

**Foodbanks, Emergency Aid,
Homelessness Support
Debt Advice
&
Christian Counselling Services**

Foodbanks, Emergency Aid, Homelessness Support Debt Advice & Christian Counselling Services

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How to Help Homeless people

Leaflet available from www.churchhousingtrust.org.uk – text below:

The number of homeless people is increasing, and some of them will turn to the local church for help. It can be hard to know how to help because homeless people often have multiple needs, and accessing support services is complicated. The purpose of this guide is to help churches respond to this growing need safely and effectively.

There are many reasons why people lose their home. It may be through relationship breakdown, physical or mental illness, debt, addiction, or simply the end of a tenancy. There are also those who grew up in an abusive household or in care, and have never had a truly safe and secure place to call home. Every homeless person is an individual with their own unique story. It is important to show an interest, and listen to them.

This guide gives information on helping people at different stages of homelessness: from those about to be evicted, to the long-term rough sleepers who call asking for money. It also gives advice on personal safety, and practical ways in which your church can help.

Usually the best way to help someone is to put them in touch with local services.

The Housing Crisis - There are thousands of people in England who cannot afford suitable accommodation on any given night. Some of them are sofa-surfing; some of them are sleeping on night buses or pavements; and others are trapped in abusive relationships because they have nowhere else to go.

Having a home does not mean that someone is secure. More people are now renting in the private sector than in the social housing sector. Rents have risen ahead of incomes and many tenants are in arrears and go without food or heating in order to pay the rent. Private rental tenancies can be ended with as little as two months' notice.

Getting help

Your local council has a statutory duty to house people without appropriate accommodation. This includes those who are sleeping on friends' sofas, those who are about to be made homeless and those who are suffering domestic abuse.

However, resources are inadequate, and help is subject to tight eligibility criteria, which exclude many people. The key criteria are:

Are they really homeless? Do they have somewhere they could go?

Are they eligible for help? This is dependent on immigration status and work history.

Are they in priority need? For example are they responsible for dependent children under 18, or do they have an illness or disability that makes them particularly vulnerable?

Are they intentionally homeless? Did they leave a home voluntarily?

Do they have a connection with the borough? Do they have a local connection, or do they have family or work in the area?

Getting help from the council is a complex process that can take some time. You can offer to help someone to make phone calls, fill in forms, or even attend interviews.

Rough sleeping is dangerous and isolating. Within days it affects a person's mental and physical health and exposes them to abuse, violence, crime, and addiction. It is essential to prevent or stop rough sleeping as soon as possible.

If you are concerned about someone you have seen sleeping rough call StreetLink on 0300 500 0914 or contact them on Streetlink.org.uk. The StreetLink team will ensure the person sleeping rough connects with the services in their local area, to help them off the streets as quickly as possible.

Street homelessness takes people outside of normal society, and it is very difficult to find a way back in.

Many rough sleepers have been let down or abused by relatives, friends and service providers, so they find it very hard to trust anyone to help them. Their relationships on the street are often based on addiction, or abuse and control, and are not helpful. Some rough sleepers do not want to go into a hostel, as it involves being alongside other people with complex needs, in an institution which limits their freedoms and makes demands of them.

However, long-term rough sleepers can turn their lives around spectacularly when they have a reason to do so. For example, people will re-engage with society in

order to resolve a health issue, reconnect with estranged children, pursue an interest, or help someone else avoid going through the same situation.

Coming off the street is a very difficult process, and it is important to put people in contact with local services so that they get the support they need.

Rough sleepers will probably already be known to local services, and staff will be pleased to have help in getting them to engage with the services they provide (although for data protection reasons there is a limit to the information that they will be able to share with you). Your local council is the gateway to local services, as almost all support services require a referral from the council before they can provide help.

Helping Long- Term Rough Sleepers

For those who are unable or unwilling to get off the street, all we can do is to keep them as safe and healthy as possible. There are many day centres and night shelters run by local voluntary organisations and churches. Some are drop-in services, and some require referrals by local services.

Identify your local centres and shelters, and call them to find out more about their admission criteria and opening hours. Go to HomelessUK.org and use their 'Find homelessness services in England' search function. Many night shelters only operate in the winter months.

There are also places that distribute food and clothing; information about local provision can be found in this booklet and on www.ThePavement.org.uk.

Again it is useful to have details and directions printed out and ready to give to homeless callers.

Don't give money Many rough sleepers have addictions, and giving them money will feed this addiction. In particular, modern psychoactive drugs are cheap and readily available. They are completely destroying thousands of lives as users become violent, often towards themselves, and sometimes suffer permanent brain damage. Some addicts are spending £80-£100 a day on drugs, all gained through street begging. No matter what their story is, do not give homeless people money. Keep a stock of chocolate bars, non-perishable food, bottles of water, and new socks and underwear to give out instead.

It is not illegal to sleep rough, but it is illegal to beg in a public place. Rough sleepers can also be moved on for antisocial behaviour. If someone becomes aggressive when asking for money, report them to the police. Contact local police on 101.

Keeping Safe

Don't put yourself, or others, at risk Put your own safety above the needs of a homeless caller. Be aware that an addiction or mental illness can sometimes make a person unintentionally abusive, dishonest, or violent. Assess the risks to people and property, and minimise them; for example do not leave valuables or keys in sight. Have a plan for what to do in an emergency. Have your mobile phone to hand.

It is a good idea to draw up a personal safety plan with the people in your church who may encounter homeless callers, and ensure your safeguarding information is



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up to date and readily available. Advice on what to include can be found on Ecclesiastical.com in the 'Church matters' section.

Be friendly, but wary If you have time, talk to the individual and listen to their story. However do not let uninvited callers into your home or office. Speak to them in a public place or in sight of other people.

Never give money Money can feed an addiction, which in turn destroys their life. Instead, if it is appropriate, give them food and drink. Have a stock of non-perishable food to hand so that it can be given quickly. Do not be embarrassed about closing the door on someone while you get the food.

Be aware of potential danger If you are worried about the safety of someone sleeping rough you can call StreetLink on 0300 500 0914. If the homeless person is in immediate danger, call an ambulance or the police on 999. Conversely, if you believe that the homeless person may be an imminent threat to you or to others, call the police on 999.

