



**Garlinge Primary School and Nursery**

**CHILD PROTECTION POLICY ADDENDUM AND APPENDIX  
IN RESPONSE TO COVID\_19**

**Based on DfE guidance 'Coronavirus (COVID\_19):**

**Safeguarding in schools, colleges and other provider' March 2020**

<https://www.gov.uk/government/publications/covid-19-safeguarding-in-schools-colleges-and-other-providers/coronavirus-covid-19-safeguarding-in-schools-colleges-and-other-providers>

**Designated Safeguarding Leads (DSL):**

Anna Northrop - Deputy Headteacher (Lead DSL)

James Williams – Headteacher

Stephen Cope - Deputy Headteacher

Alison Gillatt – Family Liaison Officer

Sarah Mansfield – Safeguarding Officer

**Named Safeguarding Governor:** Jenny Whitehead

**Area Education Safeguarding Adviser:** Claire Ray

Policy Author: Anna Northrop

Date written/Updated: 31/03/2020

Date shared with Governors: 23/04/2020

Date shared with Staff: 07/05/2020

*This addendum will be reviewed following any updates to national and local guidance and procedures and reshared as required.*

## 1. Context

- On 20th March 2020 parents were asked to keep their children at home, wherever possible, as part of the response to coronavirus (COVID-19). Schools and childcare providers were asked to provide care for a limited number of children - children who are vulnerable, and children whose parents are critical to the COVID-19 response and cannot be safely cared for at home.
- The way Garlinge Primary School and Nursery is currently operating in response to coronavirus is fundamentally different, however, our safeguarding principles in accordance with 'Keeping Children Safe in Education' (KCSIE) 2019, remain the same:
  - the best interests of children will always come first
  - if anyone has a safeguarding concern about any child they should continue to act and act immediately
  - a DSL or deputy DSL is available
  - unsuitable people are not allowed to enter the children's workforce and/or gain access to children
  - children should continue to be protected when they are online
- This addendum of Garlinge Primary School and Nursery Child Protection policy contains details of any amendments to our existing safeguarding arrangements.

## 2. Key School Contacts

	Name	Phone Number	Email
Designated Safeguarding Lead (DSL)	Anna Northrop	07508 429105	<a href="mailto:northropa@garlinge.kent.sch.uk">northropa@garlinge.kent.sch.uk</a>
Deputy Designated Safeguarding Leads	Sarah Mansfield James Williams Stephen Cope Alison Gillatt	07580 073069 07733 887186 07508 429385 07939 685666	<a href="mailto:mansfields@garlinge.kent.sch.uk">mansfields@garlinge.kent.sch.uk</a> <a href="mailto:williamsj@garlinge.kent.sch.uk">williamsj@garlinge.kent.sch.uk</a> <a href="mailto:copest@garlinge.kent.sch.uk">copest@garlinge.kent.sch.uk</a> <a href="mailto:gilliatta@garlinge.kent.sch.uk">gilliatta@garlinge.kent.sch.uk</a>
Headteacher	James Williams	07733 887186	<a href="mailto:williamsj@garlinge.kent.sch.uk">williamsj@garlinge.kent.sch.uk</a>
Chair of Governors	William Herbert	01843 221877	<a href="mailto:chairman@garlinge.kent.sch.uk">chairman@garlinge.kent.sch.uk</a>
Safeguarding Governor	Jennifer Whitehead	01843 221877	<a href="mailto:whiteheadj@garlinge.kent.sch.uk">whiteheadj@garlinge.kent.sch.uk</a>

## 3. Designated Safeguarding Leads (DSLs)

- Garlinge Primary School and Nursery - Lead Designated Safeguarding Lead is: Anna Northrop
- Garlinge Primary School and Nursery - Deputy Designated Safeguarding Leads are: Sarah Mansfield, Alison Gillatt, Stephen Cope and James Williams
- A DSL (or deputy) will be present on-site however if this is not possible, a named DSL will be available to be contacted via phone or online video - for example working from home.

- Where a trained DSL (or deputy) is not on site, in addition to the above, an Assistant Headteacher will assume responsibility for co-ordinating safeguarding on site.
  - This will include updating safeguarding files and liaising with the offsite DSL (or deputy) and as required liaising with social workers where they require access to children in need and/or to carry out statutory assessments at the school.
- All staff and volunteers on-site will have access to a trained DSL (or deputy) and know on any given day who that person is, and how they can speak to them.
  - Up to date details of the DSL/Deputy DSLs will be visible to staff and children.
- The DSL/Deputy DSL's will continue to engage with social workers, and attend all multi-agency meetings, which can be done remotely.

#### **4. Vulnerable children**

- Ensuring that vulnerable children remain protected is a top priority for Garlinge Primary School and Nursery.
  - Vulnerable children include those who have a social worker and those children and young people up to the age of 25 with education, health and care (EHC) plans. Please see DfE guidance for further information on [vulnerable children](#).
- There is an expectation that children with a social worker will attend a provision, unless in consultation with the child's social worker and family it is agreed this is not in the best interests of the child. Where parents are concerned about the risk of the child contracting COVID19, professionals will talk through these worries with the parent/carer following the advice set out by Public Health England.
- Children with an EHC plan will be risk-assessed in consultation with the Local Authority and parents and a decision will be made about whether they should continue to attend school.
- Garlinge Primary School and Nursery has the flexibility to offer a place to other learners who may also be considered vulnerable by the school. Please contact Anna Northrop, Stephen Cope or James Williams to discuss this further.
- If vulnerable children are not attending school, we will regularly keep in contact by telephone with them.
- Garlinge Primary School and Nursery will continue to work with those professionals involved with children and share relevant information with them such as social workers, early help workers and virtual school heads (VSH). This is especially important during the COVID-19 period.
  - This will include information about attendance and any welfare concerns.
  - If there is a safeguarding concern, this will be shared with the relevant professional as soon as possible.
- Garlinge Primary School and Nursery will encourage our vulnerable children and young people to attend a school, including remotely if needed.

