

Useful Local Contacts and Initiatives for families Ashford and District



Ashford & District

This guide has been put together to provide you with some key useful contacts. As you will already be aware, many of these services run subject to funding and are subject to change, so please do give them a call/check their website before passing on details to any families you are supporting.

Thank you!

Useful Contacts

Ashford Children's Centres

- Bluebells Children's Centre (Hothfield) – 03000 418300
- Little Explorers Children's Centre (Tenterden) – 03000 418400
- Ray Allen Children's Centre (Stanhope) – 03000 418500
- Sure Steps Children's Centre (Kennington) – 03000 418600
- Waterside Children's Centre (Willesborough) – 03000 418700
- Willow Children's Centre (Off Brookfield Road) – 03000 418800

Ashford Gateway Plus

A number of organisations run sessions at Ashford Gateway Plus. Visit the website for more information.

Tel: 03000 416666

Email: info@ashfordgateway.co.uk

Website: www.kent.gov.uk/about-the-council/our-offices/gateway/ashford-gateway-plus

Address: Church Road, Ashford TN23 1AS

One YOU Kent

Practical help and support where you can access advice from lifestyle Advisers.

Smokefree advice health walks, Weight loss, NHS Health checks and Health MOT's.

Tel: 0300 123 1220

Email: oneyou.kent@nhs.net

Website: www.oneyoukent.org.uk

Address: Inside Park Mall Shopping Centre, Ashford TN24 8RY

Ashford Library

Storytime – every Thursday during term time 10.30-11.00 (term time)

Baby Rhyme Time: every Friday during term time – 10am – 10.20am and 11am – 11.20am (term time)

Toddler-time craft every other Monday 10am to 11am for children age 5 and under

Chatterbooks Group dyslexia friendly book group 1st Tuesday of month 4.00-4.45pm (term time). For children aged 7 to 11 years.

Tel: 03000 413131

Email: ashfordlibrary@kent.gov.uk

Website: www.kent.gov.uk/libs

Address: Church Road, Ashford TN23 1AS



Step by Step Kent Sheds

A programme for men, where they can take part in activities such as woodwork and gardening, meet new people and learn new skills. Designed to combat loneliness, social isolation, mental health problems and promote physical health.

Tel : 07783 022112

Website : www.kent.gov.uk/kentsheds

Breastfeeding Support

Kent Baby Matters – Breastfeeding Group

Find a local breastfeeding specialist or breastfeeding group.

Tel: 0300 3020223

Email: info@kentbabymatters.org

Website: www.kentbabymatters.org

National Breastfeeding Helpline

Tel : 0300 100 0212

Open 9:30am – 9:30pm EVERY day of the year, live web chat available if you click on the image and go to their website.

The volunteers that answer your calls are trained by The Breastfeeding Network and the Association of Breastfeeding Mothers

La Leche League Great Britain Breastfeeding Helpline

Tel : 0845 120 2918

La Leche League Leaders answer the phone as volunteers in their own homes. Whilst our Helpline operates in the evening and weekends it can be disruptive to family life if the phone rings late at night or early in the morning! We ask for your help in avoiding those times unless your problem is really urgent. You can find local La Leche League Leaders on their website

The Breastfeeding Network

Tel : 0300 100 0210

(answered by trained volunteers in their own homes)

Supporter Line in Bengali/Sylheti – 0300 456 2421

(calls are taken 9:30am-9:30pm, 7 days a week. If no one is available then a message can be left)

Supporter Line in Tamil, Telugu and Hindi – 0300 330 5469

(calls are taken 9:30am-9:30pm, 7 days a week. If no one is available then a message can be left)

Drugs in Breastmilk Helpline – 0844 412 4665

(The drugline is run on a voluntary basis by a pharmacist who is also a BfN Registered Breastfeeding Supporter)

NCT Breastfeeding Helpline

Tel : 0300 330 0771

(trained volunteers answer these calls in their own homes from 8am – 10pm, 7 days a week)

You can also contact local NCT breastfeeding counsellors

Ashford

Leah Carter – 07961 814646

Alison Brompton – 07961 704719

Anna – 07503 152234



Domestic Abuse

No one should ever feel at risk of domestic abuse. Everyone has a right to feel safe.

If you are experiencing domestic abuse and are in immediate danger, or if you are concerned for someone else, please call the police on 999 (or for non-emergencies 101)

If you can't speak, cough or tap the handset then press 55 on your phone, the police will know it's an emergency.

Website : www.domesticabuseservices.org.uk

One Stop Shop – focussed on Domestic Violence

Solicitor, Police and Benefits/Housing advice available.

