Bay.
Anna Freud National Centre for Children and Families	https://www.annafreud.org/	Excellent resources for young people, parents, schools and other professionals including; 10 Steps Towards Staff Wellbeing, Talking Mental Health: Animation and Teacher Toolkit, Supporting Mental Health and Wellbeing in Secondary Schools, Advice for Parents and Carers, and the Youth Wellbeing Directory. Anna Freud also hosts the Mentally Healthy Schools website as part of Heads Together. The website offers quality-assured information, advice and resources for primary schools.
MindEd	https://www.minded.org.uk/	Free online learning for parents and professionals. MindEd is funded by the Department of Health and Department for Education and has e-learning applicable across the health, social care, education, criminal justice and community settings.
Young Minds	https://youngminds.org.uk/youngminds-professionals/	YoungMinds features a wealth of information on how best to support children through specific difficulties. You can also share details with parents as YoungMinds' website includes an online 'parent's lounge' discussing topics chosen by them, and a helpline for parents to get confidential, expert advice.
Rethink Mental Illness	https://www.rethink.org/	Improving the lives of people severely affected by mental illness through their network of local groups and services, expert information and successful campaigning.

NHS - Looking after a child or young person's mental health	https://www.nhs.uk/oneyou/every-mind-matters/childrens-mental-health	Tips, support and links for supporting children and young people's mental health.
NHS Choices – Mental Health and Wellbeing section	https://www.nhs.uk/conditions/stress-anxiety-depression/	Get details of other NHS mental health services near you, along with online advice for a varied range of mental health challenges, including coping with bereavement, financial problems and relationships.

Counselling / Support


Service	Contact	Details
Insight Healthcare	https://www.insighthealthcare.org/our-services/talking-therapies/find-a-service/kent/ 0300 123 4502 enquires@concerngroup.org	Insight Healthcare is a not-for-profit organisation providing free NHS talking therapy services across Kent for anyone aged 17+ living in East Kent.
East Kent Rape Crisis Centre	https://www.ekrcc.org.uk/ Crisis line – 0800 458 2818 Support line – 01227 450400	A safe space to everyone affected by any kind of sexual violence or coercion experienced at any time during their lives. All services are open to women, men and children, and family and friends. They offer face to face counselling, therapeutic crisis interventions, support through the criminal justice system and support & crisis phone lines.
Family Matters – Child and adult survivors of sexual abuse	https://www.familymattersuk.org/ 01474 536661	Advice and support from reporting to court. Free practical and emotional advice. One to one specialist counselling.
Rubicon Counselling	http://www.rubiconcares.org/ 07505 709876	Counselling for victims of any crime including domestic abuse. At Rubicon Cares they provide trauma counselling throughout Kent & Medway for people affected by ANY crime. This is a free, confidential service to help people deal with the affects of, and move on from, what has happened
KOOTH Counselling	To create an account any young person can go to: www.kooth.com and enter some basic information.	Kooth, from XenZone, is an online counselling and emotional well-being platform for children and young people 10 -16 years, accessible virtually free at the point of use. Young people can access text-based chats with a

	Email kent@xenzone.com to find out more.	counsellor safely, anonymously and for free. There is also a range of self-help resources including a magazine, forums and an activity hub. results. Kooth staff can also provide resources and training for free to anyone in Kent that works with young people.
Kent Community Health Trust – Chat Health	https://www.kentcht.nhs.uk/service/school-health/counselling-and-emotional-health/ Chat on 07520 618850	Chat Health is a text service for 11-19 years. Young people can text with a member of their team about any physical or emotional health concerns they have. This service is available Monday to Friday, 9am. This service is confidential and anonymous.
Kent Community Health Trust – CYP Counselling Services	To refer: https://www.kentcht.nhs.uk/forms/school-health-service-referral-form/	Up to six counselling sessions are available for young people aged 11-19. These sessions can help a young person gain understanding and develop strategies to help them feel better. For primary school aged children, the child can have six sessions with a counsellor, or if more appropriate, parents can have six weekly sessions with advice on practical, easy to use strategies. The services is also extended to include bereavement counselling for those aged 4-19 who have been bereaved as a result of the Coronavirus. These sessions can be offered via video link, phone or in person.
Relate	https://www.relate.org.uk/ 01227 766094	Relationship support and counselling.
University Medical Centre Psychological Therapies	https://www.umcpt.co.uk/ 01227 469338	The University Medical Centre Psychological Therapies Service (UMCPT) is a free NHS talking therapies service offering support to people living in East Kent.
Mencap	East Kent Mencap (Thanet GOLD) 0845 004 1876 or 074 1273 1919 eastkentmencap.co.uk	The link is a Grief chat on National Mencap's website
Health		
Service	Contact	Details
Health Visitors	https://www.kentcht.nhs.uk/service/kent-baby/health-visiting-service/	Supporting families with a new baby or a child aged under five-years-old.