Don't tolerate abuse If someone is being abusive or behaving badly, ask them to stop. If they won't stop, or pose an imminent threat, call the police on 999. Inform the local police on 101 of any abuse so that they can monitor rough sleepers who may be a threat to others.

Being Realistic and Effective

Showing kindness to a homeless person could help them to turn their life around. However, we shouldn't be naive about the effects of addiction or mental illness, and we need to recognise when it is necessary to involve professionals. Usually the best way to genuinely help a homeless person, is to connect them with local services. This does not mean that you are passing the buck to another person; on the contrary, they may still need a great deal of support to access services.

Managing expectations and behaviour Some homeless people will call regularly, particularly if they are treated with kindness. Be honest with them about the limits of your capacity to help. Be clear about behaviour which is not acceptable in and around church, for example drinking alcohol, swearing, littering etc.

Protecting vulnerable people Many homeless people are vulnerable so take care not to put yourself in a situation where you could be accused of abuse. Remember that you are in a position of power, and treat them with compassion.

Providing practical help We encourage churches to discuss how they can best help homeless people, collectively and as individuals. As we have outlined in this guide, it is advisable to prepare for homeless callers, be aware of local services and how to access them, draw up a personal safety plan, and agree rules for behaviour and managing expectations.

Churches can also help in proactive and practical ways, either through supporting charities and schemes for homeless people, or through setting up a project for homeless people. Before setting up a project, do talk to other local services to see what would be most useful based on the need in your area. Also consider the impact on local residents.

Other Sources of Help

Many people do not qualify for help from the council, but the council will still give them advice on where to go next depending on their circumstances. Sometimes the advice is that they need to return to an area where they have historical or local connections in order to get help.

Advice is also available from:
Shelter Helpline: 0808 800 4444
The Citizen's Advice Bureau: 0344 411 1444

There are also organisations that help particular groups of people:

16-25 year olds

Nightstop UK helps young people into emergency accommodation: 0207 939 1235
Get Connected provides advice and help to under-25s: 0808 808 4994 (24hr)

People escaping domestic violence

National Domestic Violence Helpline: 0808 200 0247 (24hr)
Your Sanctuary: 01483 776822

Veterans

The Ministry of Defence's Veterans UK helpline provides assistance on many issues, including housing: 0808 191 4218
Veteran's Aid will assess a person's needs and find appropriate support, including housing: 0800 012 6867

People with mental health problems

24-hour mental health support helpline: 0800 731 2864
The Samaritans: 116 123

Refugees

The Refugee Council: 020 7346 6700 www.Refugeecouncil.org.uk

Homelessness General Advice / Key Agencies

Furniture - The Surrey Reuse Network aims to find new homes for unwanted furniture and kitchen appliances, and offers a wide range of good quality items at affordable prices. The network is made up of local charities who all aim to support local communities, families in need; as well as offering training and employment opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Homelessness – Co-ordinated by Homeless Link www.homelessuk.org lists information on over 9,000 services - hostels, day centres and other advice and



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support services for homeless people and those at risk of homelessness, including Winter Shelters

- If you are homeless find out Who can help?
- Key services and Accommodation search.
- Emergency contacts

Emergency Support Surrey County Council's 'Surrey Local Assistance Scheme' can provide support for immediate needs after a disaster or in an emergency, where no other options are available. This can be for:

- to get food
- for emergency travel costs
- to keep your family safe
- for furniture and / or white goods

Other support is available is considered on application. Applications are made on-line or via a Citizens Advice Bureaux. For further information please see Surrey County Council's website: www.surreycc.gov.uk/people-and-community/advice-guidance-and-support/financial-advice-and-benefits/surrey-local-assistance-scheme

Borough and District Councils:

East Hants	01730 266551	Elmbridge	01372 474474
Epsom & Ewell text relay	03003301164 03444111445	Guildford	01483 505050
Mole Valley	01306 885001	Hart	01252 622122
Reigate & Banstead	01737 276000	Runnymede	01932 838383
Surrey Heath	01276 707100	Rushmoor	01252 398399
Waverley	01483 523333	Woking	01483 755855

Surrey Social Services tel: 0300 200 1005 Out of Hours: 01483 517898
Email: edt.ssd@surreycc.gov.uk

Hampshire Social Services tel: 0300 555 1386 Out of Hours: 0300 5551373
Email: adult.services@hants.gov.uk

Provide information and assessments for all care services including domiciliary care, residential and respite care, aids and adaptations.

Citizen's Advice Bureaux Benefits, Emergency Aid, Food Vouchers, Housing, Debt, Consumer & Legal issues.

Addlestone	01932 842666	Ash	01252 315569
Aldershot	03444 111 306	Camberley	03444 111 444
Epsom & Ewell	01372 23700	Esher	01372 464770
Farnborough	03444 111 306	Guildford	01483 576699
MoleValley	08444 111 444	Redhill	08444 111 444
Walton	01932 248660	Woking, Dorking	03444 111 444
Waverley	03444 111 444	Leatherhead, Reigate & Banstead	03444 111 444

John Beanes Eleemosynary Charity

John Beanes Eleemosynary Charity offer grants for people in need living in Elmbridge, Epsom and Ewell, Guildford, Mole Valley, Reigate and Banstead, Runnymede, Spelthorne, Surrey Heath, Tandridge, Waverley and Woking.

How to apply

On a form from the charity, submitted through a social worker, health advisor, Citizens Advice or other welfare agency.

Contact Information

PO BOX 607

Guildford

GU2 9LP

tel: 01483 572 474

email: brian@accountingfacilities.co.uk

<http://tvhhub.co.uk/services/john-beanes-eleemosynary-charity-guildford/>

Homelessness

Hostels / Emergency Housing / Day Centres

Please see earlier pages of this booklet for Borough and District Councils / Social Services and Citizens Advice contacts.

www.waverley.gov.uk/info/200213/housing_options/1498/local_hostels_and_nightshelters has a good reference section and listing. As does the UK's main homelessness support site: www.homelessuk.org

Acacia House, 1 Acacia Avenue, Woking

Tel: 01483 740774

18—65 yr olds. committed to recovery from drug & alcohol dependency. Won't admit those convicted of arson/serious offences. Max Stay 2 years, 6 beds.

