

Useful contacts

**Need to use
a computer?**

Try your local library
or community hub

- **Medway Council:**

Housing options available at Kingsley House. Currently no drop-in service available, appointment only. Phone: **01634 333600/ 0808 164 1444** 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**

- **Forward Trust**

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:**

24-hour 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**

- **One Big Family:**

Phone: **07865 928174**

- **CFO Activity Hub:** 9am-4pm

Support for resettlement and employment
Email: **chatham.hub@interventionsalliance.com**
01634 561459

- **Caring Hands in The Community**

15a-16 New Road Avenue, Chatham ME4 6BA
01634 409768 (open Mon to Fri)

Medway Foodbank



If you are struggling to feed yourself or family members, the charity Medway Foodbank is here to help.

Across Medway, more than 100 care and advice agencies such as **Early Help services, schools, churches, charities and other support organisations** can issue food bank vouchers which can then be exchanged for food packages at one of the 8 foodbank centres across Medway. Food banks will provide a minimum of three days' worth of non-perishable emergency food to local people in crisis.

For further information please visit:
medway.foodbank.org.uk or phone:
01634 757057 (Tue to Thu 9.30am–3.30pm)

If you are able to help Medway Foodbank with donations of funds or food please look on their website for further details.

Thank you to all of the charities and organisations for the invaluable services they provide. Any donations to them are very gratefully received.

