

## **Directory of Support Services:**

### **Addiction Helpers :**

Provides rehab that helps each specific form of addiction. Provides counselling services by a qualified BACP counsellor. Provides aftercare services for all forms of rehabilitation programs. Provides extended care, depending on the individual's needs.

0800 0241479

[www.addictionhelper.com](http://www.addictionhelper.com)

### **Advocacy Partners :**

Aimed at enabling and speaking on behalf of people over the age of 18 with learning disabilities, on issues and problems to ensure equal opportunities

01622 793050

Room 201

Maidstone Community Support Centre

Maidstone

Kent

### **Age UK Maidstone**

We believe that older people are entitled to the help that they need to improve their own sense of well being, to promote independence and to have control of their own live.

Weekly on a Tuesdays 8:30am - 1:30pm at Maidstone Gateway

Age UK Maidstone

Monday to Friday

11 Mill Street

Maidstone

Kent

01622 753618

[info@ageukmaidstone.org.uk](mailto:info@ageukmaidstone.org.uk)

### **Alcoholic Anonymous :**

Telephone based

New customers - 0845 769755

Existing customers -01622 743820

**Al-Anon Family Group :**

Provides support for the relatives and families of alcoholics.

Priority House  
Hermitage Lane  
Maidstone  
Kent  
01622 743820  
Thursday 8pm

**Blackthorn Trust**

Blackthorn Trust is a charity which offers medical care, specialist therapies and rehabilitation through work placements in the Blackthorn Garden. We offer help to people with mental or physical health difficulties or learning disabilities.

Blackthorn Trust  
St Andrews Road  
Maidstone  
ME16 9AN

01622 828382  
<http://www.blackthorn.org.uk/>

**Christians Against Poverty (CAP)**

Conducts visits to clients' homes in order to discuss options and make provides help with establishing budgets and repayment plans. Contacts creditors on behalf of clients to attempt to stop interest or charges from escalating.

Telephone 0800 3280006

Web [www.capdebthelp.org](http://www.capdebthelp.org)

Post  
Jubilee Mill  
30 North St  
Bradford  
West Yorkshire  
BD1 4EW

### **Circle Support:**

Help finding accommodation and setting up a new home.  
Provides help with any debts and budgeting.  
Help you understand your housing rights.

Circle House  
1-3 Highbury Station Rd  
London  
N1 1SE

01732 781973 / 020 7288 4000  
<http://www.circle.org.uk/>

### **Citizens Advice Bureau**

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Monday to Friday 8.45am to 3pm

Maidstone Gateway and 2 Bower Terrace, Tonbridge Road, MAIDSTONE, Kent. ME16 8RY.

01622 752420 / 01622757882

<http://www.citizensadvice.org.uk>

### **CKX**

If you are between 13 and 19 then we can offer you free confidential information, advice and guidance on learning, living and working.

We also support young people up to the age of 25 who have a learning difficulty or disability.

Maidstone Community Centre  
Marsham Street, Maidstone, ME14 1HH  
Thursday 9am-12noon & 1pm-4pm

Fusion Cafe with Tomorrow's People  
Parkwood Parade, Maidstone, ME15 9HL  
Wednesday 1pm-4pm

[www.connexionskentandmedway.co.uk](http://www.connexionskentandmedway.co.uk)  
01622 751824  
[info@connexionskentandmedway.co.uk](mailto:info@connexionskentandmedway.co.uk)  
Jenny Finch - 075021228502

**Community Centre for Debt Advice Staplehurst:**

Free face-to-face confidential advice for those in financial difficulties. Establishes contact with creditors on behalf of clients to attempt to stop interest and charges

01580 893583 24 hour answer-phone service

Email [debtadvice@ccdas.org.uk](mailto:debtadvice@ccdas.org.uk)

**Cornerstone**

Maidstone drug and alcohol information counselling service.

39-48 Marsham Street  
Maidstone  
Kent  
ME14 1HH

01622 675879

**CRI:**

Advice, information and harm reduction.  
Key work.  
Counselling and psychological support.  
Structured group programmes.  
Complementary therapies.  
Aftercare

Mon–Fri: 9am–5pm  
Late Opening, Thurs: 5pm – 8pm  
Open access, Mon - Fri: 10am – 12 noon

Needle exchange,  
Mon to Friday 9.30am – 4.30pm

01622 690944 / 0808 8000015  
[www.cri.org.uk](http://www.cri.org.uk)

**CRUSE - Maidstone:**

Bereavement counselling: our team of trained Bereavement Volunteers offers bereavement support and counselling to adults, children and young people who have been affected by the death of someone close to them. Our service is free, confidential and available to anyone whatever their culture, race, religious persuasion or sexual orientation.

Our office is staffed by volunteers who aim to provide telephone support and advice 10am to 1pm Monday to Friday and answer email enquiries promptly.

