



07th May 2020

Support Schemes / Community Hubs

Kent Together Helpline

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

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

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

Tunbridge Wells Community Hub

A national scheme has been launched to provide food and other essentials to those most at risk from coronavirus. If you are in this category of 'shielded' households, you may have received a letter from the NHS telling you that you're clinically extremely vulnerable, or been contacted by your GP or hospital clinician. If this has not happened, contact your GP or clinician after you register with this service. There is a phone line - 0800 0288327.

Tunbridge Wells Borough Council is also offering support to this group and those who are vulnerable and cannot get help from friends, family or neighbours.

Our scheme includes:

- Delivery of basic food packages to shielded medically vulnerable people and those in self-isolation who are not receiving assistance from elsewhere or need additional help
- Wellbeing calls to help people stay connected

If your need is different, we would still encourage you to contact us so we can see how we can best support you.

	<p>We are also working with a range of organisations across Tunbridge Wells who can help those who may be struggling. Local groups are being promoted on Facebook and Twitter so you may find it helpful to search for those operating in your area.</p> <p>Many parish and town councils are also offering help - please contact your local Parish or Town Council for further details.</p> <p>If you feel that you would like support during this time, please get in contact.</p> <p><u>Contact us online</u> or Contact by phone: 01892 554497 (9am - 5pm)</p>
<p>Tonbridge and Malling Community Hub</p>	<p>A national scheme has been launched to provide food and other essentials to those most at risk from coronavirus. If you are in this category of 'shielded' households, you may have received a letter from the NHS telling you that you're clinically extremely vulnerable or been contacted by your GP or hospital clinician. If this has not happened, contact your GP or clinician after <u>you register with this service</u> (tel: 0800 0288327).</p> <p>Tonbridge & Malling Borough Council is also offering support to this group and others who are vulnerable and cannot get help from friends, family or neighbours. Our scheme includes:</p> <ul style="list-style-type: none"> • A dedicated Community Support telephone line 01732 876152 – open 08:30-17:00 Monday to Friday and 10:00-16:00 at weekends. • Delivery of food and basic supplies to shielded medically vulnerable people and those in self-isolation who are not receiving assistance from elsewhere or who need additional help. • A befriending telephone service to provide reassurance and support to vulnerable individuals who are feeling isolated. <p>Anyone in need of help or willing to sign up as a volunteer can <u>register online</u> or call us on 01732 876152. Please note we are only able to recruit volunteers who are DBS checked.</p> <p>We are working with a range of organisations across Tonbridge and Malling who can help those who may be struggling. Local groups are being promoted on Facebook and Twitter so you may find it helpful to search for those operating in your area. Many parish councils are also offering help - please contact your local <u>Parish Clerk</u> for further details. The community hub can be accessed via: https://www.tmbc.gov.uk/services/community-and-living/coronavirus-covid-19-information-for-community</p>

<p>Maidstone Community Hub</p>	<p>Maidstone Borough Council has created a Community Support Hub to provide a coordinated response to help provide and deliver essentials to people across the borough who are most in need.</p> <p>The Council led Hub has been set-up in response to the Government introduction of ‘shielding’ and the call to create a network of hubs covering the whole country for the most vulnerable. The Maidstone Hub will offer help to those people who don’t have a support system in place and to assist those people with serious medical conditions who have been told to remain indoors for 12 weeks because of the Coronavirus.</p> <p>Working with local volunteer and community groups the MBC Hub will provide a service to anyone of any age who is in need of additional support at this time.</p> <p>The Maidstone Borough Council Community Hub will have a specific focus on providing access to food, medicines and other supplies and will be open Monday to Friday between 8.30am and 5pm.</p> <p>The community hub can be accessed via: https://www.maidstone.gov.uk/home/other-services/covid-19/tier-2-primary-areas/community-hubs-and-local-support</p>
<p>Kent Support and Assistance Scheme for those in crisis</p>	<p>Our Kent Support and Assistance Service (KSAS) may be able to help you if you are having serious difficulties managing your income due to a crisis or if you are facing exceptional pressures because of an emergency.</p> <p>The support can be accessed via https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis</p>
<p>Health</p>	
<p>Clinical Commissioning Group</p>	<p>The latest bulletin is available via this link: Bulletin</p>
<p>COVID-19 NHS guide for parents</p>	<p>This provides guidance for parents on what to do if a child shows any of the symptoms or signs.</p>

