

Useful Numbers



Contents

Page

Number

2-4: South Kent Mind Details & Helplines and Text Support

5: Counselling Services

6: Domestic Abuse Support Services

7-8: Support for Children, Young People and Families

8: Armed Forces and Veterans

9: Support for Refugees and Asylum Seekers

10: Support for Older People

11-12: Specific Helplines and Services for LGBTQIA+ People



South Kent Mind- www.southkentmind.org.uk

Tel. **01303 250090** Email: contact@southkentmind.org.uk

We are open: **Monday-Friday, 9:30am-4:30pm**

Helpline & Text support

Mental Health Matters- Services available: Helpline & web chat, mental health & wellbeing support, advice & information, advocacy, crisis support, employment support, hoarding, housing, peer support, therapy & counselling, **out of hours support for people ages 16+**

General enquires tel. **0191 516 3500**

Kent & Medway Safe Haven (Mental Health Matters) - Out of hours mental health support for 16+ in **Canterbury, Medway, Thanet and Maidstone**. Open daily INCLUDING bank holidays, **6pm- 11pm**. *No referrals needed, walk-ins welcome.*

Email: info@mh.org.uk

Canterbury: Tel. **07876 476 703** or **0748 163 958**

Email: canterbury.mhm@nhs.net

Medway: **07850 901 151** or **07808 795 036**

Email: medway.mhm@nhs.net

Thanet: **07850 655 877**

Email: thanet.mhm@nhs.net

Maidstone: **01622 809 945, 07484 061684, 07816 362606**

Email: maidstone.mhm@nhs.net

Folkestone Safe Haven- For residents of **Folkestone** and **Hythe** who are experiencing a mental health crisis.

Mon-Fri: **6pm-11pm** Sat & Sun: **12pm-11pm**

Tel. **07827 533871** Email: Folkestone.haven@hestia.org Facebook message: [@hestiafolkestonehaven](https://www.facebook.com/hestiafolkestonehaven)

Samaritans (National) - Free phone: **116 123**

Samaritans Folkestone & Dover- **01303 255000**

Side by Side by Mind- online community: sidebyside.mind.org.uk

National Mind Infoline- Tel. **0300 123 3393** (9am-6pm)

National Mind Legal Advice Line- Tel. **0300 466 6463**

SANeline- Out of hours mental health helpline- emotional support **365 days a year**. For anyone in **crisis** or struggling with a **mental health concern**. Also provides support for those **caring for someone with a mental illness**.

Tel. **0300 304 7000** (4pm-10pm)

Rethink Mental Illness Advice Service- Practical help on issues such as the Mental Health Act, community care, welfare benefits, living with mental illness, medication and care and carer's support.

Tel. **0300 500 0927** (9:30 am- 1pm)

CALM (Campaign Against Living Miserably) - National helpline and web chat, supporting everyone who may be struggling emotionally. Support for suicidal thoughts.

Nationwide helpline tel. **0800 58 58 58**

Web chat: www.thecalmxone.net/help/webchat

Phone and web chat open 5pm- Midnight, 365 days a year

SHOUT text service- free, confidential, 24/7 text messaging support service for anyone struggling to cope.

Text **SHOUT** to **85258**

Self-harm Support- harmless.org.uk, lifesigns.org.uk

Community Mental Health Teams (CMHT)

CMHT- 18+, severe and enduring mental health problems. Major impact on ability to cope with everyday life.

Folkestone (Ash Eaton): 1303 227510

Dover (Coleman House): 1304 216666

Canterbury: 01227 597111

Ashford: 01233 658100

Thanet: 01843 855200

Single Point of Access (SPoA) - NELFT NHS clinicians who review emotional and mental health concerns to best support you. **Individual needs to be referred via a professional i.e. GP, Mind (unless part of their discharge plan). Form to be completed.**

Tel. **0800 783 9111**

Local NHS urgent mental health helpline

Kent and Medway NHS and Social Care Partnership Trust

Tel. **0800 738 9111**

Calls are free. Help is available 24 hours a day, 7 days a week. If you call you'll speak to a professional in your local NHS mental health service. They can discuss your mental health needs and provide access to further support if needed

Kent Enablement & Recovery (support to access community services etc.)- Social services to help people live independently

Tel. **03000 422 655**

Live Well Kent- Service to help improve mental health & wellbeing through practical support and advice.

