

## 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 three 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 Last Post pub offers unlimited, refillable coffee - £1.15 (8am and 2pm)
- 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 chosen not to patronise etc., but our hope is that you will survive and thrive.*



Southend Rough Sleeper Leaflet, Issue 2.1, 14/03/14. Direct enquiries & updates to:  
John Barber, email: [jjandm.barber@blueyonder.co.uk](mailto:jjandm.barber@blueyonder.co.uk), tel. 01702-616302  
Copies of the latest version of this leaflet can be downloaded from [jrbpublications.com/SHAN](http://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)

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

**Homeless Link:** [www.homeless.org.uk](http://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** (Southend Floating Support) provides help with finding accommodation and claiming benefits. Tel: 0845 602 7895

Address: 13 Clarence Road, Southend

**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 to 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](http://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)

**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](http://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

Trust Links: Tel: 01702 213134

Family Mosaic: Tel: 01702 445870