

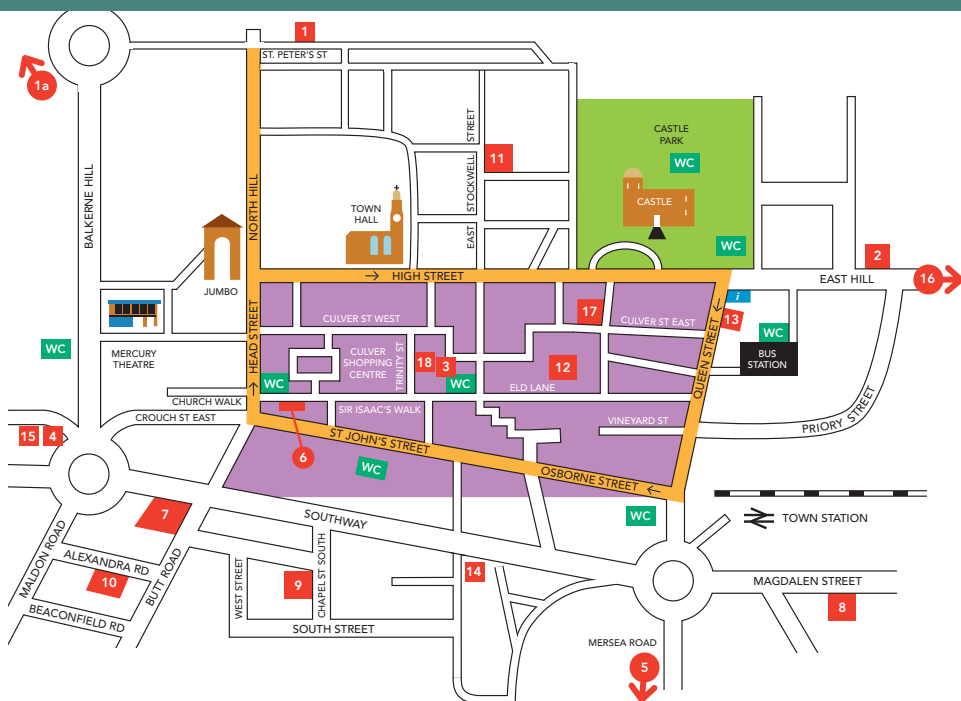


Pocket Guide to Homelessness Services

www.colchester.gov.uk



Pocket Guide to Homelessness Services



- 1 April Centre** Homeless charity for housing advice and guidance, private rented supported accommodation, outreach team, welfare benefits, form filling, practical help and support e.g. sleeping bags, clothes, other donated items as available.
Mon-Fri 9.30am-4pm
 10 St Peters Court, St Peters Street, CO1 1WD
- 1a Day centre** Cheap food and drink and a place of warmth and comfort, tv lounge, pool, table tennis, arts and craft and more.
Mon & Thurs 1pm-6pm
 St Pauls Hall, Colne Bank Avenue, CO1 1UU
01206 578 731
- 2 Beacon House** provides primary healthcare and holistic support for those who are homeless, in temporary or insecure accommodation, or who are at risk of homelessness. The services include: nurse-led clinics, smoking cessation support, showers, provision of clothing, toiletries and food parcels, a laundry service, two day-beds, refreshments, cooked meals, a computer suite, a craft and activities room.
Mon-Fri 10am-2pm
 90-91 East Hill, CO1 2QN
01206 761 960
www.beaconhouseministries.org.uk
- 3 Colchester Borough Council Customer Services**
 First point of contact for all housing enquiries and includes facilities to enable you to self-serve and apply for housing. The Council provides free, expert housing advice about: homelessness, threat of eviction, rent or mortgage arrears, disrepair, overcrowding, if your home is unsuitable, being at risk at home and housing advice for 16/17 year olds.
Mon-Fri 9am-5pm
 Colchester Library, Trinity Square, Colchester, Essex CO1 1JB
01206 282 567 housing.options@colchester.gov.uk
www.colchester.gov.uk/housing
HOME CHOICE This is the scheme through which you can apply for a Council/Housing Association home. You can choose properties through www.gatewaytohomechoice.org.uk.
There are not enough socially owned properties to house everyone who applies so those in housing need are encouraged to look into alternative options. Please see the Housing Options team for advice.
- 4 Colchester CAB** Citizens Advice Bureau provides free, independent, confidential and impartial advice to help resolve legal, money and other problems.
Mon-Fri 9.30am-4pm
 32 Crouch Street, CO3 3HH
0844 477 0808
www.colchestercab.org.uk
- 5 Colchester Mind** Mental health charity. Provides a variety of services and activities while campaigning to help reduce the stigma attached to mental health. Call the number below to be signposted to the appropriate service.
 272a Mersea Road, CO2 8QZ
01206 764600 enquiries@colchestermind.org
www.colchestermind.org
- 6 Cornerstone** One-stop multi-agency health and welfare advice centre including: weight management support, stopping smoking, sexual health and contraception, drugs and alcohol support for under 25s, health trainers, talking therapy and relationship counselling.
Mon-Fri 9am-5pm, Sat 10.30am-12.30pm
 5-7 Sir Isaacs Walks, CO1 1JJ
01206 574 256
www.acecic.co.uk
- 7 Colchester Police Station**
 10 Southway, CO3 3BU
 8am-midnight every day
101
- 8 Emmaus Colchester** Offers high quality accommodation and meaningful work experience in its social enterprise. Zero tolerance drug policy and cannot accept people who are alcohol dependent. Welcomes people who are homeless or at risk of homelessness who want to get their lives back on track.
Office hours Mon-Fri 9am-5pm
 175 Magdalen Street, CO1 2JX
01206 541616 info@emmauscol.org
www.emmaus.org.uk/colchester
- 9 Jobcentre Plus** Employment and benefit advice.
 Crown Buildings, 40 Chapel Street South, CO2 1AZ