Crawley Open House, Riverside House, Stephenson way, Three Bridges, Crawley

tel: 01293 447702

For people 18yrs+. Single people who are street homeless and are eligible for benefits. Can accept couples, people with pets and people with alcohol, drug & mental health problems. No local connection needed.

Crawley Easter Team (Christian Caring in Crisis), The Orchard, Gleneagles Court, Crawley, RH10 6AD

Tel: 01293 657140

Help and support for Anyone in need - homeless people, refugees and asylum seekers, those experiencing hardship. Provide food, clothing, advice, some counselling and, where appropriate, financial assistance. Provide free food - up to 50 hot meals each Saturday. Please call for venue information.

CAYSH - Croydon Association for the Young Single Homeless

Turnaround Centre, 51-55 S End, Croydon, CR0 1BF

Tel: 0208 683 0227

Cyrenians, (see Stoneham entry)



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Dorking Night Shelter, 3 Church Road, Dorking

Tel: 01306 898137

7 beds for people aged 16+. Phone referrals only.

East to West, 80 High Street, Egham, TW20 9HE

Tel: 01784 438007

Provides support and advice for 16-17 yr olds in North West Surrey

Leatherhead Start (Night Shelter) 3 Church Rd, Leatherhead, KT22 8AT

Tel: 01372 377790

Self Referral, Local connection preferred. Minimum age 18

Mulberry House, 32 Epsom Rd, Guildford

Tel: 01483 577375

15 beds for 15 women aged 18 - 35. Entry is by referral only, Must have a link with Surrey area. Self-referral is accepted especially if have Guildford link.

Number 5 Project, 3-5 York Rd, Guildford

Tel: 01483 303495

16 bed shelter for single people, 14 nights stay. Self Referral. Maximum stay 14 nights. Local connection preferred

PitStop, Leatherhead / Mole Valley

Tel: 01372 363003

Daytime Drop-in Centre, meals and advice, alcohol/substance misuse and debt support

Pound House, 35 Boardschool Rd, Woking, GU21 5HD

Tel: 01483 720872

10 beds for young single people aged 16-21, max stay 2 years. Must have a local connection to the Surrey boroughs of Woking, Guildford, Surrey Heath or Runnymede. Referral but Guildford or Woking Council

Step by Step, 36 Crimea Rd, Aldershot, GU11 1UD

Tel: 01252 346105

Hostel for men & women between 16 & 25 yrs. With local connection, maximum stay 13 weeks

Stoneham Housing Assoc. Cyrenian House, 18 Walnut Tree Close, Guildford

Tel: 01483 560762

11 beds for men over 18 years, 1 year max stay. Referrals via Guildford Council Services only

Stoneham – 43-47 Grosvenor Road, Aldershot, GU11 3HL

Tel: 01252 662242

For single people aged 18 – 65yrs. Accept self referrals and agency referrals. Must have a local connection to the Rushmoor Borough Council and Hart District Council area.

Stoneham – Buller Court, Alexandra Road, Farnborough, GU14 6DF

Tel: 01252 372462

38 beds for single people aged 18-65, max stay 2 years. Must have a local connection to the Hart District Council or Rushmore Borough Council. Referral via agencies

Stoneham – 31 West St, Dorking.

Tel: 01306 885001

For Single homeless people aged 18 – 65yrs.. Applicants must have a local connection to Mole Valley District Council area. Only accept referrals from Mole



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Valley District Council Housing Options or ETHOS: The East Surrey Outreach service.

Transform Housing - Crescent Project, The Crescent, Heathside Crescent, Woking, GU22 7AG

Tel: 01483 750616

14 beds for single homeless people aged 18-30. Applicants must have additional support needs. Priority given to those with a local connection to Woking. Max stay 2 years

**Transform Housing- Simmonds Court, c/o Hawkins House
9 Middle Church Lane, Farnham, GU9 7PP**

Tel: 01252 716271

For Single homeless people aged 25+. Must have a local connection to the Hart District Council, Rushmoor Borough Council or Waverley Borough Council areas. Only accept referrals from Hart DC Housing (01252 774420), Rushmoor BC Housing (01252 398398) and Waverley BC Housing (01483 523452)

Transform Hostel, 35 Hersham Rd, Walton, KT12 1LE

Tel: 01932 224778

Single people aged 18+. Referrals basis only via Housing Depts. at Elmbridge Borough Council (01372 474597), Runnymede Borough Council (01932 838383 switchboard), Spelthorne Borough Council (01784 44638) and Rentstart. 10 beds, max stay 2 years.

Transform Housing – Young Peoples Project t, London Road, Burpham, Guildford, GU4 7JS

Tel: 01483 570241

Young single homeless people aged 16-21yrs, max stay 2 years. Must have a local connection to Surrey

Transform Housing / Thames Homeless Project 35 Hersham Road Hostel, Walton on Thames, KT12 1LE

Single homeless aged 18 – 65 yrs. Must have a local connection to Elmbridge, Runnymede or Spelthorne. Only accept referrals from the Housing Departments at Elmbridge Borough Council (01372 474597), Runnymede Borough Council (01932 838383 switchboard), Spelthorne Borough Council (01784 44638) and Rentstart.

Vaughan House, 5-7 Chertsey St, Guildford

Tel: 01483 504704

45 beds for people 18 to 65 yrs. Max Stay 2 years. Offers alcohol rehab

The Vine Day Centre, 33 Station Road, Aldershot GU11 9FQ

Tel: 01252 400196

Day Centre for vulnerable and homeless adults, mainly but not exclusively aged 25+. many services including housing, counselling, drop in health clinic, drug and alcohol drop in service, lunches etc

Wayside, 42 Croydon Rd, Reigate, RH2 0PQ

Tel: 01737 248304

Vulnerable single women aged 16-35, max stay 2 years. Phone to apply

Wey Forward Project/ Stoneham Samuel Cody House, Avondale, Ash Vale

Tel: 01252 516106

6 bed spaces for men and women aged 16 - 21 years (will accept up to the age of 24 in certain circumstances). Personal contribution of £6.70 per week. Must have a connection with Guildford and Waverley.