Tuesdays: 9.30am to 12.30pm Drop In

Tel: 03000 418800

Email: willowcc@kent.gov.uk

Website: www.risingsunkent.com

Address: The Willow Centre, Brookfield Road, Ashford TN23 4EY

KIDAS

Kent Integrated Domestic Abuse Service (KIDAS) offers advice and information. You can call the 24 hour helpline or email Mon-Fri, 8am-8pm or Sat 9am-5pm

Tel: 0808 168 9111

Email: kent.vart@victimsupport.org.uk

Financial Advice/Support

Ashford Borough Council

Benefits and Finance at Ashford Borough Council.

Tel: 01233 330832

Email: welfareinterventionteam@ashford.gov.uk

Website: www.ashford.gov.uk/benefits/welfare-reform

Address: Civic Centre, Tannery Lane, Ashford TN23 1PL

Stop Loan Sharks

A trained team that has lots of experience and can give quick and discreet advice to those involved with a loan shark.

Tel: 0300 555222 / Text : 07860 022116

Email: reportaloanshark@stoploansharks.gov.uk

Website: www.stoploansharks.co.uk

StepChange

We Offer Free Advice And A Range Of Solutions To Help You Pay, Manage Or Write Off Debt. For Over 25 Years Our Free Advice Has Helped Millions Take Back Control Of Their Finances.

Website: www.stepchange.org

Turn 2 Us

Turn2us is a national charity that helps people in financial hardship to gain access to welfare benefits, charitable grants and support services

Website: www.turn2us.org.uk



Services for Children Additional Needs

Special Educational Needs and Disabilities

If you, or a member of your family, are under the age of 25 and have Special Educational Needs and disabilities, support is available through the KCC Local Offer.

Website: www.kent.gov.uk/localoffer

Better Health – Every Mind Matters

A range of dedicated support and resources to help parents look after the mental wellbeing of their children and for young people to care for their own mental health.

Website: www.nhs.uk/oneyou/every-mind-matters

IASK

Information Advice and Support Kent provide free, impartial and confidential information, advice and support about special educational needs and disabilities (SEND) for children, young people up to age 25, parents and carers.

Website: www.iask.org.uk

Tel: 0300 041 3000

Email: iask@kent.gov.uk

Includes us 2

Local parent-driven charity that provides support to disabled children, young children and their families.

Tel: 01233 878089

Email: info@includesus2.org.uk

Website: Facebook based site

Address: The Rainbow Centre, Great Chart Bypass, Ashford TN23 4RR

Kent Autistic Trust

Face to face discussion of problems and possible ways to solve them. Help the person, their family/carer to work in partnership with Health, Education and Social Services by attending meetings, explaining professional reports and helping to compile written responses.

Support people in getting Community Care Assessments for adults, finding and accessing the right support. Helping people and their families/carers to apply for benefits, grants and entitlements.

Getting people together in self-help groups/Social skills groups. Promoting awareness of Autism Spectrum Condition through seminars and training.

Tel: 01634 405168

Email: office@kentautistic.com

Website: www.kentautistictrust.org

Address: 14 High St, Brompton, Gillingham ME7 5AE

Find a Voice

Find A Voice supports children and adults who have a severe speech, language or communication difficulty, and who may require some form of augmentative and alternative communication (AAC) support.

This can include signing, symbols or a communication aid. Support is provided in person, by telephone and via this website. Offer communication equipment advice and support free of charge.

Can provide advice and support over the telephone, at their Centre in Ashford, at any of their outreach locations and via email.

Tel: 01233 640443

Email: speak@findavoice.org.uk



Website: www.findavoice.org.uk

ASD Ashford – Voluntary Autistic Advice Centre

A parent led group which aims to support families in the Ashford area, with children and young adults on the Autistic Spectrum as well as those with ADHD.

Open on Tuesdays for drop in from 10am to 2pm and Thursday (appointments only).

Email: asdashfordgroup@gmail.com

Website: www.asdashford.com

Address: 123 County Square Shopping Centre, Elwick Road, Ashford TN23 1YB

Ashford Dyslexia Centre

Services they offer all have a cost attached.

Tel: 01233 427140

Email: info@ashforddyslexiacentre.org

Website: www.ashforddyslexiacentre.org

Address: The Annexe, Live Well Centre, Canterbury Rd, Ashford TN24 8QF

Mental Health Support Services

We Are With You

We Are With You (previously Thinkaction) provide free, confidential support to people experiencing issues with drugs, alcohol or mental health.

Self-refer or through your doctor.

Website: www.wearewithyou.org.uk

Mental Health Matters Helpline

Freephone telephone line operated 24/7 by a charity, offering confidential support. Also have a web chat option if you don't wish to talk.

Tel: 0800 1070160

Website: www.mhm.org.uk

Insight talking Therapies (free service)

Self-referral or can ask GP to refer

Insight Healthcare provides services face-to-face and on the telephone; telephone appointments are arranged so that they can phone at a convenient time.