Foodbanks	
Find a foodbank tool using a postcode	Following website can be used to identify local foodbanks https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis/find-a-foodbank
Kent	KCC Social Care funding (Understanding is that it is £9 per person per household to spend on shopping – not restricted to food.) https://www.kent.gov.uk/social-care-and-health/care-and-support/benefits/home-essentials-in-a-crisis
Tonbridge & Malling	<ul style="list-style-type: none"> • Nourish (South Tonbridge) Contact Dawn or the office (say you are from the hub) Tel: https://www.nourishcommunityfoodbank.org.uk/link-to-us/ • Sustain Community Foodbank - Baptist Church (North Tonbridge) Darenth Avenue TN10 3HZ Tel: 01732 352824 jemma.graffin@tonbridgebaptist.church Open: 9.30 – 16:30 • FareShare - East Malling Centre Chapman Way, East Malling ME19 6SD Tel: 01732 846314 office.eastmallingscentre@gmail.com (opening times can be found on the FB page)

<p>Maidstone</p>	<ul style="list-style-type: none"> • Maidstone FFB Tel: 01233 500477 familyfoodbank@children-families.org https://www.familyfoodbank.org/contact-us.html • Greenfields Children Centre 5 Rutland Way, Maidstone ME15 8DR Have stocks to 1-2 bags per family, but need to use contacts below to arrange parcels, as children's centres are closed. Kareen McKeown: 07810 544460 • Social Services - 40 food parcels delivered from the Family Food Bank each week Myra Blair: myra.blair@kent.gov.uk • Salvation Army Marion.rouffet@salvationarmy.org.uk <p><u>Edition 4 Update:</u></p> <p>Food Bank will begin operating from MidKent College UCM Building from Tuesday 12th May from 10-2.</p> <p>We are initially opening from 10-2 every Tuesday & Thursday.</p> <p>We have food parcels from FareShare ready to distribute and our contact details for any referrals are foodbank@midkent.ac.uk</p>
<p>Tunbridge Wells</p>	<ul style="list-style-type: none"> • Nourish Nourish Community Foodbank – Tunbridge Wells Referrals only via agencies. Nourish do not accept self-referrals. Contact Number 01892 548892 https://www.nourishcommunityfoodbank.org.uk/home/ Referrals: referral@nourishcommunityfoodbank.org.uk Schools: schools@nourishcommunityfoodbank.org.uk Administrative Enquiries: admin@nourishcommunityfoodbank.org.uk All other queries should be directed to office@nourishcommunityfoodbank.org.uk

	<ul style="list-style-type: none"> • The Community Store House – Paddock Wood, The Wesley Centre, Commercial Road, Paddock Wood TN12 6DS Self-referrals taken with ID evidence or via referral agency with a voucher (more information via link below) Normal Opening Hours – Tuesday 13.00 – 15.00, Thursday 09.30 – 11.30 Contact Number during opening hours 07582 142948 https://communitystorehouse.co.uk (Please check Facebook page for any updated information)
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Drug and Alcohol Provisions

