

# Substance Misuse

we can help



## Maidstone Handbook

Produced by  
Maidstone Borough Council,  
Safer Maidstone Partnership and  
West Kent Primary Care Trust  
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[www.maidstone.gov.uk](http://www.maidstone.gov.uk)



# Content

▪ What this handbook is about	Page 2
▪ The 'Tier' System	Page 3
▪ Drug and alcohol support	Page 4
▪ Drugs and Solvents	Page 5
▪ What to do in an emergency - drugs and solvents	Page 11
▪ Needle exchange	Page 12
▪ Drugs litter	Page 12
▪ Drugs and the law	Page 13
▪ Alcohol	Page 14
▪ What to do in an emergency - alcohol	Page 16
▪ Driving under the influence	Page 17
▪ Crime	Page 18
▪ Youth Services	Page 21
▪ Smoking	Page 30
▪ Mental Health	Page 31
▪ Domestic Violence	Page 31
▪ Working	Page 32
▪ Accommodation	Page 33
▪ Financial and legal advice	Page 36
▪ Medical support and advice	Page 37
▪ General support and advice - useful contact details	Page 38

## What this handbook is about

This directory is about substance misuse, what you can do about it and where to get help, advice and support. If you or anyone you know is experiencing substance misuse then this pack may be of use.

This handbook is for anyone wanting to find out about drug and alcohol treatment in the Maidstone Borough and how to access available services. It also covers current legislation, emergency services, help lines, needle exchange service and accommodation advice.

Research tells us that treatment works for people with substance misuse problems. However, success depends upon individuals getting the help that is right for them as early as possible, so this directory is here to aid just that.

Treatment for drug misuse problems comes in a variety of forms. These range from services where anyone can walk in off the street, to more structured services that you may need to be referred to or make an appointment for.

### Walk-in or open access services

- Advice and information
- Harm reduction
- Drop-in services
- Brief intervention
- Needle exchange
- Onward referral
- Carer's and family support services
- Assessment

### Structured treatment

- Specialist prescribing
- GP prescription & shared care
- Detoxification
- Day programmes
- Counselling
- Relapse prevention
- Residential rehabilitation

**This handbook is produced by the Safer Maidstone Partnership in consultation with service providers, service users and other stakeholders. Whilst every effort has been made to ensure information is as accurate as possible at the time of going to print, no responsibility can be accepted for errors, omissions or changes made by (these) providers.**

**Please check the on-line version for any updates, changes or amendments at [www.maidstone.gov.uk](http://www.maidstone.gov.uk)**

Angela Painter - Chair, Maidstone Substance Misuse Group

Martin Adams - Chair, Safer Maidstone Partnership

## The 'Tier' System

The National Treatment Agency (NTA) groups treatment into four 'tiers', or levels. These reflect increasing intensities of intervention and care. The facility of aftercare is also offered by some service providers.

### **TIER 1**

This level mainly involves interventions from general healthcare and other services that are not specialist drugs services, for example hospital A&E departments, pharmacies, GPs, antenatal wards and social care agencies. Tier 1 services offer facilities such as information and advice, screening for drug misuse and referral to specialist drugs services.

### **TIER 2**

This is open-access drug and alcohol treatment (such as drop-in services) that do not always need a care plan. Tier 2 covers things like triage assessment, advice, information and harm reduction given by specialist drug treatment services. Tier 2 also includes Needles Exchange facilities.

### **TIER 3**

This is drug and alcohol treatment in the community with regular sessions to attend, undertaken as part of a care plan. Prescribing, structured day programmes and structured psychosocial interventions (counselling, therapy etc) are always Tier 3. Advice, information and harm reduction can be Tier 3 if they are part of a care plan.

### **TIER 4**

This is residential drug and alcohol treatment - inpatient treatment and residential rehabilitation. Treatment should include arrangements for further treatment or aftercare for clients finishing treatment and returning to the community.

### **AFTERCARE**

It is important that people who have been through treatment get continuing support to enable them to rebuild their lives. In Maidstone there is support to find housing, employment and training, and self help groups to help people maintain their achievements.

## Drug and alcohol support

Name of organisation	Adfam
Address	25 Corsham Street, London N1 6DR
Telephone	020 7553 7640
Email	admin@adfam.org.uk
Website	www.adfam.org.uk
Outline of service	Adfam provide direct support to families through publications, training, prison visitors' centres, outreach work and signposting to local support services. As the voice of families they provide consultation on best practice in drug and alcohol related family work and have written several guides for professionals and commissioners. Their website has been created to provide family drug support and to help people deal with the problems caused by drug and alcohol misuse.

Name of organisation	West Kent Adult Substance Misuse Service
Address	Castle House, Orchard Street, Orchard Place Mews, Canterbury, Kent CT2 5AP
Telephone	01227 473820
Email	info@cri.org.uk
Website	www.cri.org.uk
Outline of service	CRI is a health and social care charity working with individuals, families and communities. Our West Kent Recovery Service delivers an integrated, recovery-focused substance and alcohol misuse service. For individuals who misuse substances, we offer a range of services including: open access advice and information; a full recovery assessment; harm reduction advice; structured treatment interventions; needle exchange, prescribing and detoxification services; support and advice for families and carers; and volunteer opportunities.

Name of organisation	KDAAT (Kent Drug and Alcohol Action Team)
Address	Invicta House, Maidstone, Kent ME14 1XX
Telephone	01622 221676
Email	kdaat@kent.gov.uk
Website	www.kdaat.co.uk
Outline of service	High quality, safe and effective treatment services for drug and alcohol misuse. This is crucial to reducing the harm that drugs and alcohol misuse has on individuals and communities.

## Drug and Solvents

Name of organisation	Cocaine Anonymous
Telephone	Helpline: 0800 6120225 From mobiles: 800 612055
Email	helpline@cauk.org.uk
Website	www.cauk.org.uk
Opening times	Helpline: 10am-10pm every day
Outline of service	<p>Cocaine Anonymous is a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problems and help others to recover from their addiction. The only requirement for membership is a desire to stop using cocaine and all other mind-altering substances. There are no dues or fees for membership; we are fully self supporting through our own contributions. We are not allied with any sect, denomination, politics, organization, or institution. We do not wish to engage in any controversy and we neither endorse nor oppose any causes. Our primary purpose is to stay free from cocaine and all other mind-altering substances, and to help others achieve the same freedom. We use the Twelve Step Recovery Program, because it has already been proven that the Twelve Step Recovery Program works.</p>

Name of organisation	Drug Scope
Category	Independent drug harm reduction agency
Address	Prince Consort House, Suite 204 (2nd Floor), 109-111 Farringdon Road, London EC1R 3BW
Telephone	020 7520 7550
Website	www.drugscope.org.uk
Outline of service	<p>Drug Scope is the UK's leading independent centre of expertise on drugs and the national membership organisation for the drug field. Their aim is to inform policy development and reduce drug-related harm to individuals, families and communities.</p> <p>Drug Scope provides quality drug information, promotes effective responses to drug taking, undertakes research, advises on policy-making, encourages informed debate (particularly in the media) and speaks for our member organisations working on the ground.</p>

Name of organisation	Families Anonymous
Category	Support for families
Address	Charlotte Despard Avenue, Battersea, London SW11 5HD
Telephone	0845 1200 660
Website	www.famanon.org.uk
Outline of service	When drugs enter a family via one of its members, the effect can be devastating. We know what it is like to be alone with this problem. We use first names only, as this is an anonymous programme. No payment is required. Weekly meetings are regularly held throughout the year. Newcomers are welcome without prior arrangements.

