



ADVICE SERVICES

Information and advice services
in and around Dartford

DARTFORD
BOROUGH COUNCIL

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This booklet is only a general guide and is not a full and authoritative statement of the law. We have made every effort to make sure that the information in this booklet is correct at the time of printing. If any information contained in this booklet is incorrect then please let us know. Our contact details are on the back cover.

General housing advice

- **COMMUNITY LEGAL ADVICE**

Telephone: 0845 345 4 345 (cost 4p per minute, but you can ask for a call back)

Website: www.communitylegaladvice.org.uk

Open: Monday-Friday 9.00am-8.00pm. Saturday 9am-12.30pm

Provides information and advice about your legal rights and how to enforce them on issues including debt, housing, employment, education, benefits and tax credits.

- **DARTFORD BOROUGH COUNCIL**

Civic Centre, Home Gardens, Dartford, Kent DA1 1DR

Email: housingadvice@dartford.gov.uk

Website: www.dartford.gov.uk/housing

Open: Monday-Thursday 8.45am-5.15pm. Friday 8.45am-4.45pm,
Cash office open Monday, Tuesday, Thursday & Friday 9.00am-3.00pm. Closed Wednesday.

Advice and information on all housing issues

- **Council Tax**

Telephone: 01322 343700

Make a payment or find out about council tax payments

- **Housing Benefit**

Telephone: 01322 343705

- **Housing Options and Advice**

Telephone: 01322 343814/343082/343083

- **DARTFORD BOROUGH COUNCIL HOUSING SERVICES - EMERGENCY OUT OF HOURS**

Telephone: 0845 634 1212

Emergency out-of-hours service for all residents in the borough, who experience problems in supported housing or who find themselves homeless outside of office opening hours.

- **DARTFORD DOMESTIC ABUSE ONE STOP SHOP**
Dartford Citizens Advice Bureau, Trinity Resource Centre, High Street, Dartford, Kent DA1 1DE
Open: Every Tuesday between 9.30am and 12.00pm
Offers a range of free advice all under one roof to help victims of domestic abuse. Advice from Dartford Borough Council's housing services, Women's Aid and solicitors is all offered free on issues concerning domestic abuse.
Other local One Stop Shops in the area
 - **GRAVESHAM ONE STOP SHOP:** Every Thursday between 10.00am and 12.00pm at Gravesham Citizens Advice Bureau, The ARC, 44 Windmill Street, Gravesend, Kent DA12 1BA.
 - **SWANLEY ONE STOP SHOP:** From 3 March 2010 every other Wednesday 1.00pm-3.00pm at Swanley Citizens Advice Bureau, 16 High Street, Swanley, Kent BR8 8BG.
- **EDF ENERGY**
Telephone: 0800 056 5927
Website: www.edfenergy.com
Provider of gas and electricity
- **M.A.L.E**
Telephone: Freephone 0808 801 0327
Website: www.mensadviceline.org.uk
Open: Monday-Friday 10.00am-1.00pm and 2.00pm-5.00pm
Advice line and confidential help for male victims of domestic abuse, in heterosexual, gay, bi-sexual or transgender relationships.
- **MEDIATION IN NORTH KENT (MINK)**
12 The Hive, Northfleet, Kent DA11 9DE
Telephone: 01474 532485
Email: mediationinnorthkent@hotmail.com
Website: www.mediationinnorthkent.org
Open: 10.00am-2.00pm, Monday to Thursday
- **NATIONAL GAS EMERGENCY SERVICE (24 HOURS)**
Telephone: 0800 111 999
Website: www.nationalgrid.com

- **PORCHLIGHT**

Head Office, 2nd Floor Watling Chambers, 18-19 Watling Street, Canterbury, Kent CT1 2UA

Telephone: Kent Outreach Service Freephone: 0800 567 7699

Head Office: 01227 760078

Email: headoffice@porchlight.org.uk

Website: www.porchlight.org.uk

Open: Dartford Drop in: Every Tuesday, 2.00pm-4.00pm at MIND, 18 West Hill, Dartford, Kent DA1 3DU

Are you homeless, rough sleeping, sofa surfing, being evicted, in temporary accommodation, facing a housing emergency or know someone who is? Call the Kent Outreach Service freephone helpline.

- **SHELTER**

12-16 Ordnance Street Chatham, Kent ME4 6SL

Telephone: Chatham: 0844 515 1740

National freephone: 0808 800 4444

Email: medway@shelter.org.uk

Website: www.shelter.org.uk

Open: Chatham – telephone advice: Monday-Friday 9.00am-5.00pm.

Drop in: Monday 10.00am-1.00pm, Tuesday 10.00am-4.30pm, Wednesday 10.00am-4.30pm, Friday 10.00am-1.00pm.

Dartford Shelter Outreach – first three Mondays of the month 2.00pm-5.00pm at the Turning Point Office 4a-6a Hythe Street, Dartford. Ring Shelter Chatham to make an appointment.

Charity providing advice, information and advocacy to people in housing need.

- **SUPPORTING PEOPLE**

Room 4.02, Sessions House, County Hall, Maidstone, Kent ME14 1XQ

Telephone: 08458 247 100

Email: supportingpeopleteam@kent.gov.uk

Free service for anyone who needs housing related support. Service includes budgeting and financial management, claiming welfare benefits, life skills and being independent at home, staying safe, finding a doctor and accessing other necessary services.

General advice and support services

- **ACAS**

Telephone: 08457 474747
Minicom: 08456 06 16 00
Website: www.acas.org.uk

Open: Telephone advice: Monday-Friday 8.00am-8.00pm,
Saturday 9.00am-1.00pm

Provides up to date information, independent advice on employment rights. ACAS is an organisation devoted to preventing and resolving employment disputes.

