

# **Community services**

**Alternative resources**

## Prevent: Primary prevention / promoting wellbeing

Type of need/referral	Where people could be referred to	Delivery Channel	Contacts
Universal access to information	Adult Social Care Connect and Clinics	Telephone and face to face	<p>People can contact Adult Social Care Connect in the following ways:</p> <ul style="list-style-type: none"> <li>• During office hours (Monday to Friday, 9am - 5pm): Call 03000 41 61 61</li> <li>• Outside of office hours (for emergencies only): Call 03000 41 91 91</li> <li>• Text relay: 18001 03000 41 61 61</li> <li>• Email: <a href="mailto:social.services@kent.gov.uk">social.services@kent.gov.uk</a></li> <li>• Drop in one of the community clinics</li> <li>• The purpose of these clinics is to establish effective community interfaces between Adult Social Care (ASC) Connect and wider community services, and to provide alternative settings in which to undertake initial conversations with people referred to ASC for information and support and enable organic connections with local service providers.</li> <li>• There are currently four weekly clinic sessions started to be established from November 2025 and more being developed.</li> </ul>
	For people with Disabilities	Online, in-person, phone	<p>Disability Assist is a charity which helps people with disabilities in Kent to live more independent lives. This means having the right support in place and being in control to live the life they choose. The service helps with:</p> <ul style="list-style-type: none"> <li>• Benefits support.</li> <li>• Advocacy, supporting people to know and understand their rights when it comes to health and social welfare. To be able to express their views, wishes and needs to ensure they are involved when decisions need to be made.</li> <li>• Peer support.</li> </ul>

			<p>Telephone: 01233 633187  Email: <a href="mailto:info@disabilityassist.org.uk">info@disabilityassist.org.uk</a>  Weblink : <a href="#">Kent   Disability Assist   England</a></p>
	Wellbeing Services in the Community	Phone, email, home visits	<p>Helps prevent, reduce or delay care needs by supporting independence and wellbeing.</p> <p>Telephone: 03000 422 065  Email: <a href="mailto:positive.wellbeing@kent.gov.uk">positive.wellbeing@kent.gov.uk</a>  Weblink: <a href="https://www.kent.gov.uk/leisure-and-community/community-safety/positive-wellbeing">https://www.kent.gov.uk/leisure-and-community/community-safety/positive-wellbeing</a></p>
	Live Well Kent and Medway	Phone, online referral	<p>Services for adults living with or without a mental health diagnosis to prevent needs increasing and to support as part of a person's recovery journey</p> <p>Telephone: 0800 567 7699  Online referral: <a href="https://livewellkent.org.uk/online-referral-form/">https://livewellkent.org.uk/online-referral-form/</a>  Weblink: <a href="https://livewellkent.org.uk/">https://livewellkent.org.uk/</a></p>
	Kent Association for the Blind	Online, in-person, phone	<p>Kent Association for the Blind (KAB) delivers this service on behalf of KCC in partnership with Hi Kent and BSL Community CIC across the County. Multiple locations available.</p> <p>Weblink: <a href="https://www.kab.org.uk/who-we-are">https://www.kab.org.uk/who-we-are</a></p>
	Social Prescribing	GP referral, self-referral, phone, online	<p>Links people to community activities and support to improve wellbeing.</p> <p>Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/health/social-prescribing">https://www.kent.gov.uk/social-care-and-health/health/social-prescribing</a></p>
	Kent Connect to Support (digital platform)	Online	<p>Directory for care and support services, self-assessment tools, financial estimator, and advice.</p> <p>Weblink: <a href="https://kent.connecttosupport.org">https://kent.connecttosupport.org</a></p>
Support safer neighbourhoods	Community Warden Service	Phone, in-person	<p>Supports community safety, assists vulnerable residents, and liaises with services.</p>