<p>We Are With You</p>	<p>We Are Here With You can support young people and families during the lockdown and beyond. Attached is our Guide for Professionals with more detailed information on our service offer.</p> <div style="display: flex; justify-content: center; gap: 20px;"> <div style="text-align: center;">  <p>Professional Guide - WAWY2020.pdf</p> </div> <div style="text-align: center;">  <p>Electronic DUST Referral Form -We A</p> </div> </div> <p>Support for young people We are continuing to take referrals into 1:1/Specialist Treatment service for young people wanting to address their substance use or make changes. Appointments are held via video chat or telephone due to the current situation. There is currently no waiting list. The electronic Drug Use Screening Tool, our referral form (DUST) is attached so referrals can be made for young people you come into contact with who would like support.</p> <p>Parents and families Our Parent Partnership Programme has never been busier and we are supporting lots of families across Kent during this concerning time. Families can call for 'drop in' style support or refer for scheduled sessions on 01795 500881</p> <p>We Are With You also have a webchat where YP or families can get help and advice online support instantly if they are worried about their own or someone else's drinking or drug use or their mental health. This can be found at https://www.wearewithyou.org.uk/</p> <p>Lockdown Projects The Kent We Are With You team have collaborated with the UK harm reduction group 'Drugs and me' https://www.drugsand.me/en/ to produce this guide to withdrawal. This was made bearing in mind the</p>
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	<p>potential for involuntary withdrawal during the pandemic and has information which could be applicable for adolescents and adults so please read and distribute as appropriate. Guide found here - https://www.drugsand.me/en/me/withdrawal/</p> <p>Their website also has lots of applicable information in regards to drugs and mental health and they have a strong Instagram and Facebook reach.</p> <p>Covid-19 Mini-Podcast This podcast is approx 7 mins in length and we made it for adolescents and young adults who use substances and alcohol. It offers reflections on some of the harm reduction measures that must be taken to avoid the spread of the virus as well as practical elements of how drug and alcohol use is affected by lockdown. It has been shared widely nationally - Listen here - https://soundcloud.com/nickhickmott/covid-19-yp-drug-mini-pod</p> <p>Support for professionals Please don't hesitate to make contact in relation to alcohol and substance related topics during this time, as the commissioned service we are here to support you all too. If there is anything bespoke that our teams can help with such as leaflets/posters or resources in relation to drugs and alcohol, please don't hesitate to get in touch.</p>
<p>HeadStart Kent</p>	
<p>Kooth</p>	<p>Kooth.com - online support for young people (10-16 year olds) - We would like to remind you of the availability of our online service to support the wellbeing and resilience of young people.</p> <p>Kooth is a web based confidential support service available to young people. Kooth provides a safe and secure means of accessing mental health and wellbeing support designed specifically for young people. Kooth offers young people the opportunity to have a text-based conversation with a qualified counsellor. Counsellors are available from 12noon to 10pm on weekdays and 6pm to 10 pm at weekends, every day of the year on a drop-in basis. Young people can access regular booked online counselling sessions as needed. Outside counselling hours' young people can message our team and get support by the next day.</p> <p>When young people register with Kooth they will have support available to them now and in the future. Support can be gained not only through counselling but articles, forums and discussion boards. All content is age appropriate, clinically approved and fully moderated.</p> <p>To find out more visit www.Kooth.com where young people can register, and others can find out more about the service.</p>

	<p>You can also view a short video about the service at: https://vimeo.com/318731977/a9f32c87de.</p>  <p>Kooth Poster March 2020.png</p>
Kent Resilience Hub	<p><u>MoodSpark</u> has been developed for young people in Kent, with young people in Kent by HeadStart Kent, which sits within Kent County Council's Children, Young People and Education Service.</p> <p>The <u>Kent Resilience Hub</u> is aimed at parents and carers but can be accessed by young people as well. <u>Find out more about MoodSpark and the Kent Resilience Hub</u></p>
Domestic Abuse	
Maidstone Domestic Abuse Service Directory	<p>Please see below a draft version of the Domestic Abuse Service Directory for Maidstone. Please note that <u>this version is for professionals only</u> as we are still waiting for the final document, which is due to be published shortly.</p>  <p>DA directory NEW.doc</p> <p>We will share the final version with colleagues for wider distribution in due course.</p>
Domestic Violence UK	<p>Domestic Violence UK have compiled a list of 73 organisations providing either helplines, call-backs or email and web chat support services. This list can be accessed via the attached link; <u>Mobile and Online Directory</u></p>
DAVVS	<p>As a result of the coronavirus we have suspended all face-to-face services as per government advice.</p> <p>To ensure that vulnerable victims of abuse get the support they need at this difficult time, we have expanded volunteer support services via our helpline - doubling opening hours and providing a named volunteer Advisor working from home to support people by telephone for as long as needed.</p> <p>Our helpline is open Monday – Friday between 10am – 4pm. Helpline number 01892 570538</p>