Tel. **0800 567 7699**

www.livewellkent.org.uk

Counselling services

Dover counselling (IAPT) - **1304 204123**

New Romney Counselling (VOL) - **01797 367809**

Ashford Counselling- **01233 610083**

University Medical Centre at University of Kent, Canterbury (IAPT) - **01227 469333**

We are with you- *Not in a crisis* but need someone to talk to. We are with you offers free, confidential support with alcohol, drugs and mental health.

Further information and online chat available at: www.wearewithyou.org.uk

The Advocacy Service- **0300 3435 714** www.theadvocacypeople.org.uk

Citizens advice (Folkestone) - **01303 241435**

Disability Assist for Independent Living (formally known as CILK/ Centre for Independent Living in Kent) - **01233 633187** disabilityassist.org.uk

Forward Trust (drug & alcohol service) - **01304 248290**

Community Network/ United Response- **01303 270024**

Carers Support East Kent- **01304 36437**

Thanet Community Service- **01843 280 022**

Take Off- Peer support for physical and mental health support

Tel. **01227 788 211**

SpeakupCIC (Peer support) – Speaking up with the voice of mental health service users covering **Thanet, Ashford, Dover and Sandwich**

Main office: **0184 344 8384** or email: admin@speakupcic.co.uk

Maggie: **07958242843**

Kay: **07543977670**

David: **07907803031**

CARM (Caring Together on Romney Marsh) - Supporting people on Romney Marsh and its surrounding rural areas who are socially isolated

Tel. **01233 758122**

Domestic Abuse Support Services

Victim support- **0808 168 9111** [victimsupport.org](https://www.victimsupport.org)

Oasis Domestic Abuse Service- **01843 269 400** oasisdaservice.org/home

CDAP Domestic Abuse Programme- **07955 039 703** kentcdap@gmail.com

Home Start Folkestone- **01303 244836** homestartshepway.org.uk

Karma Nirvana (honour based abuse) - **0800 5999 247** karmanirvana.org.uk

Kent Adult Social Services- **01303 253476** kent.gov.uk

Restorative Justice- **01772 842 109** restorativesolutions.org.uk

DAVSS (West Kent) - **01892 570538**

Galop (LGBT+ Anti Violence Charity) - **0800 999 5428** galop.org.uk

Hourglass (elder abuse) - **0808 808 8141** wearehourglass.org/England

Respect Mens' advice line- **0808 801 0327** mensadviceline.org.uk

Mankind (male victims of domestic abuse) - **01823 334244** mankind.org.uk



Children, Young People and Families

CHYPS (Children and Young Person's MH Services) - 0300 123 4496

Young Minds (Children & Young People's Mental Health Charity)-

Parents helpline: 0808 802 5544

Young people- Young Minds Crisis Messenger, **free 24/7 support** across the UK if you are experiencing a mental health crisis: **Text YM to 85258**

Place2Be- Resources and mental health support for young people. Website: place2be.org.uk

Shout (in partnership with Place2Be) - Text CONNECT to 85258

Childline- Childline is here to help anyone **under 19 in the UK** with any issue they're going through. You can talk about anything. Whether it's something big or small, our trained counsellors are here to support you.

Childline is **free, confidential and available any time, day or night**. You can talk to us:

- by calling **0800 1111**
 - by email (Set up account on site to start an email): childline.org.uk
 - through 1-2-1 counsellor chat: www.childline.org.uk/get-support/1-2-1-counsellor-chat/
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Papyrus (Prevention of Young Suicide- PYPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people.

Call: 0800 068 4141

Text: 07860 039967

Email: pat@papyrus-uk.org

Site: papyrus-uk.org/

Kooth- Safe & anonymous support and counselling for children and young people

Website: kooth.com

For parents: email parents@xenzone.com



Stem4- Stem4 is a charity that promotes **positive mental health in teenagers** and those who support them **including their families and carers, education professionals, as well as school nurses and GPs** through the provision of mental health education, resilience strategies and early intervention.

Website: stem4.org.uk

HomeStart Shepway- Family support

Phone: **01303 244 836**

Email: shepwayoffice@gmail.com

Website: homestartshepway.org.uk

Armed Forces and Veterans

Armed Forces Network- 01273 403693

Help for Heroes- 0800 138 1619

SSAFA, the Armed Forces charity- Contact Forcesline- **0800 260 6767** Open 9am – 5pm, Monday to Friday.
Live Chat: ssafa.org.uk

Veterans Gateway- We are the first point of contact for veterans and their loved ones. Our friendly and knowledgeable helpline team is available 24/7 and can *directly refer* veterans to our verified, expert partners including Combat Stress, SSAFA, Poppy Scotland and more.

