

SERVICES DIRECTORY

EASTBOURNE



DIVERSITY
RESOURCE
INTERNATIONAL



In partnership with
THE NATIONAL LOTTERY
COMMUNITY FUND



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Dear friend,

This Directory has been developed by Diversity Resource International (DRI) to support diverse communities based in Eastbourne, East Sussex to be able to access community support services more easily. DRI is a social enterprise community development organisation set up in 2004.

All the public, voluntary, community organisations, faith centres, shops and small business which have been listed provide support to Black and Asian Ethnic Minorities and to new migrants. We hope the summaries of the services that they provide and the contact details given will be useful to anyone hoping to access appropriate support.

If we have missed any organisations who provide a useful service or you wish to offer any additional feedback please contact us at **community@driorg.com** or visit our website **www.driorg.com**

This project is commissioned by the National Lottery fund, Awards for All. The Directory will be shared with all the organisations above and individuals and community groups who might benefit from the information contained within it.

Warm wishes,

Josh Babarinde OBE
Patron, Diversity Resource International

Informal Support

Anglican Church

Holy Trinity Church Parish Hall
Trinity Place, Eastbourne BN21 3BX

Place of worship and family gathering
Sunday Club for young people

Free advocacy service for vulnerable adults (debts, benefits, housing, Adult Social Care and NHS). Self-referrals are accepted by phone or through their website.

Interpreting can be arranged if requested in advance.

www.holytrinityeastbourne.org.uk
office@hteastbourne.org.uk
Phone: 01323736627
Advocacy service: 01323701393

OPEN

Monday-Thursday:
9am – 2.45pm
Friday: 9am – 11am
Saturday: Closed

Eastbourne Twins Club

Is a local organisation for families with twins, triplets or more. Support and advice on feeding & weaning, potty training and sleep. Opportunity to meet with other parents, including expectant mums.

No interpreting service available

www.twinsclub.co.uk
info@eastbournetwins.org.uk

OPEN

Send an email to find out when they meet.

EurAfro World

30 Seaside Rd, Eastbourne BN21 3PB

A hair and beauty shop for the Afro-Caribbean community. The owner is always keen on supporting the community with information about services in Eastbourne.

www.euroafroworld.com
Owner – Marie Beker
Phone: 01323644455

OPEN

Monday-Saturday:
10am-6pm

Mosque and Islamic Centre

40 Ashford Square, Eastbourne BN21 3TX

Place of worship and community centre.

Women's group held once a week organised by Fozia Malik

www.eastbournemosque.com
webmaster@eastbourne.com
Phone: 01323648785 / 07886 131518 / 01323 648785

OPEN

Please call or go into the website to see service times

O'Farol Café

39-41 Seaside Rd, Eastbourne BN21 3PP

Traditional Portuguese restaurant and coffee shop with home cooked food and TV news in Portuguese.

It is a gathering place for the Portuguese community in Eastbourne where the owner provides information about services in the area.

www.visit-eastbourne.com/food-and-drink/o-farol-p1235631
Owner - Maria Oliveira
Phone: 07772051397

OPEN

Monday- Friday:
8.30am – 11.30pm

SERVICE	<p>Orthodox Church – Saint Panteleimon 30 Cavendish PL, Eastbourne BN21 3JA</p> <p>Place of worship. Greek school classes for children on Saturdays from 11am – 4pm. They learn how to read, write, and speak Greek, as well as Greek culture, music and dance.</p>	
CONTACT	<p>www.orthodoxeastbourne.org father@orthodoxeastbourne.org Revd. Timotheos Railakis Phone: 07598077114</p>	OPEN
<p>Please call or go on to the website to see service times</p>		

SERVICE	<p>Roman Catholic Parish Churches – Our Lady of Ramson – St Agnes – St Gregory 2-4 Grange Rd, Eastbourne BN21 4EU</p> <p>Place of worship Free “Alpha courses” to learn about the Christian faith.</p>	
CONTACT	<p>www.ourladyofranson.org.uk Mary Staffiere parish officer Phone: 07510926806/01323723222</p>	OPEN
<p>Please call or go on to the website to see service times.</p>		

