

Local public services

Public service	Contact details
<p>Police: always call the police if you witness anything suspicious. However small, it may be part of a wider criminal activity and provide valuable evidence which could help the police to catch the criminals</p>	<p>999 in an emergency or to report a crime in progress 101 to report any other crime Police Community Support Officer: phone 101 and leave a message</p>
<p>Doctors: there are surgeries in Headcorn and Charing</p>	<p>Headcorn: https://www.headcornsurgery.co.uk/ 01622 890294</p> <p>Charing https://www.charingpractice.co.uk/ 01233 714490</p>
<p>Citizens Advice Bureau: Ashford and Tenterden</p>	<p>Ashford: 01233 626185 Tenterden 01580 762371 ashfordadvice@gmail.com http://ashfordadvice.org/contact-us</p>
<p>Daycare Centre (Tenterden) A charity for older residents, currently provides transport to Smarden residents, aged over 55, on Tuesdays. The Day Centre, in Station Road, is open 10.00 a.m. - 3.00 p.m. Monday – Friday. It provides a two course lunch and teas and coffee all day as well as a range of activities and outings. Phone the Centre and they will send someone to visit to check your eligibility. Transport is not free but is, hopefully, affordable.</p>	<p>www.tenterdendaycentre.co.uk/ 01580 762 882</p>
<p>Defibrillators: there are 24/7 accessible defibrillators outside the Charter Hall, Flying Horse and at the Sports Pavilion. In an emergency, phone 999 and then just get someone to go to the site, open the case (ignore the alarm) and, when with the patient, open the defibrillator which will give clear audible instructions.</p>	
<p>Fire and Rescue: free home safety advice and services: a dedicated team of experts can assess the needs of older or vulnerable people and work with them to improve their safety. This may include fitting of special safety devices such as smoke alarms for the deaf and hard of hearing.</p>	<p>Call a home safety adviser on Freephone 0800 923 7000 or e-mail home@kent.fire-uk.org www.kent-fire-uk.org</p>
<p>Flooding: Smarden is prone to flooding. You can sign up for alerts from the Environment Agency. See also information about Parish Flood Warden system and River Beult on the Emergency plan page; see Appendix 4 and on the Environment page</p>	<p>http://apps.environment-agency.gov.uk/flood/34978.aspx.</p>

<p>Information, Advice and Guidance Service: known previously as the Care Navigator the service is aimed at over 50s. Provides help and support to find your way around the health and social care services. Will assist with practical help including grab rails and practical devices for your home as well as helping you to complete forms eg Blue Badge, Attendance Allowance etc</p>	<p>01233 665535 iag@ashfordvc.org.uk www.ashfordvc.org.uk/Pages/CareNavigator.aspx</p>
<p>Library services: a Mobile Library visits Smarden on alternative Tuesdays. Flying Horse 3.55 - 4.05 p.m. and Charter Hall 4.20 - 4.50 p.m. There are also libraries in Ashford, Tenterden, Charing and Headcorn. If you are housebound books of your choice can be delivered to your home by a volunteer. Most services, including the Ask a Kent Librarian information service, as well as the catalogue, can be accessed on-line.</p>	<p>http://www.kent.gov.uk/leisure-and-community/libraries</p>
<p>Meals on Wheels: hot meals can be delivered directly to your door between 11.00a.m. and 2.00 p.m., 7 days per week, 365 days per year, through the Kent County Council's service.</p>	<p>For KCC contact Apetito on 0800 066 2271</p>
<p>Mediation service: provides professional help and support with neighbourhood disputes, community mediation, family mediation, conflict in schools, peer mediation etc. Sponsored by Ashford Borough Council</p>	<p>info@ashfordmediation.co.uk</p> <p>www.ashfordmediation.co.uk 01233 896237</p>
<p>Power cuts: phone for an update or to report a power cut. You can also register as a priority if you are any of the following:</p>	<p>105</p>
<p>Refuse and recycling: Ashford Borough Council provides a bin collection service on Mondays and Thursdays which can include garden waste for a small annual fee. The Council also operates a bulk waste service and has a tip in Ashford. See also Tidy Village subpage of Environment section of this website</p>	<p>http://www.ashford.gov.uk/waste</p>
<p>Trading standards: to report unresolved issues regarding merchandise, to report scams etc</p>	<p>http://www.kent.gov.uk/business/trading-standards</p>