- **CITIZENS ADVICE BUREAU**

Trinity Resource Centre, High Street, Dartford, Kent DA1 1DE
Telephone: 01322 224686
Email: bureau@dartfordcab.cabnet.org.uk
Website: www.citizensadvice.org.uk/index.htm

Open: Telephone advice: Monday, Tuesday, Thursday 10.00am-1.00pm.
Lines operated subject to staff availability.
Advice sessions are available for Monday, Wednesday, Thursday
9.30am-2.30pm and Tuesday 9.30am-12.00pm and 12.00pm-5.00pm
(morning session is by appointment only)

Free independent advice and information on a range of issues including legal rights, housing rights, welfare rights, benefits and debt counselling.

- **CONSUMER CREDIT COUNSELLING SERVICE**

Wade House, Merrion Centre, Leeds LS2 8NG
Telephone: 0800 138 1111
Email: contactus@cccs.co.uk
Website: www.cccs.co.uk

Open: Monday-Friday 8.00am-8.00pm

The Consumer Credit Counselling Service is a registered charity whose purpose is to assist people who are in financial difficulty by providing free, independent, impartial and realistic advice.

- **CRUSE BEREAVEMENT CARE**

Telephone: 0844 477 9400
Email: helpline@cruse.org.uk
Website: www.cruse.org.uk

A charity that offers free emotional support, help and advice to anyone affected by the death of someone close to them. There is a National Helpline and also a local branch offering face to face support.

- **DARTFORD DOMESTIC ABUSE ONE STOP SHOP**

Dartford Citizens Advice Bureau, Trinity Resource Centre, High Street, Dartford, Kent DA1 1DE

Open: Every Tuesday between 9.30am and 12.00pm

Offers a range of free advice all under one roof to help victims of domestic abuse. Advice from Dartford Borough Council's housing services, Women's Aid and solicitors is all offered free on issues concerning domestic abuse.

Other local One Stop Shops in the area

- **GRAVESHAM ONE STOP SHOP:** Every Thursday between 10.00am and 12.00pm at Gravesham Citizens Advice Bureau, The ARC, 44 Windmill Street, Gravesend, Kent DA12 1BA.
- **SWANLEY ONE STOP SHOP:** From 3 March 2010 every other Wednesday 1.00pm-3.00pm at Swanley Citizens Advice Bureau, 16 High Street, Swanley, Kent BR8 8BG.

- **JOBCENTRE PLUS**

Job Centre, 61 Lowfield Street, Dartford, Kent DA1 1JY
Telephone: 0845 604 3719
Textphone: 0845 608 8551
Website: www.jobcentreplus.gov.uk

Open: Monday-Friday 9.00am-5.00pm

Practical support and financial advice about benefits, tax credits, training, work and looking for a job.

- **LIFE PREGNANCY CARE SERVICE**

Hubert House, Community Project, Mallard Close, Temple Hill, Dartford, Kent DA1 5HU

Telephone: 01322 272007

Email: ktwnorth0609@tiscali.co.uk

Open: Appointments: Tuesday 10.00am-12.00pm. Appointments can be made outside of these times using the helpline number.
Helpline: 0800 915 4600 Monday-Friday 9.00am-9.00pm,
Sat 9.00am-5.00pm

A non-denominational registered charity that provides a care service for pregnant women and unsupported mothers; help with accomodation and post abortion counselling.

- **M.A.L.E**

Telephone: Freephone 0808 801 0327

Website: www.mensadviceline.org.uk

Open: Monday-Friday 10.00am-1.00pm and 2.00pm-5.00pm

Advice line and confidential help for male victims of domestic abuse, in heterosexual, gay, bi-sexual or transgender relationships.

- **NACRO - NATIONAL ASSOCIATION FOR CARE AND RESETTLEMENT OF OFFENDERS: RESETTLEMENT PLUS HELPLINE**

Telephone: 020 7840 6464 or (freephone) 0800 0181 259

Email: helpline@nacro.org.uk

Website: www.nacro.org.uk

Open: Monday-Friday 9.00am-5.00pm

Telephone information, advice and signposting service for prisoners, ex-offenders and criminal justice professionals. Information on a range of issues including finding housing or a job, employment, benefits and disclosing convictions.

- **NATIONAL DEBTLINE**

Telephone: 0808 808 4000

Email: advice@nationaldebtline.co.uk

Website: www.nationaldebtline.co.uk

Open: Monday-Friday 9.00am-9.00pm, Saturday 9.30am-1.00pm

Provides free, confidential and independent advice on how to deal with debt problems.

- **NORTH WEST KENT COUNCIL FOR VOLUNTARY SERVICES**

Riverside Community Resource Centre, Dickens Road, Gravesend, Kent DA12 2JY
Telephone: 01474 354479
Email: main@cvsnwk.org
Website: www.cvsnwk.org

Advice and support for carers in their own homes including welfare benefits advice.

- **OASIS COUNSELLING CENTRE**

Telephone: 01322 294430 or 07958 452294
Email: info@oasisdartford.org.uk
Website: www.oasisdartford.org.uk

Offers counselling for bereavement, depression, domestic violence, sexual abuse, substance abuse, stress, phobias and more. We also run a pregnancy crisis centre offering a free service to any woman (and/or partner) who is faced with an unplanned pregnancy. Counselling for post abortion and miscarriage are also covered in this service.

- **PAYPLAN**

Telephone: 0800 716 239
Website: www.payplan.com

Provides free debt management plans with online payment tracking and individual voluntary arrangements.