Name of organisation	KCA – Adult Substance Misuse Services
Address	Mill House, Mill Street, Maidstone, Kent ME15 6NF
Telephone	01622 690944
Email	maidstone@kca.org.uk
Website	www.kca.org.uk
Opening times	Monday, Tuesday, Thursday, Friday: 9am-5pm Wednesday: 9am-8pm
Referral details	We take self and professional referrals by phone, email or post or you can drop in between 9:30am- 4:30pm to speak to one of the team.
Outline of service	<p>Providing a menu of choices for service users, KCA's adult substance misuse services support people aged eighteen and over into recovery by tackling both treatment needs and wider social reintegration issues including housing, employment and education. By addressing the wider holistic needs of our service users, we ensure that our substance misuse services make the best use of local community resources.</p> <p>All our adult substance misuse services are open to substance misusers and their families and carers for whom we facilitate support groups and provide training.</p> <p>Services offered</p> <ul style="list-style-type: none"> <li>• Advice and information about substance misuse.</li> <li>• Blood borne virus testing and vaccination.</li> <li>• Complementary therapies.</li> <li>• Counselling.</li> <li>• Harm reduction.</li> <li>• Intensive key working.</li> <li>• Prescribing of substitute medication.</li> <li>• Service user development.</li> <li>• Young persons services.</li> </ul>

Name of organisation	Kenward Trust
Category	Adult Substance Misuse Services
Address	Kenward Road, Yalding, Kent ME18 6AH
Telephone	01622 814187
Website	www.kenwardtrust.org.uk
Opening times	Flexible appointment & group times available
Referral details	For anyone over 18 with issues around drug and/or alcohol misuse
Outline of service	<p>Kenward Trust operates a series of residential community, day and evening programmes, outreach and counselling services providing information, guidance and treatment for male and female adults with alcohol and other drug problems. Kenward Trust delivers services in central Maidstone and the surrounding areas.</p> <p>In addition to the adult services there is a Kenward Youth Service.</p> <p><b>Residential rehabilitation:</b></p> <ul style="list-style-type: none"> <li>• First stage projects for men &amp; women: Kenward House, Kenward Barn and Naomi (womens project).</li> <li>• Second stage project: Malthouse in Uckfield, East Sussex.</li> <li>• Supported Housing: three 5 bed houses in Maidstone (men only), Gravesend and Southborough (mixed gender).</li> </ul> <p><b>Alcohol clinics and general advice:</b></p> <ul style="list-style-type: none"> <li>• An initial screening, information and advice session (in confidence).</li> <li>• One-to-one sessions with an alcohol specialist.</li> <li>• Sign posting and referral to other services such as SPI.</li> <li>• Outreach service available for those with mobility issues.</li> </ul> <p><b>Community detoxification:</b></p> <ul style="list-style-type: none"> <li>• Offered alongside GPs.</li> </ul> <p><b>Community recovery, reintegration:</b></p> <ul style="list-style-type: none"> <li>• 3 month programme of flexible group workshops.</li> <li>• One-to-one weekly key working with a substance misuse specialist.</li> <li>• Care planned approach with move or support.</li> <li>• Drug rehabilitation requirements (DRRs).</li> </ul> <p><b>Structured Psychosocial Intervention (SPI):</b></p> <ul style="list-style-type: none"> <li>• An initial assessment.</li> <li>• A care planned approach.</li> <li>• One-to-one work and/or group work as appropriate.</li> <li>• Regular progress reviews.</li> <li>• Referral to detoxification if appropriate.</li> <li>• Eight sessions of one-to-one for individuals with issues around alcohol misuse.</li> </ul> <p><b>Alcohol Treatment Requirements (ATRs):</b></p> <ul style="list-style-type: none"> <li>• An initial assessment.</li> <li>• One-to-one counselling delivered weekly.</li> <li>• Group work delivered weekly.</li> <li>• Regular programme reviews.</li> <li>• Support for significant others.</li> <li>• Sign posting to other services.</li> <li>• Flexible appointment times.</li> </ul>

Name of organisation	Know Cannabis
Website	<a href="http://www.knowcannabis.org.uk">www.knowcannabis.org.uk</a>
Outline of service	Know Cannabis can help you assess your cannabis use, its impact on your life and how to make changes if you want to. Smoking cannabis can cause you problems in different areas of your life; it is illegal and potentially harmful. Some regular cannabis smokers choose to cut down and stop and can find this easy while others can find it hard.

Name of organisation	Narcotics Anonymous
Category	Independent drug harm reduction agency
Address	202 City Road, London EC1V 2PH
Telephone	0300 999 1212
Website	<a href="http://www.ukna.org">www.ukna.org</a>
Outline of service	NA is a non-profit fellowship of men and women for whom drugs had become a major problem. They are recovering addicts who meet on a regular basis for support and to help each other stay clean. The only requirement for membership is the desire to stop using.

Name of organisation	PADA – Parents Against Drug Abuse
Telephone	0845 702 3867
Website	<a href="http://www.pada.org.uk">www.pada.org.uk</a>
Outline of service	PADA offers support to parents and carers of drug users. Details of local groups can be obtained from the website.

Name of organisation	Re-Solv
Address	30a High Street, Stone Street, Staffordshire ST15 8AW
Telephone	01785 817885
Email	<a href="mailto:information@re-solv.org">information@re-solv.org</a>
Website	<a href="http://www.re-solv.org">www.re-solv.org</a>
Opening times	Monday – Friday: 9am-5pm (excluding public holidays)
Outline of service	Re-Solv's purpose is to end volatile substance abuse, particularly among children and young people. With over twenty years experience and dedication to the prevention of VSA, Re-Solv is acknowledged as the lead body in the field and recognised nationally and internationally as a specialist source of information on VSA.

Name of organisation	Tackling Drugs, Changing Lives
Address	Direct Communications Unit, 2 Marcham Street, London SW1P 4DP
Telephone	020 7035 4848
Email	publicenquiries@homeoffice.gsi.gov.uk
Website	www.drugs.homeoffice.gov.uk
Opening times	Monday – Friday: 9am–5pm
Outline of service	Home Office drugs strategy, news & guidance.

Name of organisation	Talk to Frank
Telephone	0800 776600 Text: 82111
Website	www.talktofrank.com
Opening times	Every day, 24 hour helpline, 365 days a year
Outline of service	<p>'Talk to Frank' (The National Drugs Helpline) is a website and telephone helpline offering advice, information and support to anyone concerned about drugs, alcohol and solvent/volatile substance misuse.</p> <p>Calls from landlines are free and will not show up on the phone bill, plus you can talk to Frank in 120 languages.</p> <p>Frank will try to reply to your email as quickly as possible. Frank will never send you emails unless responding to your questions.</p>

### The Recovery Position

The patient is turned on one side, with one knee forward, arms clear of the body and the head turned to the side.



Name of organisation	Turning Point
Category	Adult drug services
Address	Mill House, Mill Street, Maidstone, Kent ME15 6NF
Telephone	01622 690944
Website	www.turning-point.co.uk
Opening times	Monday – Friday: 9am-5pm. Needle exchange: Mon Monday, Thursday, Friday: 9.30am-4.30pm. We offer a late night service on a Wednesday evening by appointment.
Referral details	Anyone over the age of 18 can access this service.
Outline of service	<p>This service is open to anyone who uses substances, ex-users and family and friends of users. Our services are not just for people with problems and we won't assume you have one if you misuse substances.</p> <p><b>Services and facilities:</b></p> <ul style="list-style-type: none"> <li>• Drop-in: Substance information, support and harm reduction advice.</li> <li>• Telephone helpline: Advice and information on substance use, treatment options and support for those who are using substances, or affected by someone else's substance use.</li> <li>• Needle exchange: Open to injecting drug users. Offering free clean needles, used needle collection services, harm reduction advice and access to treatment assessment.</li> <li>• One-to-ones: Designed for people who wish to change their current levels of substance usage.</li> <li>• Complementary therapies: The Optimum Health Group includes relaxation, Auricular therapy and health topics.</li> <li>• Counselling: 1-1 and groups.</li> <li>• Shelter surgery: Drop-in, (first three Mondays of every month).</li> <li>• KCA: Prescribing (appointment only).</li> <li>• Referrals: If we are unable to fully meet your needs, then we will refer you to other services that are better placed to help. We can provide referrals for Hepatitis testing and vaccinations.</li> </ul>

## What to do in an emergency – drugs and solvents

What should you do if someone...?

