



St. Matthew's High Brooms C.E. Primary School  
Powder Mill Lane  
Tunbridge Wells  
TN4 9DY  
Telephone: 01892 528098  
Email: [office@st-matthews.kent.sch.uk](mailto:office@st-matthews.kent.sch.uk)  
Head teacher: Mrs S Hayward  
Deputy Heads: Mrs C Pollard and Mr T Hardwick

Fulfilling God-given potential

Monday April 6<sup>th</sup> 2020

Dear Parents/Carers,

**Re: Helplines**

Below is a list of organisations, websites and telephone numbers that can support parents during the Covid-19 outbreak.

### **Kent Together**

Kent County Council has launched a new 24 hour helpline called Kent Together to support vulnerable people in Kent who need urgent help, supplies or medication. The helpline will provide a single, convenient point of contact for anyone in the county who is in urgent need of help during the Coronavirus outbreak.

Kent Together is a collaboration between KCC, central Government, District, Borough and local councils, the voluntary and community sector, the NHS, emergency services and other partners to ensure help is at hand for vulnerable people.

If you are vulnerable and have an urgent need that cannot be met through existing support networks, or are concerned about the welfare of someone else you can contact the Kent Together helpline at [www.kent.gov.uk/KentTogether](http://www.kent.gov.uk/KentTogether) or by calling on 03000 41 92 92. It is a 24 hour service. Please keep this information to hand and advise your family and friends of the details too.

### **Covid-19 Mutual Aid**

Contact this website which is using local organisations to support the most vulnerable.  
<https://covidmutualaid.org/>

### **TWBC**

A national scheme has been launched to provide food and other essentials to those most at risk from coronavirus. If you are in this category of 'shielded' households, you may have received a letter from the NHS telling you that





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you're clinically extremely vulnerable, or been contacted by your GP or hospital clinician. If this has not happened, contact your GP or clinician.

Tunbridge Wells Borough Council is also offering support to this group and those who are vulnerable and cannot get help from friends, family or neighbours.

The scheme includes:

- Delivery of basic food packages to shielded medically vulnerable people and those in self-isolation who are not receiving assistance from elsewhere or need additional help
- Wellbeing calls to help people stay connected

If your need is different we would still encourage you to contact us so we can see how we can best support you.

Yours sincerely

A handwritten signature in black ink that reads 'Stephanie Hayward'.

Mrs Stephanie Hayward

Headteacher

