Useful contacts

- **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 334 466 (Mon to Fri 9am–5pm)
  Out-of-hours: 0845 762 6777

- **Samaritans:**
  24-hour helpline Freephone 116123

- **Medway Maritime Hospital:**
  Phone: 01634 830 000

- **Turning Point Drug and Alcohol Recovery Service:**
  Phone: 0300 123 1560

- **Shelter Help Line:**
  Phone: 0345 151 7407 (Mon to Fri 9am–5pm)

- **Citizens Advice Medway:**
  Phone: 01634 383 760 (Mon to Fri 9.30am–5pm)

- **Mental Health Crisis Support:**
  24h Helpline: 0300 222 0123
  For hearing impaired: 07860 022 819

- **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 917 7650

- **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 757 057 (Tue and Wed 9.30am–3.30pm; Thu 9.30am–1pm)

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Medway support services
Support services for anyone in need of help

Who to contact

- **Housing Solutions**: 01634 333 600
  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 333 111

This information can be made available in other formats from 01634 333 333

If you have any questions about this leaflet and you want to speak to someone in your own language please phone 01634 335 577.

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

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<td><strong>Domestic Abuse</strong>&lt;br&gt;One Stop Shop:&lt;br&gt;Drop in service for anyone affected by domestic abuse.&lt;br&gt;Sunlight Centre, 105 Richmond St, Gillingham. Drop in available 9:30am – 12noon</td>
<td><strong>Street Angels</strong>&lt;br&gt;Soup Kitchen. Globe Lane Car Park, Chatham. 7pm (plus outreach walking Mon, Wed and Fri)</td>
<td><strong>Salvation Army:</strong>&lt;br&gt;Drop in advice session with food &amp; showers. Church St, Chatham, 01634 843689. 8pm</td>
<td><strong>Help for Homeless:</strong>&lt;br&gt;Soup Kitchen. Gillingham High St. 7pm</td>
<td><strong>Help for Homeless:</strong>&lt;br&gt;Soup Kitchen. Globe Lane Car Park, Chatham. 7pm</td>
<td><strong>Open House Project:</strong>&lt;br&gt;Soup Kitchen. Quaker Meeting House, Northgate, Rochester. 2pm – 4pm</td>
<td><strong>One Big Family:</strong>&lt;br&gt;Soup Kitchen. Globe Lane Car Park, Chatham. 6.30pm</td>
<td><strong>Tomorrow's People Furniture Plus:</strong>&lt;br&gt;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</td>
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<td><strong>Street Angels:</strong>&lt;br&gt;Soup Kitchen. Globe Lane Car Park, Chatham. 7pm (plus outreach walking Mon, Wed and Fri)</td>
<td><strong>Improving Mental Health Provision:</strong>&lt;br&gt;CIC drop in and crisis support. 411 High St, Chatham (Press 2, 3 or 4 to enter) 10pm to 4am</td>
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<td><strong>Riverside Care &amp; Support:</strong>&lt;br&gt;Supported housing. Regent House, 387 High Street, Chatham ME4 4PN 01634 829789 (by referral from Medway Council)</td>
<td><strong>Emergency homeless winter refuge:</strong>&lt;br&gt;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 2 Jan to 26 Mar, 8pm–8am</td>
<td><strong>West Kent Communities:</strong>&lt;br&gt;Supported housing. 67a Cuxton Rd Strood ME2 2BZ. 01634 727304 (floating support)</td>
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### 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

### Housing Options: Homelessness advice and assessments.
Kingsley House, 37-39 Balmoral Rd, Gillingham. 01634 333600, 8.30am – 5.15pm

### MEGAN CIC: Mental health support & peer support groups.
MVA building, 5a New Rd Avenue, Chatham 01634 402077, 8am – 4pm

### Caring Hands: Day centre for anyone who’s homeless and vulnerable. Bridge House, New Rd, Chatham. 01634 409768, 9am – 4pm

### 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)

### JobCentre Plus: Support for anyone looking for a job.
The Brook, Chatham. 0845 604 3719, 9am – 5pm

### Medway Youth Trust: Supporting young people with employment, training and life skills.
205-207 New Rd, Chatham. 01634 959090, 9am – 5pm

### 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

### Strood Community Project: Local charity providing education, employment and life skills support.
123-25 High St, Strood. 01634 298747, 9am – 4pm

### Pathways to Independence: Homeless charity providing supported housing. Ex-offender referrals 01634 819649, Single homeless referrals 01634 573480. 9am – 5pm

### Key:
- 🚿 Toilets
- 🍽 Food
- 🌞 Showers