### **Feels really drowsy?**

- Reassure and calm them
- DON'T give them coffee
- Put them in the recovery position (see below)
- Call an ambulance if necessary
- A risk with heroin, tranquillisers and gases, glues and aerosols

### **Feels tense and panics**

- Reassure and calm them
- Move them away from crowds, bright lights and noisy music
- Explain to them that the feelings won't last
- Encourage them to breathe slowly and deeply
- A risk with ecstasy, LSD, magic mushrooms and amphetamines

### **Feels too hot & dehydrates**

- Move them somewhere cooler and quieter
- Remove excess clothing
- Try to cool them down
- Encourage them to drink fluids (non-alcoholic) – isotonic (sports) drinks are good and should be sipped up to about a pint per hour
- Call an ambulance if necessary, make sure someone stays with them
- A risk with ecstasy and amphetamines.

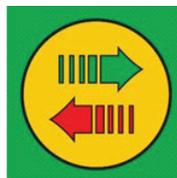
### **Becomes unconscious**

- Call an ambulance
- Put them in the recovery position (see below)
- Check breathing
- Be ready to do mouth-to-mouth resuscitation if trained (or find someone who can)
- Keep them warm but not too hot
- A risk with alcohol, gases, glues and aerosols, heroin, poppers, tranquilisers and ecstasy.

## Needle exchange

Name of organisation	Turning Point
Address	Mill House, Mill Street, Maidstone, Kent ME15 6NF
Telephone	01622 690944
Outline of service	<p>Providing a safe and effective service for drug users, the needle exchange distributes a selection of clean works to a number of pharmacies and agencies throughout the county and then ensures safe incineration for all used works returned. Turning Point has provided needle exchanges since they began in the 1980s and now has around 20 services across England and Wales including prescribing services.</p> <p>They don't judge. The needs of the person are put first and work is undertaken with individuals to reach their personal goals.</p> <p>Needle exchange services offer:</p> <ul style="list-style-type: none"> <li>• Opening times and locations to suit you.</li> <li>• Confidentiality.</li> <li>• Information and advice on safer injecting.</li> <li>• A focus on preventing the transmission of blood borne viruses.</li> <li>• Access into other treatment and support services to address drug use.</li> </ul>

A NEEDLE EXCHANGE CAN BE EASILY IDENTIFIED BY WAY OF DISPLAYING THE OFFICIAL LOGO:



## Drug Litter

Thanks to the highly effective needle exchange initiative run by Turning Point, there is very little drugs related litter found. However, Maidstone Borough Council has teams in place to quickly and safely remove any paraphernalia that could be considered dangerous to the public. Drug paraphernalia includes any equipment used for drug taking. This might include:

- Needles or Syringes
- Pipes
- Cans
- Spoons
- Bottles (used to make bongs)
- Silver foil

Anyone who finds drug litter, in particular needles or syringes, should not touch it and immediately report it to 01622 602127 giving details of the location of the litter and approximately how many needles there are. The council will arrange for a trained professional to collect the needles safely and quickly.

If you or anybody you are with receive a needle stick injury:

- Do not suck the wound.
- Encourage the injury to bleed by gently squeezing it.
- Wash area with clean soapy water for at least five minutes.
- Cover with a waterproof plaster.
- Seek medical advice immediately from your GP or A&E department.

## Drugs and the law

The Police and Criminal Evidence Act 1984 gives police the power to stop and search someone if they suspect them of being in possession of illegal drugs. The action taken if you are caught with drugs will depend on the circumstances and the drug in question. You may be arrested, the drugs seized and you may be charged to court or receive a formal caution. A record of the incident will be made that may be taken into account when deciding whether to charge or caution you in any future incidents. If this is not your first offence, or you have been caught supplying or dealing drugs, you are more likely to be charged. If you are charged with possession and found guilty, you will be fined and/or given a community sentence. If you are charged with dealing or supplying, you may face a prison term. There is always a risk that you will be caught and punished for possession of a controlled substance. This may cause you to acquire a criminal record that could affect your employment prospects and ability to travel.

## Drugs Classification

Class A	Class B	Class C
Cocaine	Amphetamine	Steroids
Crack Cocaine	Sulphate-speed	GHB
Ecstasy	Methedrone	GBL BZP
Heroin	Cannabis	Ketamine
Morphine	Synthetic	Rohypnol
Methadone	Cannabinoids spice	Tranquillisers Temazepam
LSD	Barbiturates - ritalin nembutal etc. (Downers)	Librium Valium ETC
Magic Mushrooms		
Crystal Meth-ice		
Possession	Possession	Possession
Up to 7 years in prison - an unlimited fine or both	Up to 5 years in prison - an unlimited fine or both	Up to 2 years in prison - an unlimited fine or both
Dealing	Dealing	Dealing
Up to life in prison an unlimited fine or both	Up to 14 years in prison - an unlimited fine or both	Up to 14 years in prison - an unlimited fine or both

## Alcohol

Name of organisation	Action for Change
Category	Adult Alcohol Services
Address	<p>Satellite surgeries:</p> <ul style="list-style-type: none"> <li>• Living Well Centre, St. Edmunds Road, Temple Hill, Dartford, Kent DA1 5ND</li> <li>• The Grand, 1st Floor, Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU</li> </ul>
Telephone	0300 111 2470/07595 650216
Email	reception.dg@action-for-change.org
Website	www.action-for-change.org
Opening times	<p>Dartford: 12pm-2.30pm            Gravesend: 1pm-2.30pm            (Closed on Bank Holidays)</p>
Referral details	Open to anybody over the age of 18 concerned about their own drinking or that of friends and loved ones.
Outline of service	<p>Action-for-Change is an innovative charity working to improve the general well-being of society and the individuals within it. Action-for-Change offers a free and confidential drop-in service providing support, advice and information in a friendly non-judgemental environment. We will also discuss with you the drinking goals that you want to achieve. This means, in practice, that we can help you achieve what you want. This could be stopping altogether, or it could be reducing the frequency and amount you consume.</p> <p>Services and facilities:</p> <p>Action-for-Change offers:</p> <ul style="list-style-type: none"> <li>• One to one support sessions (for you to find the best way forward).</li> <li>• Help with reducing drinking.</li> <li>• Goal setting and action planning.</li> <li>• Support to access other local services that would be beneficial.</li> </ul> <p>You are welcome to use the open access clinics at anytime for continuing support.</p>

Name of organisation	Al-anon
Category	Support for families and friends
Address	61 Great Dover Street, London SE1 4YF
Telephone	Confidential Helpline: 0207 403 0888
Email	enquiries@al-anonuk.org.uk
Website	www.al-anonuk.org.uk
Opening times	10am-10pm, 365 days of the year
Outline of service	<p>Someone else's drinking can affect your life - be it a relative or friend, male or female.</p> <p>Someone else's uncontrolled, and uncontrollable, drinking can:</p> <ul style="list-style-type: none"> <li>• turn love to hate</li> <li>• bring you to the depths of despair</li> <li>• affect you financially</li> <li>• lead to violent outbursts</li> <li>• make you doubt your own sanity</li> <li>• make you think that you are the problem.</li> </ul> <p>Whatever your relationship to the drinker, whatever your story, Al-Anon can help.</p> <p>Al-Anon Family Groups hold regular meetings where members share their own experience of living with alcoholism. Al-Anon does not offer advice or counselling, but members give each other understanding, strength and hope.</p>

Name of organisation	Alcohol Concern
Category	National alcohol misuse agency
Address	Suite B5 West Wing, New City Cloisters, 196 Old Street, London EC1V 9FR
Telephone	0207 566 9800
Email	contact@alcoholconcern.org.uk
Website	www.alcoholconcern.org.uk
Outline of service	<p>Alcohol Concern is the national agency on alcohol misuse campaigning for effective alcohol policy and improved services for people whose lives are affected by alcohol-related problems.</p> <p>Alcohol Concern is a membership body working at a national level to influence alcohol policy and champion best practice locally. We support professionals and organisations by providing expertise, information and guidance. We are a challenging voice to the drinks industry and promote public awareness of alcohol issues. Alcohol Concern is a registered charity and a company limited by guarantee.</p>

Name of organisation	British Liver Trust
Category	National charity reducing liver disease
Address	2 Southampton Road, Ringwood, Hampshire BH24 1HY
Telephone	Free Helpline: 0800 652 7330
Email	info@britishlivertrust.org.uk For publications: publications@britishlivertrust.org.uk
Website	www.britishlivertrust.org.uk
Opening times	Monday – Friday: 9am-5pm
Outline of service	The British Liver Trust is the national charity working to reduce the impact of liver disease in the UK through support, information and research. Tackling the serious and growing health problem affecting two million people in the UK, the trust has dedicated resources for people with liver disease; such as their website, helpline and publications.