### **Domestic Abuse One Stop Shop (Choices) :**

Domestic Abuse One Stop Shops offer free advice, information and support from a range of agencies under one roof to help victims of domestic abuse. Domestic abuse can affect anyone and therefore, if you are a man or a woman and would like to discuss your issues, you are welcome to attend. No appointment is required just turn up.

Tuesday 9.30am - 11.30am

Maidstone Gateway  
King Street  
Maidstone  
Kent  
ME15 6JQ

01622 761146  
dutydesk@nkwa.org.uk

### **Families Need Fathers (FNF)**

Facilitates and supports parents who are separating from their partners to ensure the child is effected as little as possible.

Every second Monday of the month at 8pm - appointment needed.

Park Gate Inn  
Ashford Road  
Hollingbourne  
ME17 1PG

0300 0300362  
www.fnf.org.uk

### **Friends of Mental Health:**

We provide a number of different mental health services to people aged over 14 living in Kent and Medway. Our services are more specialised than services provided by your GP. Most of our mental health services are more provided through:

- Community based teams
- Outpatient clinics
- Inpatient units

01622 728233

### **Home-Start Maidstone:**

Offers support and advice to families with children under 5 years of age who are experiencing difficulties.

Monday to Friday 9.15am - 4.45pm

Maidstone Community Support Centre  
Marsham St  
Maidstone  
Kent  
ME14 1HH

01622 675 879

<http://www.home-startmaidstone.org>

### **Homelessness in Maidstone (Maidstone Christian Care) :**

We first of all provide the basic needs such as good food, hot showers and clean clothes and then we take the time to listen and to look at what that individual needs because one rule does not fit all.

- Maidstone Day Centre is open from from 8am to 2pm Monday to Thursday, 8am to 12 noon Friday and Saturday mornings 9-12.
- 01622 674064

### **Illegal Money Lending Team:**

If you spot a loan shark or you've borrowed money from one you can report them anonymously.

[reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)

0300 555 2222 24-hour service

Text LOAN SHARK and the lender's details to 60003

<https://www.gov.uk/report-loan-shark>

### **Kent Adult Education :**

A service that provides education to adults which includes computer skills, maths, English and many other courses.

Monday - Thursday 8am - 9pm

Friday 8.15am - 5pm

St Faith Centre  
St Faith Street  
Maidstone  
Kent  
ME14 1LH

0845 606 5606

[www.kentadulthoodeducation.co.uk](http://www.kentadulthoodeducation.co.uk)

### **Kent Advice Service for Single Homeless (KASSH)**

The Kent Advice Service for Single Homeless (KASSH) is a new service providing assistance to single homeless people across Kent and run by Riverside ECHG.

Thursdays 9.00am-5.00pm

Maidstone Gateway  
Maidstone Borough Council  
King Street  
Maidstone  
Kent  
ME15 6JQ

0345 155 9046

[kassh@riverside.org.uk](mailto:kassh@riverside.org.uk)

[http://www.riverside.org.uk/corporate/our\\_services/care\\_and\\_support/kent\\_advice\\_service\\_for\\_single.aspx](http://www.riverside.org.uk/corporate/our_services/care_and_support/kent_advice_service_for_single.aspx)

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### **Kent Association for Disabled People**

They provide practical and advisory support for people with disabilities. Assistance with shopping and provides a holiday for carers for some of the disabled people using their services

The Mall  
Management Suite  
Pads Holl  
Romney Place  
ME15 6AT  
01622 756444 / 07849664643

[jeanne.henderson@homecall.co.uk](mailto:jeanne.henderson@homecall.co.uk)

## **Kent Counselling and Psychotherapy Service**

A team of BACP Accredited Counsellors and UKCP Registered Psychotherapists, aim to offer a supportive, therapeutic relationship to help you think about the things that are troubling you.

### COUPLES COUNSELLING & INDIVIDUAL

KCPS helps men, women, adolescents and children in Maidstone and surrounding area. Our practice is in Maidstone Community Support Centre, in the town centre, where a range of services are available.

CBT, Counselling and Psychotherapy.

Anger Management 10 week Programme.

Referrals from GP practices and self referrals.

Healthcare Insurance Registered.

Kent Counselling & Psychotherapy Service (KCPS)

Maidstone Community Support Centre

39-48 Marsham St

Maidstone

Kent

ME14 1HH

01622 754 853

<http://www.kcps.co.uk/>

## **Kent Support & Assistance Service (KSAS)**

Offers help for a short time only if you have no other means of support. Wherever possible they help clients to stay in (or move back into) your local community

Money Is not offered. Can provide essential home items such as:

groceries (for up to 7 days)

clothing

young child and baby food, milk and nappies

furniture

crocery

bedding

electrical appliances

and help with:

utilities (gas and electric, for up to 7 days)

emergency travel arrangements

Some of the home items will be second hand.