Mon, Tues, Thu, Fri 9am-5pm, Wed 10am-5pm
www.gov.uk
0845 604 3719
- 10 Night Shelter** Direct access emergency accommodation.
 Overnight to a maximum of 28 days
Open daily 7.15pm-9am Last admission 9pm
Sunday opening 12.30pm-9am
 39-41 Alexandra Road, CO3 3DF
 Please call in advance on **01206 549 885**
enquiries@colchesternightshelter.org.uk
www.colchesternightshelter.org.uk
- 11 NEEDAS** (North East Essex Drug and Alcohol Service) Offers specialist treatment and support for people who are dependent on drugs or alcohol in the Colchester and Tendring areas. This includes substitute prescribing programmes and alcohol detoxification. Works with other providers to develop individual recovery plans. Referral pathways differ so please ring or drop in to enquire.
Mon, Weds, Thurs, Fri 9am to 5pm
Tues 9am to 7pm
 Duty service available for enquiries/referrals **Mon-Fri 12pm to 5pm**
01206 287 250
- 12 Open Door** Drop-in centre which offers a listening service, friendship, advice, counselling and referrals on issues like housing, benefits, employment. All are welcome. Cafe style environment with 10p tea and coffee.
Mon, Wed & Fri 10am-2pm
 Colchester Baptist Church, Eld Lane, CO1 1LS
01206 769 436
www.opendoorcolchester.co.uk
- 13 Open Road** Drug and alcohol support and advice including assessment and access to formal treatment. Also offers one-to-one support, ear acupuncture groups and needle exchange. Works with users and their families. You can access Essex Young People's Drug & Alcohol service (EYPDAS) for under 18s at this centre.
Mon-Fri 9.30am-5pm, Thu 9.30am-8pm
 5a Queen Street, Colchester, Essex, CO1 2PG
Centre 01206 766 096 **Helpline 0844 499 1323**
www.openroad.org.uk
- 14 Samaritans** provides 24-hour confidential emotional support to those in distress.
08457 90 90 90
 Walsingham Road Community Hall, CO2 7BN
10am-8pm most days
jo@samaritans.org
www.samaritans.org
- 15 Shelter** Specialist advice for anyone who is homeless, at risk of homelessness or in need of help with housing.
Mon-Fri 9am-5.30pm
 Blackburn House, 32d Crouch Street, Colchester, CO3 3HH
0344 515 1860
www.shelter.org.uk
- 16 Signpost Centre** Guidance and help for unemployed people and those seeking a new direction.
Mon-Fri 9.30am-3.30pm
 Hawthorn Avenue, Greenstead, CO4 3QE (above library)
01206 861 800 spg@sign-post.info
www.sign-post.info
- Essex Social Care (Social Services)** Help and advice, care, support and protection for: older people, children in need, 16/17 year olds, people with disabilities, people with a learning disability, carers.
Mon-Fri 8am-8pm, Sat 9am-12pm
 Adult Health & Community Wellbeing **0845 603 7630**
 Children and Young People **0845 603 7627**
 Urgent and 24-hour protection line for Children & Adults
0845 606 1212 contact@essex.gov.uk
www.essex.gov.uk
- 17 Soup Run** Provides soup and sandwiches to homeless people. Run by volunteers. 8pm-9pm St Nicholas Square every night including Christmas.
- Women's Refuge** Crisis accommodation for women in abusive or violent relationships. Excellent facilities and support plus outreach service available in a place you feel is safe.
 In Colchester but address not public **01206 500 585**
www.colchester-refuge.org.uk (You can 'hide your visit')
- 18 Youth Enquiry Service (YES)** Housing advice, information and support for the under 25s. You can drop in and speak to Claire or make an appointment. Other services include counselling, teenage pregnancy support and help with benefits and debt.
Mon-Fri 9am-5pm
 9 Trinity Street, CO1 1JN
01206 710 771 info@colchesteryes.org.uk
www.colchesteryes.org