- **REFUGE**

Telephone: 020 7395 7700 (Head office general enquiries). The 24hr Freephone National Domestic Violence Helpline, run in partnership between Women's Aid and Refuge: 0808 2000 247
Email: info@refuge.org.uk
Website: www.refuge.org.uk

Refuge runs a network of safe emergency accommodation for women and children fleeing domestic violence, as well as community outreach programme, accommodation and community based services for women from BME communities, independent domestic violence advocates and psychological services for women and children. Refuge runs the 24 hour freephone national domestic violence helpline in partnership with Women's Aid.

- **RELATE**

Hubert House, Mallard Close, Temple Hill, Dartford, Kent DA1 5HU

Telephone: 01634 846914

Email: manager@relatenorthkent.org.uk

Website: www.relatenorthkentorg.uk

Open: By appointment only Monday-Friday 9.00am-5.00pm

Carer support service providing one to one support; advice and advocacy; information, support to friends and family; signposting to other agencies.

- **SAMARITANS BEXLEY AND DARTFORD**

35 Glynde Road, Bexleyheath, Kent DA7 4EU

Telephone: 0208 301 1010

Website: www.samaritans.org.uk

24 hour confidential telephone service offering a 'sympathetic ear.' Samaritans do not give advice or counselling, but do provide an opportunity to be listened to.

- **KENT COUNTY COUNCIL CHILDREN, FAMILIES AND EDUCATION AND KENT ADULT SOCIAL SERVICES**

St Lawrence House, 48a West Hill, Dartford, Kent DA1 2HG

Telephone: 01322 277744

08458 247 100 – Kent County Council Contact Centre (Open 24 hours a day, 7 days a week)

Website: www.kent.gov.uk

- **SOCIAL SERVICES COUNTY DUTY SERVICE**

Dartford District Office, St Lawrence House, 48a West Hill, Dartford, Kent DA1 2HG

Telephone: 01322 277744

Email: county.duty.service@kent.gov.uk

Website: www.kent.gov.uk

Open: Monday-Friday 8.30am-5.00pm

Provides services to children and their families, older people, people with a learning disability, people with a physical disability, people with a sensory impairment and people with mental health issues.

- **VICTIM SUPPORT**

Norman House, Beaver Road Industrial Estate, Ashford, Kent TN23 7SH

Telephone: 0845 3899527

Email: vs.kent@victimsupport.org.uk

Website: www.victimsupport.org.uk

Open: 8.00am-8.00pm

Free, confidential, emotional and practical support for victims and witnesses of crime including those indirectly affected i.e family/friends. We offer someone to talk to in confidence, information on police and court procedures, liaison with other organisations, information on compensation and contact with other sources of help.

- **VOLUNTEER CENTRE DARTFORD DISTRICT**

33 Essex Road, Dartford, Kent DA1 2AU

Telephone: 01322 291164 or 01322 272476

Email: dartfordvb@care4free.net

Email Lisa Drew for information about supported shopping:

lisadrew@dartfordvb.org

Website: www.dartfordvb.org.uk

Provide a transport scheme, befriending scheme and practical services such as light gardening and simple DIY, there are also opportunities to volunteer. We also run a supported-shopping service primarily for 70-80 yrs olds who are recovering from illness or hospitalisation. Volunteers shop with the client to give them a chance to recover their confidence, normally for a period for 4-6 weeks.

- **WALK TALL**

Walk Tall Village, Britannia House, Lower Rd, Northfleet, Kent DA11 9BL

Telephone: 0845 2708130

Email info@walk-tall.org.uk

Website: www.walk-tall.org.uk

Open: Monday-Friday 9.00am-5.00pm (flexible)

Confidence and assertiveness training for adult victims of domestic abuse and vulnerable adults – training tailored to meet individual needs. Also counselling service available.

- **WITNESS SUPPORT- DARTFORD BRANCH**

Dartford Magistrates' Court, Witness Service, 1b Highfield Road, Dartford, Kent DA1 2JH

Telephone: 01322 292218 or enquire at the local police station

Email: Tony.newman@victimsupport.org.uk

Support and practical advice for witnesses, both defense and prosecution appearing in court cases.

- **WOMEN'S AID 24 HOUR NATIONAL DOMESTIC VIOLENCE HELPLINE**

Telephone: 0808 2000 247

Email: info@womensaid.org.uk

Website: www.womensaid.org.uk

National charity offering support through refuges, helplines, outreach services and advice centres.

General health advice

- **ACTION FOR CHANGE**

Satellite surgeries:

- St Edmunds Church Living Well, Temple Hill, Dartford, Kent DA1 5ND
- The Gr@nd, 1st Floor, Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU

Telephone: 0300 111 2470

Email: reception.dg@action-for-change.org

Website: www.action-for-change.org

Open: St Edmunds Living Well, Temple Hill: Tuesdays, 12.00pm-2.30pm.
The Gr@nd, Gravesend: Wednesdays, 1.00pm-3.00pm.

Open to anybody over the age of 18 concerned about their own drinking or that of friends and loved ones. Action-for-Change offer a free and confidential drop in service providing support, advice and information in a friendly non-judgemental environment. Action-for-Change offers:

- One to One support sessions (for you to find the best way forward)
- Help with reducing drinking
- Goal Setting and Action Planning
- Support to access other local services that would be beneficial

You are welcome to use the open access clinics at anytime for continuing support.

- **AL- ANON FAMILY GROUPS UK/EIRE**

61 Great Dover Street, London SE1 4YF

Telephone: 020 7403 0888 (10.00am-10.00pm, 7 days a week)

Email: enquiries@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

Al-Anon offers free and confidential support for families and friends of problem drinkers, whether the person is still drinking or not.

- **ALCOHOLICS ANONYMOUS**

Telephone: 0845 769 7555 or 020 7833 0022 (10.00am-10.00pm)

Answer phone after these hours

Email: help@alcoholics-anonymous.org.uk

Website: www.alcoholics-anonymous.org.uk

Meetings in Dartford: ('Open' meetings are open for alcoholics to bring non-alcoholic friends and family).