	0300 7900 156 01843 830225 Kentchft.thanetDutyHV@nhs.net	
Children's Bladder and Bowel Nursing Team	https://www.kentcht.nhs.uk/service/specialist-childrens-bladder-bowel-nursing/ 01227 594633	A team of qualified and experienced nurses who support and advise children and young people who suffer with bladder and bowel dysfunction. Their aim is to help them become confident in managing their bladder and bowel difficulties.
Change 4 Life Healthy Eating Resources	https://www.nhs.uk/change4life/about-change4life 0300 123 4567 enquiries@phe.gov.uk	Fun ideas to help children and families be healthier and happier by eating well and moving more Its purpose has been to inspire a social movement, through which government, the NHS, local authorities, businesses, charities, schools, families and community leaders can all play a part in improving children's diets and physical activity levels.
Kent Education Health Needs Service	http://www.khnes.kent.sch.uk/ 01227 781548	The Kent Health Needs Education Service (KHNES) aims to provide continuity of education for pupils who are unable to attend school due to health needs.
Live Well Kent	https://livewellkent.org.uk/in-your-area/canterbury-and-coastal/	Services accessible through Live Well Kent: Core Support Programmes Peer Support Programmes Social Support Employment Support Housing Support Volunteering Other Support

Domestic Abuse – in an emergency always dial 999


Service	Contact	Details
Rising Sun Domestic Abuse Service	http://www.risingsunkent.com/ 01227 452852	Rising Sun Domestic Violence & Abuse Service supports women and children affected by domestic abuse in Canterbury and East Kent. They

	 NEW_Rising Sun A4 Poster FINAL for wel	support their users through every step of removing abuse from their lives and improving their safety. http://www.risingsunkent.com/services-for-children/ http://www.risingsunkent.com/services-for-young-people/ http://www.risingsunkent.com/services-for-adults/
Kent and Medway Domestic Abuse and Sexual Violence Executive Group	http://www.domesticabuseservices.org.uk/	This website has been produced in order to provide a central, comprehensive resource of all Domestic Abuse related services within Kent and Medway for victims, friends & family and perpetrators.
National Domestic Violence Helpline – Women’s Aid	https://www.nationaldahelpline.org.uk/ 0808 200 0247 (24 hour)	A free phone 24-hour National Domestic Abuse Helpline
Respect - Men’s Advice Line	http://www.mensadviceline.org.uk/ 0800 8010327 info@mensadviceline.org.uk	For men experiencing domestic abuse
One Stop Shop	http://www.risingsunkent.com/services/one-stop-shops/ 03000 413999	One Stop Shops are a place for anyone who is experiencing domestic violence to visit. The atmosphere is non-judgmental and informal, all visits are anonymous, and you can visit as many times as necessary. Session time in Canterbury Thursdays: 9.30am – 12.30pm
Independent Domestic Violence Advocates Service	http://www.risingsunkent.com/services/ 07926 842 183 (Consultation Line)	Support at points of crisis, discussing options, offering impartial advice and being there every step of the way. For those at high risk our dedicated IDVAs will be there until it is deemed safe and then our community team continues with support assisting in the recovery.
Victim Support	https://www.victimsupport.org.uk/ 080816 89111 free supportline	An independent charity working towards a world where people affected by crime or traumatic events get the support they need and the respect they deserve.
Vesta - Specialist Family Support CIC (Polish families)	https://www.vestasfs.org/counselling 07545 075093 info@vestasfs.org	National organisation offering support to Polish families experiencing multiple disadvantages and have complex needs, such as substance misuse, homelessness or domestic violence.