#### **5. Attendance monitoring**

- Local authorities and education settings do not need to complete their usual day-to-day attendance processes to follow up on non-attendance.
- Garlinge Primary School and Nursery and social workers will agree with families/carers whether children in need should attend and Garlinge Primary School and Nursery will follow up with family/carers where a child is supposed to be attending but do not.
- In all circumstances where a vulnerable child does not take up their place, or discontinues, Garlinge Primary School and Nursery will notify their social worker and follow up with the family/carer.

- Garlinge Primary School and Nursery will also follow up with families/carers that have arranged a place for their child/children, namely keyworkers or children that are considered vulnerable but not open to any agencies and do not attend.
  - Staff will continue to work with and support children's social workers to help protect vulnerable children.
- Garlinge Primary School and Nursery will complete both the KCC and government [daily online attendance](#) form to keep a record of children of critical workers and vulnerable children who are attending school/college.

## 6. Reporting concerns

- All staff will continue to look out for any signs that indicate a child may be at risk, both on and off site, including online.
  - If a member of staff/volunteer has any safeguarding concerns about a child, this will be reported to the DSL as soon as possible.
  - If the concern is urgent, the member of staff/volunteer will speak to a DSL in person or via phone/video call if they are not on site, immediately.
  - In the event a member of staff or volunteer cannot make contact with a DSL, this will not delay them taking immediate action to safeguard a child.
  - Concerns will be recorded using existing school safeguarding processes as outlined in our Child Protection Policy.
- Learners are encouraged to report concerns via existing school systems, or to a trusted adult at home.
- Parents/carers are encouraged to report concerns via existing school systems.
- Where staff are concerned about an adult working with learners, they should report the concern to the headteacher.
  - If there are concerns about any member of staff or volunteer, the LADO service will be consulted with.
  - Concerns around the headteacher should be directed to the Chair of Governors.

## 7. Safeguarding training and induction

- DSL training is unlikely to take place whilst there remains a threat of the COVID 19 virus. For the period COVID-19 measures are in place, a DSL (or deputy) who has been trained will continue to be classed as a DSL (or deputy) even if they miss their refresher training.
  - Formal DSL refresher training will be undertaken as soon as possible. DSLs will continue to keep their knowledge up to date through other means.
- All existing staff have read KCSIE 2019 Part 1 and accessed safeguarding training.
  - Staff will be made aware if any processes have changed with the sharing of this addendum and the DSL will communicate any changes to local processes directly.
- All new staff and volunteers will have an induction provided via the DSL and will be provided with a copy of the school Child Protection Policy and Covid-19 Addendum.
- Staff may move between schools on a temporary basis and consideration given will be given by the DSL as to what induction they need on a case by case basis, dependent on existing skills and knowledge.

## 8. Safer recruitment

- It remains essential that people who are unsuitable are not allowed to enter the children's workforce or gain access to children.
- During Covid-19 if Garlinge Primary School and Nursery recruit new staff we will continue to follow the relevant safer recruitment practices.

- If volunteers are recruited Garlinge Primary School and Nursery will continue to follow the guidance in accordance with KCSIE 2019 and volunteers who have not had the relevant checks will not be left unsupervised with a child.
- If staff from other settings volunteer or begin working at Garlinge Primary School and Nursery we will ensure they have a relevant DBS check following DfE guidance at this time. Garlinge Primary School and Nursery will risk assess staff from other settings, as we would for a volunteer.
- If staff are deployed from another education or children's workforce setting to our school, we will take into account the DfE supplementary guidance on safeguarding children during the COVID-19 pandemic and will accept portability as long as the current employer confirms in writing that:
  - the individual has been subject to an enhanced DBS and children's barred list check
  - there are no known concerns about the individual's suitability to work with children
  - there is no ongoing disciplinary investigation relating to that individual
- In response to COVID-19, the Disclosure and Barring Service (DBS) has made changes to its guidance on standard and enhanced DBS ID checking to minimise the need for face-to-face contact.
- Garlinge Primary School and Nursery will continue to refer to the DBS anyone who has harmed or poses a risk of harm to a child in accordance with KCSIE 2019.
- Garlinge Primary School and Nursery will continue to consider and make referrals to the Teaching Regulation Agency (TRA) where appropriate. During the period Covid-19 all referrals will be made by emailing [Misconduct.teacher@education.gov.uk](mailto:Misconduct.teacher@education.gov.uk).
- Garlinge Primary School and Nursery will continue to update the single central record and will log details of any risk assessment carried out on volunteers and staff on loan from elsewhere.

## 9. Supporting children in school

- Garlinge Primary School and Nursery is committed to ensuring the safety and wellbeing of all its learners
- Garlinge Primary School and Nursery will be a safe space for all children to attend and flourish. A senior member of staff will ensure that there are appropriate staff on site and that staff to learner ratios have been considered to maximise the safety of children.
- Garlinge Primary School and Nursery will follow the current government guidance in relation to social distancing and all matters relating to public health from the respective websites and outlets
- <https://www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19/guidance-to-educational-settings-about-covid-19>
- <https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-social-distancing-in-education-and-childcare-settings>
- Garlinge Primary School and Nursery will ensure that all children who are either categorised as vulnerable or children of critical workers and are in attendance are appropriately supported.
- Garlinge Primary School and Nursery will continue to record any support provided to children in relation to safeguarding issues on their respective safeguarding recording system.

### Peer on Peer Abuse

- Garlinge Primary School and Nursery continues to recognise and respond to cases of Peer on Peer abuse by considering each incident on a case by case basis and basing any intervention on usual processes outlined within KCSIE 19.
- Garlinge Primary School and Nursery recognises that the current circumstances and the changeable nature of current Government guidance may mean that the school may need to adapt elements of

the process in some cases to ensure that they are able to respond in line with Government advice when required.

- The DSL will continue to consult as appropriate with multi-agency professionals to ensure that children's safety and wellbeing is not compromised when incidents of peer on peer abuse are brought to their attention.