<p><b>What to do in an emergency – alcohol</b></p> <p>It is important to know what to do if someone is drunk. You could be saving a life. People don't always mean to drink too much but when they have, it can be very dangerous for them. They may be behaving in a silly or annoying manner but they still need your help.</p> <p><b>When the person is still conscious</b></p> <ul style="list-style-type: none"> <li>• Try to stop them from having any more alcohol to drink.</li> <li>• Try to keep them warm as alcohol lowers body temperature they can easily become cold.</li> <li>• Try not to leave them on their own. They could have or cause an accident. They also may become unconscious which might result in death.</li> </ul> <p><b>If the person is vomiting</b></p> <ul style="list-style-type: none"> <li>• Try to get them to sit up and lean forward slightly.</li> <li>• If they are lying on the floor/ground, turn them onto their side into the recovery position.</li> </ul> <p><b>When the person is unconscious</b></p> <p>This means that they don't respond at all when you call their name or shake them. If this is the case, call 999 and ask for an ambulance or you can ask someone to do this.</p> <ul style="list-style-type: none"> <li>• Try not to panic.</li> <li>• Stay with the person at all times.</li> <li>• Put them into the Recovery Position. Placing them in this position will prevent them from choking if they vomit. If you can see there is something in the person's mouth, try to remove it before putting them into the recovery position.</li> <li>• If an unconscious person is left laying on their back, their tongue will drop down onto their airway and stop them breathing. This can result in death after about three minutes.</li> <li>• Make sure you keep them warm – especially if they're outside.</li> <li>• Try to give the ambulance crew as much information as you can with regard to what the person has had to drink and also if any drugs are involved.</li> </ul>
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## Driving under the influence - Alcohol

### Alcohol

The legal breath limit is currently set at 35mcg/100ml (equivalent to 80mg/100ml of blood or 107mg/100ml of urine). This is the point at which the accident risk increases greatly. However, there is still a steady increase in risk and judgment impairment up to this point.

## Driving under the influence - Drugs

### Drugs

The law does not state any legal limit for drugs as it does for alcohol. This is because knowledge of how different drugs impair different people's driving ability is inconclusive. If the Police suspect that you're driving under the influence of drugs, they can stop you on the roadside and observe you for outward signs of impairment caused by drug use. You may be asked to perform an impairment test, which tests your co-ordination skills. For example, you may be asked to close your eyes and touch your nose or stand on alternate feet for 30 seconds while counting aloud (certain drugs, can cause lack of co-ordination or prevent you from performing these basic tasks). The police officer will also check your pupils for unusual dilation - opiates (such as heroin and methadone) cause very small 'pin prick' pupils, while stimulants (such as cocaine, ecstasy or speed) cause very large 'saucer' pupils.

Did you know.....?

**THE PENALTIES FOR DRUG DRIVING ARE EXACTLY THE SAME AS FOR DRINK DRIVING!**

Driving under the influence of drugs or alcohol could mean:

- A driving ban of at least 12 months and a hefty fine.
- A criminal record.
- Loss of job and difficulty in finding future jobs.
- Loss of independence and freedom.
- Loss of respect from friends and family.
- Possible community service or prison sentence.
- Injury or death to self, family members or friends.
- Causing death by drink driving could result in a maximum prison sentence of fourteen years, a minimum 2 year driving ban and driving re-test.

Even under the legal limit for drinking/drug use and driving, you are at risk of losing your licence, through the following charges:

- Unfit through drink/drugs: means that you are under the legal limit but, unfit to drive.
- Failing to provide a specimen for analysis: which is an offence itself.
- In charge: by being in possession of someone's car keys.

Each of these offences may carry a driving ban, a maximum fine of between £2,500 and £5,000, and a maximum prison sentence of between 3-6 months.

## Crime

Name of organisation	CRI – Crime Reduction Initiative
Address	55 Green Street, Gillingham, Kent ME7 1AE
Telephone	0808 8000015 (24hr) 01634 281589
Website	<a href="http://www.dip.medway@cri.org.uk">www.dip.medway@cri.org.uk</a>
Opening times	Monday – Friday: 9am-5pm
Referral details	Anyone involved with the criminal justice system
Outline of service	<p>CRI works to create safer and healthier communities. We help people to break free from harmful patterns of behaviour by delivering innovative services which have a measurable impact on both health and community safety issues.</p> <p>The Drug Intervention Programme works with anybody who:</p> <ul style="list-style-type: none"> <li>• Is over 18 year’s old.</li> <li>• Has a problem with drug use.</li> <li>• Is involved with the criminal justice system.</li> <li>• Lives in Kent.</li> </ul> <p><b>Services and facilities:</b></p> <p>The Drug Intervention Programme provides:</p> <ul style="list-style-type: none"> <li>• Regular support, advice and assistance from a dedicated DIP case manager.</li> <li>• An individual care plan.</li> <li>• Assessment and referral into treatment services.</li> <li>• Advice, support &amp; referral for housing and accommodation issues.</li> <li>• Harm reduction advice and overdose management.</li> <li>• Benefits advice and information.</li> <li>• Support with education, training, volunteering and employment.</li> <li>• Service user opportunities/forums.</li> <li>• Access to family support services.</li> <li>• Information on local services.</li> </ul>

Name of organisation	Crimestoppers
Telephone	0800 555 111
Website	<a href="http://www.crimestoppers-uk.org">www.crimestoppers-uk.org</a>
Outline of service	<ul style="list-style-type: none"> <li>• We believe that people and their communities have the right to live without crime and without fear of crime.</li> <li>• When crime does take place, we believe that anybody who knows those responsible should go to the police. However, many people who want to take action are close to the criminal and fear retribution. Crimestoppers offers them the secure means for them to get that information to the police, making their families and communities safer.</li> <li>• We run the anonymous 0800 555 111 phone number that you can call to pass on information about crime. Alternatively, people can pass us information anonymously via our website, using our Giving Information Form.</li> <li>• Callers don't give their name or any personal information and calls cannot be traced. This means you won't need to appear in court or give a statement to the police.</li> </ul>

Name of organisation	Maidstone Police Station
Address	Palace Avenue, Maidstone, Kent ME15 6NF
Telephone	101 for non emergencies. In an emergency, when life is in danger or a crime is in progress, call 999.

Name of organisation	Missing People
Address	284 Upper Richmond Road West, London SW14 7JE
Telephone	0500 700 700 Text: 80234
Email	<a href="mailto:info@missingpeople.org.uk">info@missingpeople.org.uk</a>
Website	<a href="http://www.missingpersons.org.uk">www.missingpersons.org.uk</a>
Outline of service	We are a lifeline when someone disappears. We are caring and highly trained staff and volunteers working in collaboration with partners across the UK. For those left behind, we provide specialised support to end the heartache and confusion and search for their missing loved one.