- Hawley Pavilion, Hawley Road (opposite Papermakers Arms): Every Monday at 8.00pm, all meetings are open.
- Hubert House Community Project, Mallard Close, Temple Hill: Every Saturday at 7.00pm. Last Saturday of the month is open.
- Hawley Pavilion, Hawley Road (opposite Papermakers Arms): Every Sunday at 10.30am. None of the meetings are open.
- Hawley Pavillion, Hawley Road (opposite Papermakers Arms): Thursday 1.30pm. All meetings open.

A free service bringing together a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

- **DARENTH VALLEY HOSPITAL - INCLUDING ACCIDENT AND EMERGENCY**

Darenth Wood Road, Dartford, Kent DA2 8DA

Telephone: 01322 428100

Website: www.dvh.nhs.uk

Provides inpatient and outpatient care including an A&E department.

- **KCA (UK)**

KCA (UK) Gravesend, 195 Parrock Street, Gravesend, Kent DA12 1EW

Telephone: 01474 567581 (Monday-Friday 9.00am-5.00pm)

Email: gravesend@kca.org.uk

Website: www.kca.org.uk

Open: Drop in: Monday, 4.00pm-7.00pm

Tuesday, 10.00am-1.00pm

Wednesday, Closed

Thursday, 10.00am-12.00pm and 2.00pm-4.00pm

Friday, 10.00am-12.00pm and 2.00pm-4.00pm

KCA offers help to people who are worried about their own or someone else's use of drugs or alcohol.

- **MINOR INJURIES UNIT**

Gravesham Community Hospital, Bath Road, Gravesend, Kent DA11 0DG

Telephone: 01474 360640

Open: 9.00am-9.00pm, 7 days a week

Drop in service, no appointment necessary. No A & E facilities. Staffed by a team of Nurse Practitioners, the specially designed unit is equipped to deal with a wide range of minor injuries including minor head injuries, limb problems and wounds.

- **NHS DIRECT**

Telephone: 0845 46 47

Website: www.nhsdirect.nhs.uk

24hr hour confidential advice and information phone service. You can call if you are feeling ill and not sure what to do, or if you would information about an existing problem or if you want details of local health service.

- **OASIS COUNSELLING CENTRE**

Telephone: 01322 294430 or 07958 452294

Email: info@oasisdartford.org.uk

Website: www.oasisdartford.org.uk

Offers counselling for bereavement, depression, domestic violence, sexual abuse, substance abuse, stress, phobias and more. We also run a pregnancy crisis centre offering a free service to any woman (and/or partner) who is faced with an unplanned pregnancy. Counselling for post abortion and miscarriage are also covered in this service.

- **PATIENT AND ADVICE LIAISON SERVICE (PALS)**

Telephone: 01322 428382

E-mail: pals@dvh.nhs.uk

Open: 9.00am-5.00pm. Answerphone out of hours.

Free confidential advice and support to patients, families and their carers. Can provide information on the NHS, health related matters and NHS complaints.

- **TRAVEL SERVICES - YELLOW FEVER SERVICES**

- Dartford West Health Centre, Tower Road, Dartford, Kent DA1 2HA
Telephone: 01322 222998

- Horsman Place Surgery, Instone Road, Dartford, Kent DA1 2JP
Telephone: 0844 477 8789

- Dartford Health Centre, Pilgrims Way, Dartford, Kent DA1 1QY
Telephone: 01322 274211

- Lowfield Medical Centre, 65-67 Lowfield Street, Dartford, Kent DA1 1HP
Telephone: 01322 224550

Elderly persons

- **AGE CONCERN**

Meadowside Day Centre, Meadowside, Dartford, Kent DA1 2RZ

Telephone: 01322 226496

Email: Stephanie@dartfordageconcern.co.uk

Open: Monday-Friday 9.30am-3.30pm

Services include:

- Day centre
- Transport service
- Tea/coffee, toast
- Chiropody (private)
- Amenity shop
- Bingo
- Extensive range of crafts and recreational facilities
- Transport – three minibuses. (Wheelchair spaces available)
- Day care (including meals)
- Bathing service
- Hairdressing
- Hearing aid service
- Outings (for clientele only)
- Keep fit
- Library service
- Signpost advice

- **ALZHEIMERS AND DEMENTIA SUPPORT SERVICES**

Basement Flat, Dene Holm House, Deneholm Road, Northfleet, Kent DA11 8JY

Telephone: 01474 533990

Email: adminadss@btconnect.com

Website: www.alzheimers-dementia.org.uk

ADSS prime aim is to improve the quality of life for people with dementia and their carers through practical and emotional support. This is achieved through the following multi-cultural services:

- Information
- One to one carer support
- Day care Tuesday to Saturday
- Befriending
- Carers support groups
- Monday Club (for people in the early stages of dementia)
- Support at home

- **FIRST STOP ADVICE**

Telephone: 0800 377 7070

Email: info@firststopadvice.org.uk

Website: www.firststopadvice.org.uk

Advice on care and care homes, housing, finance and rights for older people. The specialist advice service is provided through a partnership of Age Concern, Help the Aged, Counsel and Care and Elderly Accommodation Counsel (EAC).

- **NW KENT CARERS SUPPORT SERVICE**

The Studio, Riverside Resource Centre, Dickens Road, Gravesend, Kent DA12 2JY
Telephone: 01474 364733
Email: nwkcarers@carerskent.org
Website: www.carerskent.org

Open: Monday-Friday 9.30am-4.30pm plus 24 hour answerphone

Advice and support for all unpaid adult carers. This includes benefits and financial advice, support groups, information and advice, short breaks and training and social activity.