### **Online safety**

- Garlinge Primary School and Nursery expectations with regards online behaviour and education when using school provided devices or internet access on site will continue to be implemented in line with existing policies. Any concerns regarding onsite online behaviour or use will be responded to in line with existing policies.
- Garlinge Primary School and Nursery will continue to provide a safe online learning environment where learners use school provided devices on site; appropriate filtering and monitoring will continue to be implemented.
  - Learners internet use will be supervised by staff according to their age and ability and learners will be directed to use appropriate online resources and tools.
- Use of staff and learner personal devices, including mobile phones, will be managed in line with our existing mobile technology policy.

## **10. Supporting children not in school**

- Garlinge Primary School and Nursery will continue to ensure the safety and wellbeing of all children and young people that remain on the school roll.
- All DSLs will continue to identify those vulnerable children that would benefit from Early Help as identified in KCSIE 2019, provide pastoral support and consider whether they would benefit from external support also.
- There will be clear plans around how best to communicate with learners who are identified as vulnerable, as well as those about whom DSLs have concerns about who do not receive a statutory service.
  - This could include telephone contact and/or doorstep visits but is at the discretion of the DSL.
- Garlinge Primary School and Nursery and the DSL will work closely with all relevant agencies and professionals regarding safeguarding a child who is not on site.
  - Any plans will be reviewed regularly and if concerns become significant, the DSL will consider any requests for support if considered appropriate.
- Garlinge Primary School and Nursery recognises that this is a difficult time for children and young people who consider school as a safe place and the current situation may impact on learners', staff and parent/carers mental health.
- The school will utilise its website and social media presence to ensure that safeguarding messages are shared with children and their families. This will include links to appropriate services and resources that are aimed at supporting them throughout this period.

### **Online safety away from school**

- All staff will continue to look out for any signs that indicate a child may be at risk online and will report and respond to concerns in line with the Child Protection Policy addendum.
  - Where necessary, referrals will be made to LADO, children's social care and as required, the police.

- Learners are encouraged to report concerns to a member of staff or a trusted adult at home. Where this is not possible, additional support can be accessed online via:
  - Childline: [www.childline.org.uk](http://www.childline.org.uk)
  - UK Safer Internet Centre's 'Report Harmful Content': <https://reportharmfulcontent.com>
  - National Crime Agency Child Exploitation and Online Protection Command (NCA-CEOP): [www.ceop.police.uk/safety-centre](http://www.ceop.police.uk/safety-centre)
- Parents/carers are encouraged to ensure children are appropriately supervised online and that appropriate parent controls are implemented.
- All communication with parents/carers will take place using school provided or approved communication channels; for example, school provided email accounts and WeDuc
  - Any pre-existing relationships or situations which mean this cannot be complied with will be discussed with the DSL.
- Garlinge Primary School and Nursery will ensure any use of online learning tools and systems is in line with privacy and data protection/GDPR requirements.
- Staff and learners will engage with remote teaching and learning in line with existing behaviour principles as set out in our school Behaviour Policy and Code of Conduct.
- When delivering remote learning, staff will:
  - Only use online tools that have been evaluated and agreed by leadership.
  - Ensure remote learning activities are planned in accordance with our curriculum policies, taking learner needs and technology access into account.
  - Where possible, pre-record content.
- If remote learning is taking place 'live' using webcams or chat facilities, staff and learners will ensure a professional environment is maintained. This means:
  - Staff will record the length, time, date and attendance of any online lessons/contact held or made.
  - Live sessions will involve at least two members of staff where possible.
    - Sessions will not be delivered in any 1:1 situation, unless pre-approval has been given by the DSL and/or Headteacher and the session is auditable.
  - Staff will record any online lessons so they can be audited or accessed later if required; learners and staff should be made aware that lessons are being recorded.
  - Staff will agree online behaviour expectations with learners at the start of lessons.
    - Staff will revisit our acceptable use of technology policy with learners as necessary.
  - All participants will wear suitable dress, use professional language, and ensure backgrounds of videos (live or pre-recorded) are neutral and appropriate.
    - Staff and learners should ensure personal information and/or, inappropriate or unsuitable personal items are not visible.
    - Where possible, other household members should not be in the background or shot; if this unavoidable, they should follow appropriate language and behaviour expectations.
    - If Live streaming, staff will mute and/or disable learners' videos and microphones, as required.

- **Additional support and links**

As well as through the Home Learning Tab on Garlinge Primary School and Nursery's website, ([www.garlingeprimary.co.uk](http://www.garlingeprimary.co.uk)) learners, staff and parents/carers can access age appropriate and practical support and advice via a range of national and local services:

- o Childline: [www.childline.org.uk](http://www.childline.org.uk)
- o Kent Resilience Hub: <https://kentresiliencehub.org.uk>
- o NSPCC: <https://learning.nspcc.org.uk/safeguarding-child-protection/how-to-have-difficult-conversations-with-children/>
- o See Appendix 1 for further support networks

### **DfE Guidance**

- Closure of educational settings: information for parents and carers: [www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/closure-of-educational-settings-information-for-parents-and-carers](http://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/closure-of-educational-settings-information-for-parents-and-carers)
- Vulnerable Children Guidance: [www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-vulnerable-children-and-young-people/coronavirus-covid-19-guidance-on-vulnerable-children-and-young-people](http://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-vulnerable-children-and-young-people/coronavirus-covid-19-guidance-on-vulnerable-children-and-young-people)
- COVID-19: guidance for educational settings: [www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19](http://www.gov.uk/government/publications/guidance-to-educational-settings-about-covid-19)
- Coronavirus (COVID-19): safeguarding in schools, colleges and other providers: [www.gov.uk/government/publications/covid-19-safeguarding-in-schools-colleges-and-other-providers](http://www.gov.uk/government/publications/covid-19-safeguarding-in-schools-colleges-and-other-providers)
- Coronavirus (COVID-19): attendance recording for educational settings: [www.gov.uk/government/publications/coronavirus-covid-19-attendance-recording-for-educational-settings](http://www.gov.uk/government/publications/coronavirus-covid-19-attendance-recording-for-educational-settings)