Complete the online form [www.kent.gov.uk](http://www.kent.gov.uk)

Telephone 0300 333 5700

### **Kent Supported Employment**

Kent Supported Employment supports people with disabilities to have the same chance to get jobs as non-disabled people. It does this by providing the right help and support so that both the employer and the employee have a positive experience of employment. People are provided with a named advisor who will meet regularly with them to provide tailored help to prepare them for work and to find and keep paid employment.

Wednesdays & Fridays 9.30am-13.30pm  
1.00pm-4.30pm  
and

Kent Social Services, Bishops Terrace, Maidstone, Kent, ME14 1LA

01622 691640

[www.signpostuk.org/organisations/kent-supported-employment-maidstone](http://www.signpostuk.org/organisations/kent-supported-employment-maidstone)

### **Kenward Trust**

The Kenward Trust offers services to people who want to address their substance misuse problems and find a better life for themselves and their family.

Monday - Friday 9am - 5pm

Kenward House  
Kenward Road  
Yalding  
ME18 6AH

01622 814187

[enquiry@kenwardtrust.org.uk](mailto:enquiry@kenwardtrust.org.uk)

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

### **Maidstone MIND**

Provides support for people with mental health issues, run self help groups for OCD, anxiety and depression sufferers.

Monday - Friday 9am - 5pm

Mind Recovery and Wellbeing Centre  
23 College Road  
Maidstone  
Kent  
ME15 6YH

01622 692383

<http://www.maidstone-mind.org/dev/>

## **MCCH**

Helps and supports individuals with mental health issues and learning disabilities in the areas of employment, training, housing, day services, wellbeing.

Telephone 01622 688003

Web <http://www.mcch.org.uk>

## **Progress**

Provides help with mental health issues such as frustration and isolation. Gives advice with managing finances, i.e. utility bills, benefits. Support with training, education and employment.

Freephone 0808 168 9230

or

Text PROGRESS to 60002 and they will contact client

## **Restoring Hands**

Restoring Hands is a local charity, now based in George Street, Maidstone. They provide many services that support families and individuals by

1. Providing food parcels
2. Befriending families in difficult circumstances
3. One off cleaning, redecorating or providing furniture to people in need
4. Group activities, days out and home visits for older people
5. Activities and visits for families who have suffered domestic abuse
6. Working with teenage mums to build skills and confidence

George Street, Maidstone, Kent, ME15 6NP 07800 753532

<http://www.restoringhands.org.uk>

**Rethink Advocacy Service**

Provides advocacy services for clients with mental health. Works alongside clients to improve their social networks and encourage independent living.

Maidstone Community Support Centre  
39-48 Marsham St  
Maidstone  
Kent  
ME14 1HH

<http://www.rethink.org>  
01622 678 674

### **Assistance with Finances and Goods:**

#### **budgeting loan (can be found on-line – GOV.UK)**

A budgeting loan can be applied for if the customer is receiving income-related benefits for at least 26 weeks. Loans can be awarded for essential things such as furniture, clothes etc.

This is an interest free loan, repayable within 104 weeks, repayments deducted directly from the customer's benefits. You can get up to;

Single person - £348.0

Couple - £464.00

Person with children - £812.00

How much you're awarded depends on certain circumstances eg: savings etc.

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#### **Buttle UK (details can be found on-line)**

Offers support for children, young people and families.

Assistance can be provided to obtain white goods (eg: cookers, fridge/freezers, washing machine), baby equipment, children's beds & bedding.

Maximum grant awarded £300.00.

Cash payments can be awarded under some circumstances.

#### **Kent Support and Assistance Service (KSAS) (details can be found on-line or by calling 0300 333 5700)**

Offers support if you are having serious difficulties managing your income or to help if you are facing exceptional pressures as a result of an emergency or crisis.

Support may be offered to provide essential groceries, clothing, household appliances and re-used furniture, household items, goods for young children (nappies, formula etc). Cash is not offered.

#### **Abacus Furniture Project (email [abacusfp@hotmail.com](mailto:abacusfp@hotmail.com) or 01622 620464)**

Store that sells low cost pre-used furniture and household items. This project is aimed at helping people furnish their homes with good quality goods, but without incurring debt. The store also offers a loyalty scheme where customers can get money off their next purchase.

For tenants moving into a new home Abacus can provide them with a starter pack of essential items (depending on the customers circumstances this is sometimes awarded free of charge)

### **Charity shops**

Charity shops sell a wide range of affordable secondhand and new items.

### **Utility companies**

Most utility companies offer assistance to families & individuals in need (on a low income and in receipt of qualifying benefits) to deal with their bills/debts, examples;

British Gas, Eon, Scottish Power, EDF, South East Water, Southern Water - Information about their Trust Funds can be found to their individual web sites.

**There are a number of organizations that can assist customers to address their financial difficulties, obtain qualifying benefits and apply for charitable grants, eg: Turn2us, Step Change.**

**Food Banks are available from Restoring Hands, Maidstone Day Centre and Salvation Army**