SERVICE	<p>Sanctuary Cafe All Souls Church Hall, Wellesley Rd, Eastbourne BN21 3RJ</p> <p>Welcome asylum seekers, refugees, and immigrants, offering support and access to advice services as well as free English classes. <i>Interpreting service available if needed</i></p>	
CONTACT	<p>www.escis.org.uk/advice/sanctuary-cafe-eastbourne networxeb@gmail.com Jane Buyers Phone: 07876388782</p>	OPEN
<p>Monday – Friday: 10.30am-12.30pm.</p>		

SERVICE	<p>The Elim Family Centre 1A Hartfield Rd, Eastbourne, East Sussex BN21 2ET</p> <p>Place of worship, Nursery & Residential apartments</p>	
CONTACT	<p>www.elimfamilychurcheastbourne.org Phone: 01323 417556</p>	OPEN
<p>Please call or go on to the website to see service times.</p>		

SERVICE	<p>The Gateway Centre 66-70 Lottbridge Drive, Eastbourne BN22 9PB</p> <p>It holds the Gateway Christian Church services as well as other group activities such as free toddler group for pre-school, walking group, young people’s group, knitting group, board games, etc. People can self-refer. <i>No interpreting or translation service available</i></p>	
CONTACT	<p>www.gatewaychristianchurch.org.uk admin@gatewaychristianchurch.org.uk Phone: 01323 351786</p>	OPEN
<p>Monday: 8.30am-12pm Tuesday-Friday: 8.30am-2pm Sunday: 9am-1pm</p>		

Community Organisations

Eastbourne Cultural Involvement Group

(Facilitated by Diversity Resource International on behalf of Eastbourne Borough Council)

Platform where members of the diverse communities advocate on behalf of ethnic minorities in the town. They seek effective solutions to local issues.

Interpreting service can be provided if requested in advance

SERVICE

CONTACT

Community@driorg.com
Phone: 01273 473986

OPEN

Quarterly meetings:
6pm-8pm.
Please call to find out the date for next meeting.

Eastbourne Survivors group

8 Saffrons Rd, Eastbourne BN21 1DG

Self help and Support Group open to men and women over 16 and their partners who are suffering the consequences of sexual abuse and want the support and understanding of other survivors.

No interpreting support available

SERVICE

CONTACT

www.eastbournesurvivors.org
Phil and Mel
info@eastbournesurvivors.org
Phone. 01323 416316

OPEN

Monday – Friday:
9am – 5pm
Meetings: First and third
Tuesday of every month:
7.30am – 10pm

Shunar Bangla Association

120 Larkspur Drive, Eastbourne BN21 4NX

Community organisation for members of the Bengali population in Eastbourne and surrounding area with the aim of improving education and training, to provide recreational activities and to work towards a general Improvement in quality of life.

SERVICE

CONTACT

www.shunarbangaassociation.org
info@shunarbangaassociation.org
Phone: 07713170548

OPEN

Please call to find out when they meet or go to their website.

Voluntary / Charity Organisations

Age Concern Eastbourne

The William & Patricia Venton Centre, Junction Rd, Eastbourne BN21 3QY

Free services for over 50s, advice on welfare rights, housing and care options, health matters, hearing aid battery replacement, bereavement support, financial advice and Will writing advice. Any other services will be charged.

No interpreting service available

SERVICE

CONTACT

www.ageconcerneastbourne.co.uk
info@ageconcerneastbourne.co.uk
Phone: 01323 638474

OPEN

Please call beforehand for any service.

AI – Anon (AA) Alcoholic Anonymous

Old Town Library, 191 Victoria Drive, Eastbourne BN20 8QJ

Free service for those individuals with a drinking problem who are ready to seek help.

AI Anon family groups are to support anyone whose life is, or has been affected by someone else's drinking

Clients are self-referred.

