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Riverside Support Services



ASB, hate crime and domestic abuse

Our focus is to make sure all of our customers feel safe and have the support they need. We want our neighbourhoods to be safe places for everyone. We won't tolerate behaviour that prevents our customers feeling secure in their home and their neighbourhood.

To find out more about what support is available or to report incidents please visit

<https://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/hate-crime/>

Money and benefit welfare advice

Our Money Advice Team are specialists in assisting and advising with Welfare Benefits. They can help you to make a claim, submit an appeal if you have been refused, explain how the different types of Benefits work and ensure that you are receiving your full entitlement.

For benefit advice please visit

<https://www.riverside.org.uk/you-your-home/money-advice/benefit-advice/>

For support from our money advisors please visit

<https://www.riverside.org.uk/you-your-home/money-advice/debt-advice/>

Energy and heating

Heating your home can be a real cost pressure. Here you can find guidance around keeping your costs down while keeping your home warm and free of damp.

For support from our Affordable warmth Team please visit

<https://www.riverside.org.uk/you-your-home/energy-and-heating/affordable-warmth-team/>

Employment and Training

Our Employment and Training Team provides free support to anyone living in a Riverside home. The team offer a tailored service for each person we work with. So whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term – we are here to help!

We can help support you in

- Getting back to work if you're unemployed, disabled or have a criminal record
- Help with searching for jobs, CV writing and interview techniques to help secure your next role
- Accessing funding to support apprenticeships, learning and qualifications
- Working with you to become self-employed or start your own business

To find out more visit

<https://www.riverside.org.uk/you-your-home/employment-training/>
or email

Safety and Support

We take our responsibility to make sure you are safe and comfortable in your home very seriously. Find out about asbestos, water and fire safety as well as advice on domestic abuse and report nuisances here.

<https://www.riverside.org.uk/you-your-home/safety-support/>

Food Support Services in Thanet



Food Banks

Thanet Food Link

St Paul's Church, Northdown Rd, Cliftonville
CT9 2RD

07563 675655 or 01843447187

thanetfoodlink@gmail.com

**Open Monday, Tuesday and Thursday 10.30
am to 12 pm**

Thanet Support Directory

The Thanet Support Directory aims to link the
isle's older residents with trusted, joined-up
services, one-to-one support, activities
promoting health and wellbeing, and the wealth
of community groups and volunteering
opportunities which Thanet has to offer.

www.thanethealthcic.co.uk

Millmead Children Centre

Dane Valley Road, Margate, CT9 3RU.

01843 280555 (Families Only)

**Operational hours vary, please contact the
centre**

Six Bells Children Centre

201 High Street, Margate, CT9 1WH.

03000 411666 (Families Only)

**Operational hours vary, please contact the
centre**

Cliftonville Children Centre

6 St Pauls Road, Cliftonville, CT9 2DB.

03000 421129 (Families Only)

**Operational hours vary, please contact the
centre**

Priory Children Centre

Cannon Road, Ramsgate, CT11 5SQ

03000 411041 (Families Only)

Operational hours vary, please contact the centre

Newlands Children Centre

Dumpton Lane, Ramsgate, CT11 7AJ

03000 411042 (Families Only)

Operational hours vary, please contact the centre

Quarter Deck Youth Centre

Zion Place, Margate, CT9 1RP.

01843 292927

Operational hours vary, please contact the centre

Pie Factory Music Group

Ramsgate youth Centre, High Street St Lawrence,
CT11 0QG

01843 596998

Open Monday to Friday 9.30 am to 3.30 pm

East Kent College EKC Margate

Floor 2, Mill Lane House, Mill Lane, Margate, CT9
1LB.

01843 230876 - (College Students Only)

Operational hours vary, please contact the centre

East Kent College EKC Ramsgate

The Argyle Centre, Floor 3, Ramsgate, CT11 9DS.

01843 230876 - (College Students Only)

Operational hours vary, please contact the centre

Thanet Social Services - 03000 414141

St Pauls Church

93 Northdown Road, Cliftonville CT9 2RD

07473 723416

Riverside

Food Support Services in Thanet



Pantries

Aylesham & Rural Pantry

Ackholt Road, Aylesham, CT3 3AJ

**Open Tuesday 09.30 am 12.00 pm and Thursday
12.30 pm to 3.00 pm**

The Village Pantry

378 Northdown Road, Margate, Kent, CT9 3PQ

Open Monday to Friday 10 am to 8 pm

Community Food Stores

MiCommunity Shop

9 High St, Margate CT9 1DL

01843 793838

Open Monday to Friday 10 am to 3 pm

92 - 94 Ramsgate Road, Margate CT9 5RY

**Open Monday to Friday 10 am to 3 pm and
Saturday 10 am to 2.30 pm**

Community Resources

Windmill Community Gardens

Dane Valley Road, Dane Valley

CT9 2SH

One bag size option available this costs £8 per week and includes 6 seasonal vegetables.