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Winchester Night Shelter, Jewry Street, Winchester SO23 8RZ

Tel: 01962 862050

16yrs plus. Small charge. 17 beds, max stay 28days. Washing facilities, food, one to one support and clothing supplies

YMCA Guildford, Youth Centre, Bridge Street, Guildford

Tel: 01483 532555

120 beds for people 16 – 30yrs. Either self-funded B&B or Referral via Guildford Borough Council

York Rd Project, 1 York Rd , Woking, GU22 7XH

Tel: 01483 728739

Single men & women. Drop in café and advice. Max stay 21 nights. Self referral.

YOU, May Place House, May Place, Basingstoke, RG21 7NX

Tel: 01256 840110

For single homeless people aged 18-59yrs. Max stay 12 weeks. 20 beds. Self referral & local link preferred.

AGENCIES AND INFORMATION		
Social Services (E.Hants)	0300 5551386 (out of hours 0300 5551373)	Working hours email: adult.services@hants.gov.uk
Social Services (Surrey)	0300 200 1005 (out of hours 01483 517898)	email: contactcentre.adults@surreycc.gov.uk textphone (via Text Relay): 18001 0300 200 1005 SMS: 07527 182 861 (for the deaf or hard of hearing)
Job Centre Plus	0345 608 8545 Textphone: 0345 608 8551	Advice and information on benefit entitlement www.gov.uk/contact-jobcentre-plus
Citizen's Advice Bureaux	Local numbers	see page 3 of this booklet. Provides free advice and information on housing and debt issues. Local branches available for appointments
Women's Aid	0808 2000 247	For those fleeing domestic violence www.womensaid.org.uk
Message Home	Freephone/text 116 000	allows homeless people to tell someone they are ok. Confidential & free email: 116000@missingpeople.org.uk www.missingpeople.org.uk
National Asylum Support Service	0808 8000 630	Govt. agency dealing with Asylum seekers and refugees. www.gov.uk/asylum-support
British Red Cross Society, + Refugee Support	0344 871 11 11	Provides help and support, signposts re tracing, accommodation, clothes. bedding and food vouchers Refugee Drop in centres in Portsmouth & Southampton.

Diocese of
Guildford 

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Shelter, 88 Old St, London	0334 3301234 Freephone	Advice for Homeless people and those threatened with homelessness. www.shelter.org.uk
Kingston Borough Council	020 85475003	Homeless people and Housing advice are as follows: email:housing@kingston.gov Guildhall 2, High Street, Kingston-upon-Thames, KT1 1EU.

USEFUL WEB SITES	
www.crisis.org.uk	Housing and campaign information
www.communities.gov.uk/housing/homelessness	Govt. information and statistics.
www.gov.uk	Govt advice and information on benefits & housing benefit.
www.homeless.org.uk	umbrella organisation of 480 groups working with homeless people in the UK, and provides information.
www.housingjustice.org.uk	Voice of Christian action, supporting night shelters and uniting Christians to work for change.
www.olderhomelessness.org.uk	Raising the profile of older homeless people in Britain
www.adviceguide.org.uk	Practical CAB information on rights, benefits, debt etc.

Foodbanks and Emergency Support by Borough

Elmbridge

Food

Walton and Hersham Foodbanks (Trussell Trust)

St Peter's Church, Burwood Road, Hersham, Surrey, KT12 4AA

Open: Monday 15:00 - 17:00 and Tuesday 14:00 - 16:00

tel: 07745 256753

St John's Church, The Furrows (off Ambleside Avenue), Walton on Thames, KT12 3JQ Thursdays & Fridays Open: 11:00 - 13:00

tel: 07745 256748

email: info@waltonhersham.foodbank.org.uk

<http://waltonhersham.foodbank.org.uk>

East Elmbridge Foodbanks (Trussell Trust)

covers: Esher, Claygate, Thames Ditton, Molesey and linked areas.

Esher Green Baptist Church, 6, Park Road, Esher, KT10 8NP

Open: Tuesday 10am-11am

Tel: 07398 195151

St Peters Church, Walton Road, West Molesey, KT8 2QF

Open: Thursday 10am-11am

Tel: 07398 195151

email: info@eastelmbridge.foodbank.org.uk

<http://eastelmbridge.foodbank.org.uk/>

Cobham Foodbank (Trussell Trust)

Methodist hall, Cedar Road, Cobham KT11 2AA

Operate a voucher system to obtain food

tel: 01932 450282

email: manager@cobhamarea.foodbank.org.uk

<http://cobhamarea.foodbank.org.uk/>

Furniture

Besom: Esher, Claygate, and Chessington Supplies free beds, bedding, and white goods, as available. tel: 07780 918129 e-mail: info@besominesher.com
Website: www.besom.com/local-besoms/esher-claygate-and-chessington

Kingston Community Furniture Offer quality reusable furniture to families in need and the general public. They offer a broad range of products all very competitively priced and can deliver for a small charge. Their coverage stretches across most of Surrey, especially Elmbridge, Epsom & Ewell, Runnymede and



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Spelthorne, and many areas of South London. Delivery will usually be made within a week.

tel: 020 8942 5500 website: www.kingstoncommunityfurniture.org.uk

email: enquiries@kcfurniture.org.uk

The Surrey Reuse Network aims to find new homes for unwanted furniture and kitchen appliances, and offers a wide range of good quality items at affordable prices. The network is made up of local charities who all aim to support local communities, families in need; as well as offering training and employment opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Sutton (Trussell Trust)

Sutton Salvation Army Church, Benhill Avenue, Sutton, SM1 4DD

Open: Monday's and Friday's from 12pm - 2pm

Apple Lodge, Sutton Court (off the Brighton Road), Sutton

Open: Wednesday's from 6.30pm - 8pm

Bishop Andrew's Church, Wigmore Road, Carshalton

Open: Thursday's from 12-2pm

tel: 07525 838 640

email: info@suttonfoodbank.org.uk

<http://sutton.foodbank.org.uk/>

Epsom and Ewell

Food

(Trussell Trust tel: 020 8766 8221 email: foodbank@generation.org.uk)