			<p>Telephone: 03000 41 34 55</p> <p>Weblink: <a href="https://www.kent.gov.uk/leisure-and-community/community-safety/community-wardens#contact-warden">https://www.kent.gov.uk/leisure-and-community/community-safety/community-wardens#contact-warden</a></p>
	Kent Community Safety Partnership	Online	<p>Oversees county-wide safety priorities, domestic abuse reviews, and crime prevention strategies.</p> <p>Weblink: <a href="https://www.kent.gov.uk/about-the-council/partnerships/kent-community-safety-partnership">https://www.kent.gov.uk/about-the-council/partnerships/kent-community-safety-partnership</a></p>
Promote healthy and active lifestyles	One You Kent	Phone, online, in-person	<p>Free lifestyle support (quit smoking, weight management, mental wellbeing).</p> <p>Telephone: 0300 123 1220</p> <p>Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/health/one-you-kent">https://www.kent.gov.uk/social-care-and-health/health/one-you-kent</a></p>
	Release the Pressure	Phone, text	<p>Free expert advice from trained counsellors is available for every mental health concern</p> <p>Text SHOUT to 85258</p> <p>Telephone: 0800 107 0160</p>
Reduce loneliness or isolation	Wellbeing Services in the Community (medium to higher support)	In-person	<p>Group activities, volunteering, clubs and community groups in Libraries. Various locations available across Kent.</p> <p>Weblink: <a href="#">Clubs and activities in libraries - Kent County Council</a></p>
	Emotional Support (Wellbeing Services)	Phone, email, in-person	<p>Free 12-week support to tackle loneliness and improve wellbeing.</p> <p>Telephone: 03000 422 065</p> <p>Email: <a href="mailto:positive.wellbeing@kent.gov.uk">positive.wellbeing@kent.gov.uk</a></p> <p>Weblink: <a href="https://www.kent.gov.uk/leisure-and-community/community-safety/positive-wellbeing">https://www.kent.gov.uk/leisure-and-community/community-safety/positive-wellbeing</a></p>
Planning ahead for people's futures	Online Self-Assessment	Online	<p>Care and support self-assessment tool.</p> <p>Weblink: <a href="#">Care and support assessments</a></p>
	Financial Assessment Estimator Tool	Online	<p>Find out how much you will pay for care and support.</p> <p>Weblink: <a href="#">How much you will pay for care and support - Kent County</a></p>

			<a href="#">Council</a>
Transport	Community transport	Online	Public transport information.  Weblink: <a href="https://www.kent.gov.uk/roads-and-travel/travelling-around-kent/bus-travel/community-transport">https://www.kent.gov.uk/roads-and-travel/travelling-around-kent/bus-travel/community-transport</a>

## Reduce: Secondary prevention / early intervention

Type of need/referral	Where people could be referred to	Delivery Channel	Contacts
Fall prevention	Fall Prevention Courses	Online, in-person	Explore ways to stay active and keep connected in your area.  Weblink: <a href="#">Fall prevention courses - Kent County Council</a>  For people who are not eligible for Council funded services, or who do not wish to be assessed: <a href="#">Home - Argenti</a>
Adaptations to housing	Aids and minor adaptations (via occupational therapists in social care)	Phone, online referral, home visit	Offers grab rails, ramps, stairlifts, and other adaptations for independence.  Telephone: 03000 41 61 61 Email: <a href="mailto:social.services@kent.gov.uk">social.services@kent.gov.uk</a> Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/live-safe-and-well-at-home/equipment-and-changes-to-your-home">https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/live-safe-and-well-at-home/equipment-and-changes-to-your-home</a>
	Disabled Facilities Grant	Phone, email, home visit	Grants up to £30,000 for major adaptations (wet rooms, stairlifts).  Telephone: 03000 41 61 61 Email: <a href="mailto:social.services@kent.gov.uk">social.services@kent.gov.uk</a> Weblink: <a href="https://www.kent.gov.uk/leisure-and-community/community-grants-and-funding">https://www.kent.gov.uk/leisure-and-community/community-grants-and-funding</a>
Care Technology	Technology Enhanced Lives Service	Email, online referral	Provides monitored assistive technology (sensors, alarms, emergency call devices).