martina@windmillcommunitygardensmargate.com

Furniture Support in Thanet



Charity Shops

British Heart Foundation

Margate Furniture & Electrical Store

113-117 High Street, Margate, UK, CT9 1JT
01843 242401

Dover Furniture & Electrical Store

64-66 Castle Street, Dover, UK, CT16 1PA
01304 434230

**Open Monday to Saturday 9.30 am to 5 pm
and Sunday 10 am to 4 pm**

Pilgrims Hospices in East Kent Furniture & Electrical Store,

Unit C Tivoli Brooks, Margate, CT9 5FG
01227 203181

**Open Monday to Friday 9 am 4 pm and
Saturday 10 am to 4 pm**

British Red Cross

Furniture and Electrical Store

Argyll Centre, 17-19 York Street, Ramsgate,
Kent, CT11 9DS
01843 851 097

Open Monday to Saturday 8.30 am 4.30 pm

Salvation Army

Margate Church

Union Crescent , Margate , CT9 1NS
01843 298 260

Facebook Groups

There are several groups on Facebook that offer free or low cost furniture.

These include:

Thanet Community

Community Buy and Sell

Buy/Sell/Swap/free stuff Thanet

Local Council Support

Your local council may be able to help you get hold of items of furniture – as well as helping with other issues, such as debt advice, food and fuel poverty. They do this through what are known as their local welfare assistance schemes (LWASs), also known as local welfare provision (LWP) or crisis support.

Not all councils have these schemes, and some do not provide help with furniture and white goods. If they do help with furniture, most provide it for free, while others will only offer you a loan to get the items yourself. You can usually only apply a limited number of times within a given period.

Most local authorities with a scheme only help with the most essential items such as a cooker, fridge/freezer, and bed. Some will also provide a washing machine, sofa and wardrobe. Many schemes also provide other support beyond furniture, such as help with utility bills and food.

If your council doesn't have a scheme, they will be offering some sort of support through their allocation of the Household Support Fund so we have now included links to every local authority scheme. Authorities are using this funding in different ways, a few are using it for furniture and appliances so do have a look at the link. Local authorities also provide other support such as advice on any additional benefits that you may be entitled to so it is worth getting in touch with them.

**To find the details of your local council visit
<https://www.gov.uk/find-local-council>**

Cost of Living Support in Thanet



Council Support

Kent Support and Assistance Service (KSAS) may be able to help you if you have experienced an unforeseen, short-term crisis or if you are facing exceptional pressures because of an emergency.
<https://www.kent.gov.uk>

Kent Money Advice Hub

0800 808 5622
<https://kentmoneyadvicehub.com/>
lines are open seven days a week 8 am to 8pm

Libraries

Thanet Gateway Plus

Cecil Street, Margate, Kent, CT9 1RE
03000 41 31 31
margatelibrary@kent.gov.uk

Cliftonville Library

Queen Elizabeth Avenue, Margate, Kent, CT9 3JX
03000 41 31 31
cliftonvillelibrary@kent.gov.uk

Westgate Library

Minster Road, Westgate-on-sea, Kent, CT8 8BP
03000 41 31 31
westgatelibrary@kent.gov.uk

Newington Library

Royal Harbour Academy, Stirling Way, Ramsgate, Kent, CT12 6FA
03000 41 31 31
newingtonlibrary@kent.gov.uk

Broadstairs Library

Kent County Council, Broadstairs Library, The Broadway, Broadstairs, CT10 2BS
03000 41 31 31
broadstairslibrary@kent.gov.uk

Birchington Library

Alpha Road, Birchington, Kent, CT7 9EG
03000 41 31 31
birchingtonlibrary@kent.gov.uk

Ramsgate Library

Guildford Lawn, Ramsgate, Kent, CT11 9AY
03000 41 31 31
ramsgatelibrary@kent.gov.uk

Minster-In-Thanet Library

Minster Library & Community Centre, 4a Monkton Road, Minster, Ramsgate, Kent, CT12 4EA
03000 41 31 3
minsterthanetlibrary@kent.gov.uk

Debt Support Services

Kent Money Advice Hub

0800 808 5622
<https://kentmoneyadvicehub.com/>
lines are open seven days a week 8 am to 8pm

Cliftonville Community Centre - St Paul's Community Project

Cliftonville Hall, St Pauls Road, Margate, CT9 2DB
01843 221913

Cost of Living Support in Thanet



Local Support

HOPE (Helping Others Powers Encouragement)

Thanet Indoor Bowls Club, Fifth Avenue,
Cliftonville, CT9 3AB
07308 139281 or 01843 808013

