

# Emergency Helplines

## Health

### NHS non-emergency

111

24-hour confidential helpline providing advice and information on what to do if you are feeling ill or have health concerns for your family

### National Drugs Helpline / Talk to Frank

0300 123 6600 or text your question to 82111 to get a call back  
24-hour helpline for drug users and their families

### East Kent Community Drug and Alcohol Service

0300 123 1186

24-hour helpline for information and counselling to anyone concerned with their own or someone else's drinking or drug use

### Emergency DentaLine

01634 890 300

Dental Clinics are closed due to the COVID-19 pandemic. They are able to offer telephone consultations when dental practices are closed for those with urgent conditions out of hours.

Monday to Friday - 6.00pm-10.55pm

Saturday, Sunday, Bank Hols - 8.30am-1.25pm, 6.00pm-10.55pm

## Children & Young People

### NSPCC Child Protection Helpline

0808 800 5000

For children and young people or anyone concerned about child abuse  
Monday to Friday - 8.00am-10.00pm  
Saturday and Sunday - 9.00am-6.00pm  
Alternatively email [help@nspcc.org.uk](mailto:help@nspcc.org.uk) or complete an online form

### Childline

0800 11 11

24-hour helpline for children in danger, distress or with any problem

## Personal Safety

### Swale Police

999 for all emergencies

101 for all non-emergencies

### National Domestic Violence Helpline

Refuge: 0800 2000 247

Or chat online/complete an online form

[www.nationaldahelpline.org.uk/Contact-us](http://www.nationaldahelpline.org.uk/Contact-us)

24-hour helpline for those escaping domestic violence.

### East Kent Rape Crisis Centre

0800 458 2818 - Crisis Line

01227 450400 - Support Line

For anyone affected by rape or childhood sexual abuse

Monday to Friday 6.30pm-9.30pm

### Victim Supportline

0808 168 9111

24-hour helpline for emotional support and practical advice for anyone affected by crime

## Food Banks

### Faversham

[www.faversham.foodbank.org.uk](http://www.faversham.foodbank.org.uk)

07938 720604

### Swale (Sittingbourne)

[www.swale.foodbank.org.uk](http://www.swale.foodbank.org.uk)

07486 370709

## Homeless

### Shelter Helpline

0808 800 4444

Housing advice line offering independent information and advice in confidence to anyone with a housing problem

Monday to Friday - 8.00am-8.00pm

Saturday to Sunday - 9.00am-5.00pm

### The Quays

01795 471376

24-hour access for single homeless adults aged 18 and over with low to medium support needs

### Swale Borough Council Homelessness Team

01795 417485

Monday to Friday - 11.00am-3.00pm

Out of hours service - 01634 304400

## Information & Advice

### Citizens Advice

Adviceline freephone 0808 278 7979

0344 411 1445 (BT Text Relay)

Subject to adviser availability

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**citizens  
advice**

Swale

### Civil Legal Advice

0345 345 4345 or text 'legalaid' and your name to 80010 to get a call back

Monday to Friday - 9.00am-8.00pm, Saturday - 9.00am-12.30pm.

### Kent Law Clinic

Evening advice sessions will be held remotely, via Zoom or Microsoft Teams. It is not essential for you to have internet access for these advice sessions, but they will need to be able to contact you by telephone (with or without video). Find out more at <https://www.kent.ac.uk/law/kent-law-clinic> or leave a voice message at 01227 823311.