### **Specific Links relating to Coronavirus for Learners and Parents/Carers**

- Kent County Council: [www.kent.gov.uk/social-care-and-health/health/coronavirus](http://www.kent.gov.uk/social-care-and-health/health/coronavirus)
- Childline: [www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/](http://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/)
- Mind: [www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/](http://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/)
- Young Minds: <https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/>
- Kent Children’s University: Home Resources Learning Packs: [www.theeducationpeople.org/blog/kent-childrens-university-home-learning-resources-pack-is-live/](http://www.theeducationpeople.org/blog/kent-childrens-university-home-learning-resources-pack-is-live/)
- Children’s Commissioner:
  - o Children’s guide to coronavirus: [www.childrenscommissioner.gov.uk/publication/childrens-guide-to-coronavirus/](http://www.childrenscommissioner.gov.uk/publication/childrens-guide-to-coronavirus/)
  - o Resources for parents during coronavirus: [www.childrenscommissioner.gov.uk/coronavirus/resources/](http://www.childrenscommissioner.gov.uk/coronavirus/resources/)
- Sport England: [www.sportengland.org/stayinworkout](http://www.sportengland.org/stayinworkout)
- Place2be:
  - o [www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-supporting-children-who-may-be-especially-vulnerable/](http://www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-supporting-children-who-may-be-especially-vulnerable/)
  - o [www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-information-for-children/](http://www.place2be.org.uk/about-us/news-and-blogs/2020/march/coronavirus-information-for-children/)

### **Online Safety**

- NCA-CEOP: [www.thinkuknow.co.uk/](http://www.thinkuknow.co.uk/)
- Internet Matters: [www.internetmatters.org/](http://www.internetmatters.org/)
- Childnet: [www.childnet.com/blog/keeping-children-happy-and-safe-online-during-covid-19](http://www.childnet.com/blog/keeping-children-happy-and-safe-online-during-covid-19)

- UK Safer Internet Centre: [www.saferinternet.org.uk/blog/working-remotely-advice-professionals-parents-posh-rhc](http://www.saferinternet.org.uk/blog/working-remotely-advice-professionals-parents-posh-rhc)
- NSPCC: [www.nspcc.org.uk/keeping-children-safe/online-safety/](http://www.nspcc.org.uk/keeping-children-safe/online-safety/)
- Parent Info: <https://parentinfo.org/>
- BBC Own it: [www.bbc.com/ownit](http://www.bbc.com/ownit)

### **Domestic Abuse**

- Domestic Abuse Services: [www.domesticabuseservices.org](http://www.domesticabuseservices.org)
- Victim Support: 0808 16 89 111 [www.victimsupport.org.uk/help-and-support/get-help/supportline](http://www.victimsupport.org.uk/help-and-support/get-help/supportline)
- Oasis Domestic Abuse service – Service provider, East Kent. (Thanet and Dover): [www.oasisdaservice.org/home](http://www.oasisdaservice.org/home)
- National Women’s Aid Domestic Abuse 24hr helpline: 0800 2000247

See Appendix 1 for further support Networks in East Kent.

## Covid19 Council and Community Support Lines

### Dover

01304 821199

[Covid-19@dover.gov.uk](mailto:Covid-19@dover.gov.uk)

### Folkstone and Hythe

01303 761116

[covid-19@folkestone-hythe.gov.uk](mailto:covid-19@folkestone-hythe.gov.uk)

### Canterbury

01227 862000

<https://www.canterbury.gov.uk/xfp/form/588>

### Thanet COVID-19 Support

01843 577330

[communitysupport@thanet.gov.uk](mailto:communitysupport@thanet.gov.uk)

### Romney Marsh Community Support Hub

01797 208590

[Covid-19@rmdc.org.uk](mailto:Covid-19@rmdc.org.uk)

### Hythe Community Hub

01303 269602

[covid-19@ageukhl.org.uk](mailto:covid-19@ageukhl.org.uk)

Organisation	Services	Contact
Connect Well East Kent	Hub team are operational as normal and telephone services are still active.  Open Mon, Weds and Fri 8:30am – 6pm Tues and Thurs 9am – 5pm	0300 302 0178
Carers Support East Kent	CSEK are operational and the Hub team still offering information and guidance and assessment for Carers. Information can be found on the website <a href="http://www.carersek.org.uk">www.carersek.org.uk</a>  Open Mon, Weds and Fri 8:30am – 6pm Tues and Thurs 9am – 5pm	0300 302 0178  <a href="http://www.carersek.org.uk">www.carersek.org.uk</a>
Silverline Telephone Befriending Service	24 Hour befriending service.  Free, confidential service to share worries and fears. A good sign posting service. The Silver Line is a helpline and friendship service for people aged 55 and over.	0800 470 80 90
Thanet Coronavirus support	A list of services across Thanet who are offering support during this difficult time. Click the link to the right.	<a href="http://thanetcoronavirusassistance.com/delivery/?fbclid=IwAR03vIF0BJ-vrpPTpLkaF3sITBDcvPC9r7TQFjQYJS_hSenPI31zwtowhgx">http://thanetcoronavirusassistance.com/delivery/?fbclid=IwAR03vIF0BJ-vrpPTpLkaF3sITBDcvPC9r7TQFjQYJS_hSenPI31zwtowhgx</a>
Age UK Thanet	Offering support over the phone only. Also available for shopping calls. Buddy Box Hot Meal Delivery is open for anyone that needs food and is £8.00 Age UK Support at Home Service – operational as per normal contact Debby Turner via email.	01843 223881  <a href="mailto:debby.turner@ageukhernebay.org.uk">debby.turner@ageukhernebay.org.uk</a>
Ageless Thanet	Providing a free telephone service, during office hours, for 50+ Thanet residents who are struggling with feelings of social isolation and loneliness during this time and would like to hear a friendly voice to see how you are.  You can contact them via phone, email or on social media (Facebook and Twitter)  Ageless Thanet will also be sharing videos on how to use the internet and social media to stay connected with friends and family during the COVID – 19.	01843 210005  <a href="mailto:info@agelessthanet.org.uk">info@agelessthanet.org.uk</a>  <a href="https://www.facebook.com/AgelessThanet/">https://www.facebook.com/AgelessThanet/</a>
Cliftonville Community Centre	Open Mon, Tues, Weds and Fri 9:30-12:30am. Offering regular services using the social distancing policy and necessary contact.	Elaine or Paul 01843 221913
Global Generation Church	<u>Practical Support</u> <ul style="list-style-type: none"> <li>• Picking up online food orders and delivering to individual's home</li> <li>• Picking up shopping, prescriptions etc</li> <li>• Arrange and deliver food parcels sourced from Thanet Food Link (St Paul's Food Bank)</li> </ul>	07593392951  01843 226232