			Email: <a href="mailto:tels@kent.gov.uk">tels@kent.gov.uk</a> Weblink: <a href="https://kent.connecttosupport.org/information-and-advice/home-and-community/assistive-technology/the-technology-enhanced-lives-service/">https://kent.connecttosupport.org/information-and-advice/home-and-community/assistive-technology/the-technology-enhanced-lives-service/</a>
	Digital Skills	Online	Digital Kent is working to improve digital inclusion and capabilities in the county of Kent.  Weblink: <a href="#">Digital Kent   Digital Inclusion &amp; Capabilities</a>

## Delay: Tertiary prevention / formal intervention

Type of need/referral	Where people could be referred to	Delivery Channel	Contacts
Support in a person's own home	Kent Enablement Support Services	Phone, online referral	Short-term support for independence (daily living, employment, social engagement).  Telephone: 03000 41 61 61 Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/live-safe-and-well-at-home/enablement-at-home">https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/live-safe-and-well-at-home/enablement-at-home</a>
Respite care	Short breaks services	In-person	Fun activities for disabled children and respite for carers (day activities, overnight stays).  Telephone: 03000 41 61 61 Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/caring-for-other-people/a-break-from-caring/short-breaks">https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/caring-for-other-people/a-break-from-caring/short-breaks</a>
Support for people and carers (peer support groups, emotional support)	Carers Short Breaks	In-person (Home-based respite)	Replacement care for up to 3 hours weekly for unpaid carers.  Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/caring-for-other-people/a-break-from-caring/short-breaks">https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/caring-for-other-people/a-break-from-caring/short-breaks</a>

	Post Diagnostic Specialist Support in the Community (dementia)	Phone, in-person	Support after dementia diagnosis, including Cognitive Stimulation Therapy and Admiral Nurses.  Weblink: <a href="https://www.kentmedwaymentalhealth.nhs.uk/information-and-advice/dementia-services/">https://www.kentmedwaymentalhealth.nhs.uk/information-and-advice/dementia-services/</a>
	Dementia support	Online, in-person, phone	Charity dedicated to empowering those living with dementia to live well.  ADSS Telephone: 01474 533990 Email: <a href="mailto:info@alz-dem.org">info@alz-dem.org</a> Weblink: <a href="#">Alzheimer's and Dementia Support Services</a>  Dementia & Me Telephone: 0800 678 1602 Weblink: <a href="#">Dementia support services in your area   Age UK</a>
	Shared Lives	In-person	Alternative to residential care: live with a trained carer for short breaks or long-term.  Telephone: 03000 412 400 Email: <a href="mailto:sharedlives@kent.gov.uk">sharedlives@kent.gov.uk</a> Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/adult-social-care/housing-and-care-homes/sharing-a-home-shared-lives-scheme">https://www.kent.gov.uk/social-care-and-health/adult-social-care/housing-and-care-homes/sharing-a-home-shared-lives-scheme</a>
Rehabilitation / reablement services	Kent Enablement at Home	Phone, online referral, in-person (at home)	Short-term care and rehabilitation following hospital discharge.  Telephone: 03000 41 61 61 Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/live-safe-and-well-at-home/enablement-at-home">https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/live-safe-and-well-at-home/enablement-at-home</a>
	Integrated Care Centres	Phone, online referral, in-person (residential)	Short-term care and rehabilitation following hospital discharge.  Telephone: 03000 41 61 61 Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/live-safe-and-well-at-home/enablement-at-home">https://www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support/live-safe-and-well-at-home/enablement-at-home</a>
Community equipment services	Integrated Community Equipment Service	Referral via health/social care	Loans equipment (beds, hoists, walking aids) to promote independence.