Interpreting and translation is not available unless there is a volunteer in the group who speaks the same language

SERVICE

CONTACT

www.al-anonuk.org.uk/groups/eastbourne

helpline@al-anonuk.org.uk

Helpline: 02074030888

OPEN

Group meetings

Wednesday – 7pm

Helpline

Monday – Sunday:

10am – 10pm

Care for the Carers

Highlight House, 8 St Leonards Rd, Eastbourne BN21 3UH

It provides free support, advice and guidance to unpaid carers and professionals from its main office in Eastbourne, and from a range of community locations throughout East Sussex.

They provide telephone interpreting for initial contact and face to face interpreting for support and advice appointments

SERVICE

CONTACT

www.cftc.org.uk

info@cftc.org.uk

www.facebook.com/careforthecarers

Phone: 01323 738390

Text: 07860077300

OPEN

Monday-Friday:

10am-5pm

Chestnut Tree House

Unit 4 Pacific House Sovereign Harbour Innovation Park 1 Easter Island Place, Eastbourne, East Sussex, BN23 6FA

A children's hospice for children from birth to 17 years of age with life-shortening conditions who are not expected to live into adulthood. They offer free specialist care and support for the children and their families physically, practically, and emotionally.

They welcome referrals from any source.

Interpreting and translation service can be available if requested in advance

SERVICE

CONTACT

www.chestnut-tree-house.org.uk

Phone: 01323725095

Out of hours no. 01903871800

enquiries@chestnut-tree-house.org.uk

OPEN

Monday-Friday:

9am – 5pm

Citizen Advice Bureau

Unit 6, Highlight House, 8 St Leonards Rd, Eastbourne BN21 3UH

General free advice on people's rights, to help with financial problems, legal advice, and advice on where to get further support. Clients can self-refer or be referred by calling or drop in.

They provide interpreting services for client advice

SERVICE

CONTACT

www.eastbournecab.co.uk

Chief Executive – Alan Bruzon

manager@eastbournecab.cabnet.org.uk

Phone: 07538785049

OPEN

Monday – Friday:

10am – 4pm

SERVICE	<h2>Community Wise centre</h2> <p>Ocklynge Rd, Eastbourne BN21 1PY</p> <p>Charity organisation run for the benefit of the local community. Works in partnership with Living Stones Community Church. It is a place hired by local business, public sector and charity organisations (prices in the web). Gives room to free NHS services such as mental health drop-in service, activity groups for children, medication services, counselling services, separated parents' information services, carers support group and family group conferences. It also holds a local market on the last Saturday of every month.</p> <p>No interpreting or translation service available</p>	
CONTACT	<p>www.communitywise.org.uk 01323 722924</p>	<p>OPEN</p> <p>Monday-Saturday: 10am – 1pm except Fridays when they close at 12.30pm. Monday -Friday: 2pm-4pm except Wednesdays when they close at 1pm.</p>

SERVICE	<h2>Cruse Bereavement Care</h2> <p>The William and Patricia Venton Centre, Junction Rd, Eastbourne BN21 3QY</p> <p>It provides free emotional and practical support after the death of someone close. Clients can self-refer by calling or showing up at the centre.</p> <p>No interpreting service available</p>	
CONTACT	<p>www.cruse.org.uk eastbourneBranch@cruse.org.uk Phone: 01323 642942 Helpline: 08088081677</p>	<p>OPEN</p> <p>Monday – Friday: 10.30am-12.30pm</p>

SERVICE	<h2>Diversity Resource International</h2> <p>36 St Nicholas Lane, Lewes BN7 2JZ</p> <p>Supports people from migrant and culturally diverse communities to access the services they need and to develop their skills and confidence to achieve their goal – be it a job, supporting their community, qualification, work experience or setting up a new business.</p> <p>Some courses can be partially funded. Call to ask for more information. See website and social media to see what other funded activities are currently happening as well as free webinars.</p> <p>Interpreting and translation service available if required</p>	
CONTACT	<p>www.driorg.com community@driorg.com training@driorg.com Phone: 01273 473986</p>	<p>OPEN</p> <p>Monday – Friday: 9am-5pm</p>

