

National Helplines

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

Samaritans offers confidential and emotional support for those who are suicidal or in 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

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 on request
- The Library is safe, warm, friendly, useful, informative, inspirational, free and, as well as at the Civic Centre, a free Internet service is provided
- During evenings in the week some will patrol the High Street giving out food

Southend's Children and Families Information Point (SHIP) is a website that provides assorted relevant local information: www.southendinfopoint.org

Note: given the Police have to maintain public order and safety; they may move on those begging or causing a public nuisance, but 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. We recognise being homeless can be a distressing time but there is help and many who want to help. Some numbers provided are free phone and some places will allow you to make phone calls for free. We have tried not to patronise etc., and our hope is that you will survive, thrive and become empowered.



SHAN

Southend Rough Sleeper Leaflet, Issue 3.1, 13/04/16. 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

(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 & Asylum Seekers Together) support, facilitates the hosting of asylum seekers. Email: castsanctuary@hotmail.com

Supported Accommodation can be accessed via Access Point Referral Panel, facilitated by Family Mosaic. Tel: 01702 445870, 0845 6027895, Address: 13 Clarence Road, Southend

Note: There is a scarcity of suitable accommodation, but some exists and accessible via contacts in this leaflet. It may be worth contacting some local letting agencies and SEAL: www.southeastalliance.org - www.flatshare.co.uk & www.spareroom.co.uk are diy search websites

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 Southend

Tel: 0344 4770808, website: www.citizensadvice.org.uk

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

Streetlink for reporting people who are homeless (and self reporting) in order to get help - www.streetlink.org.uk, Tel. 0300 5000914. This also links with St. Mungos' outreach service, who may provide help.

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

Various Advice and Support

Storehouse food parcels, refreshments, assist with benefits, housing issues, formal and informal training, counselling and floating support.

Tel: 01702 612900, Address: Coleman Street Community Centre, Southend. Services for mixed, ladies, men, families; check for times.

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 - check for times)

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 - operating in Essex Street car park.

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.

See website for centres and times: www.southchurch.foodbank.co.uk

There is also a Shoebury Foodbank that helps local families. Tel: 01702 292620

Soldiers, sailors, airforce families association (SSAFA) provides financial and emotional help for forces veterans; may be able to help with finding accommodation. Tel: 01702 463113

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. Meets each Saturday, 8 - 9.30 pm at the car park in Clarence Road. Check out on Facebook.

57 West offer a drop-in service (holds church services on Saturdays 11 followed by a meal and mid week drop ins): mentor, advice, recover, training, food. Address: 57 London Road, Southend (by Sainsbury's)

Homeless Hub offers food, drink and support to rough sleepers, 7 - 9 pm Tuesday and Wednesday at the car park in Clarence Road

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

Drop in Health Centre - the St. Lukes drop in service is no longer operating. Persons needing urgent medical treatment are advised to call 111 or in an emergency to go to Southend Hospital A&E

Southend Treatment And Recovery Service (STARS) offers a flexible, confidential treatment and support service for adults who have alcohol and substance misuse issues, living in Southend.

Tel: 01702 431889, Address: 25 - 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: 0345 6043719

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