Generation Resource Centre, Ruxley Lane ,Ewell KT19 OJG

Tadworth Merland Rise Church, Merland Rise, Tadworth, KT20 5JP

Open: Tuesday: 10.00am - 12 noon

Ewell Ewell Centre, Ruxley Church, Ruxley Lane, West Ewell, KT19 OJG

Open: Wednesday: 2.00 - 4.00pm

Leatherhead North Leatherhead Community Centre, Kingston Road, Leatherhead, KT22 7PX

Open: Saturday: 10.00 - 11.15am

Banstead Banstead Church Institute, High Street, Banstead, SM7 2NG

Open: Thursday: 3.00 - 4.30pm

Epsom Epsom Methodist Church, Ashley Road, Epsom, KT18 5AQ

Open: Friday: 2.00 - 4.00 pm



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The Meeting Room (Epsom & Leatherhead) – runs daytime drop in centres for homeless, socially isolated and vulnerable people living within our community. Our drop-in centres operate each week at the following venues:

Monday : Crescent Centre, 23 The Crescent, Leatherhead 11 - 2

Tuesday : Ashted Baptist Church, Barnett Wood Lane 12.20 - 3.30

Wednesday : St Barnabas Church, Temple Road, Epsom 11.30 - 2.30

Thursday : Kings Church, Longmead Road, Epsom 11 - 2

Thursday : Crescent Centres, 23 The Crescent, Leatherhead 11 - 2

Friday : Our Lady of Sorrows, Lower Rd, Effingham 11 - 2

<http://www.themeetingroom.biz/>

tel: 07413 978422 email: the meetingroom123@gmail.com

Furniture

The Surrey Reuse Network aims to find new homes for unwanted furniture and kitchen appliances, and offers a wide range of good quality items at affordable prices. The network is made up of local charities who all aim to support local communities, families in need; as well as offering training and employment opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Guildford

Food

Guildford Salvation Army Drop-In and Food Crisis Centre

Woodbridge Road, Guildford, Surrey, GU1 4QQ

Run a drop-in centre for anyone who fancies a cup of tea and a bit of company.

They also provide food parcels to those in need. This service is operated in partnership with a number of local groups and agencies. Individuals and families who meet certain criteria are issued with a food voucher which can be exchanged for a food parcel

For up-to-date details of opening times, tel: 01483 506763 / 01483 575 128

email: guildford@salvationarmy.org.uk

North Guildford Foodbank & Free Café

Park Barn, St Clare's church, Cabell Rd, Park Barn, Guildford, GU2 8JW

Open: Wednesday mornings from 8.45 – 10.45 am & Fridays 5.30pm to 6.30 pm

New Hope Centre, Bellfields

Open: Friday evenings from 6.30 pm to 7.30 pm

Bushy Hill Community Centre, Merrow

Open: Thursday afternoons from 4.30pm to 6.30pm

Works on a referral/ voucher system (details on the website:). A free Café is open



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when the foodbanks are and offers refreshment and cake along with a listener
email:northguildfordfoodbank@gmail.com web:www.northguildfordfoodbank.co.uk

The Guildford Action Drop-in Centre Beverley Hall Community Centre, 71
Haydon Place, Guildford, GU1 4ND

An open door service for those who are homeless, those on low incomes or are
isolated. Open: 8.30am till 3.30pm Monday to Friday.

tel: 01483 560003 email: info@guildfordaction.org.uk

<http://www.surreycommunity.info/guildfordaction/>

Ash Food Bank (part of Farnham Foodbank, Trussell Trust)

The Chapel, Wharf Road, Ash Vale, GU12 5AX.

Opening times: Tuesday between 11am and 1pm

Run by volunteers from local churches, part of: Trussell Trust, Farnham Foodbank

Website: www.farnham.foodbank.org.uk email: info@farnham.foodbank.org.uk

tel: 0790 1581539

Furniture

Besom: Guildford - Supplies free beds , bedding and white goods, as available.

tel: 07929 037101 e-mail: info@guildfordbesom.com

website: www.besom.com/local-besoms/guildford

Furniture Link – recycle donated furniture and may be able to assist low income
families. Unit 2, Mellow Business Park, Mellow, Guildford, GU4 7WA

tel: 0800 082 0180 email: enquiries@furniturelinkguildford.com

www.furniturelinkguildford.com

The Surrey Reuse Network aims to find new homes for unwanted furniture and
kitchen appliances, and offers a wide range of good quality items at affordable
prices. The network is made up of local charities who all aim to support local
communities, families in need; as well as offering training and employment
opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Kingston upon Thames

Food

Trussell Trust

Chessington The Kings Centre, Coppard Gardens, KT9 2GZ

Open: Wed 9-11am tel: 020 8391 1100

Kingston United Reform Church, Eden Street, KT1 1HZ

Open: Tues & Friday 11am -2pm tel: 020 8391 1100



TRANSFORMING CHURCH
TRANSFORMING LIVES

New Malden Baptist Church, 1a, Westbury Road, KT3 5BE
Open: Thurs 10am- 12.30pm tel: 020 8391 1100

Surbiton Surbiton New Life Baptist Church, Langley Road, Surbiton KT6 6LN
Open: Monday 6pm - 7:30pm tel: 020 8391 1100

Furniture

Kingston Community Furniture Offer quality reusable furniture to families in need and the general public. They offer a broad range of products all very competitively priced and can deliver for a small charge. Their coverage stretches across most of Surrey, especially Elmbridge, Epsom & Ewell, Runnymede and Spelthorne, and many areas of South London. Delivery will usually be made within a week.

tel: 020 8942 5500 email: enquiries@kcfurniture.org.uk

website: www.kingstoncommunityfurniture.org.uk

Furniture

The Surrey Reuse Network aims to find new homes for unwanted furniture and kitchen appliances, and offers a wide range of good quality items at affordable prices. The network is made up of local charities who all aim to support local communities, families in need; as well as offering training and employment opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Mole Valley

Food

Dorking (Trussell Trust) The Christian Centre, Church Street, Dorking, RH4 1DW
Foodbank Vouchers can be exchanged on Tuesdays 5pm - 6.30pm & Thursdays 2.30pm – 4pm

Enquiries via email: info@dorkingarea.foodbank.org.uk tel: 01306 887697

Furniture

Besom: Will supply free beds, bedding and white goods as available.