	<p>We continue to accept referrals from partner organisations and self-referrals via our website: https://www.davss.org.uk/referral/</p> <p>DAVSS trained Volunteers are rostered to answer the telephone Helpline, receive telephone calls from clients, and support them with risk assessments, safety and action planning, including legal options. Clients are assigned a named volunteer to provide on-going support and support to court.</p> <p>Volunteers discuss by telephone legal options with victims and support them to make decisions and take action to make them and their children safe, including carrying out risk assessments, safety planning, assistance to prepare documentation for court, and support by telephone during and after court.</p> <p>We also provide telephone support explaining the court process to victims' children if needed and supporting children as their parent seeks legal protection (victims are often too traumatised to do this and say they and their children greatly appreciate this support)</p> <p>Most courts have closed, making it more difficult to obtain protection orders. As a result of advocacy by DAVSS Support-to-court (STC) Manager and a volunteer, protection orders are considered by the judge via telephone. This has enabled victims to obtain the protection they need.</p> <p>Unfortunately, all Freedom and ACE Recovery courses booked for this spring had to be cancelled and we will book them when all is back to normal.</p>
<p>Kent Integrated Domestic Abuse Service</p>	<p>If you are in danger, please call 999 immediately or 101 for non-emergencies.</p> <p>The Kent Integrated Domestic Abuse Service is continuing to deliver remote support to individuals and take referrals for all services (although referrals will only be accepted if remote working with the client is possible). We will signpost to other suitable organisations where appropriate or consult on support. Remote working includes using technology and telephone systems to deliver support services.</p> <p>As of 20.3.20 Refuge services will continue to offer emergency refuge space to women and families, but this is under constant review and risk assessment. Due to government guidance we are delivering remote IDVA support to MARAC and One Stop Shops.</p> <p>Therapeutic programmes delivered by the commissioned providers such as Phoenix, Freedom programme and the Recovery toolkit will be suspended until further notice.</p>

	<p>Lead service provider contact details: Victim Support – county wide 0808 16 89 111 https://www.victimsupport.org.uk/help-and-support/get-help/supportline</p> <p>Look Ahead Care & Support – Service provider West Kent (Sevenoaks, Tunbridge Wells, Tonbridge and Malling): https://www.lookahead.org.uk/</p> <p>Clarion Housing Association – Service provider for North, West and South Kent (Dartford, Gravesham, Swale and Maidstone, Ashford, Canterbury, Folkestone & Hythe)</p> <p>Dartford, Gravesham and Swale: 07793 880486 Maidstone: 07739 823395 Ashford and Canterbury: 07773 179082 Folkestone & Hythe: 07739 823395</p> <p>Clarion Housing Association – Refuge service provider for Medway Contact: 07889 079242 centrakent@centragroup.org.uk</p> <p>To access 24 hr support please contact the National Women’s Aid Domestic Abuse helpline on: 0800 2000247</p>
<p>Choices</p>	<p>Edition 2 Update:</p> <p><u>Lodestar family service</u></p> <p>Lodestar is a preventative, ‘wrap around the family’ support model providing a scaffold of measures and tools to directly assist victims of domestic abuse and their children. Lodestar places the victim at the centre of local domestic service provision, tailoring assistance to their specific/individual needs. An innovative project, it considers victims’ complex needs and the impact of domestic abuse on the family as a whole. Currently, complex needs victims tend to access services in a disparate way, with professional interventions sporadically meeting critical needs. Lodestar will negate this happening through coordinated, consistent support and by employing measures to sustain positive outcomes in the longer term.</p> <p>Referral to the service can be made using the attached form:</p>

	 <p>specialist-family-ser vice-referral (2).docx</p> <p>Edition 1 Update:</p> <p>Organisation Update from the Operations Manager:</p>  <p>Choices Organisational arrar</p>
Police	
Kent Police and Crime Commissioner	 <p>Newsletter Spring Summer 2020.pdf</p>
Kent Police Domestic Abuse Poster	<p>Kent Police and Kent's Safeguarding Children multi-agency partnership have produced a Kent Police DA / COVID-19 poster. Please can we get the poster put up in as many places as possible where victims are likely to. Please could you use your contacts to assist us with this.</p>  <p>DA isolation poster - Reworked.pdf</p>
Violence Reduction Unit	<p>Crimestoppers have been commissioned to run a social media campaign encouraging adults to spot the signs of gangs and county lines, serious violence, and child sexual exploitation. This is especially relevant given the extended periods that young people will be spending on-line during lockdown https://crimestoppers-uk.org/campaigns-media/campaigns/kent-serious-crime-reporting is the landing page.</p> <p>There is a Fearless activity in the form of the Digital Audio Exchange on Spotify and other streaming platforms which is continuing. Essentially these are adverts that come up in between songs. There are a number of</p>