Age UK - Wellbeing Information & Advice Service

Randolph House, Zion Place, Margate
CT9 1RP
01843 223881

CAP Debt Centre (Christians Against Poverty)

60 Whitehall Road, Ramsgate
CT12 6DF
0800 328 0006

MiCommunity

6 Duke Street, Old Town, Margate, CT9 1EP
07948 43900

Citizens Advice Thanet

2nd Floor, Mill Lane House, Mill Lane, Margate
CT9 1LB
enquiries@thanetcitizensadvice.org.uk
0808 278 7998

Community Wardens

Kent County Council's Positive Wellbeing service provides free, confidential, one-to-one Positive Wellbeing support.
0300 042 2065
community.connectors@kent.gov.uk

Thanet Health CIC

Kent Innovation Centre, Millennium Way, Broadstairs
CT10 2QQ
01843 609303

National Debt Support Services

Turn2us

Turn2us is a national charity providing practical help to people who are struggling financially.
0808 802 2000
<https://www.turn2us.org.uk/>

National Debtline

National Debtline is a debt advice charity run by the Money Advice Trust. We are a free and confidential debt advice service for people in England, Wales and Scotland.
0808 808 4000
<https://www.nationaldebtline.org>

Step Change

Online debt advice service
<https://www.stepchange.org/>
Available 24 hours a day, 365 days a year
Phone Line:0800 138 1111
Monday to Friday 8am to 8pm and Saturday 9am to 2pm

Welcoming Spaces in Thanet



Welcoming Spaces

Aylesham Library

Aylesham Community Centre Ackholt Road,
Aylesham, CT3 3AJ
01304 812440

Thanet Safe Haven

Holy Trinity Church, Saint Mary's Avenue
Margate, England, CT9 3TN
07850 655 87

St Peter's Recreation Ground

Callis Court Road/Grange Road Broadstairs CT10,
01843 593142 or 07967 086232

Queens Road Baptist Church

2 Queens Road Broadstairs, England, CT10 1NU,
01843 602762

Libraries

Thanet Gateway Plus

Cecil Street, Margate, Kent, CT9 1RE
03000 41 31 31 margatelibrary@kent.gov.uk

Cliftonville Library

Queen Elizabeth Avenue, Margate, CT9 3JX
03000 41 31 31 cliftonvillelibrary@kent.gov.uk

Westgate Library

Minster Road, Westgate-on-sea, Kent, CT8 8BP
03000 41 31 31
westgatelibrary@kent.gov.uk

Newington Library

Royal Harbour Academy, Stirling Way, Ramsgate,
Kent, CT12 6FA
03000 41 31 31
newingtonlibrary@kent.gov.uk

Broadstairs Library

Kent County Council, Broadstairs Library, The
Broadway, Broadstairs, CT10 2BS
03000 41 31 31
broadstairslibrary@kent.gov.uk

Birchington Library

Alpha Road, Birchington, Kent, CT7 9EG
03000 41 31 31
birchingtonlibrary@kent.gov.uk

Ramsgate Library

Guildford Lawn, Ramsgate, Kent, CT11 9AY
03000 41 31 31
ramsgatelibrary@kent.gov.uk

Minster-In-Thanet Library

Minster Library & Community Centre, 4a
Monkton Road, Minster, Ramsgate, Kent, CT12
4EA
03000 41 31 3
minsterthanetlibrary@kent.gov.uk

Debt Support Services

Kent Money Advice Hub

0800 808 5622
<https://kentmoneyadvicehub.com/>
lines are open seven days a week 8 am to 8pm

Cliftonville Community Centre - St Paul's Community Project

Cliftonville Hall, St Pauls Road, Margate, CT9
2DB
01843 221913

Riverside

Digital Inclusion Support in Thanet



Learning

Learn My Way

Learn My Way is a website of free online courses for beginners to develop digital skills to make the most of the online world.

www.learnmyway.com

Barclays Digital Wings

Barclays Digital Wings platform offers free online digital skills courses from how to stay safe online, use social media, make your business digital and much more. Available to everyone, no eligibility criteria.

<https://digital.wings.uk.barclays/>

FutureLearn

FutureLearn provide a suite of free digital skills courses from digital skills for work and life to advanced skills like web analytics, social media, AI and much more.

www.futurelearn.com

Libraries

Local libraries offer digital skills learning, you can book time on a PC and use their learning resources.

