

Emergency Helplines

Information & Advice

Citizens Advice

Adviceline freephone 0808 278 7979

0344 411 1445 (BT Text Relay)

Subject to adviser availability

www.citizensadvice.org.uk

Kent Law Clinic

Reduced advice/referral service from March to September. During October to March free advice sessions are usually on Monday evenings. Find out more at

<https://www.kent.ac.uk/law/kent-law-clinic> or leave a voice message at 01227 823311.

Children & Young People

NSPCC Child Protection Helpline

0808 800 5000

Monday to Friday - 10am-4pm

Or email help@nspcc.org.uk

For children and young people or anyone concerned about child abuse

Childline

0800 11 11

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

Cost of Living Support

Household Support Fund

<https://swale.gov.uk/news-and-your-council/news-and-campaigns/latest-news/get-help-with-food-gas-electric-and-water>

For access to an emergency food parcel please contact your local food bank. For support with a pre-paid gas or electricity meter vouchers contact the Fuel and Water Home Advisor at Seashells Childrens Centre (Sheppey) or Citizens Advice Swale.

Personal Safety

Kent Police

999 for all emergencies

101 for all non-emergencies

National Domestic Violence Helpline

Refuge: 0800 2000 247

24-hour helpline, or chat online/complete an online form

www.nationaldahelpline.org.uk/Contact-us

Helpline for those escaping domestic violence

East Kent Rape Crisis Centre

0800 458 2818 - Crisis Line

01227 450400 - Support Line

Monday to Friday 3pm-5pm & 6.30pm-9.30pm

For anyone affected by rape/childhood sexual abuse

Victim Supportline

0808 168 9111

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

Food Banks

Faversham - 07938 720604

Swale (Sittingbourne) - 07486 370709

Sheerness - 01795 889233

Diversity House - 01795 420455

Health

NHS non-emergency

111

24-hour confidential helpline if you think you need medical help right now

National Drugs Helpline / Talk to Frank

0300 123 6600 or text 82111

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 890300

Monday to Friday - 6pm-10.55pm

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

When dental practices are closed for those with urgent conditions out of hours.

Homeless

Shelter Helpline

0808 800 4444

Monday to Friday - 8am-8pm

Saturday, Sunday and Bank Holidays - 9am-5pm

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

The Quays

01795 471376

24-hour access for single homeless adults aged 18 and over with complex support needs

Swale Borough Council Homelessness Team

01795 417485

Out of hours service - 01795 417711

Monday to Friday - 10am-12pm & 2pm-4pm

**citizens
advice**

Swale