Name of organisation	Nacro – the Crime Reduction Charity
Address	Park Lane, 10-12 Lawn Lane , London SW8 1UD
Telephone	0207 840 7200
Email	helpline@nacro.org.uk
Website	www.nacro.org.uk
Outline of service	<p>Nacro reduces crime by changing lives. We work with disadvantaged people, offenders and those at risk of offending. Our work focuses on three areas: before, during and after people are in trouble:</p> <ul style="list-style-type: none"> <li>• Steering young people away from crime, providing new skills and opportunities.</li> <li>• Providing offenders with the skills to move on from crime and give something back.</li> <li>• Helping ex-offenders cope in the community, find work and a home.</li> </ul>

Name of organisation	St. Giles Trust
Address	64-68 Camberwell Church Street, London SE5 8JB
Telephone	020 7703 7000
Email	info@stgilestrust.org.uk
Website	www.stgilestrust.org.uk
Outline of service	<p>St Giles Trust aims to break the cycle of offending, crime and disadvantage and create safer communities. We put offenders who want to change at the heart of the solution by enabling them to become trained professionals, using their skills and experiences to help other offenders change their lives.</p>

## Youth Services

Name of organisation	Alateen
Category	Support for Young People
Address	61 Great Dover Street, London SE1 4YF
Telephone	020 7407 0215
Email	enquiries@al-anonuk.org.uk
Website	www.al-anonuk.org.uk
Opening times	10am-10pm, 365 days of the year
Outline of service	<p>Alateen is for teenage relatives and friends of alcoholics. Alateen is part of Al-Anon.</p> <p>We believe alcoholism is a family disease that affects everyone in the family. Alateen meetings are attended by 12-17 year olds. They meet to share their experiences of having, or having had, a problem drinker in their lives. They help and support each other.</p> <p>By attending meetings, young people gain an understanding of the illness and feel the benefits of realising they are not alone. They learn that they did not cause this problem and that they are not responsible for their relative's or friend's drinking or behaviour. By sharing their experiences, they find solutions to their problems and hope for the future.</p>

Name of organisation	ChildLine
Telephone	Free and confidential helpline: 0800 1111
Website	www.childline.org.uk
Outline of service	<p>You can contact ChildLine about anything – no problem is too big or too small. If you are feeling scared, out of control or just want to talk to someone you can contact ChildLine. ChildLine is a service provided by the NSPCC.</p>

Name of organisation	Catch 22
Category	Support for young people
Address	Churchill House, 142-148 Old Street, London EC1V 9BW
Telephone	0207 336 4800
Website	www.catch-22.org.uk
Outline of service	<p>Catch 22 is a local charity with a national reach. We help young people with the skills needed to live independently after leaving care or custody.</p>

Name of organisation	Children's and Families Information Service
Category	Youth Intervention
Address	KCC, Bishops Terrace, Bishops Way, Maidstone, Kent ME14 1LA
Telephone	01622 691640
Email	bishopsterrace@kent.gov.uk
Website	www.kent.gov.uk
Opening times	Monday – Friday: 8.30am-5pm (activities facilitated out of hours and at weekends)
Referral details	<p>Referral must be made via:</p> <ul style="list-style-type: none"> <li>• Youth Offending Service</li> <li>• ASBO Group</li> <li>• Local schools</li> <li>• Education Welfare Officer</li> <li>• Children and adolescent</li> <li>• Mental Health Services</li> <li>• Children's Social Services</li> <li>• Single Point of Access</li> <li>• Alternative Curriculum</li> <li>• Police Safer Schools Officer</li> <li>• Other Voluntary Agencies</li> </ul>
Outline of Service	<p>The ARC service model is essentially one of co-ordinating various young person centred resources within one provision. The social care centre unites services for adolescents within the community through a multi-disciplinary team which aims to support, advise and empower young citizens who face difficult times of challenge and transition during adolescence.</p> <p>The core staff and multi-agency team offers a range of holistic, preventative and diversionary services through individual support, family and group work.</p> <p><b>ARC – Adolescent Resource Centre</b></p> <p><b>Services and facilities:</b></p> <ul style="list-style-type: none"> <li>• One to one direct work</li> <li>• Group work</li> <li>• Residential</li> <li>• Diversionary activities</li> <li>• Parenting support</li> <li>• Advocacy, advice and guidance</li> <li>• Holiday activities</li> <li>• Sexual health advice and guidance</li> <li>• Service user forum</li> <li>• Rapid response</li> <li>• Drug, substance misuse, alcohol advice and support</li> <li>• Common Assessment Framework</li> </ul>

Name of organisation	Connexions
Category	Other Services for users, families & friends.
Address	35 Earl Street, Maidstone, Kent ME14 1LG
Telephone	Freephone: 0800 432 0207 Maidstone drop-in centre: 01622 753360
Email	info@connexionskent.co.uk
Website	www.connexionskentandmedway.co.uk
Opening times	Monday: 11 am-5pm Tuesday – Friday: 9am-5pm
Referral details	Anybody between the ages of 13 & 19 can access this service.
Outline of service	<p>Connexions Kent &amp; Medway is a service providing free impartial and confidential advice, guidance, support and personal development services to all 13-19 year olds, and to those up to 25 who have learning difficulties and disabilities. This includes:</p> <ul style="list-style-type: none"> <li>• Health and wellbeing: drug misuse, alcohol misuse, solvent misuse, healthy lifestyle, relationships, sex, keeping safe, dealing with depression,</li> <li>• Other services: housing, education, careers, money, benefits, your rights.</li> </ul> <p>Connexions Personal Advisers are specially trained to help young people. They are there to listen, talk things through with you and offer advice. They can also arrange for more specialist help if you need it.</p> <p>Personal Advisers will:</p> <ul style="list-style-type: none"> <li>• Listen to you.</li> <li>• Not judge you or tell you what to do.</li> <li>• Talk to you in confidence.</li> <li>• Help you to consider your options.</li> <li>• Help you to make a plan for making changes in your life.</li> </ul>

Name of organisation	Fusion Healthy Living Centre
Address	Park Wood Parade, Maidstone, Kent ME15 9HT
Telephone	01622 691177
Website	www.fusionhlc.org.uk
Opening times	Monday - Friday: 9am - 4pm Saturday: 10am - 2pm
Outline of service	<p>This centre aims to create a safe and healthy environment for everyone, including:</p> <ul style="list-style-type: none"> <li>• Café with full internet access.</li> <li>• Assistance to help stop smoking</li> <li>• Golding Homes Benefit Surgery.</li> <li>• Sexual Health Clinic for young people.</li> <li>• Youth Café</li> <li>• Chiropody</li> <li>• Health walks</li> <li>• Activities for all</li> <li>• Lunch boxes</li> <li>• Families Matter Most</li> <li>• Community Chef</li> <li>• Fusion Ratatouilles</li> </ul>

Name of organisation	Healthy Schools Team
Address	Farm Villa, Kent Community Health Trust, Old Oakwood Site, Hermitage Lane, Maidstone, Kent ME16 9QQ
Telephone	01622 723832
Outline of service	<p>The National Healthy School programme, which has been running in Kent for over 10 years, is continuing across the County as Kent Healthy Schools, providing an evidenced based approach to promote health, well-being and achievement. Quality pastoral care and PSHE (Personal Social Health Education) are highlighted as hallmarks of 'good schools' in both Public Health (Healthy Lives, Healthy People) and Schools' (The importance of Teaching) white papers published earlier this year. Ministers have confirmed that 'healthy Schools' will continue to support this within the context of the Coalition Government priorities.</p>

Outline of service	<p>The Kent Healthy School Enhancement Programme supports the health priorities of the Local Children's Trust Board.</p> <p>Services provided:</p> <ul style="list-style-type: none"> <li>• Work in partnership with Project Salus, Kent Police, Borough Council, KCC, KCA and various voluntary organisations.</li> <li>• Provide guidance and support on PSHE within the school curriculum.</li> <li>• Including the emotional health and well-being aspects, such as stopping smoking, anti-bullying and relevant policy development.</li> <li>• Disseminate research, curriculum resources, assistance with signposting services for pupils and training to support best practice.</li> <li>• Facilitate local networks for peer support to PSHE co-ordinators in Secondary Schools and Pupil Referral Units, disseminating evidence based good practice.</li> <li>• Encourage a whole school approach. Ensuring the involvement of parents and carers when necessary.</li> </ul>
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Name of organisation	InfoZone Maidstone
Category	Youth Services
Address	3 Palace Avenue, Maidstone, Kent ME15 6NF
Telephone	01622 755044
Opening times	Tuesdays – Fridays: 10.30am-3.30pm
Referral details	This service is for young people aged 13 to 19 who are considered to be at risk of social exclusion and community crime.
Outline of service	<p>Positive Activities for Young People (PAYP) is a targeted programme that provides diversionary activities for young people aged 13-19 who are considered to be at risk of social exclusion and community crime through offering identified groups of young people more opportunity to participate in positive activities that build resilience, self esteem and access to information and support services.</p> <p>These are made available out of school hours and during school holidays. We aim to minimise some of these risks.</p> <p><b>Contacts:</b></p> <p>For general enquiries and if you would like further information on the programme and the activities offered, please contact PAYP West Kent team:</p> <p>t: 01622 694260 e: <a href="mailto:payp@kent.gov.uk">payp@kent.gov.uk</a></p>

