



# Advice Together Partnership: Tonbridge & Malling 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](http://www.111.nhs.uk)**
- \* **National Domestic Violence Helpline: Freephone 0808 2000 247**
- \* **Samaritans: Call free on 116 123 or Email: [jo@samaritans.org](mailto:jo@samaritans.org)**

## Homelessness

- \* **Porchlight: 24-hour Helpline 0800 567 76 99**
- \* **House of Mercy: 01474 329 514** (Edwin Street, Gravesend)

## Out of Hours / Emergency Numbers

- \* **Tonbridge & Malling Borough Council Out of Hours Number: 01732 844 522**  
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**
- \* **Water:** The following water companies serve Tonbridge & Malling; \* South East Water 0333 000 0365 \* Southern (waste water) 0330 303 0368



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## Advice Together Partners

Further partners will be added as updates are received

- \* **Citizens Advice in North & West Kent (Tonbridge Office):** The advice centre is 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](http://www.citizensadvice.org.uk) at any time.
- \* **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](mailto: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.
- \* **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)
- \* **Tunbridge Wells & District Citizens Advice:** All face-to-face advice has been suspended. Local people can call our Adviceline on 01892 600 161 and leave a message or email [advice@catwd.org.uk](mailto:advice@catwd.org.uk). We aim to reply to calls/emails within 10 working days.
- \* **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](mailto:jo@samaritans.org)

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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- \* **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:

- \* **Nourish Community Foodbank (Tonbridge Wells):** 01892 548892
- \* **Sustain Community Foodbank (Tonbridge):** 01732 352824

### 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](http://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).