

## 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
- There are those who patrol the High Street area who offer help where needed

www.southendinfopoint.org provides local community information. Also see SAVS community directory: www.savs-southend.org/community-directory/

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, some of it will be and will assist you in getting some of the help you need, although services do change. 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 4, 24/05/19. Direct enquiries & updates to:

John Barber, email: [jjandm.barber@blueyonder.co.uk](mailto:jjandm.barber@blueyonder.co.uk), tel. 01702-616302.

Download leaflet from [jrpublications.com/SHAN](http://jrpublications.com/SHAN) or obtain from SAVS or HARP

# 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 Hostels** for rough sleepers, short term accommodation, access to emergency shelters. Provision of food, advice and practical help and support for rough sleepers (mornings) and to anyone at risk of homelessness or sofa surfing (afternoons). HARP offers out of hours telephone advice service (24hours). Access services via Day Centre. Open Monday to Friday 9.00am to 4.00pm. Tel: 01702 430696. Address: Bradbury Centre, 103-107 York Road, Southend, SS1 2DL

**Off the Streets:** all the year round night shelter. Tel: 07399 530602, Email: [offthestreetssouthend@yahoo.com](mailto:offthestreetssouthend@yahoo.com). Facebook: off the streets  
Plan homeless drop in every Sunday 2.30-6pm at Sacred Heart church

**CAST** (Communities & Asylum Seekers Together) support, facilitates the hosting of asylum seekers. Email: [castsanctuary@hotmail.com](mailto:castsanctuary@hotmail.com)

**Supported Accommodation** can be accessed via Access Point Referral Panel, facilitated by Southend Council. Tel: 01702 215000

**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](http://www.southeastalliance.org) - [www.flatshare.co.uk](http://www.flatshare.co.uk) & [www.spareroom.co.uk](http://www.spareroom.co.uk) are diy search websites

## Housing advice

**Southend Community Housing** offers advice and assistance for homeless people and those in danger of becoming homeless.

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](http://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](http://www.streetlink.org.uk), Tel. 0300 5000914.

**Homeless Link:** [www.homeless.org.uk](http://www.homeless.org.uk) links homeless services.

## Various Advice and Support

**Storehouse** food parcels, clothing, refreshments, benefits assist, housing issues, formal and informal training, counselling and support. Services for mixed, ladies, men, families; check times Tel: 01702 612900, Address: Coleman Street Community Centre, Southend, Website: storehouse.org.uk, Facebook: southend storehouse

**Salvation Army** offers hot drinks, snacks, food parcels, sleeping bags and flasks. Tel: 01702 348999, Address: Citadel Corps, Clarence Street. Southend, Open Tuesdays, 10:30am -12pm

**Peabody** (was Family Mosaic) (with Southend Floating Support) Short term support with problems impacting housing, financial well being, health. Contact for drop in information. Tel: 01702 445870. Email: sosreferrals@peabody.org.uk. 13 Clarence Road, SS1 1AN

**Southend Mind** offers drop in, support and advice to all, and some accommodation for those with mental health needs. Mon-Fri 9-5 Tel: 01702 601123, Address: 112a Southchurch Road, Southend

**One Love** every Monday & Thursday 7-8.30pm, Tuesdays 12-2, offers food, drink, practical support for rough sleepers. Carnavon Rd, Hollybrook site, behind Civic Centre. Check out on Facebook

**Homeless Hub** every Tuesday 7-9pm, offers food, drink, support for rough sleepers - operating in Clarence Road car park. See Facebook.

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

**Southend Foodbank:** provides food parcels to those in need. Address: Friendship House, 484 Southchurch Road, Southend. A professional referral is required in order to access this service. See website for centres and times: southend.foodbank.org.uk

**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** operate in and around Southend High Street most Friday and Saturday evenings 9.30pm - 2.30am. Provides practical support for rough sleepers Tel: 07568 536722 for info.

**Street Spirit** serves rough sleepers e.g. food, clothing, sleeping bags. Saturday 7 - 8.30 pm, Clarence Road car park. Check out on Facebook.

**57 West** drop-in services (church services on Saturdays 11am followed by a meal and mid week drop ins): mentor, advice, recovery, training, food. Address: 9 Clarence Road, Southend, Website: 57west.org.uk

**Love on the Street** (Wednesday and Friday) 7-8.30pm; **Mama's Winter Soup Kitchen** in conjunction with **Homeless Eats** Sunday 6-7.30pm all feed rough sleepers (check out on Facebook) Clarence Road car park

**All Saints Church** 1 Sutton Road, Tel 01702 586954, Tuesdays 8-11am, breakfast

## Health Care

**Out of hours health care** - For non urgent medical treatment call 111. In an emergency to go to Southend Hospital A&E, or call 999

**Southend Treatment And Recovery Service (STARS)** confidential, flexible treatment, support service for adults - substance misuse / alcohol issues. Tel: 01702 431889, Address: 25 - 27 Weston Road, Southend

**Teen Challenge:** holds drop in Crowstone Christian Centre, Wednesdays 2-4pm, for people wanting to deal with substance misuse / alcohol issues.

**Southend Young People's Drug & Alcohol Team** for young people up to 21, living in Southend, with concerns about and issues relating to alcohol or drugs. Tel: 01702 534786, Address: Civic 2, Victoria Ave, Southend, SS2 6ER

### Other telephone numbers of useful services:

Southend Borough Council: Tel: 01702 215000

Southend Hospital: Tel: 01702 435555

JobCentre Plus: Tel: 0800 1690190

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

Community Mental Health Team: Tel: 01702 456800

Southend YMCA: Tel: 01702 301301

Southend Youth Service: Tel: 01702 534300

Southend Library: Tel: 01702 534100

ACE lifestyle Southend 0800 0224524

Healthwatch Southend: Tel. 01702 416320

SOS Domestic Abuse services: Tel. 01702 302333

COMPASS Domestic Abuse: Tel. 0330 3337444

Southend Association of Voluntary Services (SAVS): Tel, 356000

The Hub (Victoria Shopping Centre): 01702 469212

Trust Links: Tel: 01702 213134

Peabody: Tel: 01702 445870

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