Name of organisation	KCA – Young Persons Service
Category	Youth Drug Services
Address	Compass House, 84 Holland Road, Maidstone, Kent ME14 1UT
Telephone	01622 600361
Email	yps-westkent@kca.org.uk
Website	www.kca.org.uk
Opening times	Monday – Friday: 9am-5pm
Referral details	DUST forms and Group Work requests are obtainable from KCA or you can self refer.
Outline of service	<p>KCA's Young Persons' Service is for young people between 10 and 17 who wish to access advice, information and support around their alcohol/drug use. The work with the drug and alcohol worker is focused around the young person, but we welcome and value the views and involvement of families and carers.</p> <p>Services Provided:</p> <ul style="list-style-type: none"> <li>• Advice and information on substance misuse and alcohol.</li> <li>• Alternative learning.</li> <li>• Community events.</li> <li>• Diversionary activities, including music and video workshops.</li> <li>• Early Intervention for 'at risk' children.</li> <li>• Family groups.</li> <li>• Harm reduction services.</li> <li>• Managed groups in schools, colleges and youth centres.</li> <li>• One-to-one key working.</li> <li>• Outreach service.</li> <li>• Substitute prescribing.</li> <li>• Targeted youth groups.</li> </ul>

Name of organisation	Kent Schools Drugs Education Advise
Category	Drugs, alcohol and tobacco education
Telephone	Karl Love: 01732 225006/07725 595731
Email	Karl Love: karl.love@kent.gov.uk
Website	www.kent.gov.uk

Outline of Service	<p>The School's Drugs Education Advisers (SDEAs) ensure that all Local Authority Schools, teachers, Local Children's Trusts, parents, children and young people have access to appropriate drug education, information and advice in order to support school improvement, Hidden Harm, National Healthy Schools Programmes and the Local Children's Trust Action Plans. They are also on hand to advise schools and Children's Trusts on safeguarding and child protection incidents involving drugs or alcohol. Kent Schools Drugs Education Advisors purpose:</p> <ul style="list-style-type: none"> <li>• To co-ordinate KCC's approach to drug education initiatives and activities.</li> <li>• To support Kent Schools and Children's Trusts in identifying their drug education needs. Planning and developing support for young people and identifying best practice and staff development opportunities.</li> <li>• To support schools in identifying drug incidents or issues by facilitating easy onward referral to treatment services and providing advice or guidance to schools.</li> <li>• Addressing the needs of vulnerable young people and hard-to-reach groups that exist in disadvantaged communities.</li> <li>• To ensure that all drug education delivered in schools by external agencies reaches the required quality standards and to work with delivering agencies to develop their educational input.</li> <li>• To manage discreet, targeted projects in schools which promote best practice in tobacco, alcohol and drug education.</li> </ul>
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Name of organisation	Kent Integrated Youth Service
Category	Youth Services
Address	3rd Floor, Invicta House, County Hall, Maidstone, Kent ME14 1XX
Telephone	01622 694260
Email	Youth.enquiries@kent.gov.uk
Website	www.kent.gov.uk
Referral details	This service is open to all young people aged 13-19.
Outline of service	<p>Kent Integrated Youth Service is part of Kent County Council and offers activities and opportunities for all young people in Kent that reflect both national and county developments and strategies.</p> <p>Kent Integrated Youth Service provides information, advice and guidance to young people on a variety of subjects, including substance misuse. We also 'sign-post' and refer to other agencies when appropriate.</p>

Name of organisation	Kenward Youth Services
Category	Youth Drug Services
Address	Kenwood Road, Yalding, Kent ME18 6AH
Telephone	01622 814187
Website	<a href="http://www.kenwardtrust.org.uk">www.kenwardtrust.org.uk</a>
Opening times	Monday – Friday: 9am-5pm
Referral details	Via any SMP, agencies, children and young peoples services, schools, colleges and safer schools partnership.
Outline of Service	<p>Kenward Youth Services provides an innovative approach to young people and drug use, primarily by taking notice of what young people are saying. Our aim is to reduce drug and alcohol use by young people on their own ground, to create a space that is acceptable to them and over which they have a sense of 'ownership' and to permit them to make enquiries and express their opinions in a non-coercive, non-threatening environment.</p> <p>Services and facilities: Our work ranges from Tier 1 - information and education to Tier 2 – targeted support.</p> <ul style="list-style-type: none"> <li>• Outreach: Working with young people in hotspots, parks, youth clubs and at community events, giving up to date information regarding substances and their misuse using a variety of fun and interactive resources.</li> <li>• Drug and Alcohol support programmes, recently known as DISP. We can provide a structured programme to prevent school exclusion and entry into the criminal justice system.</li> <li>• Schools work: Informative and interactive lessons including innovative technology Quizdom (a tool that can process real time opinions and the understanding of a class) for a range of age groups;</li> <li>• Safety in Action for year 6s, smoking for year 7s, Alcohol in Action for year 10s.</li> <li>• Fetes and community events: We have gazebos and multiple resources to attend any event.</li> <li>• Quit smoking service: Level 2 smoking cessation trained advisers, specific to young people.</li> <li>• Drug and alcohol awareness training: For professionals, parents/carers.</li> <li>• Guidance information and support: Mentoring and referral to appropriate services.</li> </ul>

Name of organisation	Re-Solv
Address	30a High Street, Stone Street, Staffordshire ST15 8AW
Telephone	01785 817885
Email	information@re-solv.org
Website	www.re-solv.org
Opening times	Monday – Friday: 9am-5pm (excluding public holidays)
Outline of service	Re-Solv’s purpose is to end volatile substance abuse, particularly among children and young people. With over twenty years experience and dedication to the prevention of VSA, Re-Solv is acknowledged as the lead body in the field and recognised nationally and internationally as a specialist source of information on VSA.

## Smoking

Name of organisation	West Kent Stop Smoking Service
Category	Smoking Help & Advice
Address	Farm Villa, Old Oakwood Site, Hermitage Lane, Maidstone, Kent ME16 9QQ
Telephone	01622 723836 (National Smokefree Helpline: 0800 022 4332)
Email	Smoking.westkent@nhs.net
Website	www.smokefreewestkent.co.uk
Opening times	Monday – Friday: 9am-5pm. Plus an ‘out of hours’ voicemail service.
Referral details	Through health professional, or self referral via local authority lifestyle schemes.
Outline of service	The NHS offers free local support that really works. One in every two people using their local NHS Stop Smoking Service is not smoking four weeks later. When you join, a trained adviser will help you to put your plan to stop smoking into action. The group sessions start a couple of weeks before you go ‘smokefree’. Your first sessions help you to plan and prepare to quit. After you go ‘smokefree’ your group will meet each week for advice and motivation. Some people prefer to talk one-to-one. In many areas you can arrange an appointment with an adviser for individual support.

Outline of service (continued)	<p>Services and facilities:</p> <ul style="list-style-type: none"> <li>• One-to-one support</li> <li>• Group Support</li> <li>• Advice on NRT (Patches, gum, lozenges, etc)</li> <li>• Telephone support</li> <li>• Pregnancy support</li> <li>• NHS staff support</li> <li>• Ethnic minorities support</li> <li>• Youth support</li> <li>• Workplace support</li> <li>• Drop in centres</li> <li>• Carbon monoxide testing</li> </ul>
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## Mental Health

Mental health is about how we think, feel and behave. One in four people in the UK have a mental health problem at some point in their lives, affecting their daily life, relationships and/or health. Mental health problems can affect anyone, regardless of age, race, gender or social background. Without care and treatment, mental health problems can have a serious effect on the individual and those around him or her.

