

Useful contacts

**Need to use
a computer?**

Try your local library
or community hub

- **Medway Council:**
Housing options available at Kingsley House. Open all year for advice and assistance for people 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)

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**

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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>Drop in for rough sleepers: Salem Church of the Nazarene, Nelson Road, Gillingham, 7.30pm – 9pm 🍲</p> <p>Time for the Homeless, Soup Kitchen: 🍲 ♀</p> <ul style="list-style-type: none">Globe Lane car park, Chatham, 7pmNear Blue Boar Lane, Rochester, 8.30pm <p>Salvation Army: Drop in and employment support, Church St, Chatham, 10am to 1pm</p> <p>Time for the Homeless, Soup Kitchen: 🍲 ♀ Outside Samuels, High St, Chatham, 7pm</p> <p>Gillingham Street Angels, Soup Kitchen: 🍲 ♀ Behind the Queen Charlotte Pub, Rochester, 6pm</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>Salvation Army: Drop in advice session with food & showers. 🚻🍲🚿 Church St, Chatham, 01634 843689. 7pm</p>	<p>Medway Council Drop in session to support homeless people. Kingsley House, Gillingham, 10am-2pm</p> <p>Medway Street Angels: Soup Kitchen 🍲 ♀ Globe Lane car park, Chatham, 7pm</p> <p>Gillingham Street Angels, Soup Kitchen: 🍲 ♀ Green Street, Gillingham 5pm</p>	<p>Medway Street Angels: Soup Kitchen. 🍲 ♀ Globe Lane Car Park, Chatham. 7pm</p> <p>MRS Lettings CIC Every Thursday morning at Arches Local (9am – 1pm), Luton and afternoon (1.30 – 4.30pm). MRS Community Hub, 105 High Street, Chatham</p> <p>Time for the Homeless, Soup Kitchen: 🍲 ♀</p> <ul style="list-style-type: none">Near Blue Boar Lane, Rochester, 7pm	<p>Gillingham Street Angels, Soup Kitchen: 🍲 ♀ Green Street, Gillingham. 5pm</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>Time for the Homeless, Soup Kitchen: 🍲 ♀</p> <ul style="list-style-type: none">Outside Samuels, High St, Chatham, 8pmJunction of Star Hill and High St, Rochester, 9pm	<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: Outreach and support for rough sleepers,</p> <ul style="list-style-type: none">Chatham High Street, 8.30pmRochester High Street, 9.30pm	<p>One Big Family: Soup Kitchen. 🍲 ♀ Globe Lane Car Park, Chatham. 6.30pm</p>	<p>Clarion Medway Young People's Service 0203 784 4350 and 0203 7884 4666</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 (by referral from Medway Council).</p> <p>Abacus Furniture Project: Recycled furniture and households items for sale. Unit 3 & 4 Thetford House, Chatham. ME5 9LR (from summer 2018) 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. 8 The Courtyard, Campus Way, Gillingham Business Park, ME8 0NZ. 01634 727304 (floating support)</p> <p>Emmaus: Supported housing. 01634 827698.</p> <p>Emergency homeless winter refuge ♀: This shelter will open at 10pm on any night when the temperature is forecast to ‘feel like’ freezing or below, and every Saturday and Sunday night over winter regardless of temperature. To be referred, visit Caring Hands, Kingsley House or One Big Family.</p> <p>Medway Night Shelter ♀: 12-bed shelter for temporary overnight accommodation. To request a referral, visit Kingsley House or Caring Hands. Open 2 Jan to 31 Mar, 7.30pm–7.30am</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>
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</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 on a drop-in basis and on referral 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. 0800 328 9344 for Universal Credit and 0800 169 0310 for all other benefits, 8am– 6pm</p>		<p>MY Trust (formerly Medway Youth Trust): Supporting young people with employment, training and life skills.The Fort, Primrose Close, Chatham, Kent ME4 6HZ. 01634 95 9090, 9am – 5pm</p> <p>Turning Point Drug & Alcohol Recovery Service: For people with drug and alcohol issues. 423 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>Pathways to Independence: Supported housing for single homeless people and ex-offenders (by referral from Medway Council).</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>The Hub: A place where homeless individuals and people in need can seek assistance from a varied range of services. 411 High St, Chatham ME4 4NU, 0800 6981000 🚻🚿♀</p> <p>Rough Sleeper Initiative: Helps rough sleepers access a range of services. Leave a message for the outreach team on Roughsleepersteam@medway.gov.uk or 01634 334008. Due to data protection requirements, they may not be able to provide updates on individuals.</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>			