

## HASTINGS STREET SHEET UPDATE: 20<sup>th</sup> DEC 2021

Dear all

Following the round-up I sent out on 13<sup>th</sup> Dec, I received updates from quite a number of agencies who, understandably at this time of year, had missed the deadline.

Hence, I'm sending out this revised version, with **information specific to the Christmas period highlighted in yellow** as before.

Amendments this month are from:

- **Adfam**
- **Citizens Advice 1066**
- **Dom's Food Mission**
- **ESRA**
- **HARC**
- **Hastings Foodbank**
- **Hope Kitchen**
- **Hastings i-Rock**
- **Jobcentres**
- **Safehaven Men/Women**
- **Salvation Army**
- **Seaview**
- **St John Ambulance Homeless Service**
- **Street Pastors**
- **Surviving Christmas**

In the New Year I'll be liaising with a few agencies and individuals who have expressed an interest in revising the Street Sheet and taking it forward in a new, multi-agency, and hopefully online (as well as printable pdf) format. If you'd like to be part of that working group and haven't already let me know, do please get in touch.

For now, all best wishes for Christmas and New Year, and thank you for all your contributions,

Roger

[Roger.nuttall@sja.org.uk](mailto:Roger.nuttall@sja.org.uk)

## Adfam East Sussex

Adfam is commissioned by East Sussex County Council to work across the county offering support to families, loved ones and concerned others who are affected by someone else's problematic alcohol and substance use. We are able to offer 1-1 support focusing on resilience, boundaries, harm minimisation etc as well as peer support groups and educational sessions.

Referrals can be made via our website: <https://adfam.org.uk/east-sussex> or contact Katie Jackson for further information on the referral process: [k.jackson@adfam.org.uk](mailto:k.jackson@adfam.org.uk)

We are open up until 4pm on Christmas Eve as normal. Closed Christmas Day through until 29<sup>th</sup> December 2021. On 30<sup>th</sup> December we are operating a drop in zoom support session for any existing clients and will also be responding to any referrals made during the closure period. We then are closed again 31<sup>st</sup> December – 3<sup>rd</sup> January 2022 and normal service resumes 4<sup>th</sup> January 2022.

## Citizens Advice 1066

- We offer free advice on benefits, employment, housing, debt, immigration, consumer / legal and other matters to people in the Hastings area.
- We provide food and fuel vouchers and support with applications for charitable grants for essential items alongside support for digital and financial inclusion support to improve skills and access services.
- We provide our service via our phone advice lines and through online/emails 9am until 5pm Mon – Friday.
- Our local message service is 01424 869352 - we will respond within the same working day unless your call is after 4.00pm when we may respond the next morning.
- Alternatively, you can call the Citizens Advice advice line on 03444 111 444. Our local advisers will take Hastings calls as a priority.
- More info at <https://www.citizensadvice1066.co.uk/>

We're closing on 24th Dec at 5pm and re-opening on 4th Jan at 9am.

## Community Connectors

Professional and Self-Referrals accepted, further info and forms to download from our website: <https://www.southdown.org/CommunityConnectors>

Medication is not the only solution to supporting your mental health and wellbeing. Community Connectors is known as a 'Social Prescribing' service - a bit like a prescription for your lifestyle. We can support with: Health & Wellbeing; Leisure Activities; Social Networks; Housing; Education; Training; Finance; Debt; Volunteering; Employment.

Together we:

- Explore and identify what is important for health and wellbeing and the issues to address
- Identify and connect to beneficial activities, services and groups in your local community
- Support and provide encouragement to start using the services that can be helpful

Our service is free and available to people aged 16+, experiencing issues affecting their mental health, who live in Hastings & Rother, Eastbourne, Seaford & Hailsham.

Currently we are offering telephone support, online meetings and in person support outside in the community, subject to restrictions and guidelines. We have returned to some but not all GP surgeries.

## Dom's Food Mission

Dom's food mission hubs: advised best to get there just before 12 as the food is gone by 12:20.  
Delivering on a Tuesday to clients that can't get out and about.

Dom's charity phone number is 07783190948: this can be passed on to clients.

Monday: Crowborough Road Community Centre, (use back entrance) 12-1

Tuesday: Broomgrove Road Community Centre 12-1

Wednesday: Ore Community Centre (opp Aldi) 12-1

Thursday: Hollington Football Club 12-1

Friday: Four Courts Community Centre (behind high rise flats) 12-1

## East Sussex Veterans Hub

Here as a single point of contact for veterans.