Call: **0808 802 1212**

Text: **81212**

Email (email via site): support.veteransgateway.org.uk/app/ask

Web chat: support.veteransgateway.org.uk/app/chat/chat_launch

Combat Stress For Veterans' Mental Health- For over a century we've been helping former servicemen and women deal with issues like post-traumatic stress disorder (PTSD), anxiety and depression. Today we provide **specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues** related to their military service.

Helpline: **0800 1381619**

Text: **07537 173683**

Email: helpline@combatstress.org.uk

Refugee & Asylum Seekers Support

Refugee Council- refugeecouncil.org.uk

Women for Refugee Women- **+44 (0) 20 7250 1239**

Email: admin@refugeewomen.co.uk

Migrant Help-

Free Asylum Helpline: **0808 8010 503**

www.migranthelpuk.org

Advice and support to vulnerable migrants in the UK.

Asylum Support Appeals project (ASAP)-

Advice Line: **0203 716 0283**

www.asaproject.org

Access to free competent legal advice and representation concerning asylum support appeals at the Asylum Support Tribunal against decisions by the UK Border Agency decisions to stop or refuse support.

KRAN (Kent Refugee Action Network) - We work with separated young refugee and asylum seekers also known as UASC's (**unaccompanied asylum seeking and refugee minors**).

These are **young people aged 16 to 24 who have arrived in Kent alone and are claiming asylum**. We provide them with a safe, positive space supporting them to succeed.

Phone: **01227 634320**

Website: kran.org.uk



Support for Older People

Silverline- confidential, free helpline for older people across the UK, **open 24/7, 365 days of the year** tel. **0800 4 70 80 90**

Age UK- **0800 678 1602** Free to call 8am – 7pm 365 days a year

Reengage- Re-engage provides vital, life-enhancing social connections for older people at a time in their lives when their social circles are diminishing.

Website: reengage.org.uk

Freephone: **0800 716543**

Independent Age- Helpline **0800 319 6789**

Friends of the Elderly- Head office reception: **020 7730 8263**

Care home enquiry: **03305 550 378**

Email: enquiries@fote.org.uk

Opening hours: Mon-Fri: 9am-5pm, Weekends: Closed.

LGBTQIA+ Support

Stonewall- Information and advice for LGBT people on a range of issues.

Phone: 08000 50 20 20

Website: [stonewall.org.uk](https://www.stonewall.org.uk)

Stonewall Housing- Specialist housing advice for anyone identifying as LGBT+ in England.

Phone: 020 7359 5767

Website: [stonewallhousing.org](https://www.stonewallhousing.org)

Switchboard- Listening services, information and support for lesbian, gay, bisexual and transgender communities.

Phone: 0300 330 0630

Website: [switchboard.lgbt](https://www.switchboard.lgbt)

Galop- Provides helplines and other support for LGBT+ adults and young people who have experienced hate crime, sexual violence or domestic abuse.

LGBT+ hate crime helpline: 0207 704 2040

LGBT+ domestic abuse helpline: 0800 999 5428

Conversion therapy helpline: 0800 130 3335

Email: help@galop.org.uk

Website: [galop.org.uk](https://www.galop.org.uk)

LGBT Foundation- Advice, support and information for people identifying as LGBTQ+.

Phone: 0345 3 30 30 30

Website: [lgbt.foundation](https://www.lgbt.foundation)

Being Gay is OK- Provides advice and information for LGBTQ+ people under 25. [bgiok.org.uk](https://www.bgiok.org.uk)



Gendered Intelligence- Charity supporting **young transgender people aged under 25, and information for their parents and carers.** genderedintelligence.co.uk

Mermaids- Supports **gender-diverse young people aged 19 and under, and their families and carers.** Offers a helpline and web chat.

Phone: **0808 801 0400**

Website: mermaidsuk.org.uk

Families and Friends of Lesbians and Gays (FFLAG) - Offers **support to parents, friends and family members of those who identify as LGBT+.** fflag.org.uk

Akt -Supports **LGBTQ people aged 16-25 who are homeless or living in a hostile environment.** akt.org.uk

Terrence Higgins Trust- Provides support **for LGBT+ people worried about their sexual health,** including via a listening service.

Phone: **0808 802 1221**

Website: tht.org.uk