

National Helplines

Women's Aid provides services to women and children experiencing domestic violence, Tel: 0808 200 0247

Samaritans offers confidential and emotional support for those who are experiencing despair, Tel: 0845 790 9090

Saneline offers information and support for those with mental health issues, Tel: 0845 767 8000

FRANK helps people with drug problems, Tel: 0800 77 66 00

Drinkline helps people with alcohol problems, Tel: 0800 917 8282

Shelter offers housing advice, Tel: 0800 800 4444

Runaway for young people aged 17 or under who have been forced to leave home, Tel: 0808 800 7070

Childline helps children or young people in distress, Tel: 0800 1111

Silverline info., friendship, advice for older folk, Tel: 0800 4708090

Miscellaneous

Within a minute's walk from Southend High Street there are facilities that other rough sleepers have told us are worth visiting:

(while welcoming rough sleepers, for the sake of others, please respect these places if you do visit them)

- The Utopia café offers free pre-paid (suspended) coffees
- The Library is safe, warm, friendly, useful, informative, inspirational, free

Note: while the Police have to maintain public order and safety, they may move on those begging or causing a public nuisance, they can be approached for help.

While we can't guarantee all the information provided will be useful or complete, we believe some of it will be and will assist you in getting some of the help you need. Some of the numbers provided are free phone and some places will allow you to make phone calls for free. We have tried not to patronise etc., but our hope is that you will survive and thrive.



SHAN

Southend Rough Sleeper Leaflet, Issue 2.3, 16/09/14. Direct enquiries & updates to:

John Barber, email: jjandm.barber@blueyonder.co.uk, tel. 01702-616302

Copies of the latest version of this leaflet can be downloaded from jrbpublications.com/SHAN

Are you sleeping rough?

places to go for help and advice in Southend-on-Sea

(this is intended for any who find themselves homeless, whatever the circumstances)

Accommodation

HARP provides hostels for rough sleepers and access to other emergency shelters. It provides advice and practical help and support. Access services via HARP Day Centre.

Tel: 01702 430696

Address: The Bradbury Centre, 103-107 York Road, Southend
Open Monday to Friday, 9am - 3.30pm

HARP offer a drop in advice and support service until 2pm

HARP offers an out of hours service via telephone.

(5pm - 9pm Monday to Friday, and 10am - 5pm Saturday & Sunday)

CAST (Communities and Asylum Seekers Together) seek to support and facilitate the hosting of asylum seekers.

Supported Accommodation can be accessed via Access Point Referral Panel, facilitated by Family Mosaic.

Tel: 01702 445870, 0845 6027895

Address: 13 Clarence Road, Southend

Housing advice

Southend-on-Sea Housing Options offers advice and assistance for homeless people.

Tel: 01702 215002

Address: Civic Centre, Victoria Avenue, Southend
Open Monday to Thursday, 9am - 5pm, Friday 9am - 4.30pm
Offers an out of hours emergency service via telephone.

Citizens Advice Bureau

Tel: 0844 4770808, 0300 4562595 (for mobile users)

Address: 1 Church Road, Southend; Open Mon. to Fri., 10am - 4pm

Streetlink for reporting people who are homeless in order to get help
www.streetlink.org.uk, Tel. 0300 5000914

Homeless Link: www.homeless.org.uk links services.

Various Advice and Support

Storehouse provides food parcels, refreshments. Services include key workers to assist with benefits and housing issues, access to accredited and informal training as a step towards employment, practical training for work skills. Provides an access point for NHS counselling and Floating Support. Tel: 01702 612900

Address: Coleman Street Community Centre, Southend

Open Mon, Wed, Fri, 11.30am - 12.30pm & 1pm - 2pm

Supporting families with children Tue 10am - 12pm

Salvation Army offers hot drinks, snacks, food parcels, sleeping bags and flasks. Tel: 01702 348999