Freephone: 0330 1077 808 or 01424 446292

Email: [esvh99100@esvh99100.onmicrosoft.com](mailto:esvh99100@esvh99100.onmicrosoft.com)

Website: <https://www.eastsussexveteranshub.co.uk/>

## ESRA

ESRA in Hastings is open on a Monday, Wednesday and Friday 9.30- 2.30 for face to face support with clients. Referrals to our service can be made via our website [www.esrauk.org](http://www.esrauk.org). There is Recovery support is available on those days through our SMART and Recovery Groups. The Café is open from 9.30 until 2.00pm serving healthy foods and teas and coffees [available to ESRA clients] All our updated information is on our Facebook pages: this is updated daily/weekly. Please feel free to signpost anyone to the website as there is lots of other information to support people in recovery Telephone 01424 435318

**ESRA Hastings will be closed from 24<sup>th</sup> December until 5<sup>th</sup> of January 2022.**

## HARC

HARC is continuing to offer specialist benefit and budgeting advice both face to face and by telephone and email:

HARC: 01424 428375

Welfare Benefits Helpline: 0333 344 0681

HARC: [info@harcuk.com](mailto:info@harcuk.com)

Benefits Advice Project: [benefitseastsussex@harcuk.com](mailto:benefitseastsussex@harcuk.com)

These services operate Monday to Friday 9am to 5pm.

**We are open until 1.00pm on Friday 24<sup>th</sup> December 2021 and reopen on Tuesday 4<sup>th</sup> January 2022 at 9.00am.**

## Hastings & Rother Credit Union

We are all working from home until we can safely reopen our office.

We can be contacted by telephone on 01424 202651 or email at [info@hrcu.org.uk](mailto:info@hrcu.org.uk) or via our website at [www.hrcu.org.uk](http://www.hrcu.org.uk).

We are able to open bank accounts with contactless Visa cards without a credit check and accept alternative forms of identification in many cases.

## Hastings Covid-19 Community Support Hotline

Do you or does someone you know need help? Residents of Hastings and St Leonards, or their friends, family or carers, can contact Hastings Borough Council on a special helpline:

01424 451019, open 9am – 5pm Monday – Thursday, 9am – 4.30 pm Friday.

More info and an online form for non-urgent enquiries is available here:

<https://www.hastings.gov.uk/my-council/covid19/help/>

## Hastings Foodbank

Hastings Foodbank supports local people in crisis who are facing food poverty by providing food parcels, containing 7 days of nutritionally balanced food, for each person referred and their dependents. An e-referral to the Foodbank can be made by contacting Citizens Advice: 01424 869352, the Council: 01424 451019 (if directly affected by Covid), or one of our many front-line partner support agencies.

We are open, for those referred, to collect their food at the following times and places: -

Monday	10.30am – 3.00pm	The Hastings Centre	(TN34 2SA)
Wednesday		Cambridge Hall	(TN34 1DJ)
Friday		The Hastings Centre	(TN34 2SA)

For people who are still required to shield or self-isolate a delivery service is provided.

For more information e-mail: [info@hastings.foodbank.org.uk](mailto:info@hastings.foodbank.org.uk), or call 07526 066453

We are open until Friday 24th December, Christmas Eve at the Hastings Centre till 3pm.

We re-open on Wednesday 5th January at Cambridge Hall.

Please could you ensure any clients self-isolating or in extreme circumstances that will require a delivery be put through by midday on Christmas eve to support us.

## Hastings i-Rock

i-Rock can offer young people aged between 14-25 years old advice and support on emotional and mental wellbeing, jobs, education and housing. Young people can access our service through the following options:

- Attend Anywhere - this virtual service would allow a young person to chat to a project worker via video call, call or the chat box option. To access this service please click the following link between the hours of 11am-5:45pm, Monday-Friday - <https://nhs.vc/irock-service>
- Face to face - we can also offer a limited number of face to face appointments at each i-Rock site, to book an appointment please click the following link - <https://www.picktime.com/iRock>

If you have any questions or want to find out more about our service, please email [irockeastsussex@gmail.com](mailto:irockeastsussex@gmail.com) or visit our website which includes links to our social media for support and advice - <https://irocksussex.com/>

Please note, we will be closing for Christmas on Wednesday 22<sup>nd</sup> December 2021 and will reopen on Tuesday 4<sup>th</sup> January 2022.

## Hope Kitchen

Open on Thursday evenings from 7.30-8.30pm.