Thanet Gateway Plus

Cecil Street, Margate, Kent, CT9 1RE

03000 41 31 31

margatelibrary@kent.gov.uk

Cliftonville Library

Queen Elizabeth Avenue, Margate, Kent, CT9 3JX

03000 41 31 31

cliftonvillelibrary@kent.gov.uk

Westgate Library

Minster Road, Westgate-on-sea, Kent, CT8 8BP

03000 41 31 31

westgatelibrary@kent.gov.uk

Newington Library

Royal Harbour Academy, Stirling Way, Ramsgate, Kent, CT12 6FA

03000 41 31 31

newingtonlibrary@kent.gov.uk

Thanet Gateway Plus

Cecil Street, Margate, Kent, CT9 1RE

03000 41 31 31

margatelibrary@kent.gov.uk

Cliftonville Library

Queen Elizabeth Avenue, Margate, Kent, CT9 3JX

03000 41 31 31

cliftonvillelibrary@kent.gov.uk

Westgate Library

Minster Road, Westgate-on-sea, Kent, CT8 8BP

03000 41 31 31

westgatelibrary@kent.gov.uk

Newington Library

Royal Harbour Academy, Stirling Way, Ramsgate, Kent, CT12 6FA

03000 41 31 31

newingtonlibrary@kent.gov.uk

Riverside Youth Provision in Thanet



Children's Centres

Home Start Thanet

The Kent Innovation Centre, Millennium Way
Broadstairs, CT10 2QQ
admin@homestartthanet.org.uk

Millmead Children's Centre

Dane Valley Road, Margate, Kent, CT9 3RU
01843 280555

Newlands Children's Centre

Dumpton Lane, Ramsgate, Kent, CT11 7AJ
03000 411042

Callis Grange Children's Centre

Beacon Road, Broadstairs, Kent, CT10 3DG
03000 420996

Newington Children's Centre

Princess Margaret Avenue, Ramsgate CT12 6HX
03000 411043

Priory Children's Centre

Cannon Road, Ramsgate, Kent, CT11 9SQ
03000 411041

Six Bells Children's Centre

The Six Bells, 201, High Street, Margate CT9
1WH
03000 411666

Cliftonville Children's Centre

26 St. Pauls Road, Cliftonville, Margate CT9 2DB
03000 421129

Thanet Youth Hub - Snr Cool Crew - Neurodivergent Group

Quarterdeck Youth Hub 15 Zion Place Margate
Kent CT9 1RP
03000 414363 QuarterdeckYC01@kent.gov.uk

Youth Support Services

Pie Factory Music

Ramsgate Youth Centre
High St, St Lawrence, Ramsgate, CT11 0QG
01843 596777 or 01843 596998
Music, Youth Club, Open Arms Session for Refugees,
Counselling, Youth Volunteer Group, Bike Project
and Girls Programme
info@piefactorymusic.com

Thanet Youth Hub (Quarter Deck)

Quarterdeck offers lots of opportunities. These
include youth clubs for different age ranges and
groups specifically for young carers or those with
disabilities and additional needs. Weekly activities
delivered for more information contact;

03000 414363 QuarterdeckYC01@kent.gov.uk

Sport 4 NRG

To find out more about Sport 4 NRG programs and
activities people contact
active@thanet.gov.uk

Thanet Youth Hub - Girls Group

Quarterdeck Youth Hub 15 Zion Place Margate Kent
CT9 1RP
03000 414363 QuarterdeckYC01@kent.gov.uk

The Pavilion Youth & Community Cafe

St Peter's Recreation Ground, Callis Court
Road/Grange Road, Broadstairs CT10 1AE
07963226275 toria1107@aol.com

Young Minds - <https://www.youngminds.org.uk>

The Mix - <https://www.themix.org.uk/get-support>

Be You Project - <https://thebeyouproject.co.uk/>

National Support for Young People



Kooth – Online Counselling and Support (11-25)

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Access through www.Kooth.com

0203 984 9337 contact@kooth.com

PAPYRUS

PAPYRUS is the national charity dedicated to the prevention of young suicide.

HOPELINE247 advisers want to work with you to understand why thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else's ability to stay safe.

- For children and young people under the age of 35 who are experiencing thoughts of suicide
- For anyone concerned that a young person could be thinking about suicide

Call: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org

Line are open 24 hours every day of the year (Weekends and Bank Holidays included)

*If you are not able or prefer not to speak English, please request Language Line when calling for support.

Safe4Me

The Safe4me website provides educators, service providers and parents with information and resources to help educate, guide and support children and young people to keeping safe.

<https://www.safe4me.co.uk/support-services/>

National Services

National Citizenship Service

Delivers a range of experiences for young people across the UK.

<https://wearencs.com/> 0800 197 8010

Duke of Edinburgh

Delivers a range of experiences for young people across the UK.

<https://www.dofe.org/>

Virtual KEEN

Inclusive online activities for young people

www.keenuk.org/virtualkeen

Support for different identities and communities

Bayo - An online search tool to find mental health and wellbeing support or services, run by and for the Black community.

bayo.uk

Being Gay is OK - Provides advice and information for LGBTQIA+ people under 25.

