

Useful contacts

**Need to use
a computer?**

Try your local library
or community hub

- **Kingsley House:**
Open all year round for anyone sleeping rough or homeless in Medway.
Phone: **01634 333 600** or search 'Kingsley House' on **medway.gov.uk**
(Mon to Thu 8.30am–5.15pm; Fri 8:30am–4.45pm)
- **Social Services:**
Phone: **01634 334466** (Mon to Fri 9am–5pm)
Out-of-hours: **0845 7626777**
- **Samaritans:**
24-hour helpline Freephone **116123**
- **Medway Maritime Hospital:**
Phone: **01634 830000**
- **Turning Point Drug and Alcohol Recovery Service:**
Phone: **0300 123 1560**
- **Shelter Help Line:**
Phone: **0345 151740** (Mon to Fri 9am–5pm)
- **Citizens Advice Medway:**
Phone: **01634 383760** (Mon to Fri 9.30am–5pm)
- **Mental Health Crisis Support:**
24h Helpline: **0300 222 0123**
For hearing impaired: **07860 022819**
- **Narcotics Anonymous:**
Several locations & times.
Visit **ukna.org** Phone: **0300 999 1212**
- **Alcoholics Anonymous:**
Several locations and times.
Visit: **alcoholics-anonymous.org.uk**
Phone: **0800 9177650**
- **Centra Medway Young Persons Service:**
Phone: **0203 784 4397 / 0203 784 4348**
(Mon to Fri 9am–4pm)
By referral from Medway Council

Food banks



If you are struggling to feed yourself or family members, food banks are here to help you.

Across Medway, more than 100 care and advice agencies such as **Citizens Advice Medway, Medway Housing, Social Service teams, Health Centres, Early Help services** and **schools** can issue food bank vouchers which can then be exchanged for food packages at your local food bank. Food banks will provide a minimum of three days worth of non-perishable emergency food to local people in crisis.

For further information on your local food bank please visit: **medway.foodbank.org.uk** or phone: **01634 757057** (Tue and Wed 9.30am–3.30pm; Thu 9.30am–1pm)



Medway support services

Support services for anyone in need

ADVICE

EMPLOYMENT


SHELTER


HEALTH


HOUSING


SUPPORT

Who to contact

 **Housing Solutions: 01634 333600**
8.30am to 5.15pm (Mon-Thu)
8.30am to 4.45pm (Fri)

 **Kingsley House, 37-39 Balmoral Rd, Gillingham ME7 4PF**

 Email: **housing@medway.gov.uk**
Website: **medway.gov.uk**

 Minicom: **01634 333111**

This information can be made available in other formats from **01634 333333**

If you have any questions about this leaflet and you want to speak to someone in your own language please phone **01634 335577**.

বাংলা	331780	ਪੰਜਾਬੀ	331784	اردو	331785
中文	331781	Polski	332373	فارسی	331840
ગુજરાતી	331782	كوردی	331841	Русский	332374
हिंदी	331783	இந்தியக்	331786	Lietuviškai	332372

Help and advice: What's available where and when?