This is a take-away service only and is from outside the front of Wellington Square Baptist Church. We have hot soup, rolls, a hot drink and a warm welcome. For rough sleepers there are sleeping bags and sometimes other items.

We will be open as usual each Thursday over Christmas/New Year.

## Jobcentres

Jobcentres will be open until Friday 24th December  
Closed Saturday 25th December until Wednesday 29th December  
Open Thursday 30th and Friday 31st December  
Closed Saturday 1st January until Monday 3rd January  
Open Tuesday 4th January.

## Links Project

Our Drop-in is now open for face-to-face service every Wednesday from 11am -3pm at Central Hall, 6 Bank Buildings, Hastings TN34 1NG. For further information or inquiries phone 01424 444010 or email [marc@hastingsvoluntaryaction.org.uk](mailto:marc@hastingsvoluntaryaction.org.uk)

## Manna Machine

We take a hot meal to the town centre outside Debenhams at 7pm on Mondays.

## Safehaven Men/Women:

Safehaven Men opens again on Monday 10<sup>th</sup> January 2022 as a drop-in, offering food, hot drinks, and 'giveaways' when available. Opening times 10.00am-12.00pm on Mondays during term time. Keyworkers are welcome to bring or meet clients at the drop in and enjoy a hot drink and some food.

Safehaven Women opens again on Thursday 13<sup>th</sup> January 2022 as a drop-in, offering food, hot drinks, clothing, craft, nail bar and 'giveaways' when available. Opening times 12.30pm-14.30pm on Thursdays during term time. Keyworkers are welcome to bring or meet their clients at the drop in and enjoy a hot drink and some food.

## Salvation Army, Hastings Citadel, St Andrew's Square, Hastings

- Open Tuesday 10.00 – 12.00 For Community Café, Showers, Food Bank, Baby Bank and Employment Plus
  - Thursday 10.00 – 12.00 For Community Café, Showers, Food Bank, Baby Bank.
- We have clothing and supplies available to rough sleepers.
- Sundays 11.00 open for worship service
  - Saturday Kitchen 7.00pm – In partnership with Warming the Homeless and St John Ambulance Homeless Service. Hot meal to eat in. This service is available to rough sleepers and those in TA's, EA's. etc
  - Sunday Supper Club First Sunday of the Month. 4.30pm. – In partnership with Warming the Homeless. Full roast dinner with all the trimmings and crumble and custard/ ice cream for pudding. Barber, Podiatrist and Job Finder service in attendance. Games, adult colouring, and board games available. This service is available to rough sleepers and those in TA's, EA's. etc
- We also have PAM's pack (Periods and Me.) available to those in need of sanitary products, please just pop in and request PAM's pack.
  - If additional support needed, please contact Lt. Debbie-Anne on 07776 965569

Community café will be closed 14<sup>th</sup> December – 3<sup>rd</sup> January

Christmas day we will be open 10.00am – 4.00pm  
Boxing day we will be open 10.00am – 4.00pm  
In partnership with Surviving Christmas

## Salvation Army, Ore

We continue our weekly Foodbank provision with C.A.P. on Tuesday 9.30-11.30 for the local community.

Wednesday Parent and Toddlers 1-2.30pm

Thursday 2-3pm Home League (a fellowship meeting open to all)

Friday Children's club 6-7.30- fun, music, games, craft

Youth 7.45-9pm safe place to chill with games and chatter

Sunday Worship and Fellowship 11am with Songs of Praise on the 2nd Sunday of the month.

## Seaview / Rough Sleeping Initiative

Currently Seaview is allowing up to 15 service users in the centre at any one time.

The centre is open Monday – Friday during the following times:

- Monday, Tuesday and Friday 10am – 4pm
- Wednesday 10am – 2pm
- Thursday 8.30-10am rough sleepers breakfast for those who are verified, 10am-2.30pm for all.

Now open on weekends from 8:30am til 1:30pm with priority given to people who are rough sleeping.

Seaview's Wellbeing Centre, Seaview Accommodation Support Service (SASS), RADAR, Project Adder and the harm reduction services continue to operate from the centre and in the local community.

As partner's to the East Sussex Rough Sleeping Initiative, the Housing First and Rough Sleeper Outreach Service are working closely with clients in the wellbeing centre, in their homes and an via an early morning service for rough sleepers in Hastings, St Leonards and Rother.