[www.nhs.uk/conditions/mental-health](http://www.nhs.uk/conditions/mental-health)

Name of organisation	Maidstone Mind
Address	23 College Road, Maidstone, Kent ME15 67H
Telephone	01622 692383
Email	maidstone-mind@pcihosting.co.uk
Website	www.maidstone-mind.org
Opening times	Monday – Thursday: 10am-5pm

Name of organisation	SANeline
Category	First Floor Cityside House, 40 Adler Street, London E1 1EE
Telephone	0845 767 8000
Email	info@sane.org.uk
Website	www.sane.org.uk
Outline of service	SANE is a leading UK mental health charity. We work to improve quality of life for anyone affected by mental illness.

Name of organisation	Signpost UK
Address	Compass, 84 Holland Road, Maidstone, Kent ME14 1UT
Telephone	0800 107 0160
Email	signpostkent@mcch.co.uk
Website	www.signpostuk.org
Opening times	24 hours, weekends and Bank Holidays
Outline of service	<p>We all have times when we may feel anxious, stressed or depressed, but finding out who can help can be difficult. Signpost UK's person-centred approach will support you to achieve improved mental wellbeing.</p> <p>Signpost UK is for anyone in need of help with their mental health. It is being designed by people from within your community so that it will provide free information and support in a flexible and responsive way across the Kent region.</p>

## Domestic Violence

<b>In an emergency call the police</b>	999
Police Domestic Violence Unit	01622 690690
Women's Support Service	01622 761146
Victim Support, Maidstone & Malling	01622 688550
Maidstone Hospital	01622 729000
Women's Aid	08082 000247
(National 24 hr Domestic violence helpline)	
Refuge	
Refuge 24 hr line	0800 200 0247
Domestic Violence	
Crisis Line	0300 636 1967
Shelter, Ashford	03844 515 1444
(Housing/homelessness/housing advice)	
Shelter, Chatham	03844 515 1740

Name of organisation	Maidstone Domestic Abuse One Stop Shop
Address	39-48 Marsham Street, Maidstone, Kent ME14 1HH
Telephone	01622 761146
Opening times	Every Tuesday: 9.30am - 11.30am
Outline of service	A service to ensure victims of domestic abuse are provided with all the help they need all under one roof.

## Working

Name of organisation	Jobcentre Plus
Address	County Gate One, Staceys Street, Maidstone, Kent ME14 1ST
Telephone	0845 604 3719
Website	<a href="http://www.jobcentreplus.gov.uk">www.jobcentreplus.gov.uk</a>
Outline of service	A comprehensive range of services helping unemployed and economically inactive people move into employment.

Name of organisation	P2W – Progress 2 Work
Address	Mill House, Mill Street, Maidstone, Kent ME15 6XH
Telephone	01622 690944
Website	<a href="http://www.turning-point.co.uk">www.turning-point.co.uk</a>
Outline of service	The West Kent services work across four locations, namely Dartford, Maidstone, Sheerness and Tunbridge Wells. The services are open to anyone who uses substances, ex users, and family and friends of users. Our services are not just for people with problems and we won't assume you have one if you misuse substances. As part of our service, we offer a range of tier 2 advice and information, a needle exchange service, complementary therapies, counselling and group/ one to one sessions. There is also a dedicated progress2work worker based across the four locations.

Name of organisation	RBLI Employment Solutions
Telephone	0800 783 1144
Website	<a href="http://www.rbli.co.uk">www.rbli.co.uk</a>
Outline of service	RBLI work in partnership with Jobcentre Plus delivering the DWP programmes 'Pathways to Work' and 'Workstep' to help individuals claiming a health related benefit to gain employment. RBLI understand the local job market, address confidence issues, help to set and achieve goals and assist with job applications and interview preparation. They also provide ongoing support once in employment.

## Accommodation

Name of organisation	Citizens Advice Bureau
Address	2 Bower Terrace, Maidstone, Kent ME16 8RY
Telephone	01622 752420
Email	hello@maidstonecab.org.uk
Website	www.maidstonecab.org.uk
Opening times	Monday – Friday: 10am-4pm
Outline of Service	<p>The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice and by influencing policy makers:</p> <ul style="list-style-type: none"> <li>• Benefits advice</li> <li>• Debts</li> <li>• Employment</li> <li>• Legal affairs</li> <li>• Housing</li> <li>• Relationships &amp; family</li> <li>• Tax</li> <li>• Utilities</li> <li>• Consumer rights</li> </ul>

Name of organisation	Carr-Gomm
Address	2 Roman Road, Faversham, Kent ME13 8PZ
Telephone	01795 590500
Website	www.carrgomm.co.uk
Opening times	Monday - Friday: 9am - 5pm
Outline of service	<p>This service is open to anyone experiencing housing problems as a result of other difficulties in their life. Carr-Gomm is an award-winning national charity set up in 1965. We offer a wide range of services to over 4,000 people each year, including day services, supported housing and support to individuals in their homes. Carr-Gomm helps people who are disadvantaged through illness or disability or experiencing crisis in their lives, to create a valued future of their choice. Carr-Gomm sees a valued future as one where individuals are supported to:</p> <ul style="list-style-type: none"> <li>• Maintain and increase their dignity and self respect.</li> <li>• Play an active role within their communities.</li> <li>• Build friendships and networks within these communities.</li> <li>• Enjoy opportunities to learn, and grow to realise their potential.</li> <li>• Gain the safety and security they need to reach that future.</li> </ul> <p>Carr-Gomm achieves this by providing high quality support and housing services that place individuals at the centre of planning and decision-making, enabling them to have control over their lives.</p>

Name of organisation	Rethink Sahayak
Address	4-5 High Street, Gravesend, Kent DA11 0BQ
Telephone	0808 800 2073
Email	Sahayak@rethink.org
Website	www.rethink.org
Outline of service	<p>Rethink Sahayak Services offers five distinct services for the Black &amp; Minority Ethnic (BME) communities, these services provide support to those experiencing mental health problems or domestic abuse, as well as support to their carers. Services are free &amp; confidential.</p> <p>Services and facilities:</p> <ul style="list-style-type: none"> <li>• One to One Information &amp; support service - Giving emotional support and practical assistance or simply just someone to talk to.</li> <li>• BME Carers Support Service - Offers one-to-one and monthly support groups, Advice and information for BME carers.</li> <li>• Asian Language Mental Health Helpline 0808 800 2073, which is free, confidential and offers caring, non-judgemental, empathetic support.</li> <li>• We encourage callers to cope with their issues in a positive way. The helpline operates Mon &amp; Wed 4pm to 7pm and Tues &amp; Thurs 2pm to 3pm. Operators on the helpline speak English and at least one of the Asian languages.</li> <li>• BME Floating Support Service - support with budgeting, rent arrears and evictions, claiming welfare benefits, improving life skills, being independent and dealing with other necessary services and agencies.</li> <li>• Asian Counselling Service - Counselling is for anyone who needs help and support to deal with the difficulties they are experiencing in their life, offered by qualified multilingual counsellors.</li> </ul>

Name of organisation	Connexions
Category	Other Services for users, families & friends.
Address	35 Earl Street, Maidstone, Kent ME14 1LG
Telephone	Freephone: 0800 432 0207 Maidstone drop-in centre: 01622 753360
Email	info@connexionskent.co.uk
Website	www.connexionskentandmedway.co.uk
Opening times	Monday: 11 am-5pm Tuesday – Friday: 9am-5pm
Referral details	Anybody between the ages of 13 & 19 can access this service.
Outline of service	<p>Connexions Kent &amp; Medway is a service providing free impartial and confidential advice, guidance, support and personal development services to all 13-19 year olds, and to those up to 25 who have learning difficulties and disabilities. Everyone's circumstances are different, but your local Connexions Personal Adviser can help you find out if you can get emergency accommodation through the council and how to access welfare and housing benefits. If you decide to take the private rental route, you can ask about finding a landlord and guarantor, advance rent and deposits.</p> <p>Connexions Personal Advisers are specially trained to help young people. They are there to listen, talk things through with you and offer advice. They can also arrange for more specialist help if you need it.</p> <p>Personal Advisers will:</p> <ul style="list-style-type: none"> <li>• Listen to you.</li> <li>• Not judge you or tell you what to do.</li> <li>• Talk to you in confidence.</li> <li>• Help you to consider your options.</li> <li>• Help you to make a plan for making changes in your life.</li> </ul>