	<ul style="list-style-type: none"> <li>Utilize our Dignity clothing store to help those needing clothing/toiletries where possible and deliver</li> </ul> <p><u>Pastoral/Community support</u></p> <ul style="list-style-type: none"> <li>Provide telephone calls to prevent feelings of isolation and loneliness, aiming to decrease feelings of anxiety and improve wellbeing where possible</li> <li>Signpost to different services where further help or advice can be provided also</li> </ul>	
Thanet Community Support Partnership	TCSP are offering their car scheme to all ESSENTIAL hospital/medical appointments only.	Samantha Howlett 01843 609337 <a href="mailto:info@kcv.org.uk">info@kcv.org.uk</a>
Salvation Army, Ramsgate	They are currently running a food bank but please ring ahead to make an appointment as it may cause unnecessary travel.  The Salvation Army are also available to deliver food and supplies to elderly who are self isolating in the Ramsgate area.	Carl Whitehead  07900 497326
Salvation Army, Margate	Drop-in Light: service at the door with lunchbox and hot drinks Monday, Tuesday, Thursday, Friday from 10.30 - 12.00	01843 298 260
Coronavirus support  Over 70's Support, Broadstairs Thanet	For people over the age of 70, self isolating, or have no support during this difficult time. The group will collect shopping and medicines and deliver it to you. If you feel isolated you can call the group and a volunteer will chat with you. The group are working in partnership with the GAP project in Broadstairs and is a FREE service.  We are desperately looking for DBS cleared volunteers that can help provide this service in the local area which could potentially involve shopping for them, dropping off medication or delivering a food package on a zero contact basis.	07432 585 515 Lauren  Aram Rawf – <a href="mailto:cllr-aram.rawf@thanet.gov.uk">cllr-aram.rawf@thanet.gov.uk</a>
The Bus Café Thanet	Offering a home delivery service from their food and drink menu between 9am and 3pm. No minimum order and no charges for delivery. They have bread and different types of milk available and all prices will be the same as in the shop.	01843 297985
St Pauls Food Bank (Margate)	Open as usual – Monday, Tuesday Thursday mornings 10:30am – 12pm. You can visit Cliftonville Community Centre to get a foodbank voucher on the	01843 221913
Thanet Community Transport Association	Offering a personal shopping service in all areas and willing to help anyone who is self isolating and who cannot get out and about.	01843 602030 Charlotte or Hannah

	Also are running a dial a ride service to all super markets to allow elderly get out to the supermarkets. This is covering Thanet, Herne Bay and Whitstable.	
Westgate Town Council	The Tow Council offices is now Closed -But, the Town Council are still offering a service of volunteers to visit homes within the town to help isolated people to do shopping, walk the dogs, friendly phone calls, picking up prescriptions and general needs.  If you know someone who needs this please contact the Town Clerk on the number/email to the right.	01843 836182  <a href="mailto:townclerk@westgateonsea.gov.uk">townclerk@westgateonsea.gov.uk</a>
Changing Minds - The Lifeboat project	They will provide mental health support, advice, anxiety management, food and essentials for the local community throughout the Coronavirus Pandemic. This will consist of weekly podcasts, videos discussing all things wellbeing, exercise, nutrition and more!  To offer free delivery of care packages for those in isolation within our local community, including food, toiletries & entertainment (crosswords, card games, colouring books, etc).  To establish a phone line for those seeking a friendly chat / video chat if possible. To set up a social media hub for individuals to access for tips on combating loneliness whilst in isolation. To grow and adapt the project alongside the ever-changing situation to provide support for as many affected individuals as we can possibly reach.	Colin Rouse – <a href="mailto:colin.rouse@changingmindskent.co.uk">colin.rouse@changingmindskent.co.uk</a>
Best One Westgate	They are offering free home delivery services for supplies such as food etc.	01843 831664
Krusty Kobb bakeries	Offering free home delivery for food to peoples home who are self isolating and are unable to get out.	01843 835447
Prentis Greengrocers	Offering free home delivery to self isolated people. (Fruit and veg etc)	01843 834934
Posillipos restaurant Broadstairs	Are offering to do peoples shopping and deliver it to their home for self isolated people.	01843 601133
the Kitchen CT9 in Cliftonville	Will deliver any surplus stock they have to peoples homes who are self isolating	01843 293376
Birchington Support group	Are offering a free service which includes shopping locally, dog walking and collect prescriptions etc.	Dave Adams - 07540 813028 or Jan Adams – 07540 812564
Farley's Furniture	The business wants to support anyone in need living in Ramsgate, Margate, Broadstairs, Westgate, Birchington and Sandwich. They will go and get the shopping and deliver it to their home. Delivery is free. The business said	01843 593069