Kids of Colour - Online platform for young people to learn about race, identity and culture, and to challenge racism. Offers a YouTube channel, summer school and workshops.

kidsocolour.com

Mermaids UK - Support for transgender, nonbinary and gender-diverse people up to 18. Runs events, local groups, online courses and a webchat.

0808 801 0400

mermaidsuk.org.uk

National Support for Young People



Children's Centres

Children's centres bring together a range of free services for children from birth to five, and their families. Services vary at each centre according to local community needs but all centres provide child and family health, family support services and a range of parent and toddler activities.

Contact your local council to find out about Sure Start centres in England.

<https://www.gov.uk/find-local-council>

National Support Services

Youth Access

Youth Access works with organisations delivering support for young people. You can search their Find Help page to find support near you.

<https://www.youthaccess.org.uk/our-network/find-help>

National Youth Advocacy Service

The Get Support page offers a wide range of advice, guidance and support available for many issues affecting young people.

<https://www.nyas.net/get-support/>

Young Minds

Mental health support for young people, parents and carers. Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

www.youngminds.org.uk

Young Minds Textline: Text YM to 85258

The Mix

At The Mix, trained staff provide help for young people aged 11-25. This Mix isn't just about young people and mental health, they also provide support for relationship issues, working life, school life, housing, depression and any other issues all year round.

Support Available.

Crisis Messenger: If you feel like you can't cope or are worried about how you are feeling, you can contact the crisis messenger 24 hours a day, 7 days a week by texting **THEMIX** to **85258**. The text messaging support service is free and for any issue.

Email Support: The Mix can help you find the information you need.

<https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

One-to-one chat One to one chat allows you to live message trained helpline supporters about any issue that is troubling you. The one-to-one chat is open from 4pm to 11pm, Monday to Friday.

<https://www.themix.org.uk/>

Mind - Useful contacts for supporting Children and young people

<https://www.mind.org.uk/for-young-people/how-to-get-help-and-support/useful-contacts/>

National Support for Young People



Muslim Youth Helpline - Provides faith and culturally sensitive support to young Muslims by phone, webchat, WhatsApp and email.

0808 808 2008
myh.org.uk

The Proud Trust - Support for LGBTQIA+ young people through youth groups, peer support, mentoring schemes and a webchat.

0161 660 3347
theproudtrust.org

Stonewall - Information and advice for LGBTQIA+ people on a range of issues, like coming out and hate crimes. Provides an information phoneline for people and their families.

0800 050 2020
stonewall.org.uk

Switchboard - Provides a helpline, webchat and nationwide database of LGBTQIA+ services. A safe space to discuss topics like sexuality, gender identity and wellbeing.

0800 0119 100
hello@switchboard.lgbt
switchboard.lgbt

Support for grief, trauma and abuse

Help 2 Make Sense - Advice and resources for coping with grief, plus an email helpline and webchat. help2makesense.org

Child Bereavement UK - Help for children, young people, parents and families after the death of someone close. Offers support through local services, groups for young people, plus films and blogs.

0800 028 8840
childbereavementuk.org

Hope Again - Information, resources and support for young people coping after the death of someone close.

0808 808 1677
hopeagain@cruse.org.uk
hopeagain.org.uk

Kidscape - Information and advice for young people, parents and carers with concerns about school bullying and abuse.

kidscape.org.uk

Stop Hate UK - Offers a 24-hour phone and text service for people under 18 who have experienced or seen a hate crime. Provides an online service for reporting hate crimes.

0808 801 0576
07717 989025 (textline)
stophateuk.org

Victim Support - Emotional and practical support for people affected by crime and traumatic events. Offers specific information for young people.

0808 168 9111

National Support for families



Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops.

You can use your card to buy:

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables
- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

You can also use your card to collect:

- Healthy Start vitamins – these support you during pregnancy and breastfeeding
- vitamin drops for babies and young children – these are suitable from birth to 4 years old

<https://www.nhs.uk/start-for-life/>

Family Action

Family Action supports families who are in financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol problems.

You can search activities and support local to you by visiting: <https://www.family-action.org.uk/worried/in-your-area/>

Baby Banks

A baby bank works in a similar way to a food bank, but instead of giving out food, families can get free baby items. This can include nappies and toiletries, clothing, cots, prams, highchairs and toys.

Baby banks don't only provide help for babies, however. With some you may be able to get clothing and items for children up to age sixteen. You can find baby banks near you by visiting <https://littlevillagehq.org/uk-baby-banks/> <https://www.babybankalliance.org/baby-bank-map> <https://baby-basics.org.uk/>

Period and Hygiene Product Support

Many food banks, pantries and community centres will have access to free sanitary products.

Bloody Good Period - Give period products to those who can't afford them and provide reproductive health education to those less likely to access it. hello@bloodygoodperiod.com

Morrisons - Package for Sandy

Customers in need can now go to any Morrisons customer service desk nationwide and ask for a package for 'Sandy' or a 'period product pack'. The customers will then be given a free discreet envelope with sanitary products and no questions asked.