Ashted and Leatherhead tel: 0790 679 380 e-mail:

besominashted@gmail.com

Website: www.besom.com/local-besoms/ashted-and-leatherhead

Dorking tel: 07765 598 854 e-mail: dorkingbesom@live.co.uk

Website: www.besom.com/local-besoms/dorking

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kitchen appliances, and offers a wide range of good quality items at affordable prices. The network is made up of local charities who all aim to support local communities, families in need; as well as offering training and employment opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Reigate, Banstead & Redhill

Food

Redhill - Welcare in East Surrey

Christian charity which works specifically with families in which there is a child under seven or one on the way and hand out food parcels (via appointment only) on a one-off basis to these families in need.

Clothes Bank, Cookery courses, Money Advice are available, call for details
Welcare in East Surrey Welcare House, 24 Warwick Road, Redhill, RH1 1BU
tel: 01737 780884 email: redhill.admin@welcare.org website: www.welcare.org

Redhill - Foodbank at St Matthew's Church, Station Road, Redhill, RH1 1DL

Open: Monday, Wednesday and Friday from 12pm – 2pm

Works on a voucher system with local agencies

tel: 07849 253085 email: admin@redhillfoodbank.org.uk
www.redhillfoodbank.org.uk

Redhill - Renewed Hope Trust

c/o St. Matthew's Church, Station Road, Redhill RH1 1DL

RHT is a local based charity supported by 15 local churches. They provide a hot meal at lunch time, offer food parcels, run shelters and assistance programmes for the homeless and disadvantaged

tel: 07943685660 or 07398143031 email: info@rhtes.org
<http://www.rhtes.org>

Reigate - LoveWorks currently have three food banks in the Borough of Reigate and Banstead which work on a voucher system:

Food Bank 1: Merstham Community Facility, 44 Portland Drive, Merstham

Open every Saturday afternoon from 2 – 4pm;

Food Bank 2: The Reigate Baptist Church, Sycamore Walk, Reigate RH2 7LR

Open every Monday evening from 6 – 7.45pm.

Food Bank 3: Merstham Community Facility, 44 Portland Drive, Merstham

Open every Tuesday afternoon from 4 – 6pm;

tel: 07912 628013 email: info@loveworks.org.uk www.loveworks.org.uk

Reigate – Easter Project - St Mary's Church Hall, Chart Lane Reigate RH2 7RN

Every Saturday afternoon the Easter Project volunteers serve a free cooked homemade dinner.



TRANSFORMING CHURCH
TRANSFORMING LIVES

between 1.00pm and 2.00pm. Opening times: 12.30pm-2.30pm. Donations welcome.

Easter Project Saturday Art Group from 10.30am

Merstham Community Café – plans to open soon. <http://mersthamcc.org.uk/>

Caterham Foodbank (Trussell Trust) Operates a voucher system

Caterham Baptist Church, Beechwood Road, CR3 6NA

Open: Monday 12pm – 2pm

Centenary Hall, Sacred Heart Church, Essendene Road, CR3 5PA

Open: Thursday 12pm – 2pm

Furniture

Furnistore NORTH of the A25 and East of the A23

Holmethorpe Industrial Estate, 46, Holmethorpe Ave, **Redhill** RH1 2NL

Good quality unwanted secondhand items of furniture and household goods are distributed at subsidised rates to those on low incomes. Delivery fee £10.

Open: Mon- Sat 10am – 4pm.

tel: 01737 77133 has Facebook page

The Surrey Reuse Network aims to find new homes for unwanted furniture and kitchen appliances, and offers a wide range of good quality items at affordable prices. The network is made up of local charities who all aim to support local communities, families in need; as well as offering training and employment opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Tandridge , Godstone , Caterham

Caterham Food Bank (Trussell Trust) a red voucher system operates at 2 centres:

Caterham Baptist Church, Beechwood Road, CR3 6NA

Open: Monday 12pm-2pm

Centenary Hall, Sacred Heart Church, Essendene Road, CR3 5PA

Open: Thursday 12pm – 2pm

Further info email: info@caterham.foodbank.org.uk

East Grinstead (Trussell Trust)

The Jubilee Community Centre, Charlwoods Road, East Grinstead, RH19 2HL

Mon 1.00 pm to 3.00 pm

Wed 10.00 am to 12.00 noon

Fri 1.00 pm to 3.00 pm

Lingfield & Dormansland Community Centre, High Street, Lingfield, RH7 6AB

Fri 1.30 - 2.30pm

Enquiries: info@eastgrinstead.foodbank.org.uk tel: 07983 209940



TRANSFORMING CHURCH
TRANSFORMING LIVES

Horley

Churches for Horley Foodbank provide basic food parcels via a voucher system
Wednesday 12:30 – 2:30pm & Friday 2pm – 4pm
Horley Methodist Church, Victoria Road, Horley, RH6 7AS tel: 07731 887 439
Website: www.horleyfoodbank.com

Runnymede; Chertsey, Addlestone

Food

Chertsey (Trussell Trust) The Beacon Church, 95 Guildford Street, Chertsey

Open - Wednesday: 10.00am - 12.00pm

Egham (Trussell Trust) Virginia Lodge, The Waspe Farm carpark, 68 Station Road

Open - Monday: 10.00am - 12.00pm

Addlestone (Trussell Trust) Addlestone Baptist Church, 5 Crouch Oak Ln,
Addlestone KT15 2AN

Open - Tuesday & Thursday: 10.00am - 12.00pm

or email: info@runnymede.foodbank.org.uk

Addlestone (Trussell Trust) The Kings Centre, Marsh Lane, Addlestone KT15 1UL

Open - Friday: 10.00am - 12.00pm

For enquiries about all the above foodbanks: 01932 988350 email:
info@runnymede.foodbank.org.uk