Who to contact

✉ **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**



Medway support services

Support services for anyone in need

ADVICE

EMPLOYMENT

SHELTER

HEALTH

HOUSING

SUPPORT

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

Key: 🚽 Toilets 🍽 Food 🚿 Showers ♀ Sanitary

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	All week
<p>Caring Hands: Breakfast: 9.30-11am 🍽🚽 Dinner: 12noon-1pm 🍽 Showers: 9.30am-1pm 🚿 Laundry and computer access: 9.30-1pm 1-2-1 Support: 1-4pm</p> <p>Drop in for rough sleepers: Held at Salvation Army, Green St, Gillingham, 6pm. 2 course meal 🍽</p> <p>Gillingham Street Angels: 43 Skinner St, Gillingham. 9am-1pm, food, clothing, bedding, support, wifi, referrals, clothes washing.</p>	<p>Caring Hands: Breakfast: 9.30-11am 🍽🚽 Dinner: 12noon-1pm 🍽 Showers: 9.30am-1pm 🚿 Laundry and computer access: 9.30-1pm 1-2-1 Support: 1-4pm</p> <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>Gillingham Street Angels: 43 Skinner St, Gillingham. 9am-1pm, food, clothing, bedding, support, wifi, referrals, clothes washing.</p> <p>Salvation Army: Take away meal. 🍽 Church St, Chatham, 01634 843689. 6pm Citizens Advice and NHS Health Bus available.</p>	<p>Caring Hands: Breakfast: 9.30-11am 🍽🚽 Dinner: 12noon-1pm 🍽 Showers: 9.30am-1pm 🚿 Laundry and computer access: 9.30-1pm 1-2-1 Support: 1-4pm</p> <p>One2One Support: Benefits advice, groceries, shower, English lessons. 10am-1pm 🍽🚿</p> <p>Medway Street Angels: Soup Kitchen 🍽♀ Rhode Street car park, Chatham. Needle exch. 7pm.</p> <p>Salvation Army: Cafe, showers, groceries. Church St, Chatham, 10am-12noon. Citizens Advice and NHS Health Bus available. 🍽🚿</p>	<p>Caring Hands: Breakfast: 9.30-11am 🍽🚽 Dinner: 12noon-1pm 🍽 Showers: 9.30am-1pm 🚿 1-2-1 Support: 1-4pm</p> <p>Medway Street Angels: Soup Kitchen 🍽♀ AMAT Hive, Chatham, 7pm</p> <p>Gillingham Street Angels: 43 Skinner St, Gillingham. 9am-1pm, food, clothing, bedding, support, wifi, referrals, clothes washing.</p>	<p>Caring Hands: Breakfast: 9.30-11am 🍽🚽 Dinner: 12noon-1pm 🍽 Showers: 9.30am-1pm 🚿 1-2-1 Support: 1-4pm</p> <p>Gillingham Street Angels, Soup Kitchen: 🍽♀ Green Street, Gillingham. 5pm</p> <p>Gillingham Street Angels: 43 Skinner St, Gillingham. 9am-1pm, food, clothing, bedding, support, wifi, referrals, clothes washing.</p>	<p>Gillingham Street Angels: 43 Skinner St, Gillingham. 9am-1pm, food, clothing, bedding, support, wifi, referrals, clothes washing.</p> <p>Medway Street Angels: Soup Kitchen Rhode Street car park, Chatham. Needle exch. 7pm.</p>	<p>One Big Family: Soup Kitchen: 🍽♀ 6.30pm, at the bottom of Meeting House Lane, Chatham (near McDonalds), homecooked food, essentials, advice and signposting.</p>	<p>AMAT Hive: Supported housing for over 25-year-olds. 10 Chelmar Rd, Chatham 0800 698 1000. (Referrals Monday-Friday) 8.30am-12.30am</p> <p>Smokefree Advice Centre: Offers free face-to-face and digital support services to help residents quit smoking. The centre is based at Railway St, Chatham, with drop-in sessions at other venues. medway.gov.uk/stopsmoking or 01634 334800</p> <p>Sexual Health Services: Clinics across Medway offering confidential screening and treatment for STIs, contraception, HIV treatment and care. Main hub at 4 Clover St, Chatham. 0300 1231678 open Mon-Thur 8am-8pm, Fri 8am-5pm, Sat 9am-12noon</p> <p>Urgent Treatment Centre: Medway Maritime Hospital, Gillingham - open 24/7</p> <p>Wellbeing Café: Activities and support for people with low to moderate mental health needs. Accessed by registration appointments only. Tel: 01634 581511 or email info@sunlighttrust.org.uk. Friday 6-9pm; Saturday 3.30-6.30pm; Sunday 1-4pm. Sunlight Centre, 105 Richmond Road, Gillingham ME7 1LX</p> <p>PTI Peer2Peer Project: If you or someone you know has a drug or alcohol issue and is struggling to engage with drug and alcohol treatment services in Medway and you feel they would benefit from a Peer Mentor please call Samantha on 07808 321750.</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>MEGAN CIC: Mental health support & peer support groups. MVA building, 5a New Rd Avenue, Chatham 01634 402077, 8am-4pm Caring Hands: Day centre for the homeless and vulnerable. Bridge House, New Rd, Chatham. 01634 409768, 9am-4pm.</p> <p>Employment Medway Advice Centre: Provides employment advice on a drop-in basis and on referral by Job Centre 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. 0800 328 5644 for Universal Credit and 0800 169 0310 for all other benefits, 8am-6pm.</p>		<p>MY Trust (formally Medway Youth Trust): Supporting young people with employment, training and life skills. The Fort, Primrose Close, Chatham ME4 6HZ. 01634 95 9090, 9am-5pm.</p> <p>MRS Community Hub: Support services for anyone in Crisis. Second Chance Charity Shop offering support to the homeless, voucher system for clothing & furnishings. Also funding for 18-24yr olds for furniture, work clothes & travel. Food vouchers available. 105 High Street, Chatham. 01634 408840.</p> <p>Medway Men in Sheds: Various activities and support for men who are over 25 and not in employment. Accessed by registration appointments only. Phone 01634 581511 or email: info@sunlighttrust.org.uk</p> <p>Rough Sleeper Initiative: Helps rough sleepers access a range of services. Leave a message for the outreach team on</p>		<p>Roughsleepersteam@medway.gov.uk or 01634 334008. Due to data protection requirements, they may not be able to provide updates on individuals.</p> <p>Gillingham Street Angels: Shop providing free food, clothing, bedding, laundry service and internet use. 43, Skinner St, Gillingham ME7 1LG. 9am-4pm (also open on Saturday).</p> <p>StreetlightUK: Free confidential 1-2-1 emotional and practical support for women involved in prostitution. Care packs available on request. Tuesday-Fridays. Phone 07918 035039, email: northk@streetlight.uk.com or visitstreetlight.uk.com</p> <p>Forward Trust Recovery Service: Opening times Mon: 9am-12:30pm & 5-8pm, Tues, Wed & Friday: 9am-5pm, Thur: 9am-8pm. Kingsley House, 37-39 Balmoral Rd, Gillingham ME7 4NT</p>		<p>Public Health Dental Care: NHS dental care available to all, you do not have to give an address. Visit: medway.gov.uk/oralhealth</p> <p>Homelessness Health Clinic: Bookable health checks available at Boots, Pentagon Centre, Chatham. Every Friday, 10am-12noon. Drop in to book an appointment or visit: kmicb.homelessness@nhs.net</p> <p>Oasis Domestic Abuse Service: Helpline 0800 917 9948, 9.30-11.30am, except Bank Holidays.</p> <p>Womens Aid: 0808 2000247</p> <p>Mens Advice Line: 0808 8010327</p>	