Freedom4Girls - provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK <https://www.freedom4girls.co.uk/request-products/>

Older People Support in Thanet



Older People Support

Age UK

Thanet, Randolph House Zion Place, Margate,
Kent CT9 1RP

01843 223881 or info@ageukthanet.org.uk

Thanet Community Mental Health Service for

Older People, The Elmstone Unit, 164 Ramsgate
Road, Margate CT9 4BF

01843 267071

Age Space Befriending Service

01843 609335 thanetgns@kcv.org.uk

Silver Line

The Silver Line Helpline run by Age UK is a free,
confidential telephone service for older people.
We provide friendship, conversation and support
24 hours a day, 7 days a week.

0800 4 70 80 90

Citizens Rights for Older People

Offer information, advice and guidance on a
range of issues from benefit assessment &
completing forms to housing

01622 851200 lenham@cropkent.org.uk

The Broadstairs Town Shed

Unit 3 Oakwood Industrial Estate, Dane Valley
Road, Broadstairs, Kent, CT10 3JL

A place for older people, (50+) to get together,
and participate in activities

07597 349290 or **01843 867580**

info@broadstairstownshed.org.uk

Cogs Club

Cogs Clubs are for people with mild and
moderate dementia. Specialist Nurse Practitioner
Jackie

077 435 934 13 jackie.tuppen@hotmail.co.uk

Age UK and Your Leisure

Deliver a number of weekly activities across
Thanet, to find out more contact

Age UK Thanet - 01843 223881

Your Leisure - 0333 366 0834

Your Time Social Group

Social afternoon every Friday for older people.
The Hussar Hotel, 219 Canterbury Road
CT9 5JP

07816 406379 heather.keen@kcv.org.uk

Your Time Social Group Westbrook

Social morning every Thursday for older people.
All Saints' Church Hall, All Saints' Avenue
Margate CT9 5QL

07816 406379 heather.keen@kcv.org.uk

Your Time Social Group - Ramsgate

Social afternoon every Wednesday for older
people.

Centenary Hall, Hardres Street, Ramsgate, CT11
8QP

Tel: 07816 406379 heather.keen@kcv.org.uk

The GAP Project - Social Activities for Older People

A group for older people which includes social
interaction, guest speakers, craft activities,
singing, and an affordable three course meal.

Queens Road, Broadstairs, CT10 1NU

01843 602762 joinus@thegaproject.co.uk
member@gapcharity.fsnet.co.uk

Mental Health and Wellbeing Support in Thanet



Samaritans

Contact us if you're having a difficult time or if you're worried about someone else.

jo@samaritans.org or call **116 123**

Shout free 24-hour text help

Text SHOUT to 85258 Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere.

It's a place to go if you're struggling to cope and you need immediate help.

Depression UK

<https://www.depressionuk.org/>

Addiction

Gambling Support

GamCare - 0808 8020 133

Alcoholic's Anonymous

National Helpline 0800 9177 650
help@aamail.org

Local Services

RENEW 13 Wellbeing Space

A space where it is OK not to be OK.

St Peter's Baptist Church, Vicarage Street
Broadstairs, CT10 2SG

renew13.stpeters@gmail.com

07874 231047

Porchlight Thanet - Health and Inclusion Service

If you are feeling overwhelmed, isolated or excluded from the community, Porchlight can help.

0800 567 7699

The Broadstairs Town Shed

Unit 3 Oakwood Industrial Estate, Dane Valley Road, Broadstairs, Kent, CT10 3JL

A place for older people, (50+) to get together, and participate in activities

07597 349290 or 01843 867580

info@broadstairstownshed.org.uk

Cogs Club

Cogs Clubs are for people with mild and moderate dementia. Specialist Nurse Practitioner Jackie

077 435 934 13 jackie.tuppen@hotmail.co.uk

The Garden Gate Project

Community garden focused on the well-being and bringing people together

Northdown Park Road Margate Kent CT9 3TP

07714 742456 info@thegardengateproject.co.uk

Mental Health Matters

07850 655877 or 07483 918233

Thanet.mhm@nhs.net

Head In The Game

Head In The Game gives men in the local community the chance to come together and enjoy the beautiful game.

07507268045 info@headinthegame.co.uk

Richmond Fellowship (Thanet Community Service) Mental Health

17 St Johns Road, Margate, Kent, CT9 1LU

01843 280022

Terry.balby@richmondfellowship.org.uk

National Domestic Abuse Services



If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you are deaf or can't use a phone

You can register with the emergencySMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

Ask for ANI

If you are experiencing domestic abuse and need immediate help, ask for 'ANI' in a participating pharmacy. 'ANI' stands for Action Needed Immediately.