	<p>different scenarios which then advise young people how to report any concerns around crimes anonymously by signposting to www.fearless.org. Fearless will be able to analyse how many people listened to the advert etc and run trajectories.</p> <p>If anyone is interested on professional online training, please contact: fearless@crimestoppers-uk.org. Practitioners can gain an understanding of the fearless resources available and how to incorporate them to online lessons being offered to home-schooling. For example, life-skills lessons are included in the resources around crime.</p>
<p>Public Health and Commissioned Services</p>	
<p>KCC Commissioned Public Health Services</p>	<p>Please share with anyone who may refer clients to our services as referral routes and service operations have changed significantly. As stated in the letter (see attached) please refer to the website for the most up to date information:</p> <p>https://www.kent.gov.uk/social-care-and-health/health/coronavirus/coronavirus-service-updates</p> <div data-bbox="719 778 786 836" data-label="Image"> </div> <p>31-03-2020 Coronavirus One-Of</p>
<p>School Public Health</p>	<p>We are a team of school nurses who work with children, young people and families in Kent. You do not have to be in school to use this service.</p> <p>https://www.kentcht.nhs.uk/service/school-health/</p> <p>Coronavirus (COVID-19): Information about our service This service is operating in a different way. As part of the national effort to slow the spread of coronavirus we have had to reduce some of our services to support other frontline NHS teams.</p> <p>We are still here to help you. Contact the team: 0300 123 4496 nem-tr.kentchildrenandyoungpeoplehealthservices@nhs.net</p>

	<p><u>Online referral</u></p> <p>We have created some FAQs for <u>schools</u> and <u>parents</u> to explain the support we can offer at the moment. You can find a range of helpful information and resources on the Kent Youth Health Website at kentyouthhealth.nhs.uk. Keep up-to-date with the latest information, <u>read our page on Coronavirus</u></p>
<p>NEW MENTAL HEALTH SERVICE - Kent Safe Havens</p>	<p>The NHS, Adult Mental Health Service, launched five Safe Havens virtually on Monday 20 April to provide mental health support to any resident in Kent and Medway. We can help any resident of Kent and Medway aged 16+ at the MHM Safe Haven, where we offer a warm, welcoming, safe and comfortable environment.</p> <p>If you are feeling distressed, overwhelmed, or that things are too much and you don't know where to turn to get support in the evening, then your Safe Haven is here. We offer a welcoming, safe, comfortable, non-judgmental and non-clinical environment. The emphasis is on reducing immediate distress and supporting visitors to access services and opportunities available to them in the wider community, here you can access one-to-one emotional support from trained mental health professionals.</p> <p>Safe Haven provide telephone support only, between 6pm and 11pm, 365 days per year.</p> <p><u>https://www.mhm.org.uk/kent-safe-havens</u></p>
<p>Mental Health Resource</p>	<p>Reachout Youth is a free service offering support to young people aged 13-19 who may be struggling with their mental health.</p> <p>Due to the Covid19 pandemic, Reachout Youth is adapting its services, providing:</p> <ol style="list-style-type: none"> 1. Weekly virtual peer support groups 2. One-to-one telephone support 3. Weekly support packs, including tips for managing their wellbeing <p>Reachout Youth groups offer an informal, fun and confidential space to share things not usually shared with friends or family. They bring young people together to reduce stigma, share stories, develop coping strategies and make friends. Young people can expect a safe space to talk though any issues and concerns, tools to manage their wellbeing, relaxation exercises, signposting to other services, as well as activities and games.</p>

	<p>If interested, please contact Anna Skulczuk at annas@mentalhealthresource.org.uk or 07545 208899. There is a short referral form that can be downloaded from the website: https://www.mentalhealthresource.org.uk/reach-out-youth</p>
<p>Salus</p>	<p>The Salus Youth Team are offering virtual youth sessions to young people aged between 8-19 years. The sessions include language lessons, make up tutorials, quizzes and fun games with new topics and suggestions being added each week. Go to: https://salusgroup.org.uk/virtual-youth-sessions-6th-10th-april-2020/</p> <p>Also attached you will find the session timetable for “Week 1 and Week 2”</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Week two Programme.docx</p> </div> <div style="text-align: center;">  <p>For instagram Week 1.jpg</p> </div> </div> <p>If interested you will need to send an email to e-youthservicebookings@salusgroup.org.uk with the session, time, date, young person’s age and email address that you would like them to send the invite too.</p> <p>You will need to download the Zoom app on your device (e.g. phone or PC) in order to be added to the session. You will receive an email before the sessions with a code to join a meeting. On your app you will then click on join and type the number given in the email to access the session</p>
<p>Maidstone and Mid Kent Mind</p>	<p><u>Edition 4 Update:</u></p> <p>Mid-Kent Mind are offering a range of support packages across a number of districts. Delivery sessions will be booked on first request basis. Please contact the service for further information about this provision.</p> <p>Mental Health Awareness Tier 1 Basic <i>Available Ashford, Swale and Maidstone</i> This is a two hour training session introducing the basics of stress and mental health including anxiety and depression for up to 20 people Delivered over Zoom for people to log in to from own device</p> <p>Mental Health Awareness Tier 2 Intermediate <i>Available Ashford, Swale and Maidstone</i> This is a two hour training session exploring psychosis, suicide, eating disorders and self-harm – including causes and signs / symptoms for up to 20 people</p>