Housing		
Service	Contact	Details
Canterbury City Council - Housing	https://www.canterbury.gov.uk/info/20009/housing	Canterbury City Council Housing advice and support.
East Kent Housing	https://www.eastkenthousing.org.uk/ 01227 862142	Information on East Kent Housing including Paying rent, reporting repairs, Tenancy agreements, safety, home improvements.
Canterbury Housing Advice Centre	https://www.chac.co.uk/ 01227 762605 Monday - Friday: 10AM – 2PM (drop-in and calls)	Canterbury Housing Advice Centre (CHAC) provides free, confidential independent and impartial advice on most housing matters, including: <ul style="list-style-type: none"> • Threat of eviction or repossession • Rent or mortgage arrears • Housing benefit • Tenancy rights • Homelessness • Housing waiting lists
Catching Lives	https://www.catchinglives.org/ 01227 464904	Catching Lives is an independent charity aimed at supporting the rough sleepers, homeless and vulnerably housed in Canterbury and East Kent; those who have, for many reasons, fallen through the gaps in society and feel they have nowhere else to turn.
Floating Support	Floating Support	If you have found yourself homeless or threatened with homelessness for any reason, talk to your local district council about finding somewhere to stay.
Floating Support	https://www.kent.gov.uk/social-care-and-health/care-and-support/help-to-live-at-home/carers-and-assistants/floating-support-workers#tab-1	If you have found yourself homeless or threatened with homelessness for any reason, talk to your local district council about finding somewhere to stay.

Homeless Link working with Canterbury City Council	https://www.homeless.org.uk/ http://www.canterbury.gov.uk 01227 862 518 housingadvice@canterbury.gov.uk	Assessment of entitlement to housing for people who are homeless or threatened with homelessness. Provision of housing for people considered in priority need of housing. Temporary accommodation may be available while enquiries are made about eligibility. General housing advice and information for private, council and RSL tenants and homeless people.
Citizens Advice - Canterbury	Local office: 01227 452762 0344 848 7978 - Advice line https://www.citizensadvice.org.uk/local/canterbury-district/ National Advice Line: 0344 848 7978	They can help with employment issues, debts, housing, applying for benefits, food vouchers, immigration issues, tax, consumer issues, financial matters, relationship and family issues. They can help with benefit appeals. They have a team of people at the end of the phone and can access directly legal help when needed.
Shelter	https://england.shelter.org.uk/housing_advice 0808 800 4444	Shelter helps millions of people every year struggling with bad housing or homelessness through advice, support and legal services.
Porchlight	https://www.porchlight.org.uk/housing-services 0800 567 7699	Porchlight help people who need support with housing. Some are homeless, others need advice and guidance, so they don't lose their homes.

Community Safety & Support

Service	Contact	Details
Canterbury Community Safety Partnership (CCSP)	CCSP Contact: Sarah Osborn Sarah.osborn@canterbury.gov.uk  CCSP meeting structure.pdf	<u>Canterbury CSP</u> works together with agencies to tackle crime and disorder collectively. It brings together different agencies and organisations both statutory and voluntary.
Kent Police - Local Police Community Support Officer (PCSO)	victoria.lee@kent.police.uk	PCSOs work closely with communities and businesses to promote community safety. They also identify and support vulnerable people through local engagement and working with partner agencies. Contact: Victoria Lee, Youth Engagement Officer, PCSO, Canterbury