- **COUNSEL AND CARE - ADVICE AND HELP FOR OLDER PEOPLE**

Telephone: 0845 300 7585
Email: advice@counselandcare.org.uk
Website: www.counselandcare.org.uk

Open: Monday-Friday 10.00am-12.00pm & 4.00pm, except Wednesday
10.00am-1.00pm

Advice and information for older people, their carers, friends and relatives.

- **ELDERLY ACCOMMODATION COUNSEL**

Telephone 020 7820 1343
Email: enquiries@eac.org.uk
Website: www.housingcare.org

Helpline for older people, families and agencies. Guidance, advice and information to help callers choose and fund the accommodation most suited to their needs.

- **THE PENSION SERVICE**

Telephone: 0845 606 0265
Textphone: 0845 606 0285

Open: Monday-Friday 8.00am-8.00pm

Service that deals with state pension, pension credit and other entitlements. If English is not your first language you can use your own interpreter or we can provide one for you.

• **RURAL AGE CONCERN DARENT VALLEY**

27-37 High Street, Swanley, Kent BR8 8AE

Telephone: 01322 666448/01322 666118/01322 668106

Out of hours: 07889 133633.

Day Centres: 01322 667161 & 01474 879473

Email: enquiries@ageconcerndarentvalley.org.uk

Website: www.ageconcerndarentvalley.org.uk

Open: Monday-Friday 9.00am-3.00pm/4.00pm. Closed bank holidays.

Major charity with extensive service provision for persons over 55 years throughout Wilmington, Hawley, Sutton-at-Hone, Bean, Longfield, New Barn, Darent, Joydens Wood, Betsham & Southfleet, with transport services across the whole of Dartford.

Services include:

- Three day centres
- Assisted bathing
- Hairdressing
- Impaired sight clinics
- Benefits advice
- Unique disabled aids loans service
- Form filling/letter writing
- Safety & security service
- Large range of information & fact sheets on matters of interest to the elderly
- Continence care
- Low cost or free clothing/ household goods
- Large halls available for private function hire
- Hot freshly cooked lunches
- Chiropody
- Impaired hearing clinics
- Advice & information
- Extensive specialised transport system
- Garden & house maintenance
- Will advice & writing
- OAP Club support service
- Home visiting service
- Shop mobility service
- Respite care
- Assisted holidays
- Befriending service
- Charity shop
- 24 hour emergency telephone, etc

Families

- **THE CHILDRENS SOCIETY**

Edward Rudolf House, Margery Street, London WC1X 0JL

Telephone: 0845 300 1128

Website: www.childrenssociety.org.uk/

We take action to prevent, rescue and support children facing life trapped in a vicious circle of fear and harm; a vicious circle driven by violence, neglect, poverty and discrimination.

- **FAMILY ACTION DARTFORD**

16 Larch Road, Dartford, Kent DA1 2LF

Telephone: 01322 275095

Email: dartford@family-action.org.uk

Website: www.family-action.org.uk

Provide a school based support service to families who have children aged between 5-11yrs old.

- **FAMILY MATTERS**

13 Wrotham Road, Gravesend, Kent DA11 0PA

Telephone: Helpline: 01474 537392

24 hr answering service: 01474 536661

Email: admin@familymattersuk.org

Website: www.familymattersuk.org

Open: Office hours Monday-Friday 9.00am-5.00pm and 24 hours helpline service. Counselling services must be made by appointment only.

One to one counselling service for children and adult survivors of sexual abuse, sexual assault and rape across SE London, NW and Central Kent and Surrey. Referrals accepted from all sources including individuals.

- **GINGERBREAD - NATIONAL OFFICE**

Telephone: 0808 802 0925 (24 hr answering service)

Email: advice@gingerbread.org.uk

Website: www.gingerbread.org.uk

Open: Monday-Friday 9.00am-5.00pm or Wednesday 9.00am-8.00pm

Telephone advice, information and support for lone parents. Emotional support and listening service. Advice on rights and responsibilities. Information on benefits, contact and residence, child support act and housing.

- **HOMESTART - NORTH WEST KENT**

2 Temple Hill Square, Dartford, Kent DA1 5HZ

Telephone: 01322 225100

Email: homestartnwkent@btconnect.com

Website: www.home-start.org.uk

Open: Monday-Friday 9.00am-5.00pm

Weekly one-to one home visits, providing emotional and practical support to parents with pre-school children. Group support is also available at weekly drop-in groups. All Homestart volunteers (following CRB check and references) undergo extensive free training, preparing them for a variety of referral situations and are personally matched to a family. Volunteers visit the same family weekly for up to a year, building confidence and coping skills. Please contact us if you would like to train as a volunteer or are interested in receiving family support.

- **KENT CHILDREN'S INFORMATION SERVICE (CIS)**

Telephone: 0800 032 3230

Website: www.kent.childrencentres.org

Free confidential, impartial, information and advice to parents, carers and members of the public about Early Years Education and Childcare services in Kent.

- **NEW DEAL FOR LONE PARENTS: JOB CENTRE PLUS**

Jobcentre, 61 Lowfield Street, Dartford, Kent DA1 1JY

Telephone: 0845 604 3719

Textphone: 0845 608 8551

Website: www.jobcentreplus.gov.uk

Voluntary programme for lone parents who are interested in working.

- **NORTH KENT WOMEN'S AID**

PO Box 753, Dartford, Kent DA1 1FY

Telephone: 01322 384792

Email: admin@nkwa.org.uk

Website: www.womensaid.org.uk

A supportive service to families experiencing domestic violence.