Delivered over Zoom for people to log in to from own device

Youth Mental Health First Aid Half Day

Very limited availability Ashford, Swale Canterbury and Maidstone

MHFA 3.5hour training session on causes and risks of mental ill health for young people and how to help manage these for up to 20 people

Delivered over Zoom for people to log in to from own device

Work & Wellbeing Course

Available Ashford and Canterbury

10 sessions of 2 hours over two weeks for up to 12 young people to look at wellbeing and mental health so they can manage this well and seek good jobs. Using CBC and Teambuilding sessions.

Delivered over Zoom for people to either log on from own device or to a group on a single presentation device with school staff support in room.

Taming My Temper Course

Limited availability in Ashford, Swale, Maidstone and Canterbury

A six session course of weekly 1 hour training using cognitive behaviour and psycho-education to help young people understand and better manage their emotional outbursts for 6 young people

Delivered over Zoom for people to either log on from own device or to a group on a single presentation device with school staff support in room.

Bounce Back Course

Available Maidstone

A six session course of weekly 1 hour training using cognitive behaviour coaching to help young people understand and better manage wellbeing for up to 12 young people

Delivered over Zoom for people to either log on from own device or to a group on a single presentation device with school staff support in room.

Anger Management Training

Available Swale

A 3 hour course working with up to 20 people to look at the differences between anger and aggression and learning coping strategies to manage emotions.

Delivered over Zoom for people to log in to from own device

One to One Recovery Action Plans

	<p>Available Swale and Maidstone Delivering 45 minutes sessions weekly for six weeks on a one to one basis with young people that want to consider their holistic mental health and wellbeing. Delivered over Zoom for people to log in to from own device</p> <p><u>Edition 1 Update:</u></p> <p>Opportunity available to Early Help Teams, for young people to sign up to a 5 session Digital Mindfulness Course developed to help them cope whilst in the current isolation period.</p> <p>https://www.maidstonemind.org/digital-mindfulness-and-me/</p> <p>MMKM provide mental health services to Maidstone, Swale and Ashford so the places would be offered to them as priority. However, if there are spaces left MMKM cannot see any reason, as it's a virtual delivery, why it couldn't be accessed by people outside of these areas, should there be demand for it.</p>
Fegans	<p>We have now changed our service to provide online counselling for children over 11 (as our counsellors cannot work in schools as usual). We also have a huge amount of family/parent support on our website and parent forum.</p> <p>These are the links: https://www.fegans.org.uk/online_counselling_teenagers https://www.fegans.org.uk/family-hub www.dad.info</p>
Maidstone Mediation	<p>The service is still taking referrals and is able to help and offer a listening ear. All clients will get a phone call and a WhatsApp video mediation if they want it or will go on the waiting list for when the service returns to normal.</p>
Open Access	
Early Help home packs	<p>These are being produced and made available to vulnerable families and young people who may need no actual physical resources but would benefit from some support from Open Access. Packs will be made up by Children Centre and Youth Hub staff and distributed by our partners and teams including Health Visitors, Police and Social Workers to families and young people identified as benefitting from this resource. Part of the Open Access offer will be to contact those families/young people who have received a pack to talk them through how best to use it and offer further support and signposting as required.</p>