SERVICE	<h2>Eastbourne Blind Society</h2> <p>124/142 Longstone Rd, Eastbourne BN22 8DA</p> <p>For blind and partially sighted people in Eastbourne. Clients need to become members to access their services which are home visiting and free advice at the resource centre with previous appointment. Equipment is on sale.</p> <p>No interpreting services available</p>	
CONTACT	<p>www.eastbourneblindsociety.org.uk resource.officer@eastbourneblindsociety.org.uk Phone: 01323 729511</p>	<p>OPEN</p> <p>Monday-Friday: 9am -4pm except Wednesdays when they close at 1pm</p>

SERVICE	<p>Eastbourne Family Contact Centre The Gateway Centre, 66-70 Lottbridge Drive, Eastbourne BN22 9PB</p> <p>It is a free service providing a safe and welcoming environment in which children can have contact with an “estranged parent”. Parents and children can spend time together playing games or simply enjoying each other’s company. It has a referral system which is assessed online at www.nacc-selfreferrals.org.uk whereby families requiring contact can refer themselves or have support from their solicitor, CAFCASS officer (Children and Family Court Advisory Service) or their social worker.</p> <p><i>Interpreting services can be requested during the referral</i></p>	
CONTACT	<p>www.eastbournefamilycontactcentre.org.uk Phone. 07922631901 efcc@muchich.org</p>	<p>OPEN 1st and 3rd Saturday of every month: 10.30am-1pm</p>
SERVICE	<p>Eastbourne Foodbank Unit 3, 55 Brampton Rd, Eastbourne, BN22 9AF</p> <p>They provide three days’ worth of free, nutritionally balanced emergency food. They also support local people who are referred to them in crisis. You will need to get a voucher from a local agency first, such as Citizen Advice Bureau, Brighton Housing Trust or social services and then attend your local foodbank centre.</p> <p>They also provide toiletry and household items. They have a team of advocates that can assist and advise with welfare benefits issues. Their Money Life Debt Team can assist with budgeting and debt management plans. Via referral from a health care professional, new mums can receive support with prams and baby items.</p>	
CONTACT	<p>www.eastbourne.foodbank.org.uk Info@eastbourne.foodbank.org.uk Phone: 01323409925</p> <p>Foodbank centres: St Elizabeth Church Centre, 268 Victoria Drive, Eastbourne BN20 8QX Willingdon Trees Community, Holly Pl, Eastbourne BN22 0UT St Richard’s Centre, Priory Rd, Eastbourne BN23 7AX St Saviours Church, South Street, Eastbourne BN21 4UT Gateway Christian Centre, 66-70 Lottbridge Dr, Eastbourne BN22 9PB Community Hub, 125 Seaside, Eastbourne BN22 7NN</p>	<p>OPEN Monday: 10-12pm</p>
SERVICE	<p>Eastbourne Networkx Victoria Baptist Church, Eldon Rd, Eastbourne BN21 1UE</p> <p>Eastbourne Networkx welcomes and supports refugees and immigrants in Eastbourne and the nearby locality. They provide a voice for individuals and families, supporting them at different agencies as required. Immigration advice is available at Sanctuary Cafe on a Monday morning, at All Souls Church Rooms, Wellesley Road. Further support can be arranged following that visit.</p> <p><i>Interpreting and translation available upon request</i></p>	
CONTACT	<p>www.eastbournenetworkx.org Phone. 07790256783 Mrs Anna Reid Networxb@gmail.com</p>	<p>OPEN Call to find out when they are available.</p>

SERVICE	<h3>East Sussex Hearing Resource Centre</h3> <p>Chantry House, 22 Upperton Rd, Eastbourne BN21 1BF</p> <p>They provide free hearing aid maintenance to patients referred from NHS. East Sussex Hearing Centre hearing equipment demonstration. Hearing booth test to find out if you need further NHS tests with an audiologist. Clients need to be referred.</p> <p>No interpreting services available</p>	
CONTACT	<p>mail@eshrc.org Phone: 07950855580/ 01323 722505</p>	OPEN
		<p>Tuesday and Wednesday: 10.00am -12.30pm and 13.30pm – 16.00pm</p>