Prisoners' Family Help Line	https://www.prisonersfamilies.org/ 0808 808 2003	The National Prisoners' Families Helpline can support a family member is in contact with the criminal justice system. Providing advice and information on all aspects from what happens on arrest, visiting a prison to preparing for release.
Kent Safeguarding Children's Multi-Agency Partnership (KSCMP) – Child Exploitation Identification and Assessment tools	The two tools and guidance related to these can be accessed here: https://www.kscmp.org.uk/guidance/exploitation for Kent. There are also training/workshops available about the new tools.	New joint Child Exploitation Identification and Assessment tools have been created by Kent and Medway with partner agencies (which replace the CSE toolkit previously used) and incorporate all kinds of Child Exploitation. The identification tool is designed to support professional judgement for those professionals who do not normally complete social care assessments. The second tool, assessment and planning is an extension of the identification tool, as well as identifying if a child or young person is being exploited.
Child Sexual Exploitation (CSE)	Kent Police - Missing & Child Exploitation Team mcet.east@kent.pnn.police.uk CCSP Contact: Sarah Osborn Sarah.osborn@canterbury.gov.uk	Child Sexual Exploitation – information and resources can be found on Kelsi under CSE and Operation Willow and on the KSCMP website. Protect Your Child is a series of recorded webinars aimed at parents and partners concerned about protecting young people from the risks of exploitation coordinated by the Canterbury CSP.
Street Aid – Knife First Aid Programme	For more information: https://projectinitiative.org.uk/ or call 01827 216171.	This training programme via interactive virtual workshops acknowledges the issues that young people face and prepares them to respond to difficult situations in a pro-active way to safeguard themselves and others. It aims at reducing the escalating violence and fatalities linked to knife crime. Programmes are for small groups of young people (aged 13 – 24), of 3 2-hour modules over 1 week.
Family Support		
Service	Contact	Details
Canterbury Local Children's Partnership Group (LCPG)	Jenny Hanna Jenny.hanna@kent.gov.uk	Local Children's Partnership Groups bring together a number of partner organisations with the aim of improving outcomes for children and young people in Kent and fund projects through Early Help grants to support partnership priorities. Partners can get involved, raise local thematic

		issues and work in collaboration to support families in the district.
Kent Support & Assistance Service (Help with managing income)	https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/kent-support-and-assistance-service	The service may be able to families having serious difficulties managing their income due to a crisis or if they are facing exceptional pressures because of an emergency.
Food Banks	https://www.familyfoodbank.org/ https://canterburyfoodbank.org/ 01227 936450	During the Coronavirus emergency food parcels will be distributed directly to clients via the agencies that usually issue the vouchers. Clients need to contact the agency that issued their voucher to obtain the food.
Barnardo's – See Hear Respond – Delivered in Kent by Salus	https://www.barnardos.org.uk/see-hear-respond FREE PHONE 0800 157 7015 for referrals	The See, Hear, Respond Partnership is a new service funded by the Department for Education. With your help, the See, Hear, Respond Partnership will quickly identify and support children, young people and families who are struggling to cope with the impacts of coronavirus.
Salus Group	Children and young people: https://salusgroup.org.uk/service-type/children-young-people/ Family Support: https://salusgroup.org.uk/service-type/families/	Salus offer a diverse range of programmes to support the needs of children and young people. This can be in school, the community or at home. Salus delivers a range of support to families with a focus on emotional health, well-being and practical support.
Canterbury Baptist Church – Hub Café / Community Fridge	office@canterburybaptistchurch.org.uk 01227 456204	The Hub Cafe is closed but the Community Fridge is OPEN with food parcels available by delivery on a pay as you can afford basis. Community fridge are providing fresh food supplies to families who are vulnerable or just self-isolating and can't get out or get deliveries.
Canterbury Salvation Army	Claire Greenway 01227 472 781 Claire.greenway@salvationarmy.org.uk	The Salvation Army distributing food in Canterbury and fresh produce if and when available. They have a limited stock of nappies and wipes – Please ring/email ahead as early as you can to give notice. They are able to offer a food delivery on a Tuesday and a Friday.

KCHFT – FREE online Solihull Parenting courses	Go to: https://inourplace.heiapply.com/online-learning/courses apply the access code: Invicta and register for an account	Kent Community Health Foundation Trust (KCHFT) Health Visiting have purchased online Solihull Parenting Programmes, the 4 Courses include: <ul style="list-style-type: none"> • Understanding pregnancy, labour, birth and your baby • Understanding your baby aged 0-12 months • Understanding your child aged 0-18 • Understanding your teenager's brain The following link and password can be shared with families to be able to gain access. Solihull will record the number of courses accessed and provide data to KCHFT.
Kent Adult Education – Family Learning	Learners can email businesssupportteam@kent.gov.uk or phone 03000 415888 to enrol.	Courses include a variety of FREE <u>Family Learning Courses</u> : as well as other payable <u>courses</u> .
Gingerbread	https://www.gingerbread.org.uk/	Single parents, who may have complex barriers to engaging with services, will receive mentoring and one-to-one support. Access to courses and activities which will support them to develop their personal employability skills and increase confidence in their ability to progress on to positive destinations.
Macmillan	https://www.macmillan.org.uk 01227 762122	Welfare Benefits Advice for people, carers and their families that are affected by cancer
Connect Well – directory of local activities and services	https://connectwellkent.org.uk/	Searchable database for activities and services in your area
Information, Advice and Support Kent (IASK)	https://www.iask.org.uk/ 03000 41 3000 iask@kent.gov.uk	Supporting families of children and young people (0-25) with special educational needs or disabilities with advice re the Statutory Assessment process and annual reviews.
Kent Autistic Trust	https://www.kentautistictrust.org/ 01634 405168	Services include: <ul style="list-style-type: none"> • Domiciliary Care/ Support Living • Day/Resource Centres • Outreach • Respite