Addlestone Salvation Army Church Road, Addlestone KT15 1SG

Operate 'Tin a Week' for non-perishable food items and will make donations as
and when food is available. A referral system is used

Tel: 01932 829678 website: www.addlestonsalvationarmy.org.uk/tin-a-week

Furniture

Besom: Runnymede Supplies free beds ,bedding and white goods as available.

tel 01784 470387 e-mail thebesom@btinternet.com

website: www.besom.com/local-besoms/runnymede

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opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Surrey Heath

Food / Furniture

St Vincent de Paul Society Charity Shop - Sparvell Way, Camberley, GU15 3SF
The St Vincent de Paul Society is an international Christian charity that works at a local level tackling poverty and disadvantage by providing practical help to those in need. In Camberley, they run a food bank, a furniture redistribution scheme and a befriending service. Their shop aims to provide fund to support this work as well as providing affordable items to the local community.
Tel: 01276 679659 stvincentscamberley@hotmail.com

Besom: Camberley/Frimley/ Frimley Green / Bagshot & Deepcut; are now the main organisation supplying food in the area. They also can help with towels/kitchen packs/new mum packs etc. For referrals/ general information please tel: 07527 396683 e.mail camberleybesom@googlemail.com

Beacon Church Camberley Berkshire Road, Camberley, GU15 4DG
Furniture Project- will collect goods and items, and deliver locally.
tel: 01276 670650

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www.surreyreusenetwork.org.uk

Waverley

Food

Farnham Vineyard (Trussell Trust), The Vineyard Centre, Church House, Union Rd, Farnham, GU97PT. Parcels are supplied on receipt of a voucher obtained from a range of local agencies. Open: Mon and Fri:11am- 1pm
tel: 0790 1581539 email: info@farnham.foodbank.org.uk
www.farnhamfoodbank.org.uk
St. Mark's Church, Alma Lane, Upper Hale, Farnham GU9 0LT
Open: Wed 11.00am - 1.00pm

Haslemere

Haslemere Food bank vouchers system operates locally to supply three days of food for a family or single person. Enquiries for help, to donate or if you want to volunteer as a helper can be made via David Rice email:
dnarice@btinternet.com , 01428 642787

Godalming

St Mark's Foodbank, St Mark's Church & Community Centre, Godalming, GU7 2LD.

St Mark's Foodbank provides emergency food parcels for individuals and families in crisis for three to five days. Access to the Foodbank is normally through referrals from professional agencies, e.g. by health professionals, schools, local police and community/voluntary organisations..

Opening Times: Monday, Tuesday and Wednesday 9.00 am to 2.00 pm;
Friday 12 noon to 2.15 pm

Enquiries: Karen Milton – tel: 01483 418741 during the above times.

Bordon Foodbank

Food Bank operates from St Mark's Church, Pinehill Road, Forest Centre, Bordon, GU35 0BS

Bordon Food Bank was set up to provide temporary help for individuals and families in the Bordon, Whitehill, Headley and Lindford area who are in need.

Open: Wednesday & Saturdays: 10-12am

Tel: 07966522511 or 01420477550

Furniture

Furniture Helpline – Bordon

Hampshire House, Hampshire Road, Bordon, GU35 0HJ

Open: Monday – Friday 9am-4pm

Covers East Hants, Waverley and neighbouring areas providing affordable re-usable furniture, household goods and electrical items at low prices for those with a need. tel: 01420 489 000 email: info@furniturehelpline.org.uk
website: www.furniturehelpline.co.uk

The Surrey Reuse Network aims to find new homes for unwanted furniture and kitchen appliances, and offers a wide range of good quality items at affordable prices. The network is made up of local charities who all aim to support local communities, families in need; as well as offering training and employment opportunities. tel:0800 082 0180 email: shop@surreyreusenetwork.org.uk
www.surreyreusenetwork.org.uk

Woking

Food

Woking Area Foodbanks (Trussell Trust)

Woking The Lighthouse, 8-10 High Street, Woking, GU21 6BG
Opening: Monday 11:00 - 13:00, Wed & Thurs 10:30 - 12:30

Sythwood The Salvation Army, Woking Corps, Sythwood, Woking, GU21 3BE
Opening: Tuesday 13:00 - 14:30 / Friday 10:00 - 12:00



TRANSFORMING CHURCH
TRANSFORMING LIVES

Sheerwater The Mascot Hub, 43 Dartmouth Ave, Sheerwater, Woking, GU21 5PE

Opening: Wednesday 14:00 - 16:00

tel.: 07896 077 760 email: info@woking.foodbank.org.uk

Goldsworth Park - Salvation Army, Sythwood, GU21 3BE

email: woking@salvationarmy.org.uk tel: 01483 793704

Furniture

Besom - Woking Will donate, and deliver, furniture including white goods. For opening times tel: 01276 855215 email: wokingbesom@gmail.com

Woking Community Furniture Project 27 North Road, **Maybury**, GU21 5DT

Opening hours: Monday – Saturday, 9.30am – 5.00pm

Provides donated furniture and household goods at low cost

tel: 01483 750005 email: wokingcfp@gmail.com www.wokingcfp.org.uk

Woking Vineyard Church The Lighthouse, 8-10 High Street, Woking, GU21 6BG
Jigsaw provides free pre-school clothing, toys and equipment via a voucher system to families in need.