Women's Aid

Finding the right support for you

<https://www.womensaid.org.uk/womens-aid-directory/>

Choices – 0800 917 9948

The Mankind

male victims of domestic violence

01823 334244 or <https://mankind.org.uk/>

Broken Rainbow

Lesbian, Gay Bisexual and Transgender people suffering domestic violence

0300 999 5428

Refuge Helpline - 0808 808 9999

Rise

Freedom from Abuse and Violence

<https://www.riseuk.org.uk/>

Rubicon Cares

Counselling for people affected by crime

Helpline 07505 709 876

Phoenix Group

A domestic violence and abuse support group

PO Box 174, Margate, CT9 4GA

admin@phoenixgroups.uk

<https://www.phoenixgroups.uk/>

Oasis

Oasis supports people who have been affected by domestic abuse.

07718 657160 RAISE Team

07856 856278

RAISEreferrals@oasisdaservice.org

Disability Support Thanet



Disability Groups

KAB - Reflections Club

A group for visually impaired adults with a variety of activities.

Copperfield's Activity Room, Melbourne Avenue
Ramsgate, Kent, CT12 6FG

Tel: 01227 763366

rehab.canterbury@kab.org.uk

East Kent Mencap

A charity that supports adults and children with a learning disability to become more independent.

Foresters Hall, Meeting Street, Ramsgate, Kent
CT11 9RT

Tel: 01843 808964

Thanet Tinnitus Support Group

Support group for people with tinnitus.

Tesco Extra ,Community Room, Westwood Cross
475 Margate Road, Broadstairs, CT10 2QJ

Tel: 07707 712443 thanettinnitus@outlook.com

Thanet Health CIC

Kent Innovation Centre, Millennium Way,
Broadstairs, Kent, CT10 2QQ

01843 609303

The Carers Trust Network

Carers Trust works with charities across the UK providing support for carers.

<https://carers.org/>

Government Support

There is a wide range of disability-related financial support, including benefits, tax credits, payments, grants and concessions.

Some benefits you might get are:

- Universal Credit
- Personal Independence Payment (PIP) or Disability Living Allowance (DLA)
- Attendance Allowance
- New Style Employment and Support Allowance (ESA)

Vehicles and transport

If you're disabled you can apply for the following:

- exemption from paying vehicle tax
- parking benefits - Blue Badge
- disabled persons bus pass or Disabled Persons Railcard
- help to buy or lease a car from The Motability Scheme

To find out more visit

<https://www.gov.uk/financial-help-disabled>

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. Access to work may pay for

- special equipment, adaptations or support worker services to help you do things like answer the phone or go to meetings
- help getting to and from work
- mental health support
- communication support at a job interview (for example, a British Sign Language interpreter or a lipspeaker)

<https://www.gov.uk/access-to-work>

National Migrant and Multi-Cultural Support



BME Youth

BME Youth is a national youth organisation of children and young people from Black, Asian and Minority Ethnic (BAME) communities in the UK.

<https://www.bmeyouth.org.uk/about/>

Muslim Women's Network UK

MWNUK is the only national Muslim women's organisation in Britain. They offer a helpline, counselling services, training and workshops.

<https://www.mwnuk.co.uk/>

Migrants Rights Network

The Migrants' Rights Network is a UK charity that stands in solidarity with all migrants in their fights for rights and justice.

<https://migrantsrights.org.uk/>

The Muslim Community Helpline

The Muslim Community Helpline is a confidential, non-judgemental listening and emotional support service.

0208 908 6715 / 0208 904 8193

ess4m@btinternet.com

Boloh Helpline

Offers advice, signposting, emotional support and free therapy to adult asylum seekers UK Wide.

To find out more contact 0800 151 2605

Useful Links

British Red Cross - RAMP@redcross.org.uk

SHAP - cdw@shap.org.uk

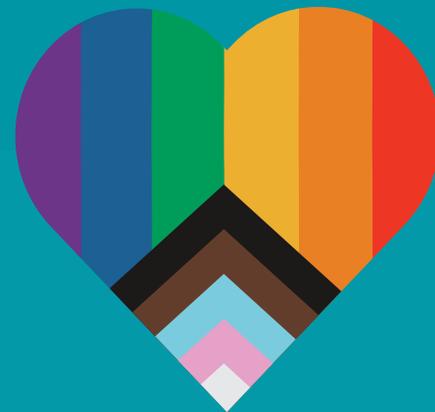
Oneworld Parish Nurse -

rachelsutton.parnishurse@mail.com

Refugee Women Connect

info@refugeewomenconnect.org.uk

National LGBTQ+ Support



LGBTQ+ National Support

Corner House Range of support opportunities for LGBTQ+ ages 11 to 17

Offer a support group for LGBTQ+ young people aged 11-17, who want to socialise with other young people experiencing similar things to them. This is a weekly session currently running on Zoom, Tuesdays 4.30 pm to 6 pm.

