



Advice Together Partnership: Sevenoaks District Advice Services Updates During Coronavirus Outbreak Issue 1: 23/3/2020

As the outbreak of Coronavirus (Covid-19) and associated measures continue to develop, Advice Together Partners remain committed to supporting those in our community in need of advice - particularly at this time when there is so much worry for people about what the measures mean for them.

Each organisation has been working to find ways of supporting clients and continuing to deliver high quality advice services whilst keeping the health and wellbeing of our staff, volunteers and the public a priority.

It has been necessary for Partners to make practical changes to their usual advice delivery in order to continue operations. We will update this information weekly to help you access the most appropriate organisation to offer help and support.

Emergency Helplines

- * **Emergency services: 999**
- * **Non-urgent police enquiries: 101**
- * **Non-urgent medical enquiries: 111 or visit www.111.nhs.uk**
- * **National Domestic Violence Helpline: Freephone 0808 2000 247**
- * **Samaritans: Call free on 116 123 or Email: jo@samaritans.org**

Homelessness

- * **Porchlight: 24-hour Helpline 0800 567 76 99**

Out of Hours / Emergency Numbers

- * **Sevenoaks District Council Out of Hours Number: 01732 227 000**
Call this number for dangerous structures, dangerous trees, flooding and other major emergencies, noise, licencing issues, fumes and emergency environmental health complaints.
- * **Kent Count Council Adult Social Care Out of Hours Number: 0300 041 91 91**
- * **National Power Cut Emergency Line: 105**
- * **Electricity: 0800 40 40 90**
- * **Gas: 0800 111 999**



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Out of Hours / Emergency Numbers (Continued)

- * **Water:** The following water companies serve Sevenoaks District; * South East Water 03330 000 365 (Sevenoaks, West Kingsdown and surrounding areas) * Sutton and East Surrey Water 01737 772000 (Edenbridge and surrounding areas) * Thames Water 0800 316 9800 (Swanley and surrounding areas and Westerham and surrounding areas)

Advice Together Partners

Further partners will be added as updates are received

- * **Citizens Advice in North & West Kent (Sevenoaks & Swanley):** The advice centres are closed for face-to-face advice, however we have diverted all available Advisers to answering Adviceline calls. Call Adviceline on **0300 330 9001**, Mon-Fri, 10am-3pm. Self help advice also available at www.citizensadvice.org.uk at any time.
- * **Edenbridge & Westerham Citizens Advice:** All face-to-face advice has been suspended but we are still offering telephone advice during office hours on 0300 0452 2888.
- * **Age UK Sevenoaks & Tonbridge:** We are still providing Independent Living Support (help with shopping etc.). Other services by email or telephone only. If you need any help, please call 01732 454108.
- * **CROP:** All home visits have been suspended but we are able to support clients over the telephone with information, advocacy and advice. We are still able to accept new referrals and the team will assess options available with each client. Contact us by email lenham@cropkent.org.uk or telephone 01622 851200.
- * **Crosslight Advice (Formerly West Kent Debt Advice):** All face-to-face advice is suspended but clients can still be supported by telephone. Contact us on 020 7052 0318, Mon-Fri, 9.30am-5pm.
- * **DAVSS (Domestic Abuse Volunteer Support Service):** All face-to-face services have been suspended but we are delivering support and advice by telephone. Our helpline is still operational on 01892 570538, Mon-Fri, 10am-1pm.

The Advice Together Partnership brings together charities, community groups, housing associations, and local authority projects that are dedicated to providing advice services in North and West Kent.

We work together to offer an easy referral network to better serve the people of our communities. We also meet regularly to share best practice, discuss topical issues and improve service provision.





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Advice Together Partners Continued

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- * **Kent Family Mediation Service:** Continuing services without face-to-face. All mediation sessions now being conducted via Zoom (online video conferencing).
- * **Porchlight:** Contact the central helpline (details pg.1)
- * **Sevenoaks District Council HERO Project:** Contact Sevenoaks District Council main telephone reception on 01732 227000 for assistance.
- * **Sevenoaks District Council One You:** Contact Sevenoaks District Council main telephone reception on 01732 227000 for assistance.
- * **Sevenoaks District Council Private Sector Housing:** Contact Sevenoaks District Council main telephone reception on 01732 227000 for assistance.
- * **Tunbridge Wells Samaritans:** All face-to-face support has been suspended. Please contact us by calling free on 116 123 or Email: jo@samaritans.org
- * **We Are Beams:** Advice and support now being offered via email and telephone only. Contact us by emailing familyadvice@wearebeams.org.uk or telephoning 07435 967511, Mon-Fri, 9am-3pm.
- * **West Kent Housing Association:** Telephone support available via the main office on 01732 749400. In case of emergencies when offices are closed, please contact 0800 169 1122.
- * **West Kent Mediation:** All home visits and other face-to-face services are suspended. All clients will be contacted via email or telephone.
- * **West Kent Mind:** All face-to-face support has been suspended, however we are continuing to support clients online or by telephone. Call us on 01732 744 950 for further information.

Foodbanks

Please contact first to check availability, referral and access arrangements:

- * **Loaves & Fishes Foodbank:** Email sevenoaksfoodbank@gmail.com



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Community Support / Volunteer Registration Scheme

Sevenoaks District Council are supporting 'Care for our Community - Sevenoaks' and other local community organisations to bring together those who are fit and well and wish to volunteer to help their community, and to identify those who are vulnerable and need support. To find out more about volunteering or to ask for help:

- * **To offer your support as a community volunteer: Visit the [webpage](http://www.sevenoaks.gov.uk/communityvolunteer)** [www.sevenoaks.gov.uk/communityvolunteer] or call 01732 227000.
- * **To request help from a registered volunteer: Visit the [webpage](http://www.sevenoaks.gov.uk/requesthelp)** [www.sevenoaks.gov.uk/requesthelp] or call 01732 227000.

Guidance on what Coronavirus means for you, and useful information

Check the [Citizens Advice website](http://www.citizensadvice.org.uk) [www.citizensadvice.org.uk] or www.gov.uk for the latest information.

For information on Coronavirus in British Sign Language, please visit [Sign Health](https://www.signhealth.org.uk/coronavirus) [https://www.signhealth.org.uk/coronavirus].

Visit [Citizens Advice's Coronavirus page](http://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you) for all the latest advice [www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you] including:

- * What to do if you're claiming benefits or asked to go to a medical assessment
 - * If you're off sick from work or told to stay home due to Coronavirus
 - * Your rights to sick pay, including statutory sick pay
 - * Travel: claiming compensation for a cancelled holiday or flight; claiming travel insurance
 - * Coronavirus scams: what to look out for
- ...and more.

For information on support for employers, employees and businesses during the Coronavirus outbreak, [visit the gov.uk website here](http://www.gov.uk).