		<ul style="list-style-type: none"> • Family Support • Family support groups • Children support groups • Social Skills Groups
Special Educational Needs	Email: SENEast@kent.gov.uk 03000 421160	There are many voluntary organisations, support groups and advice charities active in Kent that can help families, often for free: https://www.kent.gov.uk/education-and-children/special-educational-needs Explore your options here if you think your child has send.

Finance/Employment Support

Service	Contact	Details
Department of Work & Pensions	https://www.gov.uk/browse/working/finding-job	Find a job, traineeship, apprenticeship, internship. Get support in work if you have a disability or health condition (Access to Work). Help with moving from benefits to work
Job Centre Plus	https://www.gov.uk/contact-jobcentre-plus	Budgeting Loan/Budgeting Advance – can be applied for to help with costs of certain items.
Kent Skills and Employability Team	https://www.kelsi.org.uk/skills-and-employability	A range of support services for 14 – 25 year olds into employment, education and training.
Social Enterprise Kent – Let's get working	https://sekgroup.org.uk/employment-support/lets-get-working/	“Let's Get Working” is social prescribing project in East Kent. It provides intensive, personally tailored and ongoing practical support for disadvantaged people over the age of 16, who are not in work or training due to a disability or long-term physical health condition.
Shaw Trust	https://www.shaw-trust.org.uk/	Specialist services help people gain an education, enter work, develop their career, improve their wellbeing or rebuild their lives. As a charity they add value to every service they deliver by investing back into the people and communities they support.
The Education People	https://www.theeducationpeople.org/our-expertise/specialist-	Delivered by Kent Supported Employment, their Specialist Employment service provides a range of services from school employability and work

	employment/	experience programs to supporting students and adult jobseekers into work experience, supported internships, supported apprenticeships, self-employment and paid employment. They hold specialist knowledge and experience of services for SEND students, other vulnerable learner groups and adults with a disability or disadvantage.
RefuAid – supporting Refugees in the UK into employment	https://refuaid.org/employment-programme	RefuAid support access to language tuition, education, Finance and meaningful employment. They provide support refugees to accessing employment through setting goals, action planning, mentoring, sourcing opportunities, accessing English language programmes and interest free finance to cover the cost of requalification, and support into work.
Government Benefits	https://www.gov.uk/browse/benefits	Guidance and information - regarding benefits for families are all in one place. This includes things like Healthy start, Maternity Allowance and Universal credit. If someone is disabled or has a disabled child, there is information about DLA and PIP and carers.
Government Child Benefit	https://www.gov.uk/government/publications/child-benefit-claim-form-ch2	Information on claiming Child Benefit can be found online.
Citizens Advice Bureau (Universal Credit support)	Help to claim service: 0800 1448 444.	CAB have the contract to help customers completing their Universal Credit claim if needed. Hardship payments – payment/loan can be applied for if benefits have been sanctioned.
Government Universal Credit	https://www.gov.uk/apply-universal-credit	Families can go into the jobcentres for general advice. Anyone in receipt of universal credit with have an online Journal where they can pose questions to their JCP job coach. If they have access issues these can be resolved by JCP. Allowance includes a standard allowance (equivalent to JSA/ESA/IS), a child allowance (equivalent to child tax credit) and a housing allowance (equivalent of the Local housing allowance rate / housing benefit). There is also information Local Housing allowance and bedroom here: https://lha-direct.voa.gov.uk/search.aspx Council tax support - is not included in Universal credit and needs to be claimed separately from the council if appropriate.

