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**Local Services Directory**

**(Version 07/2018)**

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To find services locally search on **Southend Information Point** [www.southendinfopoint.org](http://www.southendinfopoint.org)

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**Feedback**

Please email [adult-redesign@southend.gov.uk](mailto:adult-redesign@southend.gov.uk) with comments so we can keep making next versions more useful for you.

**Advice, information, housing and finances**

Citizens Advice Bureau [0344 477 0808](javascript:void(0))

Debt advice, help with filling in forms, appeals, benefits and legal advice, home visits available if disabled

Age Concern 01702 345373

Over 60’s, local providers’ directory, volunteer drivers, tea club

Dementia Community Support Service 01702 534772

For adults with dementia and their carers, advice and education, support, peer groups

Southend Carers 01702 393933

For informal carers, training, counselling, ad-hoc respite, emergency respite scheme, one off practical support, peer groups set up around Southend.

Community Hubs 01702 469212

Southend Victoria Shopping Centre/Shoeburyness, SS3 9EF. Housing and benefits advice, IT skills, English as second language courses, volunteering

West Leigh Baptist Church Community Hub 01702 472100

Variety of services and community groups

Age Concern Community Hub 01702345373

Drop in with social worker, dementia navigator

Family Mosaic 0800 288 8883 / 01702 445870

Housing related support, help with benefits and accessing services, debt advice, drop in centres and home visits for housebound adults

Mencap Southend 01702 334514

Information, advice and advocacy for families and people with learning disabilities

LEAP – Local Energy Advice Programme 0800 060 7567

FREE service, providing important advice, support and energy saving measures to fuel poor and vulnerable households. Income/benefits maximisation. Help with grants.

**Advocacy**

POhWER 0300 456 2370

Care Act advocacy services, Community Advocacy, Independent Mental Capacity Advocates

South Essex Advocacy for Older People 01702 340566

Over 60 - advocacy, help with filling in forms and support in accessing housing, dealing with debt

Healthwatch Southend 01702 416320

Information and advice on health and social care, advocacy and complaints

**Befriending and loneliness**

Age Concern 01702 345373

Over 60’s befriending in person and on the phone, but can also accommodate younger adults with disabilities if they need support and the charity is able to find a matching volunteer.

Folk Like Us - Turning Tides 01702 356070

Provides support and advice to people over the age of 65, living in the borough of

Southend who are experiencing loneliness and isolation, drop in centre or visit, main aim is to connect the person with their community

Saint Vincent De Paul Society Southend 07702925192 (local contact Pete Wake)

Home visits for lonely people

The Silver Line – 0800 470 8090

Telephone befriending and volunteering opportunities

Age UK 0800 678 1174

Telephone befriending and volunteering opportunities

SSAFA Southend 01702 463113

Armed forces charity for former and current service man and their families, support, advice, grants. National Service counts towards eligibility. Local drop in and social club.

**Cleaning and shopping services**

Age UK Essex Home Help Service 01245 207 029

(previously known as CAPE, hourly rate), vetted. £13.5hr

Green Clean Westcliff 07941 441238

Cleaning and small errands, DBS, £10.5hr

One Response Cleaning 07525243798

Deep clean, moving, regular cleaning £12.5hr

SOS Cleaning 07796 173741

Deep cleans

**Handyman and gardening**

Age Concern handyman  01702 345373

60+, Volunteer will assess if they can complete the job

Handyperson Service 01702 215511

£17 an hour, “at the discretion of our office, we may carry out preventative works free of charge - as part of our slips, trips and falls programme.”

All Seasons Gardening 01268 638406

£17.5/hr

**Transport**

Age Concern 01702 345373

Over 60 Volunteer drivers - pay for mileage, bus for trips.

Access Anyone 01702 524584

Wheelchair taxi, wheelchair minibus, private ambulance. Escort can go with adult, book in advance

Care Cars 01702 385125

Southend Hospital voluntary transport scheme. Donation requested to cover driver's costs. Seven days’ notice needed.

**Meal deliveries and shopping**

Hot meals deliveries:

Glenwood Cafe 01702 341558

Direct2U 07787556663

Frozen meals deliveries:

Wiltshire Farm Foods 0800 077 3100/ 01268 288 887

Oakhouse 0845 643 2009 (plus groceries and toiletries)

Shopping:

Milk and More 0345 606 3606

Milk, groceries, veg, fruit and toiletries delivered to the door, pay online/on the phone, order on the phone

NF Collins and Son Dairies [01268 777497](javascript:void(0))

Milk, groceries and toiletries delivered to the door, order on the phone

Byfords Food Hall 01702 525903

Local shop in Leigh on Sea, deliveries

**Health and exercises**

Life Style Hub 0800 022 4524

Advice and support with weight management, exercise, stopping smoking, referrals to gyms and classes, health trainers.

Staying Steady 0800 022 4524 option 2

Age and condition appropriate classes to develop balance and improve mobility, £1 per session, throughout Southend.

ActiveLife 50+

Classes and walks 01702 567327

**Socialising and activities**

Club 50+ [01702 346863](javascript:void(0))

A variety of activities available in a friendly, warm environment

Piertalk 07474 119899

Socialising, walks, breakfasts, lunches, film screenings. [www.piertalk.com](http://www.piertalk.com)

Craftable 07941 133551

Craftable is a non-profit community group for adults in Southend and surrounding times living with long-term physical or mental health issues that result in social anxiety, social isolation or social phobias.

**Volunteering**

South Essex Community Hubs 01702 469212

Help with matching to local opportunities.