INFORMATION FOR YOUNG PEOPLE

IF YOU'RE UNDER 16 and feeling unsafe where you live or are having to leave home, Essex Social Care (Social Services) runs a 24-hour protection line for children and young adults on **0845 606 1212** or you can email contact@essex.gov.uk for help.

IF YOU'RE AGED 16-17 Colchester Borough Homes has advisers who will listen to you and explain what can be done. They will arrange to see you as soon as possible. A Social Worker may also be present because until you're 18 you are still legally a child. Everything possible will be done to prevent you being made homeless. You can visit the Customer Service Centre or Tel **01206 282 569**.

Essex Social Care has Homeless Youth Specialists who will provide advice and support to help you keep a roof over your head Tel **0845 606 1212**.

The Youth Enquiry Service provides support with housing and homelessness, debts and benefits. They're at 9 Trinity Street, Tel **01206 710 771**.

IF YOU'RE 18-25 contact either Colchester Borough Homes or the Youth Enquiry Service. They will be able to explain what your options are.

Depending on your circumstances you may be eligible for emergency accommodation. The housing advisers at Colchester Borough Homes will be able to guide you.

There are various housing schemes for young people in Colchester but there will be a waiting list and a financial cost. The Youth Enquiry Service can advise you and make any necessary referral.

You may be entitled to help through benefits whether you're working or not. To get a benefit check and help with claiming contact the Youth Enquiry Service.

Information and advice about housing for young people in Colchester – www.coyoho.co.uk

USEFUL NUMBERS

Essex Social Care 24-hour protection line

Tel **0845 606 1212**

Colchester Borough Council 24-hour helpline

Tel **01206 769 779**

Colchester Foodbank

Food parcels are issued to people who have been referred by a professional and given a voucher.

Mon-Fri 10am-4pm and Sat 10am-1pm

33 Moorside Business Park, off East Hill (near Rollerworld) CO1 2ZF

Follow signs to the correct entrance

Tel **07957 809 041**

Email colchfbank@gmail.com

www.colchester.foodbank.org.uk

Essential Living Fund

Support that can be claimed to help you in an emergency for things like general living expenses, clothing, household goods and utilities.

Apply via Southend Council tel **0300 7900 124** or online

www.southend.gov.uk/elfforessex

National Debtline

Free, confidential and independent advice on how to deal with debt problems.

Tel **0808 808 4000**

Mon-Fri 9am-9pm

Sat 9.30am-1pm

www.nationaldebtline.co.uk