		Discretionary housing payment - can be applied for to support families with rent arrears/deposit /rent in advance. Housing options team - provide support to families facing eviction. Job Centre Plus work closely with this team especially with families who experience benefit cap.
Government Better off calculator /	https://www.gov.uk/benefits-calculators	If a family want to check how much better off they may be in work or just check their benefits generally they can do a benefit calculation: This is not 100% accurate but will an indication.
“Entitled to” calculator	https://www.entitledto.co.uk/?utm_source=BAadviser&utm_medium=referral&utm_campaign=GovUK	The ‘Entitled To’ calculator is also useful. <u>Benefit cap</u> - a family’s benefit may be capped at £20,000 per year or £384.62 per week. This includes all benefits. They can carry out 16 hours work and the benefit cap is usually lifted. Workers can signpost families to Job Centre Plus for any queries.
Canterbury Debt Advice Centre	http://www.helpwithdebt.org.uk/	Canterbury Debt Advice Centre provides a free, confidential, face-to-face service to those who are having difficulties with money. We are run by volunteers and members of The City Church. All advisers are fully trained to offer advice and provide a debt management plan for you.
Turn2Us	https://www.turn2us.org.uk/030003335700	Free service that helps people in financial need to access welfare benefits, charitable grants and other financial help.
Family Fund (Provider of Grants to low income families)	www.familyfund.org.uk 01904 550055	Grants to families in receipt of various benefits/low income who are raising a disabled or seriously ill child or young person aged 17 and under.
Kent Support and Assistance Service	https://kentcountycouncil.sharepoint.com/sites/KNet/Pages/Emergency-assistance-and-support.aspx	Families can apply for a grant if they are struggling to afford food and other essentials over the coming months due to Covid-19
National Debtline	https://www.nationaldebtline.org/	National Debtline is a charity. They give free and independent advice over the phone and online.
Money Advice Service	https://www.moneyadviceservice.org.uk/	Free and impartial money advice, set up by government

	rg.uk/en	<ul style="list-style-type: none"> • Advice and guides to help improve your finances • Tools and calculators to help keep track and plan ahead • Support over the phone and online
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Early Years and Children Centres

Service	Contact	Details
Canterbury Children Centres	Riverside - 03000 413999 Tina Rintoul - 03000 421793 Little Hands - 03000 410014 Apple Tree - 03000 421706 Joy Lane - 03000 417555 Swalecliffe - 03000 411039 Briary - 03000 420897 Poppy - 03000 422889 https://www.facebook.com/littlehandsandappletree/	Each centre offers different services, including: <ul style="list-style-type: none"> • childcare • early education • training or finding a new job • antenatal classes • baby clinics • support with breastfeeding • support with parenting and speech and language • drop-in sessions for parents and children • services for children with special needs and disabilities • opportunities for families to get involved with volunteering and designing services <p>Please check with your local children's centre and for their virtual offer.</p>
Early Years – support services	https://www.kelsi.org.uk/early-years	A range of information and services are available to support Early Years settings.

Youth Provisions


Service	Contact	Details
KCC Youth Services KCC Whitstable Youth Centre Tower Parade Whitstable CT5 2BJ 03000 421554	Youth Hub Delivery Manager: Dawn Ledingham 03000 411056 dawn.ledingham@kent.gov.uk Instagram @whitstableyouthcentre @hernebayyouthcentre	Providing a range of support services including: <ul style="list-style-type: none"> • Building relationships • Group work • 1:1 support • Peer groups and friendships • Centre based, outreach and detached youth work • Partnership work with the community, faith groups and uniform

