

Support and Local Services Information

Following the recent announcement that Age UK Kent Rivers is closing some of its services, we recognise that this may be a difficult and uncertain time. As part of our commitment to supporting you, we have put together the information below to highlight local organisations and services that may be able to offer support, should you need it.

Information and Advice

- **Age UK Advice Line** – Information on benefits, care and later life
0800 169 6565
www.ageuk.org.uk/information-advice
- **Citizens Advice** – Free advice on money, housing and legal issues
Medway 01634 383760
Gravesend 0808 278 7810
www.citizensadvice.org.uk
- **Imago** – Wellbeing, social support and guidance
0300 0111 965
www.imago.community
- **Shelter (Housing Advice)** – Housing and homelessness support
0344 515 2000
https://england.shelter.org/housing_advice

Local Council and Adult Social Care

- **Medway Council Adult Social Care** – Care needs assessments & safeguarding
01634 334466
03000 416 161
www.medway.gov.uk/adultsocialcare
- **Medway Council General Enquiries** – Local services and council support
01634 306000
www.medway.gov.uk
- **Kent County Council Adult Social Care (North West Kent)** – Care and support services

03000 41 61 61

www.kent.gov.uk/social-care-and-health

- **Dartford Borough Council** – Local services and housing support
01322 343434
www.dartford.gov.uk
- **Gravesham Borough Council** – Local services and housing support
01474 337000
www.gravesham.gov.uk

Local Services for Older People

- **Medway Council – Social Care Services** – Directory of local services
www.medway.gov.uk/directory/48/my_medway_services
- **Medway Council – Fair Traders** – Approved local tradespeople
www.medway.gov.uk/homepage/244/medway_fair_traders
- **Kent County Council – Care and Support** – Information on care options
www.kent.gov.uk/social-care-and-health/adult-social-care/care-and-support
- **Kent Connect to Support (Kent County Council)** – Find local services & support
<https://kent.connecttosupport.org>
- **Dartford Borough Council – Community Services** - Local groups & support
www.dartford.gov.uk/community
- **Gravesham Borough Council - Community Services** – Local groups & support
www.gravesham.gov.uk/community
- **MVA - Befriending Programme** – Befriending services
www.mva.org.uk
- **West Kent Befriending Service** – Befriending services in North West Kent
www.dartfordliving.com/west-kent-befriending-service/
- **JOY Portal** – Directory of local services
www.thejoyapp.com/
- **Simply Connect** – Directory of local services
Medway - <https://medway.simplyconnect.uk/>
Gravesham - <https://gravesham.simplyconnect.uk/>
Dartford - <https://dartford.simplyconnect.uk/>

- **ReferKent – Kent County Council** – Directory for professional referrals
<https://kentcountycouncil.refernet.co.uk/>
- **Sunlight Centre – Gillingham** – Wellbeing café & support for older people
01634 581511
info@sunlighttrust.org.uk

Health and Mental Health Support

- **NHS 111** – Urgent health advice
Call 111 or visit <https://111.nhs.uk>
- **Kent & Medway Urgent Mental Health Helpline** – 24/7 mental health support
0800 783 9111
- **NHS – Health Services** – Directory of local health services
www.nhs.uk/service-search/other-health-services
- **Samaritans** – Emotional support and listening service
116 123
- **Saneline** – Mental health advice and support
0300 304 7000

Home Support, Equipment and Mobility

- **British Red Cross** - Mobility aids & equipment hire
01622 758643
www.redcross.org.uk
- **Ability Plus** – Mobility equipment & repairs
01634 375537
- **Mobility Hub, Chatham** – Mobility equipment & repairs
01634 811261

Safety and Non-Emergency Support

- **Kent Fire and Rescue** – Home safety visits & advice
0800 923 7000

www.kent.fire-uk.org

- **Police (Non-Emergency)** – Report non-urgent concerns
Dial 101

Transport Support

- **British Red Cross Transport** – Transport to medical appointments
0800 028 0831
- **Hands (Gillingham)** – Local transport service
01634 575036
- **Hands (Rochester)** – Local transport service
01634 380030
- **Kent County Council Transport** - Community transport information
www.kent.gov.uk/transport

Carers Support

- **Carers First** – Support for unpaid carers
0300 303 1555
www.carersfirst.org.uk

Meals and Food Support

- **Appetite UK** – Delivered fresh hot meals in Medway & North West Kent
01622 476426
info@appetiteuk.co.uk
www.appetiteuk.co.uk
- **Wiltshire Farm Foods** – Delivered frozen meals in Medway & North West Kent
01474 700094
- **Oakhouse Foods** – Delivered frozen meals in Medway & North West Kent
0333 370 6700

Utilities and Emergency Contacts

- **National Gas Emergency Service** – Gas emergencies

0800 111 999

- **Power Cuts (UK)** – Report power outages
Dial 105
- **South East Water** – Water supply and issues
0333 000 002
- **Southern Water** – Water supply and issues
0330 303 0368

These services are available within your local area and can be contacted directly for further information. You may also wish to speak with a family member, friend, or another professional involved in your care, such as your GP or social worker, if you would like support in accessing services.

If you currently receive befriending support, you may wish to maintain contact with your volunteer independently, if you both feel comfortable to do so.

Please note: We have made every effort to ensure this information is accurate at the time of writing. Availability of services may vary, and we recommend contacting organisations directly to confirm what support they can offer.