and adaptations		practitioner/trusted assessment	Telephone: 01322 917 909 Email: <a href="mailto:kent@medequip-uk.com">kent@medequip-uk.com</a> Weblink: <a href="https://www.kent.gov.uk/social-care-and-health/information-for-social-care-professionals/integrated-community-equipment-service-ices-and-technology-enabled-care-services-tecs">https://www.kent.gov.uk/social-care-and-health/information-for-social-care-professionals/integrated-community-equipment-service-ices-and-technology-enabled-care-services-tecs</a>
	Home Improvement Agency Service	Referral via Adult Social Care or self-referral.	Town and Country Housing Telephone: 0800 028 3172 Weblink: <a href="http://www.tch.org.uk">www.tch.org.uk</a>
Domestic Abuse	Kent & Medway Domestic Abuse Partnership	Phone	Kent & Medway Domestic Abuse Partnership aims to reduce domestic abuse and get those affected the right support, quickly.  Telephone: 0808 168 9276 Weblink: <a href="#">Home - Kent &amp; Medway Domestic Abuse Partnership</a>
	Personalised Support for Survivors	Phone, online	Safety planning, emotional support, and housing advice for survivors.  Telephone: 0808 168 9111 Weblink: <a href="https://www.kent.gov.uk/leisure-and-community/community-safety/domestic-abuse">https://www.kent.gov.uk/leisure-and-community/community-safety/domestic-abuse</a>
Veteran Support	Veteran Breakfast Clubs	Online	The DWP AFCs offer help to all veterans of working age including advice, guidance and signposting on employment, benefits, housing and mental health. Assistance also includes attending Breakfast Clubs. The DWP AFCs cite complex cases often involving barriers to accessing services and facilities across multiple sectors. Those over 50 years of age pose particular problems having served for many years, had stable employment post service and then to find that they are made redundant with barriers to then secure permanent employment.  Weblink: <a href="https://afvbc.com/armed-forces-veterans-breakfast-clubs-information">https://afvbc.com/armed-forces-veterans-breakfast-clubs-information</a>
	Mental Health service	Online	Op COURAGE is an NHS mental health service, created to be there for those who have served in the UK armed forces. Whether you're currently serving and due to leave the military, a reservist or a veteran, this service is to give you the information and guidance you need to navigate civilian life.



			<p>Weblink: <a href="https://www.opcouragesthelast.nhs.uk/about">https://www.opcouragesthelast.nhs.uk/about</a></p>
	Armed Forces Compensation scheme	Online	<p>The Joint Casualty and Compassionate Centre (JCCC), along with many other supporting organisations are openly ready to assist families of serving personnel in dealing with bereavement. The JCCC is the lead organisation for managing all the practical requirements following bereavement and is also a source of advice and guidance through The Purple Pack bereavement guide for service families of service personnel.</p> <p>Weblink: <a href="https://www.gov.uk/government/organisations/armed-forces-compensation-scheme">Armed Forces Compensation Scheme (AFCS) - GOV.UK (www.gov.uk)</a></p>
	Finance advice	Online	<p>Veterans UK is the Ministry of Defence's service that helps veterans on many issues, including benefits and welfare. They also offer information on a range of compensation schemes available for veterans and their dependants.</p> <p>Weblink: <a href="https://www.gov.uk/government/organisations/veterans-uk">Finance Advice   Job Support   Royal British Legion Veterans Welfare Service - GOV.UK (www.gov.uk)</a></p>
	Veterans Welfare Service	Phone, email	<p>The Veterans Welfare Service (VWS) is part of Veterans UK and offers veterans professional advice in relation to welfare and compensation claims. They will support veterans throughout their transition from service and through life. To use this service, veterans should contact the VWS centre in their region which is Centurion (London, SE and SW England).</p> <p>Telephone: 02392 702232 Email: <a href="mailto:Veterans-UK-VWS-South@mod.gov.uk">Veterans-UK-VWS-South@mod.gov.uk</a></p>
	Employment and the resettlement programme	Online	<p>Employment and the resettlement programme (Career Transition Partnership - CTP). The CTP provides comprehensive resettlement support services for personnel leaving the Armed Forces, as they transition from their military career into employment, further education or retirement and for up to two years after leaving in the form of employment support.</p>

			Weblink: <a href="https://www.gov.uk/career-transition-partnership">Career Transition Partnership - GOV.UK (www.gov.uk)</a>
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