Southend Association of Voluntary Services 01702 356000

Southend Timebank micro – volunteering, Supported Volunteering

**Safety**

Careline 0800 833 162

Lifeline pendants and more

AG Locksmiths 07831 261341

Keysafe installations, discounts for people on low income, disabled and pensioners.

Essex Fire Service 0300 303 5555 or email [webmaster@essex-fire.gov.uk](mailto:webmaster@essex-fire.gov.uk)

Fire Safety Checks - smoke alarms

SoS Domestic Abuse Project 01702 302333

Services for adults and children experiencing domestic abuse, safety planning.

**Emergency food and funds**

Storehouse [01702 617348](javascript:void(0))

Coleman St, Southend-on-Sea SS2 5AW

**Monday**: 11:30am-12:30pm then 1-2pm, All welcome **Tuesday**: Closed **Wednesday**: 9:30am-11:30am Family Storehouse (referral only) then 1-1:45pm Women only **Thursday**: Closed **Friday**: 11:30am-12:30pm Men only then 1-2pm All welcome

Food banks

Food vouchers must have been obtained before attending from partner agencies

**Monday** 17:00 - 18:30 Hawkwell Baptist Church Address Rectory Road, ROCHFORD, SS4 1UE

**Tuesday**: 1-3pm at Belle Vue Baptist Church, Belle Vue Avenue, Southend

**Wednesday**: 10am-12pm at Ferndale Baptist Church, North Avenue, Southend Wednesday 2-4pm at Crowstone URC, Crowstone Road, Westcliff

**Thursday**: 1.30-2.30pm at Great Wakering United Methodist Church, Great Wakering. Closed

**Thursday** 1-3pm at Shoebury & Thorpe Bay Baptist Church, Shoebury

**Friday**: 10am-12pm at Belle Vue Baptist Church, Belle Vue Avenue, Southend

**Saturday**: 9.30-11am at West Leigh Baptist Church, 1150 London Road, Leigh

[www.southend.foodbank.org.uk/locations/](http://www.southend.foodbank.org.uk/locations/)

Essential Living Fund 0300 790 0124

Grants for food, clothing, household furniture and equipment. Proof of income required

**Homelessness**

HARP Homeless Action Resource Project/ Day and Emergency Hostel Services [01702 430696](javascript:void(0))

Drop in centres, hostels

Rough Sleepers leaflet

https://jrbpublications.files.wordpress.com/2014/03/rough-sleeper-leaflet-v3-1.pdf

List of local resources and servicers, hot meals

**Mental Health/bereavement**

Samaritans 01702 611 911, free number 116123

Listening to your problems and tailored advice

Mind Southend 01702 601123

Mental Health Inquiry Line

Cruse Bereavement Counselling 0845 2669710

Therapy For You 01268 739128 Self-referral for access to talking therapies

Recovery College [01702 213134](tel:01702542813)

Courses and activities to assist families and adults to manage their mental health

Trust Links 01702 213134

Horticultural therapy, gardening, volunteering, counselling for carers, self-referral.

Mood Boosting books at the library 01702 215011 (The Forum)

Saneline 0300 304 700

Helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends and carers, open every day of the year from 6pm to 11pm.

**Substance misuse**

STARS [01702 431889](tel:01702%20431%20889)

Substance misuse recovery, self-referral, drop in, 27 Weston Road

Alcoholics Anonymous in Southend-on-Sea 0800 9177 650

Self-referral, self-help groups

**Sight and hearing loss**

Southend Blind Welfare Organisation 01702 342131

Information, advice, equipment library, club

Hearing Help Essex 01245 496347

Information, advice, training, equipment

**Mobile services/home visits**

Hairdressers:

Esther Mobile hairdresser 07841 824212

Feet care:

Kevin Halliday Visiting chiropodist/podiatrist 01702 295662

Bridgewater Clinic (Chiropody) Chiropody & podiatry services 01702 413526

Peter Johnson Foot health practitioner 01702 600945

Opticians:

Harvey Rose&Sons 01702 346828

Specsavers 01702 619021

**Charitable Grants and help with costs**

Turn2us 0808 802 2000

[www.turn2us.org.uk](http://www.turn2us.org.uk) free helpline (9am-8pm Monday-Friday), benefits advice.

Lenderhand [020 8532 5066](javascript:void(0))

Charity that provides families and individuals with goods/ services they couldn’t otherwise afford

Friends of the Elderly [020 7730 8263](tel:020%207730%208263)

small grants to older people living who are living on low incomes. Home essentials/Digital Connection/Financial Support

**Pets and animals**

Cinnamon Trust 01736 757 900

[The National Charity for the elderly, the terminally ill and their pets](http://www.cinnamon.org.uk/)

RSPCA South Essex [0300 123 4999](javascript:void(0))

Animal welfare charity

**Organising own care**

Vibrance 01702 214540

List of local care agencies, advice on employing carers and Personal Assistants, payroll services for Direct Payments, Personal Assistants Register

South Essex Care & Health Association 01268 784501

Bed register www.secha.org.uk/bed-register/

Care Choices Directory 01223 207770

Catalogue of local homes and advice sheets

Relatives and Residents Association 020 7359 8136

Support and inform residents, families and friends about care and to help them if things go wrong

**Public services numbers**

Single Point of Access 01702 215008

Adult social services, occupational therapy, information and advice, safeguarding adults

Early Help 01702215783

Support, information and advice for families and children

First Contact Team 01702 215007

If you are concerned that a child is being abused or neglected, or that they may be at risk of harm

SBC Housing Team 01702 215002

Housing information and advice

Taylor Centre 01702 456800

Access to Mental Health services

Essex Police 101

Non-emergency number

NHS 111

Non-emergency number for health services

District Nursing Liaison 01702 608250