<p>Youth Service</p>	<p>We are making all our youth services available online, including opportunities for you to talk to youth workers and friends, as well as lots of new activities for you to try.</p> <p>Select your area using the link below to find out what's on and join in. https://www.kent.gov.uk/education-and-children/young-people/online-youth-services</p> <p>If you can't find anything in your area that interests you, you can try signing up for services in other areas, although some sessions have limited places and may be reserved for local young people first. More services will be added as and when they become available, so check the page regularly to see what's new.</p> <p>For further information about your local youth provisions, please contact your local Youth Hub Delivery Managers and from our social media pages. Details are as follows: -</p> <ul style="list-style-type: none"> • Maidstone – Natalie Penfold (natalie.penfold@kent.gov.uk)   • Tunbridge Wells – Esther Leigh-Hollands (esther.leigh-hollands@kent.gov.uk)   • Tonbridge and Malling – Ellen Shaw (ellen.shaw@kent.gov.uk)  
<p>Children's Centres</p>	<p>Children's Centres continue to play a vital role in supporting vulnerable children and families and isolated communities through delivering essential services.</p> <p>For further information about your local Children's Centres provision please visit https://www.kent.gov.uk/education-and-children/childcare-and-pre-school/childrens-centres#sectionpanel-three</p> <p>Information about the local provisions can also be obtained from your local Children's Centre Delivery Managers and from our social media pages. Details are as follows: -</p> <ul style="list-style-type: none"> • Maidstone – Karen McKeown (karen.mckeown@kent.gov.uk)  • Tunbridge Wells – Simon Fry (simon.fry@kent.gov.uk)  • Tonbridge and Malling – Bethany Hodges (Bethany.hodges@kent.gov.uk) 
<p>Education</p>	

Schools and Early Years	<p>Schools in the County are either planning to be open over the Easter period, or have made arrangements with another local school to cater for their eligible pupils during this time. If you are in contact with any families eligible and they are having problems accessing a school place, the following email and number is available: Email: emergencyschoolplaces@kent.gov.uk Call: 03000 41 21 21</p> <p>Early Years settings will be open over the Easter holidays, but we are aware that a high number are currently unable to open, however, we have seen an increase in the number of childminders who are able to continue working. If again you are in contact with a family trying to access a place in an early years setting, please contact the email or telephone number below: For nursery and childcare settings. Email - kentcfis@theeducationpeople.org Call: 03000 41 23 23</p> <p>Children eligible for free school meals will benefit from a national voucher scheme allowing them to continue to access meals whilst they stay at home. Schools can now provide every eligible child with a weekly shopping voucher worth £15 to spend at supermarkets while schools are closed due to coronavirus.</p>
DFE updated guidance for Education and Early Years Settings	The DfE have updated the guidance for Education and Early Years Settings .
Coronavirus: A book for children	Social Work Toolkit have produced an online book called Coronavirus: A book for children that is accessible to every child and family and the book is offered free of charge to anyone who wants to read it.
General Update	
Kent Autistic Trust: Stay Calm Pack for families	There is a free Calm Pack now available for families. This pack is full of activities and exercises to help families come together to feel safe and calm during this difficult time.
Emergency Hardship Fund for Families	<p>Kent Community Foundation's (KCF) hardship grants for families with children with complex needs.</p> <p>https://www.kentonline.co.uk/kent/news/emergency-cash-fund-for-families-225912/</p> <p>KCF are able to provide cash hardship grants to families direct up to £1,000 to help with either buying essential things for the home or just to help pay the bills over the next few months.</p> <p>It's a simple process. Just an email to Jo@kentcf.org.uk from a professional. We aim to get money to families within two weeks (quicker if we can get the bank details).</p>

<p>Children learning at home</p>	<p>New government information, guidance and support for parents and carers of <u>children who are learning at home</u>:</p> <ul style="list-style-type: none"> • <u>Guidance on supporting children age 2 to 4</u> • <u>Guidance on supporting Primary school children</u> • <u>Guidance on supporting children with SEND</u>.
<p>Oak National Academy</p>	<p>Oak National Academy is a new collection of high-quality lessons and online resources. Backed by the Government, it has been created in response to the coronavirus lockdown.</p> <p>Our online classroom offers free access to great teachers, delivering video lessons, quizzes and worksheets. Available for both primary and secondary levels, it covers a range of subjects. All of the lessons are ordered so your child can learn along a clear plan. We'll provide new lessons and resources each week.</p> <p><u>https://www.thenational.academy/information-for-parents-pupils/</u></p>
<p>The Princes Trust Kent -Virtual Offer</p>	<p>Welcome Sessions We will be holding weekly welcome sessions for young people who want to find out more information about The Prince's Trust and our opportunities. These will be conducted through online platforms in a group video chat format. Young people can watch the presentation and get involved as much as they want. They will then be assigned a staff member for a 1:1 follow up and be able to engage in online personal development and employability sessions. To refer a young person to a Welcome Session, please call our customer service team on: <u>0800 842 842</u></p> <p>Development Awards Our Development Award scheme can cover the cost of course fees, tools or equipment to help you achieve your goals. To find out more, please call our customer service team on: <u>0800 842 842</u></p> <p>Virtual Offer Our Explore Enterprise course is now digital. 18-30yrs? Find out everything you need to know to make a business successful through a short online course. You will then receive support from a business mentor to help you with your business idea/ plan. To find out more, please call our customer service team on: <u>0800 842 842</u></p>

