



# TRADING STANDARDS

## Struggling? Help is Available!

Kent Trading Standards works to support businesses growth and development, protecting consumers and the economy, and supporting the agriculture industry to ensure animal health and welfare. We understand that the law can be complex, and farming is often a difficult, stressful, and isolated job.

Our Compliance Food Chain Team are here to help. Our Officers work with and support farms and agriculture businesses by providing guidance and support to help comply with farming regulations. If you have any queries on your legal obligations, or are having difficulties complying with farming regulations, please do not hesitate to contact us. We will do our very best to assist you.

Our small, friendly team is comprised of:

- Samantha Padfield (Team Manager)
- Samantha Goacher (Principal Rural Economy Officer)
- Terry Arthurs (Animal Health Officer)
- Alexandra Looker (Animal Health Officer)
- Connor Perryman (Animal Health Officer)
- Keiron Watts (Animal Health Officer)
- Erica Evans (Animal Health Officer)

Help is also available from a range of charitable organisations, who can provide business and legal advice, mental health support, or just someone to talk to. If you are struggling, please do not hesitate to contact them for help.



**The Farming Community Network (FCN)** – A voluntary organisation and charity supporting farmers and their families within the farming community. Whether the issue is personal or business-related, FCN can help.

Their volunteers understand farming and rural life and can offer support on:

- **Farming** - animal health, welfare, EID/BCMS, passports, arable farming etc
- **Business** - financial difficulties, banking relationships, tenancy issues, RPA, bureaucracy, business partnerships etc
- **Health** - stress, depression, isolation, long-term illness, accidents, alcohol or drug dependency etc
- **Family** - retirement, succession, relationship break-up, home and property, pensions, making a will etc.

They run a confidential, national helpline and e-helpline which is open every day of the year from 7am to 11pm and their volunteers provide free, confidential support to anyone who seeks help.

To contact a sympathetic person at the FCN who understands farmers and rural life:

- **Call: 03000 111999**
- **Email: [help@fcn.org.uk](mailto:help@fcn.org.uk),**
- **Website: [www.fcn.org.uk](http://www.fcn.org.uk)**
- **Write: The Farming Community Network, Manor Farm, Guilsborough Road, West Haddon, Northamptonshire, NN6 7AQ.**



**The Royal Agricultural Benevolent Institution (RABI)** – A national charity providing local support to the farming community across England and Wales. Established in 1860, they have been offering guidance, financial support and practical care to farming people of all ages for generations.

They provide confidential, tailored support to those who:

- Currently work within agriculture
- Those who are no longer able to work due to ill-health, accident or age.

They also provide a range of:

- Grant support programmes to individuals, and
- Via their website have an online wellbeing platform which offers free, anonymous farmer focussed resources to adults and young farming people.

These resources are available 24/7 and in addition to the farmer focussed articles and discussion boards, users can access one-to-one counselling from BACP qualified counsellors.

To contact RABI:

- **Call: 0800 188 4444**
- **Website: [www.rabi.org.uk](http://www.rabi.org.uk)**



**Mind** - A charity that provides advice and support to anyone experiencing mental health difficulties. They provide someone to talk to, information, and help on mental health, and a dedicated legal line which provides information on mental health related law.

Their infoline is available 9am to 6pm, Monday to Friday (except bank holidays) contact:

- **Call: 030023 3393.**
- **Email: [info@mind.org.uk](mailto:info@mind.org.uk)**
- **Website: [www.mind.org.uk](http://www.mind.org.uk)**
- **Write: Mind Infoline, PO Box 75225, London, E15 9FS.**

### **Local Minds:**

There are also a number of local Mind services across England and Wales, which provide services including talking therapies, crisis helplines, drop-in centres, employment and training schemes, counselling and befriending. Each local Mind is an independent charity run by local people for local people.

#### **Maidstone & Mid-Kent Mind**

23 College Road, Maidstone, Kent, ME15 6YH  
Phone: 01622 692383  
Email: [mindh@maidstonemind.org](mailto:mindh@maidstonemind.org)  
Website: <http://www.maidstonemind.org>

#### **West Kent Mind**

34 St Johns Road, Sevenoaks, Kent, TN13 3LW  
Phone: 01732 744950  
Email: [hello@westkentmind.org.uk](mailto:hello@westkentmind.org.uk)  
Website: <http://www.westkentmind.org.uk>

#### **South Kent Mind**

Mind Resource Centre, 3 Mill Bay, Folkestone,  
Kent, CT20 1JS  
Phone: 01303 250 090  
Email: [contact@southkentmind.org.uk](mailto:contact@southkentmind.org.uk)  
Website: <http://www.southkentmind.org.uk>

#### **North Kent Mind**

The Almshouses, 20 West Hill, Dartford, Kent,  
DA1 2EP  
Phone: 01322 291380  
Email: [admin@northkentmind.co.uk](mailto:admin@northkentmind.co.uk)  
Website: <http://www.northkentmind.co.uk>

**SAMARITANS**

**Samaritans** - A charity that provides emotional support to anyone in emotional distress, struggling to cope or at risk of suicide. Whatever you are going through, Samaritans are available at all times of the day or night.

- **Call: 116 123**
- **Email: [jo@samaritans.org](mailto:jo@samaritans.org)**
- **Write: Freepost SAMARITANS LETTERS**

### Suspect a disease?

If you suspect a notifiable disease outbreak, you must report it immediately.  
Call the Defra Rural Services Helpline on **03000 200 301**.