

**Signpost**  
resource centres

**mind**  
for better mental health  
Colchester

**openroad**  
your journey to recovery

COLCHESTER  
**NIGHT**  
shelter

Gateway to  
**HOMECHOICE**

The April Centre  
You will make a difference

Essex County Council

**SAMARITANS**

colchester & tendring women's refuge

**yes.**  
supporting young people

**jobcentreplus**

**Beacon House**  
bringing hope

**ADVICE**

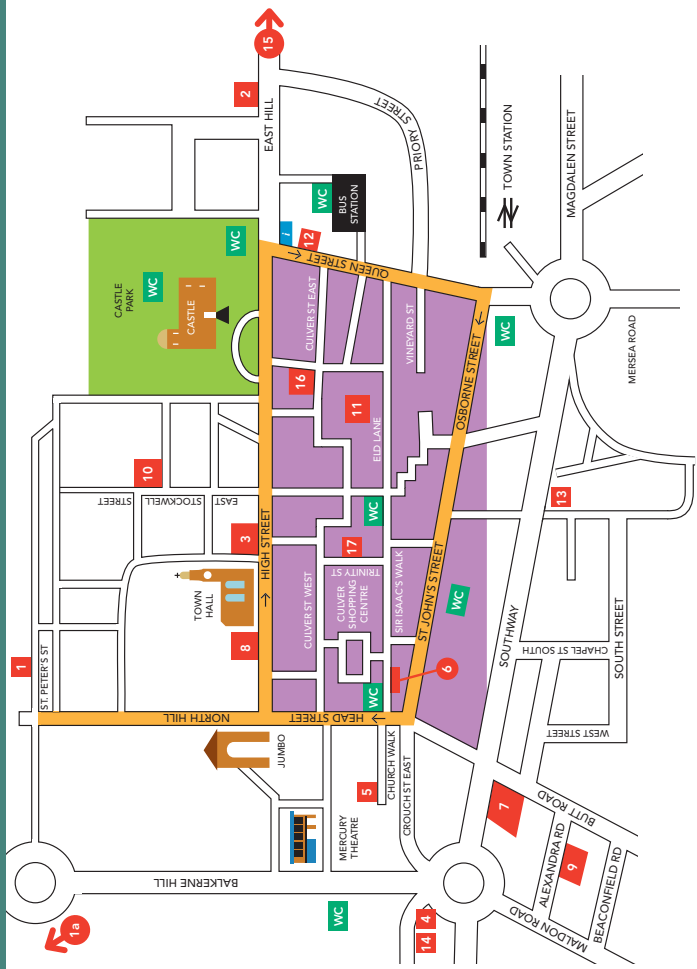
  
**Colchester**

# Pocket Guide to Homelessness Services

Colchester Borough Council

[www.colchester.gov.uk](http://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** Drop-in day centre for the homeless and those at risk of homelessness. Health and basic services: nurse-led clinic, showers, washrooms, laundry, clothing, toiletries and refreshments. Learning and Development services: information, support, IT access, other activities.

Mon-Fri 10am-2pm

90-91 East Hill, CO1 2QN

☎ 01206 761 960

[www.beaconhouseministries.org.uk](http://www.beaconhouseministries.org.uk)

**3 Colchester Borough Council Customer Service Centre**

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 282 569

✉ [housing.options@colchester.gov.uk](mailto:housing.options@colchester.gov.uk)

[www.colchester.gov.uk/housing](http://www.colchester.gov.uk/housing)

 **HOMECHOICE**

This is the scheme through which you can apply for a Council/Housing Association home. You can choose properties through [www.gatewaytohomechoice.org.uk](http://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,

**10**



**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 Tending 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-Thurs 9am-4.45pm Friday 9am-4.30pm

Late opening to 7pm on alternate Tues/Weds (planned appointments only)

☎ 01206 287 250

**11**



**Open Door** Drop-in centre which offers a listening service, friendship, advice, counselling and referrals on issues like housing, benefits, employment. All are welcome.

Mon, Wed & Friday 10am-2pm

Colchester Baptist Church, Eld Lane, CO1 1LS

☎ 01206 769 436

[www.opendoorcolchester.co.uk](http://www.opendoorcolchester.co.uk)

**12**



**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](http://www.openroad.org.uk)

**13**



**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](mailto:jo@samaritans.org)

[www.samaritans.org](http://www.samaritans.org)

**14**



**Shelter** Specialist advice for anyone who is homeless, at risk of homelessness or in need of help with housing.

Mon-Fri, 9am-5pm

Blackburn House, 32d Crouch Street, Colchester, CO3 3HH

☎ 0344 515 1860

[www.shelter.org.uk](http://www.shelter.org.uk)

 independent, confidential and impartial advice to help resolve legal, money and other problems.

**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.  
7 Church Walk, CO1 1NS  
☎ 01206 579 080 ✉ [enquiries@colchestermind.org](mailto:enquiries@colchestermind.org)  
[www.colchestermind.org](http://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](http://www.acecic.co.uk)

**7** **Colchester Police Station**  
10 Southway, CO3 3BU  
8am-midnight every day  
☎ 101

**8** **Jobcentre Plus** Employment and benefit advice.  
138 High Street, CO1 1YJ  
Mon, Tues, Thu, Fri 9am-5pm, Wed 10am-5pm  
[www.gov.org.uk](http://www.gov.org.uk)  
☎ 0845 604 3719

**9** **Night Shelter** Direct access emergency accommodation. Overnight to a maximum of 28 days  
Open daily 7.15pm-9am Last admission 11pm  
Sunday opening 12.30pm-9.30am  
39-41 Alexandra Road, CO3 3DF  
Please call in advance on ☎ 01206 549 885  
✉ [enquiries@colchesternightshelter.org.uk](mailto:enquiries@colchesternightshelter.org.uk)  
[www.colchesternightshelter.org.uk](http://www.colchesternightshelter.org.uk)

**15** 

**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](mailto:spg@sign-post.info)  
[www.sign-post.info](http://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](mailto:contact@essex.gov.uk)  
[www.essex.gov.uk](http://www.essex.gov.uk)

**SOLO HOUSING** Operates a Lodgings Scheme in Colchester for single people aged 18-65. This is a non-emergency service operating Mon-Wed 9am to 5.30pm. Referrals via Colchester Borough Council Customer Service Centre or contact Solo Housing ☎ 01379 640 250 ✉ [info@solohousing.org](mailto:info@solohousing.org)  
[www.solohousing.org](http://www.solohousing.org)

**16** 

**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](http://www.colchester-refuge.org.uk) (You can 'hide your visit')

**17** 

**Youth Enquiry Service (YES)** Housing advice, information and support for the under 25s. You can drop in and speak to Sarah or Claire or make an appointment  
Mon-Fri 9am-5pm  
9 Trinity Street, CO1 1JN  
☎ 01206 710 771 ✉ [info@colchesteryes.org.uk](mailto:info@colchesteryes.org.uk)  
[www.colchesteryes.org](http://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](mailto:contact@essex.gov.uk) for help.

**IF YOU'RE AGED 16-17** Colchester Borough Council 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 the Borough Council 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 Council 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.



## USEFUL NUMBERS

### **Essex Social Care 24-hour protection line**

Tel 0845 6061212

### **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.

Food parcels are distributed on Tuesdays and Thursdays,  
10am-12.30pm from:

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

Follow signs to the correct entrance

Office Mon-Fri 10am-4pm

Tel 07957 809 041

Email [colchfbank@gmail.com](mailto:colchfbank@gmail.com)

[www.colchester.foodbank.org.uk](http://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](http://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](http://www.nationaldebtline.co.uk)