	<p>people who want to use the service can pay them for the shopping in cash on delivery or by bank transfer.</p> <p><a href="https://www.kentonline.co.uk/thanet/news/company-shopping-for-people-in-self-isolation-223974/">https://www.kentonline.co.uk/thanet/news/company-shopping-for-people-in-self-isolation-223974/</a></p>	
Age Concern Deal, also covering Dover.	<p>Day Services are still operational as per government guidelines. Hot meals are costed at £7.00</p> <p>Offering food delivery services and hot meal deliveries. (Both are paid for services and will be invoiced at a later date)</p>	01304 372608 – Deal
Age UK Folkestone, also covering Dover.	<p>Day Services are still operational as per government guidelines</p> <p>Offering food delivery services and hot meal deliveries. Hot meals are costed at £7.00 (Both are paid for services and will be invoiced at a later date)</p>	01303 279031 - Folkestone
Age UK Herne Bay	<p>Cogs social and dementia day care, dementia cafes, singing and exercise groups closed from today. We are still providing as normal.</p> <p>Meals deliveries</p> <p>Marigolds cleaning service</p> <p>Independent Living Service</p> <p>Laundry. Befriending is now phone based rather than face to face.</p> <p>Information and Advice is now telephone based unless essential.</p> <p>Dementia outreach is also phone based unless essential.</p> <p>PIP also phone based unless essential</p> <p>Personalised Independence Programme – virtual hub - still accepting referrals – still supporting via telephone and where we can.</p>	01227 749570
Age UK Faversham	<p>Age UK Faversham are providing meals on wheels and the Hands 2 Help independent living service (which can do shopping). I&amp;A available as usual, but most of the work is being done over the telephone.</p>	01795 532 766
Churches Together Faversham	<p>Shopping for self isolating people, telephone befriending, companionship and providing an online church services.</p>	01795 531669
Faversham Baptist Church	<p>Shopping for self isolating people, telephone befriending, companionship and providing an online church services.</p>	Geoff Cook – 01795 531669
Deal Food Banks	<p>St Richards church – Tuesdays 12pm -2pm</p> <p>Wednesday Victoria Road 4:30pm – 6pm</p> <p>Fridays Trinity Church Union Road 10am -12pm</p> <p>Foodbank centres open but no tea or coffee</p>	01304 728428
Sandwich Food Banks	<p>Thursdays Phoenix Centre Jubilee Road 1pm-3pm</p> <p>Foodbank centres open but no tea or coffee</p>	01304 728428
Ashford Age UK	<p>Meals on Wheels, Meals on Wheels Plus (3 meals delivered – to include lunch, tea and breakfast for the</p>	01233 668765

	following day), Shopping, Prescription collection, Keeping in touch calls, Telephone befriending, Dog walking.	
Age UK Hythe and Lyminge	Meals on Wheels, Meals on Wheels Plus (3 meals delivered – to include lunch, tea and breakfast for the following day), Shopping, Prescription collection, Keeping in touch calls, Telephone befriending, Dog walking.	01303 269602
Aylesham Food Banks	Fridays – St Fimbarr Church Market Square 12:30pm – 2:30pm  Foodbank centres open but no tea or coffee	01304 728428
Ashford Vineyard Church	Mon, Tues, Thur 9-12 noon & last Sat of every month  If in need please contact the foodbank.	01233 331919
Ashford Community Care	Food shopping delivery services Ashford	Martin Kemp 07732 977417 / 01233 612224
Home help choice	Food shopping delivery services Ashford	Richard Spinx 07807 177656
Faversham Food Bank	The Gospel Mission Church, Tanners Street  WEDNESDAY 1.30pm to 4.00pm FRIDAY 1.30pm to 4.00pm	<u>07938720604</u>
Folkestone Methodist Church	Sandgate Road Folkestone Tues and Fri 2pm -3:30pm  Please check the website <a href="http://www.shepway.foodbank.org.uk">www.shepway.foodbank.org.uk</a> as regular updates will be posted on here	07913573403
New Romney Christian Centre	North Street Tues 5:30pm -7pm  Please check the website <a href="http://www.shepway.foodbank.org.uk">www.shepway.foodbank.org.uk</a> as regular updates will be posted on here	07913573403
Lydd	Hardy Hall, Skinner Road Fri 6:30pm – 7:30pm  Please check the website <a href="http://www.shepway.foodbank.org.uk">www.shepway.foodbank.org.uk</a> as regular updates will be posted on here	07913573403
Savages Fruit and Veg Lydd	Offering fruit baskets and other veg within the Lydd area. Also offering a delivery service as well.	01797 363280
Kerry's kitchen Lydd	A local café which are making food deliveries within the Lydd area	01797 321052
Sport England	How to stay active during the COVID-19 period whilst self isolating.	<a href="https://www.sportengland.org/news/how-stay-active-while-youre-home?fbclid=IwAR1iAFixU3b9a3VNSP_AUXT_qaDmCw7HPysQEXd3wcl-Odhtcvmilx7IM">https://www.sportengland.org/news/how-stay-active-while-youre-home?fbclid=IwAR1iAFixU3b9a3VNSP_AUXT_qaDmCw7HPysQEXd3wcl-Odhtcvmilx7IM</a>
Elham Wellbeing	A group of volunteers who are offering services such as, Food Shopping, Prescription Collection, dog walking or just companionship.	Claire – 07702268475  <a href="mailto:Claireg.elhampc@gmail.com">Claireg.elhampc@gmail.com</a>

Live at Home Folkestone	Offering a telephone befriending service for people in the Folkestone district	07885687958 <a href="mailto:Folkestone.liveathome@mha.org.uk">Folkestone.liveathome@mha.org.uk</a>
Ashford Volunteer Centre	The befriending service visits at home is still going and if it cannot be a home visit it will be a telephone befriending service. They are also still running their community transport but only have a few drivers left so they are trying to do just emergencies	01233 665535
Age UK Canterbury	Hot Meal Delivery Services for a two course Lunch ( £8.50) and Supper if required ( £3.50)-These are both paid for services and will be invoiced at a later date. Telephone contact service in relation to Information & Advice, Befriending and arranging support services such as Shopping and Medicines collection and others as established going forward. Foot Health Service through a triage arrangement within clinic setting and Home Visiting setting.	01227 462368
Furley Page Solicitors Canterbury	Furley Page have set up a telephone buddy system to offer companionship and support to elderly members of the community who need to self-isolate due to the coronavirus outbreak. The telephone buddy system helps to alleviate social isolation and ensure that no-one is struggling at home alone, without essential food and medication. It will provide welcome regular contact for elderly citizens who are isolated and enable our volunteers to check that they are OK and arrange any help or support they may require during this difficult time It will provide welcome regular contact for elderly citizens who are isolated and enable our volunteers to check that they are OK and arrange any help or support they may require during this difficult time. The buddy scheme is not just for current members of our group and we intend to offer our assistance to all elderly and vulnerable people in the local community who are isolated as a result of the coronavirus outbreak. Support if possible for older people in our Herne Bay or Canterbury groups.	Val Prosser or Melanie Christodoulou 01227 763939
Twenty Four Door Step Delivery Folkestone, Dover and Hythe	At this quiet time we are trying to do something for the community. Thus we propose to utilise our kitchen and chefs by offering a home delivery service of farm fresh produce and professionally prepared items. All sales will be cashless if you wish by BACCS, PayPal or card payments! Order by 4pm for NEXT DAY DELIVERY hopefully by 12pm depending on demand. (minimum delivery £15) We can try and get anything not on this list so please do not hesitate to ask..	07410637960
Romney Marsh Day Centre	The day centre is closed but they are offering a telephone service, advice and information help.	01797 363888