<p>whitstableyc@kent.gov.uk</p> <p>KCC Herne Bay Youth Centre Memorial Park Herne Bay CT6 5RG</p> <p>KCCC Canterbury Detached Bus (Howe Green & Sturry)</p>	<p>www.facebook.com/WhitstableYouthCentre</p> <p>www.facebook.com/hernebayyouthcentre2020</p> <p>www.facebook.com/canterburydetached</p>	<p>organisations</p> <ul style="list-style-type: none"> • School based youth work • Holiday programs • Accredited programs including Duke of Edinburgh award, ASDAN & Arts Award
<p>Virtual Youth Offer</p>	<p>https://www.kent.gov.uk/education-and-children/young-people/online-youth-services</p>	<p>Kent commissions independent providers to deliver open access youth services across twelve districts of Kent for young people aged 8-19 (up to 25 for young people with learning difficulties and disabilities).</p>
<p>Riverside Youth Centre Kingsmead Road Canterbury CT2 7PH</p>	<p>Riverside Youth Centre Riverside Inclusive clubs The Canterbury Bike Project The Band Room 01227 463971</p>	<p>Centre based youth groups and projects commissioned by KCC, delivered by The Canterbury Academy.</p>
<p>Prince of Wales Youth Club 23A Military Road Canterbury Kent, CT1 1YX</p>	<p>Joey Wicks joeypowyc@aol.com 01227 767849</p>	<p>The open Access Youth Club project is aimed at two age groups, 6 to 11 and 12 to 19 (extended for young people with learning Disabilities). The project is designed for Children and young people to try new things and engage in positive activities such as Sport, Dance, Drama, Art and Craft, Community projects, Issue based workshops, Healthy Living and Healthy eating.</p>
<p>The Young Lives Foundation</p>	<p>https://ylf.org.uk/ 01622 693459</p>	<p>The Young Lives Foundation (YLF) is an award winning children's charity in the South East of England with expertise in Advocacy, Mentoring, Befriending and Activity Programmes.</p>
<p>Imago</p>	<p>Anton.kluibenschadl@imago.com munity</p>	<p>Imago is a social action organisation delivering diverse services and supporting individuals, organisations and communities across Kent, Medway, East Sussex and London</p>

Be You Project	https://thebeyouproject.co.uk/beyou@porchlight.org.uk	The BeYou Project connects young people in Kent who are lesbian, gay, bisexual, trans, non-binary or are questioning their sexual orientation and / or gender identity. They offer a safe, welcoming and non-judgemental space where young LGBT+ people can meet to socialise, have fun and help each other.
NELFT	www.nelft.nhs.uk	NELFT are the provider of all age eating disorder services and child and adolescent mental health services across Kent and Medway.
Headstart Kent Resilience Hub	https://kentresiliencehub.org.uk/headstart@kent.gov.uk	Supporting 10-16 year olds to cope better with the pressures of everyday life.
Police and Crime Commissioner (PCC) – Youth Related Services	Telephone: 01622 677055 Email: contactyourpcc@kent.police.uk	Youth related services and projects that are currently funded by the PCC in Kent can be found online: PCC Funded Projects . A summary is also below for 2020/21.  A to Z of PCC Commissioned Youth

Kent County Council Integrated Services

Service	Contact	Details
Early Help and Preventative Services	CanterburyEarlyHelp@kent.gov.uk 03000 416222	Early Help provide services that can be accessed locally at a time and place that suits families to help them to do well, stay safe and resolve problems at the earliest possible opportunity, before they become more serious. <u>Early Help and Preventative Services (EHPS)</u> in Kent aim to target early help services for the most vulnerable children, young people and families with a focus on delivering better outcomes.
KCC Front Door	<u>Front door Portal</u> <u>Contacts</u> 03000 41 11 11 Out of Hours (after 5pm / Urgent calls only) 03000 41 91 91	The Single Request for Support Form replaces the Early Help Notification (EHN) and the Inter-agency Referral (IAR) forms. The new form is intended to be used by professionals making requests for children and families requiring intensive or specialist support at levels 3 and 4 only. Any referrals that do not meet the criteria should be referred to the appropriate service for additional or universal services or consideration

	 EHPS Leaflet for Partners.pdf	given as to whether the identified needs can be met within the referrer's own service.
Kent Together	www.kent.gov.uk/KentTogether 03000 719292	<p>A 24-hour helpline has been set up to support vulnerable people in Kent who need urgent help, supplies or medication.</p> <p>The helpline – called Kent Together – provides a single, convenient point of contact for anyone in the county who is in urgent need of help during the Coronavirus outbreak. It is a collaboration between KCC, central Government, District, Borough and local councils, the voluntary and community sector, the NHS, emergency services and other partners to ensure help is at hand for vulnerable people. It is also the place to report your concerns about the welfare of someone else.</p> <p>If you are vulnerable and have an urgent need that cannot be met through existing support networks, you can contact the Kent Together helpline.</p>
Document last updated: 30/09/20 JH Please note that the above services were available when the document was last updated. Canterbury LCPG is aware of these services but organisations referring on to them are responsible for checking they are satisfied with their safeguarding and other processes.		
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