- **PARENTS CONSORTIUM**

Allsworth Court, 40 St Davids Road, Hextable, Kent BR8 7RJ

Telephone: 01322 668501

Minicom: 01322 667761

Email: admin@parentsconsortium.co.uk

Website: www.parentsconsortium.co.uk

Provides free and confidential information, support and advice on specific impairments and a wide variety of topics e.g aids and equipment, education, benefits, funding and leisure activities. For children or young people with any form of physical, learning or sensory impairment.

- **PARENTLINE PLUS**

Telephone: 0808 800 2222

Website: www.parentlineplus.org.uk

Free confidential helpline for anyone in a parenting role.

- **SURE START**

- Oakfields Children's Centre, Oakfield Lane, Dartford, Kent DA1 2SW
Telephone: 01322 421160 Email: oakfield01@kent.gov.uk

- Brent (YMCA) Children's Centre, Dartford East Health Centre, Pilgrims Way, Dartford, Kent DA1 1UP
Telephone: 01322 622595

- Greenlands at Darenth Children's Centre, Green Street Green Road, Dartford, Kent DA2 8DH
Telephone: 01322 700620

- Maypole Children's Centre, Franklin Road, Dartford, Kent DA2 7UZ
Telephone: 01322 552316

- Temple Hill Children's Centre, St Edmunds Church Living Well, St Edmunds Road, Dartford, Kent DA1 5ND
Telephone: 01322 224536

Website: www.dcsf.gov.uk

Open: Monday-Friday 8.00am-6.00pm

Provides:

- Outreach and home visiting
- Access to good quality play, learning and childcare experiences for children
- Support for families and parents
- Primary care and health advice
- Support for children and families with special needs.

- **WOMEN'S AID 24 HOUR NATIONAL DOMESTIC VIOLENCE HELPLINE**

Telephone: 0808 2000 247

Email: info@womensaid.org.uk

Website: www.womensaid.org.uk

National charity offering support through refuges, helplines, outreach services and advice centres.

Single adults and young people

- **STEPAHEAD SUPPORT**

16 Stone Street, Gravesend, Kent DA11 0NH

Telephone: 01795 597432

Email: enquiries@stepaheadsupport.org.uk

Website: www.avantepartnership.org.uk

Stepahead Support provides support to young people between the ages of 16 to 25, giving opportunity and solutions for improving communications and understanding within the family.

- **CONNEXIONS ACCESS POINT**

31-33 Hythe Street, Dartford, Kent DA1 1BE

Telephone: 01322 281214

Website: www.connexionskentandmedway.co.uk

Open: Monday-Friday 9.00am-5.00pm, except Thursday 11.00am-7.00pm.

Connexions Kent and Medway provides information, advice and guidance for all young people aged 13-19 years and young people up to 25 years if they have learning difficulties or disabilities.

- **CRUSE BEREAVEMENT CARE - YOUNG PERSONS HELPLINE**

Telephone: 0808 808 1677

Website: www.rd4u.org.uk

A charity that offers free emotional support, help and advice to anyone affected by the death of someone close to them.

- **GET CONNECTED**

Telephone: 0808 808 4994

Email: help@getconnected.org.uk

Website: www.getconnected.org.uk

Open: Everyday 1.00pm-11.00pm

Free telephone and email help for young people under 25 years of age, which provides a free connection to local and national services and sources of help.

- **HOUSE OF MERCY**

1 Edwin Street, Gravesend, Kent DA12 1EH

Telephone: 01474 329514

Open: Monday-Friday 9.30am-4.00pm. Saturday 9.00am-2.00pm. Sunday 11.00am-2.00pm.

Temporary accommodation of up to 6 months for single people over the age of 18.

- **INVICTA ADVOCACY NETWORK**

7-9 Hythe Street, Dartford, Kent DA1 1BE

Telephone: 01322 285234

Email: info@invicta-advocacy-network.org.uk

Website: www.invicta-advocacy-network.org.uk

Open: Monday-Friday 9.00am-5.00pm

Provision of advocacy support to people with mental health problems over the age of 16 years with the intention of assisting people to get their voices heard and to receive the services to which they are entitled.

- **LIFE PREGNANCY CARE SERVICE**

Hubert House, Community Project, Mallard Close, Temple Hill, Dartford DA1 5HU

Telephone: 01322 272007

Email: ktwnorth0609@tiscali.co.uk

Open: Appointments: Tuesday 10.00am-12.00pm. Appointments can be made outside of these times using the helpline number.
Helpline: 0800 915 4600 Monday-Friday 9.00am-9.00pm and Saturday 9.00am-5.00pm.

A non-denominational registered charity that provides a care service for pregnant women and unsupported mothers; help with accommodation and post abortion counselling.

- **ONE TO ONE YOUTH BEFRIENDING SCHEME**

Telephone: 08448 007 121

Email: lin@youthbefriending.co.uk

Open: Monday-Friday 9.00am-5.00pm

Individual support, friendship and a listening service to emotionally vulnerable young people from the ages of 8-16 years. Also a young carers' project for children aged 8-18 years old.

- **WALK TALL**

Walk Tall Village, Britannia House, Lower Rd, Northfleet, Kent DA11 9BL

Telephone: 0845 270 8130

Email: info@walk-tall.org.uk

Website: www.walk-tall.org.uk

Open: Monday-Friday 9.00am-5.00pm (flexible)

Confidence and assertiveness training for adult victims of domestic abuse & vulnerable adults – training tailored to meet individual needs. Also counselling service available.

- **YMCA - THE FOYER**

The Roundhouse, Overy Street, Dartford, Kent DA1 1UP

Telephone: 01322 220521

Email: mail@ymcathamesgateway.org.uk

Website: www.ymcathamesgateway.org.uk

Foyers link safe and affordable accommodation, specifically for homeless and disadvantaged people aged 16 to 30 years (priority given to 18-25yrs). With opportunities to access education, training and employment.