Name of organisation	Porchlight
Category	Homelessness Charity
Address	13 Romney Place, Maidstone, Kent ME15 6LE Head Office, 2nd Floor Watling Chambers, 18-19 Watling Street, Canterbury, Kent CT1 2UA
Telephone	24 Hour Helpline: 0800 567 7699 01227 760078
Website	<a href="http://www.porchlight.org.uk">www.porchlight.org.uk</a>
Opening times	Monday – Friday: 9am-5pm
Referral details	Single homeless people aged 16-65
Outline of service	<p>We are one of the foremost charities supporting vulnerable and homeless people in Kent. We provide a range of services supporting people with complex needs such as mental ill-health and have specific services for young vulnerable and homeless people.</p> <p>Porchlight provides support and accommodation projects to single homeless people and people at risk of becoming homeless.</p> <p>Recent development in the housing sector means that we are also involved in trying to prevent homelessness. We help people maintain tenancies, but we also contribute to the health, vitality and stability of whole communities.</p>

Name of organisation	Shelter
Category	A national charity that works to alleviate the stress caused by homelessness and bad housing.
Telephone	0808 800 4444
Website	<a href="http://www.shelter.org.uk">www.shelter.org.uk</a>
Outline of service	<p>Shelter is a charity that works to alleviate the distress caused by homelessness and bad housing.</p> <p>Shelter believes everyone should have a home. We help people find and keep a home. We campaign for decent housing for all.</p> <p>We do this by giving advice, information and advocacy to people in housing need, and by campaigning for lasting political change to end the housing crisis for good.</p>

Name of organisation	Trinity Foyer
Address	20 Church Street, Maidstone, Kent ME14 1LY
Telephone	01622 664446
Website	www.foyer.net
Referral details	We accept self referrals and referrals from named agencies.
Outline of service	<p>Trinity Foyer is the only resource in the Maidstone area that provides the combination of accommodation and support exclusively for 16 to 24 year olds.</p> <p>All applicants must be seeking or engaged in work, education or training.</p> <p>Our main aims are:</p> <ul style="list-style-type: none"> <li>• To provide affordable accommodation for single young people aged 16-24 who have agreed a plan with us for them to continue in or access employment, training or education.</li> <li>• To support each individual in achieving their potential and gaining greater independence</li> <li>• To assist the individual in finding appropriate long-term housing.</li> </ul>

## Financial and legal advice

Name of organisation	Citizens Advice Bureau
Address	2 Bower Terrace, Maidstone, Kent ME16 8RY
Telephone	01622 752420
Email	hello@maidstonecab.org.uk
Website	www.maidstonecab.org.uk
Opening times	Monday – Friday: 10am-4pm
Outline of service	<p>The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice and by influencing policy makers:</p> <ul style="list-style-type: none"> <li>• Benefits advice</li> <li>• Debts</li> <li>• Employment</li> <li>• Legal affairs</li> <li>• Housing</li> <li>• Relationships &amp; family</li> <li>• Tax</li> <li>• Utilities</li> <li>• Consumer rights</li> </ul>

Name of organisation	National Debtline
Address	Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham B16 8TP
Telephone	Freephone: 0808 808 4000
Website	<a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a>
Opening times	Monday – Friday: 9am-9pm Saturday: 9.30am-1pm
Outline of service	Providing free confidential and independent advice on how to deal with debt problems.

## Medical advice

Name of organisation	Family Planning Clinic
Address	Foster Street Clinic, Foster Street, Maidstone, Kent ME15 6NH
Telephone	01622 226071
Outline of service	The clinic offers advice on family planning and sexual health.

Name of organisation	Hepatitis C Trust Helpline
Telephone	0870 2001200
Website	<a href="http://www.hepctrust.org.uk">www.hepctrust.org.uk</a>
Outline of service	Help and advice for anyone worried about Hepatitis C.

Name of organisation	Marie Stopes International Maidstone Centre
Address	10 Brewer Street, Maidstone, Kent ME14 1RU
Telephone	0845 300 8090
Outline of service	The centre provides advice on contraception, emergency contraception, pregnancy testing, unplanned pregnancy consultations, early medical abortion, abortion, vasectomy, Chlamydia testing, and HIV testing. 24 hour advice and aftercare.

Name of organisation	National Aids Trust
Telephone	0207 8146767
Website	<a href="http://www.nat.org.uk">www.nat.org.uk</a>
Outline of service	A charity supporting people worried about HIV & AIDS.

Name of organisation	NHS Direct
Address	24 hour telephone advice and health information
Telephone	0845 4647
Website	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
Opening times	25 hours a day, 365 days of the year
Outline of service	NHS Direct is here to make a difference to the lives of people in England. The vision – to be a national health line, providing expert health advice, information and reassurance, using our world class telephone service and website, and to be the NHS provider of choice for telephone and digitally delivered health.

### General support and advice - useful contact details

Name of organisation	Get Connected
Telephone	0808 808 4994 Text: 80849
Website	<a href="http://www.getconnected.org.uk">www.getconnected.org.uk</a>
Opening times	1pm-11pm every day
Outline of service	We provide a free, confidential helpline for those under the age of 25 that gives you the support and information you need to decide what you want to do next. You might need to be put in touch with somewhere safe to stay for the night, to be referred to a specialist organisation, or just want a listening ear.

Name of organisation	Cruse Bereavement Care
Telephone	0844 477 9400
Email	<a href="mailto:helpline@cruse.org.uk">helpline@cruse.org.uk</a>
Website	<a href="http://www.crusebereavementcare.org.uk">www.crusebereavementcare.org.uk</a>
Opening times	Monday and Wednesday: 9.30am-7pm Tuesday, Thursday and Friday: 9.30am-5pm
Outline of service	Death is a part of life, and grieving a natural process. Cruse is committed to breaking the stigma around grief and ensuring that everyone, no matter how old or young, can access the highest quality support following a bereavement. Not only does Cruse provide a telephone helpline and useful information on our website, but our trained volunteers provide face-to-face support and practical advice in branches all over the country.

Name of organisation	Fusion Healthy Living Centre
Address	4 Park Wood Parade, Maidstone, Kent ME15 9HL
Telephone	01622 691177
Website	<a href="http://www.fusionhlc.org.uk">www.fusionhlc.org.uk</a>
Opening times	Monday – Friday: 9am-4pm Saturday: 10am-2pm
Outline of service	<p>This centre aims to create a safe and healthy environment for everyone, including:</p> <ul style="list-style-type: none"> <li>• Café with full internet access.</li> <li>• Assistance to help stop smoking</li> <li>• Golding Homes Benefit Surgery.</li> <li>• Sexual Health Clinic for young people.</li> <li>• Youth Café</li> <li>• Chiropody</li> <li>• Health walks</li> <li>• Activities for all</li> <li>• Lunch boxes</li> <li>• Families Matter Most</li> <li>• Community Chef</li> <li>• Fusion Ratatouilles</li> </ul>

Name of organisation	Samaritans
Category	24 Hour Support
Address	48 Grecian Street, Maidstone, Kent ME14 2TS
Telephone	0845 790 9090
Email	<a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
Website	<a href="http://www.samaritans.org">www.samaritans.org</a>
Opening times	24 hour
Outline of service	<p>Samaritans provides confidential non-judgmental emotional support 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide. Whatever you're going through, whether you feel it's big or small, don't bottle it up. Samaritans are there for you if you're worried about something, feel upset or confused, or just want to talk to someone. Samaritans is available to anyone in the UK and Ireland.</p>