Address: Citadel Corps, Clarence Street, Southend

Open Tuesdays and Thursdays, 10:30am - 12noon

Family Mosaic (with Southend Floating Support) provides help with sustaining tenancy and claiming benefits. Tel: 0845 602 7895

Address: 13 Clarence Road, Southend. Provides a drop in at St. Johns Church (Pier Hill) - Tuesdays 10am - 4pm (referrals preferred) (also operates from the Storehouse: Wed 12 - 2pm, Thu 5 - 8pm)

Southend Mind offers a drop in support and advice service to all, Mon-Fri 9am - 5pm. Might be able to help accommodate those with mental health needs. Offers a peer support volunteer service.

Tel: 01702 601123, Address: 112a Southchurch Road, Southend

Soup 4 Southend every Sunday 2pm - 3.30pm, gives out soup, tea, coffee, hot and cold food - operates by the Focus youth centre.

Red Cross provides refugee support, international family tracing and emergency provisions to destitute asylum seekers and refugees. Tel: 01582 589081 or 01245 291026

Southchurch Foodbank: provides food parcels to those in need.

Address: Friendship House, 484 Southchurch Road, Southend.

Professional referral is required in order to access this service.

Open Tue 1-3pm & Fri 10 -12pm; www.southchurch.foodbank.co.uk
There is also a Shoebury Foodbank that helps local families. Tel: 01702 292620

Street Pastors and the Southend YMCA **SOS Bus** operate in and around Southend High Street most Friday and Saturday evenings, 9pm - 4am. Both provide practical support for rough sleepers.

Tel: 07958 722234 (Street Pastors); 07790 869003 (SOS Bus)

Street Spirit: are a group of volunteers that seek to serve some of the needs of rough sleepers e.g. food and clothing. Meet each Saturday, 8 - 9.30 pm at the car park in Clarence Road. Tel: 07756 580333

57 West offer a drop-in service (check website for times): mentoring, advice, volunteering, workshops, and recovery cafe, all of which may appeal to rough sleepers. Tel: 07459 612217, Website: 57west.org.uk
Address: 57 West, London Road, Southend

Health Care

Victoria Surgery service for vulnerable groups such as the homeless - appointment needed (within 24 hours) and will need to register. Tel: 01702 615953; Warrior House, 42 - 82 Southchurch Rd, Southend

St. Lukes Health Centre - walk-in - Mon-Sun 8am-8pm - note GP services are limited for those not registered - need provide address. Tel: 01702 611505, Address: Pantile Avenue, Southend

Drugs and Alcohol Support

Southend CDAS for people with alcohol problems, opiate users (including prescribing) and pregnant drug users.

Tel: 01702 608170, Address: 25 Weston Road, Southend

CRI Gateway for people aged 18 or over with drug problems. Tel: 01702 431889, Address: 27 Weston Road, Southend

Southend Young People's Drug & Alcohol Team for young people under 19 with concerns about alcohol or drugs.

Tel: 01702 534786, Address: 97 Southchurch Road, Southend

Other telephone numbers of useful services:

Southend Borough Council: Tel: 01702 215000

Southend Hospital: Tel: 01702 435555

JobCentre Plus: Tel: 0845 6043719, 0345 6043719 (mobiles)

Health: Tel: 999 (Emergency), Tel: 111 (Non-Emergency)

Police: Tel: 999 (Emergency), Tel: 101 (Non-Emergency)

Police: Tel: 0800 358 0351 (use for domestic violence matters)

Community Mental Health Team: Tel: 01702 456800

Southend YMCA: Tel: 01702 301301

Southend Youth Service: Tel: 01702 534300

Southend Library: Tel: 01702 534100

NHS Health Trainers: Tel: 01702 461377

Healthwatch Southend: Tel: 01702 220104

St. Mungos Broadway: Tel: 020 8762 5500

Trust Links: Tel: 01702 213134

Family Mosaic: Tel: 01702 445870

Patient Advice Liaison Service (PALS): Tel: 0800 0857935, 01702 385333