- **YOUNG PEOPLE'S SEXUAL HEALTH SERVICES**

- Gravesham Community Hospital, Bath Street, Gravesend, Kent DA11 0DG

Telephone: 01474 360830

Open: Tuesday 5.00pm-8.00pm

- Dartford West Health Centre, Tower Road, Dartford, Kent DA1 2HA

Telephone: 01322 622500

Open: Monday 6.00pm-8.00pm

- Dartford Connexions Access Point, 31-33 Hythe Street, Dartford, Kent DA1 1BE

Telephone: 01322 281214

Open: Thursday 4.00pm-6.00pm

- St Edmunds Service, St Edmunds Church Living Well, St Edmunds Road, Temple Hill, Dartford, Kent DA1 5ND

Telephone: 01322 226090

Open: Wednesday 5.00pm-7.00pm

- The Gr@nd Young People's Clinic, 1st Floor, Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU

Telephone: 01474 320123

Open: Thursday 4.00pm-6.00pm

Provides a wide range of information and advice on issues regarding sexual health such as fertility, unplanned pregnancy and contraception and pregnancy testing. This service is aimed at people under 20, with no lower age limit.

Health, disabilities and special needs

- **ADVANCE HOUSING AND SUPPORT LIMITED**

Regus House, Victory Way, Admirals Park, Crossways, Dartford, Kent DA2 6QD

Telephone: 01322 305312

Email: support@advanceuk.org

Open: Monday-Friday 8.30am-4.00pm

Accommodation and support within the community for people with a mental health problem.

- **ASIAN MENTAL HEALTH HELPLINE**

4-5 High Street, Gravesend, Kent DA11 0BQ

Telephone: 0808 800 2073

Email: asianline@rethink.org

Open: Monday & Wednesday 4.00pm-7.00pm, Tuesday & Thursday 12.00pm-3.00pm. Callers can speak in Asian language or English.

A culturally sensitive listening and information service for the Asian community for anyone affected by a mental health issue.

- **CIRCLE D**

Telephone: 07966 670022

Email: shelb1uk@yahoo.co.uk

Website: www.circledrocks.co.uk

A group for young people aged 18-30yrs who have diabetes, offering support and social opportunities.

- **DARTFORD COMMUNITY MENTAL HEALTH TEAM**

Elizabeth Raybould Centre, Greenacres, Bow Arrow Lane, Dartford, Kent DA2 6PD

Telephone: 01322 622222

Advice and support provided by referral from appropriate agencies such as a GP.

- **DARTFORD, GRAVESHAM & SWANLEY ASSESSMENT & ENABLEMENT SERVICE**

First Floor, Joynes House, New Road, Gravesend, Kent DA11 0AT

Telephone: 01474 328664

Fax: 01474 544504

Email: dartfordgravesendswanleyaeteam@kent.gov.uk

Open: 8.30am-5.00pm

For people with physical and/or sensory disabilities to enhance independence and enable people to live in their homes as safely as possible.

- **DARTFORD, GRAVESHAM AND SWANLEY MIND**

The Almshouses, 18 West Hill, Dartford, Kent DA1 2EP

Telephone: 01322 291380

Email: helpline@dgsmind.co.uk

Website: www.dgsmind.co.uk

Open: Monday to Friday 9.00am-5.00pm. For day services opening times contact office.

Services include:

- Day services for people experiencing mental health problems
- Mentoring service
- Supported housing scheme
- Counselling service
- Support for carers of those experiencing mental health problems.

- **DGSM YOUR CHOICE**

53 Highfield Road, Dartford, Kent DA1 2JS

Telephone: 01322 281833

Email: info@dgsmyourchoice.org.uk

Website: www.dgsmyourchoice.org.uk

Supporting people with learning disabilities and their carers through the promotion of their care, training, housing, education, employment, leisure and recreation.

- **DIABETES UK NORTH KENT BRANCH**

Telephone: Ring Pat on 01322 359551 or Dennis on 01322 529369

Website: www.diabetes.org.uk

Open: Meet the 3rd Tuesday of every month (except in August) from 7.30pm-9.30pm at the Living Well Centre, Temple Hill, Dartford.

Meetings provide information and social opportunities for local people with diabetes.

- **DIAL NORTH WEST KENT (DISABILITY INFORMATION AND ADVICE LINE)**

7 The Hive, Northfleet, Kent DA11 9DE

Telephone: 01474 356962

Email: info@dialnwk.org.uk

Website: www.dialnwk.org.uk

Open: Advice is available Monday to Friday, 11am-3pm

Information and advice for people with disabilities. Advice on a wide range of issues including welfare benefits, community care, equipment, independent living, mobility and transport, discrimination and holidays.

- **HI KENT**

18 Brewer Street, Maidstone, Kent ME14 1RU
Telephone (voice or text): 01622 691151
Website: www.hikent.org.uk

Services for the deaf or people with hearing loss.

- **KENT ASSOCIATION FOR THE BLIND**

Dartford/Gravesend Rehabilitation Team, Joynes House, New Road, Gravesend, Kent DA11 0AT
Telephone: 01474 544440
Email: rehab.gravesend@kab.org.uk

KAB provide services to people who are sight impaired, including those with a learning difficulty or dual sensory loss, to help with daily living, mobility, communication and social activities. KAB can also provide advice and training courses including IT and access to specialist equipment.

- **KENT WEST DYSLEXIA ASSOCIATION**

Telephone: 0845 601 2553

Please be aware that these Helplines are on the private lines of volunteers and therefore they will not be constantly manned. If there is no reply please call again.