Tel: 0300 555 5555

Email: kent@insighthealthcare.org

Website: www.insighthealthcare.org

Live Well Kent & Medway

Is your mental health impacting your life, work, money, housing or relationships? Live Well Kent can help through a range of groups, programmes and services.

Tel: 0800 567 7699

Website: www.livewellkent.org.uk

Release the Pressure

Need support now? Text Kent to 85258 for in-the-moment help.

For anyone in Kent, any age, 24/7

Website: www.releasethepressure.uk



Your Health Matters – Just Talking Can Help

Talking therapies, also known as psychological therapies are effective, confidential treatments, delivered by trained and accredited NHS practitioners. You can either refer yourself or speak with your GP.

Website: www.helpkentandmedway.org

Website: www.nhs.uk/talk

Better Health – Every Mind Matters

Get a free NHS approved mind plan. By answering five quick questions you'll get a personalised action plan with practical tips to help you deal with stress and anxiety, boost your mood, sleep better and feel more in control.

Website: www.nhs.uk/oneyou/every-mind-matters

Kent & Medway Safe Havens

Safe Havens are places that offer face-to-face mental health support. Those run by Mental Health Matters are available 6pm-11pm, 356 days a year for people aged over 16.

Canterbury

Email: canterbury.mhm@nhs.net

Tel: 07876 476703

Address: Age UK, The Centre, castle Row, Canterbury, CT1 2QY

Maidstone

Email: maidstone.mhm@nhs.net

Tel: 07484 061684

Address: Mid Kent Mind, 23 College Road, Maidstone, ME15 6YH

Mental Health Support Services, Children & Young People

Kooth

For children and young people aged 10-25. They offer an online mental health community giving free and confidential advice. Gives young people the opportunity to chat with a team member about anything that is on their mind.

Website: www.kooth.com

Togetherall

For young people aged 16-18 in need of mental health support. Offers an online community that can be accessed 24 hours a day, 365 days a year. There are also self-assessments, recommended resources as well as a wide range of self-guided courses to do at your own pace

Website: www.togetherall.com

Church-based support for families

Ashford Vineyard

Local church which offers a range of services.

Mummy's meals – Supports families through tiredness and chaos of early parenthood by providing evening meals for free for up to two weeks, delivered to the door.

Storehouse – Offers help to pressured families. Offer new-born and children's clothes and baby equipment. Open Monday mornings 9.30am – 12.30pm

Dress for success – Provide smart set of clothes for an interview

The A Team – Volunteers who can help with painting, decorating, moving furniture, gardening etc.

Family Food Bank – Food boxes for those in need of emergency food.

Renew – Offers access food and other provisions at a vastly reduced cost, whilst accessing one to one, personalised support. Open Monday, Thursday and Friday 10am – 12pm.

Compassion Café – All of the Ashford Vineyards Compassion projects are represented and there's space for the kids while you enjoy a cuppa and some homemade cake. The Café is open 10am – 12pm on the last Saturday of each month.

Tel: 01233 331919

Email: compassion@ashfordvineyard.org

Website: www.ashfordvineyard.org

Address: The Warehouse, Ashford Works, Cobbs Wood Industrial Estate, Brunswick Road, Ashford TN23 1EH

Willesborough Baptist Church

Bumps to Babies – a new group for parents who are expecting babies or have babies who are not yet walking. Booking is essential

Email: love@willesboroughbaptist.church

Love Meals - Our frozen Love Meals are available for anyone who needs a "tide-me-over", a night off cooking, or anyone who might be struggling to get nutritious meals. We cater for various dietary requirements. We have a team of chefs who just love cooking!! All you need to do is call or message and you will be got back to by the next working day and we can arrange collection from the team here at The Well or for delivery by one of our drivers.

Tel: 07926 172561

The Well

A pay as you feel community cafe in the heart of Willesborough.

Open 9.00 to 12.00 Tuesday, Thursday and Saturday

We are open, outside and inside, upstairs and downstairs.

The new inside cafe, has been completely transformed and is a light, airy, space with plenty of table space, plus a bar with plenty of electricity hookups for laptop working, and, of course - the best hot chocolate in town!

Address: Hythe Road, Willesborough, ASHFORD, Kent TN24 0QR

Bright City Church

FoodBank

We can't always guarantee that 'Beanz' are available! But our food bank is open to help those in need at this time.

Opening Times: Mon, Wed & Fri from 10-00 to 12-30

The FoodBank will operate from the rear entrance of our building in Bank Street, please bring a bag if possible and respect the social distancing safeguards that will be operating during this time.

Second Hand Furniture

DEBRA Furniture and Electrical Store

Second hand furniture shop in Ashford.

Tel: 01233 630091

Website: debra.org.uk

Address: 2-6 High St, Ashford TN24 8TD

Further Information

For more services and support

Website: www.kentandmedwayccg.nhs.uk/mental-wellbeing-information-hub