Monday 11.00am - 1.00pm

Wednesday 10.30am - 12.30pm

Thursday 10.30am - 12.30pm

website: www.jigsawwoking.org

email: info@jigsawwoking.org tel: 07455 430574 (Vineyard Church)

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www.surreyreusenetwork.org.uk

Hampshire (also see Waverley)

Food

Rushmoor

Farnborough The Larder, Church of the Good Shepherd, 45 Sand Hill, GU14 8ER Access to The Larder is by referral from another agency in an emergency. Deliveries are available Mondays, Wednesdays and Fridays. tel: 07501 202546

Aldershot – The Larder, Church of the Good Shepherd, (see above)



TRANSFORMING CHURCH
TRANSFORMING LIVES

Cove / Farnborough (Trussell Trust) For clients holding food vouchers from local agencies

St Christopher's Church, 55 Cove Road, Farnborough GU14 0EX
Mon, Wed & Fri: 12.00pm - 2.30pm
tel: 07954 105279 01252 331668 (Mon-Thurs 9.30-2.30)

The New Testament Church, 83 Victoria Road GU11 1SH
Tues & Thurs: 1 – 2:30pm

Bordon Foodbank

Food Bank operates from St Mark's Church, Pinehill Road, Forest Centre, Bordon, GU35 0BS

Bordon Food Bank was set up to provide temporary help for individuals and families in the Bordon, Whitehill, Headley and Lindford area who are in need.

Open: Wednesday & Saturdays: 10-12am

Tel: 07966522511 or 01420477550

Furniture

Furniture Helpline – Bordon

Hampshire House, Hampshire Road, Bordon, GU35 0HJ

Open: Monday – Friday 9am-4pm

Covers East Hants, Waverley and neighbouring areas providing affordable re-usable furniture, household goods and electrical items at low prices for those with a need. tel: 01420 489 000 email: info@furniturehelpline.org.uk

website: www.furniturehelpline.co.uk

Hart

Food

Trussell Trust have three centres, all providing emergency supplies on receipt of red vouchers which can be exchanged on Monday & Thursday afternoons from 1.30 to 3.00pm at any of these locations:

Fleet - Fleet Methodist Church, Reading Road South, GU52 7TE

Darby Green - St. Barnabas Church, Brinns Lane GU17 0ET

Hook - Life Church Centre, Elms Road, RG27 9DX

tel: 07926 806256 email: hart.foodbk@hotmail.co.uk

Furniture

Furniture Helpline – Bordon

Hampshire House, Hampshire Road, Bordon, GU35 0HJ

Open: Monday – Friday 9am-4pm



TRANSFORMING CHURCH
TRANSFORMING LIVES

Covers East Hants, Waverley and neighbouring areas providing affordable re-usable furniture, household goods and electrical items at low prices for those with a need. tel: 01420 489 000 email: info@furniturehelpline.org.uk
website: www.furniturehelpline.co.uk

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www.surreyreusenetwork.org.uk

Staines & Spelthorne

Food

Manna Foodbank – Staines

Accept referrals from a wide variety of organisations and individuals. Manna will provide up to two food parcels per individual or family. Each new food parcel delivery requires a new referral.

We generally make deliveries on Tuesday morning, Wednesday evening and Friday morning

Tel: 07776 309390

email: info@mannafoodbank.org.uk

website: www.mannafoodbank.co.uk

Furniture

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www.surreyreusenetwork.org.uk

Food goes further than physical health, it plays an important role to our mental health, our sense of emotional wellbeing and personal satisfaction.

‘For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in’ Mathew 25:35.

Debt Advice

Many people are in debt and are finding it hard to cope. It's important to deal with the problems straight away as the longer they are left, the worse the situation becomes.

Many organisations offer debt advice or act in negotiations with creditors. Not all debt advice is free and some may charge a fee, which can be for helping and/or managing arrangements with creditors. Always check first.

Tel: 01483 790335 email: tony.oakden@cofeguildford.org.uk

Money Advice Service

The government site has useful information including Help with your debt - Dealing with debt problems- 5 Basic Steps

tel: 0800 138 7777 or Tynetalk: 18001 0300 500 5000

www.moneyadviceservice.org.uk

Christians Against Poverty

This is a national debt counselling charity offering support to anyone in debt. It has 230 centres across the country and 4 in our Diocese.

tel: 01274 760720 email info@capuk.org www.capuk.org

Citizens Advice Bureau (see page 2 of this leaflet)

CAB's offer free and confidential help and advice, and much helpful practical and reliable information can be found on www.Adviceguide.org.uk which covering topics such as Benefits, Family Relationships, Housing, Employment and Debt Advice, it includes FAQ in other languages. Help given Online, phone and at CAB offices.

tel: 03444 111 444

www.citizensadvice.org.uk

Debt Advice Foundation

This registered charity runs a free phone helpline for anyone worried by debt.

tel: 0800 043 40 50 Mon- Fri 8am- 8pm, Sat 9am-3pm

www.debtadvicefoundation.org

National Debtline

They offer free, confidential and independent help over the phone and you can download leaflets from their website:

tel: 0808 808 4000 Mon-Fri 9am-9pm, Sat 9.30am- 1pm

www.nationaldebtline.co.uk

My Money Steps

Online debt advice service run by National Debtline gives free, independent, and confidential advice 24 hours a day.

www.mymoneysteps.org

StepChange Debt Charity

Provides free and confidential counselling on debt problems, including personal budgeting and credit advice.

tel: 0800 138 1111 Monday – Friday 8am- 8pm Saturday 8am – 4pm
www.stepchange.org

Christian Counselling Services
in Surrey/North East Hampshire**Crossways Counselling Service**

PO Box 160 Haslemere , Surrey GU26 6YE

tel: 01428 644333 email: jane@crosswayscounselling.org.uk

website: www.crosswayscounselling.org.uk

Cornerstone Counselling St Peters Yateley

Chaddisbrook House, 101 Reading Rd, Yateley GU46 7LR

tel:01252 860499 email: via website:

website: www.cornerstone-yateley.org.uk

Connect Counselling Service

8 Portesbery Road, Camberley, Surrey GU15 3TA

tel: 01276 24210 email: info@connectcounselling.org.uk

website: www.connectcounselling.org.uk

Other Counselling (all ages)

Guildford Y Centre (YMCA)

Bridge Street, Guildford, GU1 4SB

tel: 07932 047778 email: Imelda.turnock@ymcadlg.org

Compiled by: The Communities Engagement Team, The Church of England
The Diocese Of Guildford, Diocesan House, Quarry St, Guildford, GU1 3XG
tel: 01483 790335 email: cet@cofeguildford.org.uk

If you have any information about resources that you think could be included please do not hesitate to contact us.



TRANSFORMING CHURCH
TRANSFORMING LIVES