Email: admin@kentwestdyslexia.org.uk
Website: www.kentwestdyslexia.org.uk

KWDA offers support and information to dyslexic adults, parents of dyslexic children, teaching staff, employers and anyone else interested in learning more about dyslexia. KWDA also sends out regular newsletters and runs open meetings and workshops.

- **KENWARD TRUST**

Central Office, Kenward House, Yalding, Kent ME18 6AH
Telephone: 01622 814187

Open: Administration office: Monday-Friday 9.00am-5.00pm.
Residential projects: 24 hr.

Provides recovery programme for people suffering from drug and alcohol misuse. Residential accommodation in a non-drink-drug environment. Individual and group counselling, work training and therapy programmes.

- **MULTIPLE SCLEROSIS SOCIETY**

15 St George Crescent, Gravesend, Kent DA12 4AR

Telephone: 01474 363 383

Email: gravesendms@sky.com

Website: www.mssociety.org.uk

See website for details of drop-in times and dates

Aims to give support and advice to people with MS and their carers.

- **NHS WEST KENT HELPLINE**

Wharf House, Medway Wharf Road, Tonbridge, Kent TN9 1RE

Telephone: 0800 0 850 850

Email: customerservices@wkpct.nhs.uk

Website: www.westkentpct.nhs.uk

Open: Monday-Friday 9.00am-5.00pm. Answerphone out of hours.

Free confidential advice and support to patients, families and their carers. Can provide information on the NHS, health related matters and NHS complaints.

- **NW KENT CARERS SUPPORT SERVICE**

The Studio, Riverside Community Centre, Dickens Road, Gravesend, Kent DA12 2JY

Telephone: 01474 364733

Email: nwkcarers@carerskent.org

Website: www.carerskent.org

Open: Monday-Friday 9.30am-4.30pm plus 24 hour answerphone

Advice and support for all unpaid adult carers. This includes benefits & financial advice, support groups, information and advice, short breaks and training and social activity.

- **PARENTS CONSORTIUM**

Allsworth Court, 40 St Davids Road, Hextable, Kent BR8 7RJ

Telephone: 01322 668501

Minicom: 01322 667761

Email: admin@parentsconsortium.co.uk

Website: www.parentsconsortium.co.uk

Provides free and confidential information, support and advice on specific impairments and a wide variety of topics e.g aids and equipment, education, benefits, funding and leisure activities. For children or young people with any form of physical, learning or sensory impairment.

- **RETHINK SAHAYAK**

4-5 High Street, Gravesend, Kent DA11 0BQ

Telephone: 01474 364837

Email: sahayak@rethink.org

Open: Monday-Friday 9.00am-5.00pm

Rethink Sahayak Services offers five different services:

- One to one befriending service by trained volunteers to people with mental health problems, support and information for drop in clients.
- BME Carers support service providing one to one support for carers.
- Asian counselling service which provides counselling support for the BME community and is provided by counsellors from an appropriate cultural background and languages.
- BME Floating Support Service providing support for those suffering domestic abuse, suffering mental health difficulties or in risk of losing their tenancy.
- Asian Mental Health Helpline: Free and confidential helpline 0808 800 2073. Open Monday & Wednesdays 4.00pm-7.00pm and Tuesday & Thursday 12.00pm-3.00pm.

- **TURNING POINT**

4a-6a Hythe Street, Dartford, Kent DA1 1BX

Telephone: 01322 278916

Email: karen.prescod@turning-point.co.uk

Website: www.turning-point.co.uk

Open: Monday 9.00am-6.30pm, Tuesday-Friday 9.00am-4.00pm

Substance misuse service for people concerned about their own or other's substance use:

- Information & advice
- Onward referral
- Optimum Health group
- Therapeutic groups
- Progress 2 Work
- Assessment
- 1-1 keyworking
- Counselling
- Needle exchange
- Phase 2 aftercare.

Black and minority ethnic groups

- **ASIAN PROJECT**

P.O Box 98, Gillingham, Kent ME7 5DR

Temporary accommodation, help, advice, counselling and support for Asian women and children (boys under 13 years) suffering from domestic violence and abuse.

- **RETHINK SAHAYAK**

4-5 High Street, Gravesend, Kent DA11 0BQ

Telephone: 01474 364837

Email: sahayak@rethink.org

Open: Monday-Friday 9.00am-5.00pm

Rethink Sahayak Services offers five different services:

- One to one befriending service by trained volunteers to people with mental health problems, support and information for drop in clients.
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- Asian Mental Health Helpline: Free and confidential helpline 0808 800 2073. Open Monday & Wednesdays 4.00pm-7.00pm and Tuesday & Thursday 12.00pm-3.00pm.

- **NORTH WEST KENT RACIAL EQUALITY COUNCIL**

- Dartford: Twisleton Court, Priory Hill, Dartford, Kent DA1 2EN
Telephone: 01322 287251

- Gravesend: 27a Darnley Road, Gravesend, Kent DA11 0RZ
Telephone: 01474 369329

Email: info@nwkrec.com

Open: 9.00am-5.00pm

Provides free and confidential advice towards victims of racial discrimination and harassment and are working towards the elimination of it.

ਪੰਜਾਬੀ Punjabi 01322 343610	தமிழ் Tamil 01322 343611	Polski Polish 01322 343612	česky Czech 01322 343613	简体中文 Mandarin 01322 343614	Français French 01322 343615
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If you or anybody you know requires this or any other council information in another language, please contact us and we will do our best to provide this for you. Braille, audio tape and large print versions of this document are available upon request.

Tel: 01322 343434

Fax: 01322 343432

Email: customer.services@dartford.gov.uk

Calls are welcome via typetalk

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Dartford Borough Council

Civic Centre
Home Gardens
Dartford
Kent
DA1 1DR
01322 343434

www.dartford.gov.uk/housing

DARTFORD
BOROUGH COUNCIL