leahfewlass@wearecornerhouse.org

Mermaids Support for gender diverse young people and their families

Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

www.mermaidsuk.org.uk

0808 801 0400 Monday to Friday 9 am –to 9 pm

Stonewall

Stonewall stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. The website provides resources for individuals and workplaces across the UK.

www.stonewall.org.uk

Mind - Mindline Trans+ - helpline for LGBT / non-binary people - **0300 330 5468**

Mindout

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people. We work to improve the mental health and wellbeing of all LGBTQ communities and to make mental health a community concern.

01273 234839 info@mindout.org.uk

LGBT Hero

LGBT HERO provide information, advice and various types of support including one-to-one, group and peer-support on a range of topics including mental health, sexual health, Living with HIV, coming out, gender and sexuality and hate crime and discrimination. LGBT HERO also campaigns for LGBTQ+ people to lead happier, healthier lives.

<https://www.lgbthero.org.uk/>

LGBT Foundation

The LGBT Foundation services have been designed by LGBTQ+ people for LGBTQ+ people. They offer a number of services including talking therapies, sexual health support, helpline, befriending, peer support, advocacy and much more.

<https://lgbt.foundation/>

Switchboard

Switchboard is for all. Figuring out your gender expression? Questioning your sexuality? Or is someone you care about facing a challenge? Wherever you fit into the picture, they are here to listen. Acknowledging and celebrating wherever people are on their journey, we meet you where you are.

0800 0119 100 Open 10 am to 10 pm

hello@switchboard.lgbt

<https://switchboard.lgbt/get-support>

TransUnite

Have an online directory of trans support groups near you.

<https://www.transunite.co.uk/find-a-group/>

National Women and Men's Groups



Women's groups

Young Women's Trust

Young Women's Trust champions young women aged 18 to 30 on low or no pay. They offer young women free coaching, feedback on job applications and information to help them get where they want to be. To find out more visit <https://www.youngwomenstrust.org/get-support/>

The National Women's register

The website has a map of activities running across the UK, you can search groups by visiting <https://nwr.org.uk/network/groups/>

Ladies Circle

Ladies Circle provides the opportunity for women to connect across the UK. <https://www.ladiescircle.co.uk/>

Men's Groups

ANDYSMANCLUB

ANDYSMANCLUB want to eliminate the stigma surrounding mental health and create a judgment-free, confidential space where men can be open about the storms in their lives. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18. <https://andysmanclub.co.uk/find-your-nearest-group/>

Men's Shed Groups

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter. There are a number of groups across the UK, to find the one closest to you visit <https://menssheds.org.uk/find-a-shed/>

National Support Services



Sexual Violence Support

Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened. **0808 500 2222** open 24 hours a day
<https://rapecrisis.org.uk/get-help/>

Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

Victims can contact the Helpline by phone 0800 999 5428 or via email help@galop.org.uk.

The 24/7 Rape and Sexual Abuse Support Line

24/7 offers Free, specialist and confidential support delivered by Rape Crisis England & **0808 500 2222**

To chat online or find out more visit

<https://247sexualabusesupport.org.uk>

National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity. Live chat, SMS and email support.

<https://www.survivorsuk.org/>

Safeline

A dedicated service in England and Wales for adults and children affected by rape or sexual abuse who identify as male and for those that support them such as friends and family.

<https://www.safeline.org.uk>

0808 800 5005 or visit

<https://www.safeline.org.uk/contact-us/> to chat online

Text support: **07860 065187** Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 2 pm.

The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

08088 010818

info@thesurvivorstrust.org

More information can be found at

www.thesurvivorstrust.org

Victim Support

If you've been affected by sexual violence and would like information or support, you can get in touch by:

contacting your local Victim Support team

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>

Calling the Supportline on **08 08 16 89 111** using the free 24/7 live chat service

<https://www.victimsupport.org.uk>

If English is not your first language and you would like support, call supportline and let us know which language you speak. They will call you back with an interpreter as soon as possible. They also welcome calls via Relay UK and SignLive (BSL).

National Support Services



Hate Crime

Report a hate crime

You can report a hate crime online or call 101 to speak to the police.

Call 999 if you're reporting a crime that's in progress or if someone is in immediate danger.

Stop Hate UK

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.

You can report a hate crime by:

0800 138 1625 Text: 07717 989 025

Text relay: 18001 0113 293 5100

Webchat at www.stophateuk.org/talk-to-us

Victim Support: (24/7 support)

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.

0808 16 89 111

Live chat available by visiting

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>

Hate Crime Campaign

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

<https://hatecrime.campaign.gov.uk/>