For more information on our services please contact Seaview on 01424 717981 or visit [www.seaviewproject.co.uk](http://www.seaviewproject.co.uk) and <https://www.facebook.com/SeaviewProject> and <https://www.instagram.com/seaview.project/>

## Christmas / New Year arrangements:



**OPENING TIMES**

**DECEMBER**

MONDAY 20TH 10-12.30 1-4  
TUESDAY 21ST 10-12.30 1-4  
WEDNESDAY 22ND 10-2  
THURSDAY 23RD 8.30-10 ROUGH SLEEPER HUB FOR VERIFIED ROUGH SLEEPERS ONLY  
THURSDAY 23RD 10.15-12.30 1-2.30  
FRIDAY 24TH 10-1.30  
SATURDAY 25TH CLOSED  
SUNDAY 26TH CLOSED  
MONDAY 27TH 8.30-1.30  
TUESDAY 28TH 8.30-1.30  
WEDNESDAY 29TH 10-2  
THURSDAY 30TH 8.30-10 ROUGH SLEEPER HUB FOR VERIFIED ROUGH SLEEPERS ONLY  
THURSDAY 30TH 10.15-12.30 1-2.30  
FRIDAY 31ST 10-1.30

**JANUARY**

SATURDAY 1ST 8.30-1.30  
SUNDAY 2ND 8.30-1.30  
MONDAY 3RD 8.30-1.30

## St John Ambulance Hastings Homeless Service

Nurse-led healthcare, including wound care and nurse prescribing, at Seaview and on mobile outreach: Tuesdays (including specialist foot care), Thursdays and Fridays (including 12-1pm drop-in at Seaview; other times by appointment)

Also, Saturday evenings once/month (18<sup>th</sup> Dec, 25<sup>th</sup> Jan) at Salvation Army, St Andrew's Square, 7pm-8:30pm.

For more details, please contact:

[SussexHomelessService@sja.org.uk](mailto:SussexHomelessService@sja.org.uk) / 01424 435358 for more details.

[Read more about the Hastings Homeless Service in our last Annual Report here.](#)

Clinics running as usual on Thurs 23<sup>rd</sup> Dec, Fri 24<sup>th</sup> Dec, Fri 31<sup>st</sup> Dec and Tues 4<sup>th</sup> Jan, but **not** Tues 28<sup>th</sup> or Thurs 30<sup>th</sup> Dec – any clients requiring healthcare on these days are advised to call 111, access the Primary Care Hub at Station Plaza by calling 01424 884410 or attend A&E, as appropriate.

## STAR Drug and Alcohol Treatment Service

Thrift House  
13 Wellington Place  
Hastings  
(Between The Card Factory and Nationwide Bank)

Tel: 0300 303 8160

- We offer free advice and support to people with drug and alcohol dependency issues and their families and carers.

We also provide needle exchange and naloxone kits from Thrift House and via our local partner pharmacies.

- We are now seeing clients face to face again. Please call the number above to book in.
- We have a 24hr Helpline: 03003038160
- More info at [www.changegrowlive.org](http://www.changegrowlive.org)

We are closed 25<sup>th</sup>, 26<sup>th</sup>, 27<sup>th</sup> & 28<sup>th</sup> December.

Open 29<sup>th</sup>, 30<sup>th</sup>, 31<sup>st</sup> December

Closed 1<sup>st</sup>, 2<sup>nd</sup> & 3<sup>rd</sup> January

Then we are open Mon-Fri 9am-5pm as normal.

## Staying Well Crisis Prevention

Staying Well has now made the transition to planned face-face support for all clients where this is deemed appropriate and following completion of a brief covid checklist prior to attendance.

Focussed telephone support will continue to be available for clients unable to physically attend which will be planned on an individual basis in line with pre-covid working practices.

Referrals forms can be accessed via <https://www.southdown.org/StayingWellSpaceESCN>

Freephone number: 0800 0236475

For enquiries please e-mail [stayingwell.hastings@southdown.org](mailto:stayingwell.hastings@southdown.org)

## Steps East

The service assists people age 60 and over facing housing difficulties

We are currently providing assistance via telephone support and essential visits

The service is open 9am-5pm Monday to Friday, excluding bank holidays

Please call 0300 1232422 or email [referrals@stepseast.co.uk](mailto:referrals@stepseast.co.uk)



## Street Pastors (Hastings)

Hastings Street Pastors are continuing their Saturday night patrols from their new base at His Place in Robertson Street from 10 pm.

Please note there will be NO patrol on Christmas Day, or New Year's Day. However, two teams will be out on New Year's Eve - Friday, 31 December, ready to listen, care and to help anyone in need.