Senior helping Seniors	Offering support to people aged over 70 shopping services, befriending, support services, emotional support. The services is costed at £24.60 per hour.	01227 454900
Live Well Kent	<p><b>Live Well Kent Thanet Services</b>  <b>Richmond Fellowship- Referral</b>  <a href="mailto:info.thanetspace@richmondfellowship.org.uk">info.thanetspace@richmondfellowship.org.uk</a> or 01843 280022  <b>East Kent Mind -</b> <a href="mailto:info@eastkentmind.org.uk">info@eastkentmind.org.uk</a> or call 07950 608827</p> <p><b>SpeakUp CIC</b> - Support and social  <b>SpeakUpCIC - Night Owls</b> is a closed on-line peer support group. Call 01843 448384  <b>SpeakUpCIC- Personality Disorder Support Group (PERDI)</b>  <b>SpeakUp CIC - SpAce Art and Craft Project</b>  SpeakUp CIC Referral <a href="mailto:admin@speakupcic.co.uk">admin@speakupcic.co.uk</a> or 01843 448384</p> <p><b>Rethink Thanet Way Employment</b> - Referral  <a href="mailto:thanetway@rethink.org">thanetway@rethink.org</a></p> <p><b>Porchlight Community Inclusion Service</b>  <b>Porchlight Community Link Service</b>  <b>Porchlight Community Housing Service</b>  <b>Porchlight Thanet Health Inclusion Service (THIS)</b>  Referral to 0800 567 7699 <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a></p> <p><b>Porchlight Live Well Kent Central Referral Line</b> 0800 567 7699 or email <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a></p> <p>Live Well Kent Website - <a href="https://livewellkent.org.uk/">https://livewellkent.org.uk/</a></p> <p><b>Live Well Kent Services South Kent Coast</b></p> <p><b>South Kent Mind</b> - provide a Wellbeing programme  Referral 01303 250090 <a href="http://southkentmind.org.uk">southkentmind.org.uk</a></p> <p><b>Take Off Peer Groups</b> – Referral - 01227 788211  <b>SpeakUp CIC</b> - Support and social groups  <b>SpeakUpCIC - Night Owls</b> is a closed on-line peer support group  Referral <a href="mailto:admin@speakupcic.co.uk">admin@speakupcic.co.uk</a> or 01843 448384  <b>Shaw Trust Employment Service and Porchlight Work4Wellbeing</b> (formally JET IPS Employment) Referral 0800 567 7699 <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a></p> <p><b>Porchlight Community Inclusion Service</b>  <b>Porchlight Community Link Service</b>  <b>Porchlight Community Housing Service</b></p> <p><b>Porchlight Live Well Kent Central Referral Line</b> 0800 567 7699 or email <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a></p>	<p>Live Well Kent Website - <a href="https://livewellkent.org.uk/">https://livewellkent.org.uk/</a></p> <p>We are still accepting referrals so if you need support or need to refer someone you can call our referral line on 0800 567 7699, email us on <a href="mailto:info@livewellkent.org.uk">info@livewellkent.org.uk</a> or contact services directly.</p>

<p>Porchlight Aspirations</p>	<p>Our Aspirations team is continuing to provide support while adapting the way we work to follow the latest official advice and guidance.</p> <p>If you are currently being supported by Aspirations, we will be in touch with more information about how we can continue to support you. If you have any questions about our support or need to speak to someone about Aspirations you can call us.</p> <p>If you are unemployed, live in Kent, and feel that your mental health is holding you back, we can help. Aspirations is a free service for anyone over 25 who is not currently in employment. We can help if you feel that your mental health is standing in your way.</p> <p>We will work with you on a one to one basis to find out where you want to be, and how we can help you get there. Whatever your circumstances, we won't judge you. What we discuss will remain confidential.</p>	<p>0333 880 2730</p>
<p>Peekaboo Pet Services</p>	<p>We are offering to walk dogs/pets for isolated and elderly people. This is a free service and covering the Dover/Whitfield area.</p>	<p>07584 320039</p>
<p>Folkestone and Hythe District Council</p>	<p>We have set up a local dedicated COVID-19 helpline and email for residents.</p> <ul style="list-style-type: none"> <li>- Find out about help and assistance available locally and national support</li> <li>- Offer to volunteer and become a champion within the community</li> <li>- Home Meal deliveries</li> <li>- Food orders and deliveries</li> <li>- Collection of medical supplies</li> <li>- Dog walking</li> </ul> <p>Open 9am – 5pm seven days a week</p>	<p><a href="mailto:COVID-19@folkestone-hythe.gov.uk">COVID-19@folkestone-hythe.gov.uk</a></p> <p>01303 761116</p>
<p>KOOTH – Online Mental Health Service for 10-16 year olds</p>	<p>As it stands we are no longer able to visit schools, youth provisions or medical centres to talk about the service. We are looking to make as many young people aware of the service as possible and we are trying to do this remotely. Any support or advice you have would be greatly appreciated. Our Kooth Overview video can also be used - <a href="https://vimeo.com/318731977/a9f32c87de">https://vimeo.com/318731977/a9f32c87de</a></p> <p>Kooth is a mental health organisation that offer free online counselling and advice to those who are aged 10-16 years old who do not want to talk face to face with someone.</p>	<p><a href="http://www.kooth.com">www.kooth.com</a></p>
<p>Teynham Parish Council</p>	<p>If you need help with</p> <ul style="list-style-type: none"> <li>• Shopping</li> <li>• Posting mail</li> </ul>	<p><a href="mailto:parishclerk@teynham.org">parishclerk@teynham.org</a></p> <p>01795 487063</p>