Key: 🚽 Toilets 🍲 Food 🚿 Showers

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	All week
	<p>Domestic Abuse One Stop Shop: Drop in service for anyone affected by domestic abuse. 🚽 Sunlight Centre, 105 Richmond St, Gillingham. Drop in available 9.30am – 12noon</p> <p>Street Angels: Soup Kitchen. 🍲 Globe Lane Car Park, Chatham. 7pm (plus outreach walking Mon, Wed and Fri)</p> <p>Salvation Army: Drop in advice session with food & showers. 🚽🍲🚿 Church St, Chatham, 01634 843689. 8pm</p>	<p>Help for Homeless: Soup Kitchen. 🍲 Gillingham High St. 7pm</p>	<p>Street Angels: Soup Kitchen. 🍲 Globe Lane Car Park, Chatham. 7pm (plus outreach walking Mon, Wed and Fri)</p>	<p>Help for Homeless: Soup Kitchen. 🍲 Gillingham High St. 7pm</p> <p>Improving Mental Health Provision: CIC drop in and crisis support. 411 High St, Chatham (Press 2,3 or 4 to enter) 10pm to 4am</p>	<p>Open House Project: Soup Kitchen. 🍲🚽 Quaker Meeting House, Northgate, Rochester. 2pm – 4pm</p> <p>Improving Mental Health Provision: CIC drop in and crisis support. 411 High St, Chatham (Press 2,3 or 4 to enter) 10pm to 4am</p>	<p>One Big Family: Soup Kitchen. 🍲 Globe Lane Car Park, Chatham. 6.30pm</p>	<p>Tomorrow's People Furniture Plus: Recycled furniture and household items at low cost. 63-65 High St, Gillingham 01634 573218 Mon to Fri 9am–5.30pm, Sat 9am–5pm, Sun 10am–2pm</p> <p>Walk in GP service: No appointment needed. 🚽 Community Healthy Living Centre, Balmoral Clinic, Balmoral Gdns, Gillingham 01634 331177 8.30am–12.30pm & 3pm–6pm.</p> <p>AMAT: Supported housing for over 25-year-olds. 10 Chelmar Rd, Chatham 0800 698 1000. (Referrals Monday – Friday) 8.30am – 12.30am</p> <p>Riverside Care & Support: Supported housing. Regent House, 387 High Street, Chatham ME4 4PN 01634 829789 (by referral from Medway Council)</p> <p>Emergency homeless winter refuge: This shelter will open when the temperature is predicted to be 0°C or below. To be referred visit Caring Hands, Kingsley House, 37-39 Balmoral Rd, Gillingham, ME7 4PF</p> <p>Abacus Furniture Project: Recycled furniture and households items for sale. 67 Cuxton Road, Strood ME2 2BZ 01634 296662 Mon-Fri 8.30am – 4.30pm; Sat 8.30am – 3.30pm; Sun 9.30am-3.30pm</p> <p>West Kent Communities: Supported housing. 67a Cuxton Rd Strood ME2 2BZ. 01634 727304 (floating support)</p> <p>Medway Winter Night Shelter: 12-bed shelter for temporary overnight accomodation. To request a referral visit Kingsley House or Caring Hands. 2 Jan to 26 Mar, 8pm–8am</p> <p>Emmaus: Supported housing. 01634 827698.</p>
Monday to Friday							
<p>Citizens Advice Medway: Registered charity providing advice on housing, welfare benefits, employment, debt, family law and more. Kingsley House, 37-39 Balmoral Rd, Gillingham. 01634 383760, 9.30am – 5pm</p> <p>Housing Options: Homelessness advice and assessments. Kingsley House, 37-39 Balmoral Rd, Gillingham. 01634 333600, 8.30am – 5.15pm</p> <p>MEGAN CIC: Mental health support & peer support groups. MVA building, 5a New Rd Avenue, Chatham 01634 402077, 8am – 4pm</p> <p>Caring Hands: Day centre for anyone who's homeless and vulnerable. 🚽🍲🚿 Bridge House, New Rd, Chatham. 01634 409768, 9am – 4pm</p> <p>Employment Medway Advice Centre: Provides employment advice for anyone referred by JobCentre Plus. 99-101 High St, Chatham. 01634 336682, Mon to Thu 9am–4.30pm, Fri 9am–4pm (Closed 1–1.30pm every day)</p> <p>JobCentre Plus: Support for anyone looking for a job. The Brook, Chatham. 0845 604 3719, 9am – 5pm</p> <p>Medway Youth Trust: Supporting young people with employment, training and life skills. 205-207 New Rd, Chatham. 01634 959090, 9am – 5pm</p> <p>Turning Point Drug & Alcohol Recovery Service: Supporting anyone suffering from substance misuse. 346a High St, Chatham. 0300 123 1560 Mon 9.30am–8pm; Tue 1.30–5pm; Wed 9.30am–5pm; Thu 9.30am–8pm; Fri 9:30am–5pm</p> <p>Strood Community Project: Local charity providing education, employment and life skills support. 🚽 123-25 High St, Strood. 01634 298747, 9am – 4pm</p> <p>Pathways to Independence: Homeless charity providing supported housing. Ex-offender referrals 01634 819649, Single homeless referrals 01634 573480. 9am – 5pm</p>							