## Surviving Christmas

Surviving Christmas hope to be able to go ahead with their two-day event 10am-4pm on Christmas and Boxing Day providing hot Christmas dinners at lunchtime (both days), plus plenty of festive snacks, showers, haircuts, games, films and entertainment. Based at Salvation Army, St Andrews Square.

Surviving Christmas also plan to go ahead with hampers for 700 families.

We will be at the Salvation Army hall from 13<sup>th</sup> and holding a Santa day on 23rd for the children of hamper nominated families.

## Surviving the Streets UK



**SURVIVING THE STREETS**  
SUPPORTING OUR COMMUNITY

**DELIVERIES FROM 7PM-10PM**



**HOMELESS ONLY**



**HOT FOOD & SUPPORT  
EMERGENCY  
HELP LINE  
FREE PHONE  
0800 0487740**

OUT OF HOUR SUPPORT SERVICES FOR THE HOMELESS  
BEXHILL - BATTLE - HASTINGS - ST. LEONARD'S - ORE - EASTBOURNE - SEAFORD

**7 DAYS A WEEK - HOMELESS SUPPORT** [WWW.SURVIVINGTHESTREETS.UK](http://WWW.SURVIVINGTHESTREETS.UK)



## Warming Up the Homeless

**OUR COVID HOTLINE [07367 060708](tel:07367060708) and for homeless emergencies**

### *HASTINGS OUTREACH SERVICES*

Monday, Tuesday Wednesday and Friday 8.00pm Pelham Place Car Park

Variety of hot food, hot drinks, water, snacks and sandwiches, cakes and pastries. Breakfast packs, Toiletries, clothing, tents, sleeping bags, blankets, First Aid plus Paramedic practitioner once a fortnight, qualified mental health practitioner, Advocacy, Canine Ambassador, links to our agency partners and advice.

Food parcels delivered 7 days a week by referral only (Hastings and St Leonards) to rough sleepers and those in TA's , EA's.etc

### *MONTHLY SUPPER CLUB (will soon be weekly)*

Next Supper Club 4th July. 4.30pm. Salvation Army Hall. 26 St Andrew's Square. Hastings TN34 1SP

Full roast dinner with all the trimmings and crumble and custard/ ice cream for pudding. Barber, Podiatrist and Job Finder service in attendance. Afterwards games, adult colouring and board games.

### *SATURDAY KITCHEN (starting Saturday 3rd July weekly)*

7.00pm at Salvation Army hall, 26 St Andrew's Sq. Hastings. TN34 1SP

Hot meal to eat in or take away. Homeless job seekers ( fully supervised) will be helping in the kitchen to gain experience, qualifications and apply for work via our HR team.

St John Ambulance Homeless Service in attendance fortnightly from 3<sup>rd</sup> July 7:30pm for general healthcare and first aid (see St John Ambulance Homeless Service for more details)

### *ST LEONARDS OUTREACH*

Monday, Wednesday, Saturday. Noon at the far end of Azur car park, St Leonards.

Thursdays at 5pm

Variety of hot food, hot drinks, water, snacks and sandwiches, cakes and pastries. Breakfast packs, Toiletries, clothing, tents, sleeping bags, blankets, First Aid plus Paramedic practitioner once a fortnight, qualified mental health practitioner, Advocacy, Canine Ambassador, links to our agency partners and advice.

Food parcels delivered 7 days a week by referral only (Hastings and St Leonards) to rough sleepers and those in TA, EA's.etc

We also offer advocacy services , Home Start scheme ( provision of new electrical goods, crockery, cutlery, hoovers and other household items) for those newly placed in accommodation including TA's and EA's.) and a rapid response team for homelessness emergencies.

All volunteers are trained in safeguarding to ESCC standard and fully DBS checked.

## **Xtrax/Young People's Centre**

Open (appointments only), to support young people aged 16-24 in Hastings on Mondays, Wednesdays and Fridays 1-5pm. Our experienced staff are also available to talk by phone and can be contacted by text.

Tel. 01424 722524 / 07305 468028

Email: [info@xtrax.org](mailto:info@xtrax.org)

## **Youth Employability Service (YES)**

**YES is closed from 4.30pm on Christmas eve and return Tuesday 4<sup>th</sup> January 9am.**

St. John Ambulance Homeless Service  
Bohemia Road  
Hastings  
East Sussex  
TN34 1ET

T 01424 435358  
E [SussexHomelessService@sja.org.uk](mailto:SussexHomelessService@sja.org.uk)  
W [www.sja.org.uk/hastings-homeless](http://www.sja.org.uk/hastings-homeless)