	<ul style="list-style-type: none"> <li>• Urgent supplies</li> <li>• A friendly phone call</li> </ul> <p>Contact Teynham Parish council and one of our volunteers will contact you.</p>	07597 829578
Channel Cars Folkestone	Our drivers are collecting shopping, prescriptions, picking up things and dropping off. Payment over the phone and contactless card payment. Serving Folkestone down to the Marsh all surrounding areas, Pre-book where possible.	01303 252252
Pie Factory East Kent	<p><b>Social Media Channels</b></p> <p>We are adding daily content to our social media channels including daily creative challenges. This is a quick and easy way for young people to engage with us and we have staff online every day to answer questions and provide a space for young people to chat. Here are the links to our social media channels:</p> <p>Instagram: <a href="http://www.instagram.com/piefactorymusic">www.instagram.com/piefactorymusic</a>  Facebook: <a href="http://www.facebook.com/piefactorymusic">www.facebook.com/piefactorymusic</a>  Twitter: <a href="http://www.twitter.com/piefactorymusic">www.twitter.com/piefactorymusic</a>  TikTok: @Piefactorymusic</p> <p><b>Group Video Chats</b></p> <p>We are in the process of setting up group video chats for young people. We're just fine tuning this to make sure that the technology will work and that safeguarding has been thoroughly considered. The idea is to provide a weekly 'check in' with our team, ideas for activities and space to talk about how people are feeling. If you have a young person who would be interested in this then please email us and let us know which area you are from to help us find the most relevant group.</p> <p><b>Targeted work for those who need extra support</b></p> <p>If you know a young person who needs some extra support at this time such as Regular phone calls with a youth worker, signposting to other services and / or 1:1 / small group online sessions with members of our team.</p> <p><b>Food Bank</b></p> <p>Also, we are continue to run a Food Bank which can be accessed by calling 07746916240 or by emailing <a href="mailto:info@piefactorymusic.com">info@piefactorymusic.com</a> - we can offer a door-step delivery service.</p>	07746916240  <a href="mailto:info@piefactorymusic.com">info@piefactorymusic.com</a>
Ashford Counselling Services	We are continuing to offer counselling remotely by telephone and internet and are still taking new referrals via <a href="mailto:info@ashfordcounselling.org.uk">info@ashfordcounselling.org.uk</a> , <a href="mailto:business.manager@ashfordcounselling.org.uk">business.manager@ashfordcounselling.org.uk</a> and by telephone on 01227 713911.	01227 713911.
Sainsbury's Vulnerable	Residents who are vulnerable can call Sainsbury's and order their food shopping through their vulnerable	0800 63 62 62

Shopping Service	<p>service. This is getting busy and can take a while to get through</p> <p>Covers all Sainsbury's supermarkets in East Kent and FOR THOSE WHO ARE SELF ISOLATING AND SHIELDING.</p>	
New Romney Pharmacy	<p>Deliver to medical housebound. For older and at-risk persons, if you telephone and let them know you are coming and what they require, park in car park behind the shop they will bring delivery out to you. Are hoping to expand deliveries in future.</p>	01797 458001
Lloyds Pharmacy New Romney	<p>Services as normal, including prescription delivery Now opening at 10am</p>	01797 362180
Well Pharmacy Greatstone	<p>Can only deliver to people already registered.</p>	01797 362997
Pharmacy Lydd	<p>Can only deliver to people already registered.</p>	01797 320231
Kent Frozen Foods	<p>For those who are struggling in Kent to get their groceries we are now offering free home delivery via our dedicated sales teams.</p>	<p>01622 612345</p> <p><a href="http://www.kff.co.uk">www.kff.co.uk</a></p>
Involve Kent, Safe and Well Service	<p>Safe and Well is a telephone service available for the most vulnerable and isolated members of the community who are self isolating due to Coronavirus.</p> <p>Members of our team will be offering daily or weekly phone calls, which will be determined by a short telephone assessment. As well as offering a friendly voice on the phone, we are working closely with other organisations to link isolated people to services that can help them. We are supported by Kent Fire and Rescue who are offering their support in collection and delivery of food and prescriptions.</p> <p>The service is available across West Kent, including Sevenoaks, Maidstone, Tunbridge Wells and Tonbridge, and parts of Folkestone and Dover</p>	<p>03000 810005 (option 5)</p> <p><a href="mailto:office@involvekent.org.uk">office@involvekent.org.uk</a></p>
Romney Marsh Day Centre	<p>We have a dedicated email address <a href="mailto:covid-9@rmdc.org.uk">covid-9@rmdc.org.uk</a> and have a dedicated number 01797 208590 which will be operational from this Monday – Friday 9am to 4pm.</p> <p>We will be carrying out urgent essential shopping for the most vulnerable people. This will be essential shopping. We are looking to buy food into the Day Centre from Wholesalers and set up essential food and toiletry packs at set prices, so we can get these deliveries out much quicker than shopping at New Romney Sainsbury's. This will take us approx. a week to get up and running, so in</p>	<p>01797 208590</p> <p><a href="mailto:covid-9@rmdc.org.uk">covid-9@rmdc.org.uk</a></p>

	the meantime we will be doing shopping trips to supermarkets.	
Age Concern Sandwich	<p>Meals on wheels service charging £7.50 Sandwich area and £8 outside Sandwich for 2 courses Monday to Friday, we can include a sandwich, quiche or cake as an extra which is chargeable.</p> <p>We are offering a shopping service as I was in the middle of setting this up before the virus, as we had a few enquiries start to filter through about this being useful to the isolated, which would cover prescription service too although the pharmacy at Eastry is excellent and does the majority of deliveries for Sandwich too. No charge for these services.</p>	01304 614237