	<p>Access to one-to-ones for young people Young people can have a 1:1 meeting with a member of staff to discuss any questions and concerns and find out how the Prince's Trust can support them. These 1:1s will be conducted across the phone or online. To find out more, please call our customer service team on: <u>0800 842 842</u></p> <p>Young People Relief Fund As part of our efforts we have launched a Young People Relief Fund. The fund will help us to:</p> <ul style="list-style-type: none"> • Help young people who are missing school and college to continue their learning • Support young people who are out of work into jobs where we need them • Give the most vulnerable young people the support they need to cope day-to-day in these anxious and uncertain times <p>To read more about our support for young people at this time please visit our website https://www.princes-trust.org.uk/</p> <p>If you are a young person</p> <ul style="list-style-type: none"> • Contact us on: <u>0800 842 842</u> Speak with us live <u>HERE</u> <p>If you are a referral partner</p> <ul style="list-style-type: none"> • If you are looking to refer a young person to us please do so online by clicking <u>HERE</u> and a member of our team will be in touch to discuss their options. <p>For updates on how we are supporting our community, click <u>HERE</u> to visit our hub</p>
<p>Translated Coronavirus guidance for children</p>	<p>There are translated versions of a simple book for young children about coronavirus, in English and in 26 other languages.</p> <p>A new storybook, produced by a collaboration of more than 50 humanitarian organizations, also available in 24 languages. It aims to help children understand and come to terms with Covid-19.</p>
<p>Helpline number for Universal Credit</p>	<p>Citizen Advice Bureau has set up a dedicated helpline 0800 1448 444.</p>
<p>Heinz and Anna Kroch Foundation</p>	<p>Small grants for individuals who are suffering severe poverty and financial hardship and who also have ongoing medical problems or have fled domestic situations. E.g.</p>

	<ul style="list-style-type: none"> • Older people • Those with a chronic illness • Fleeing domestic situations • Homeless • Financial hardship <p>Grants can be made towards:</p> <ul style="list-style-type: none"> • Hospital travel costs • Household bills • Furniture • Other hospital expenses • Clothing • Food • Medical and disability equipment • Living costs • Home adaptations • Help in the home <p>Applications must be submitted by a recognised body (someone who is working with the client and understands their circumstances). 'We need to know the background of the client, age, family makeup, income and expenditure, what a grant will be used for, an indication of other charities approached and how much money has been raised to date. In the case of an application for equipment, adaptations etc., we need copies of estimates. Where appropriate, it would be useful to have a supporting reference from a GP / Consultant.'</p> <p>They do not use application forms. All applications should be contained in a letter, or email, giving full background to the client, including name. Heinz and Anna Kroch Foundation, PO Box 327, Hampton, TW12 9DD</p>
Families	<p>Amazon Audible Books - For as long as schools are closed, we're open. Starting today, kids everywhere can instantly stream an incredible collection of stories, including titles across six different languages, that will help them continue dreaming, learning, and just being kids.</p> <p>All stories are free to stream on your desktop, laptop, phone or tablet. No payment card required.</p> <p>https://stories.audible.com/start-listen</p>
Think U Know	<p>Useful links for parents and carers of children and young people can be accessed via their website at https://www.thinkuknow.co.uk/parents/</p>

Upbility	This is one of many resources available from a library of ready-to-use resources aimed at fulfilling all the special therapy and education needs of children and adolescents. It places particular emphasis on producing easy-to-use and visually appealing materials and content to meet the expectations of specialists, educators and parents.
National Literacy Guidance	The Literacy Trust website and their book, 'The Book of Hopes: Words and Pictures to Comfort, Inspire and Entertain Children in Lockdown' is completely free for all children and families, and the extraordinary collection of short stories, poems, essays and pictures has contributions from more than 110 children's writers and illustrators.

Amtul Uzma
Area Partnership Manager – West
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