SERVICE	<h3>Healthwatch East Sussex</h3> <p>Greencoat House, 32 St Leonards Rd, Eastbourne BN21 3UT.</p> <p>Gather feedback from the public about health & care services they use. It also provides free information and signposting about health and care services.</p> <p>Interpreting and translation service available when required</p>	
CONTACT	<p>www.healthwatcheastsussex.co.uk enquiries@healthwatcheastsussex.co.uk Volunteer Community Liaison Manager - Elizabeth Mackie Elizabeth.mackie@escv.org.uk 03331 014007</p>	OPEN
		<p>Monday-Friday: 10am – 2pm</p>

SERVICE	<h3>Holding Space</h3> <p>Langney Community Centre, Etchingham Rd, Eastbourne BN23 7DX</p> <p>It is a free community organisation providing support for parents, children and families. A safe space where they can connect, talk, share and be supported along their journey. A non-judgemental place where they can know it's okay to not be okay. You can pop in for the Mental Health Drop-in Support sessions</p> <p>Interpreting could be available if requested in advance</p>	
CONTACT	<p>www.holdingspace.org.uk Phone. 07922851207 contact@holdingspace.org.uk</p>	OPEN
		<p>Thursday: 1pm-4pm</p>

SERVICE	<h3>Links Project</h3> <p>All Souls Church Hall, Wellesley Rd, Eastbourne BN21 3RJ Concordia Hall, Church Rd, St Leonards on Sea TN37 6HB</p> <p>Is a multi-agency free support and advice project for asylum seekers, refugees and migrant communities living in East Sussex.</p> <p>Clients can drop in on Mondays in Eastbourne and on Wednesday in St Leonards.</p> <p>Interpreting support will be provided upon request</p>	
CONTACT	<p>www.hastingsvoluntaryaction.org.uk - links project Marc Turczanski marc@hastingsvoluntaryaction.org.uk Phone: 01424 444010</p>	OPEN
		<p>Eastbourne Monday: 10.30am – 12.30pm St Leonards Wednesday:10.30am – 3.30pm</p>

Mediation Plus

Southview, Western Rd, Hailsham, East Sussex BN27 3DN

It provides free high quality, impartial and confidential mediation services to empower individuals, groups and communities to resolved and manage conflicts themselves. Services: Neighbour Disputes, Intergenerational Mediation, Workplace Mediation, Conflict Resolution/Coaching, Commercial Mediation, Social Care Mediation
If an interpreter is needed, they will contact Vandu to provide one

www.mediation-plus.org.uk
Phone. 01323 442781
admin@mediation-plus.org.uk

OPEN

Monday-Friday:
9.30am – 4.30pm

The Advocacy People (SEAP)

PO Box 375, Hastings TN34 9HU

They offer free support If you are unhappy about the service you have received, including NHS or social services. Clients can self-refer.

Interpreting and translation could be available if it is requested in advance.

www.theadvocacypeople.org.uk
Phone. 0330440900
info@theadvocacypeople.org.uk

OPEN

Monday-Friday:
9am – 5pm

Southdown

2 Bell Lane, Lewes BN7 1JU

Provides free housing, mental health, employment and learning disability support across Sussex. Home works is a short-term housing support service in East Sussex that supports vulnerable people aged 16-59 find and keep safe and affordable accommodation.

Clients need to be referred through local authorities such as Adult Social Care, Children Services and Eastbourne Borough Council.

Adult Mental Health services through Eastbourne Wellbeing Centre, 8 Saffrons Rd, Eastbourne BN21 1DG. Clients can self-refer.

Work and Wellbeing services support to secure or retain a job that is right for the client age 16+. They accept referrals from NHS Early intervention team as well as self-referrals.

Learning disability services support people with learning disabilities, many of whom also have physical disabilities and behaviour support needs. These services include care homes and supported living services.

Clients need to be referred through Adult Social Care.

Interpreting and translation can be available upon request

www.southdown.org
Gateway team: 01273898700
07773377754 (Text only)
referrals@home-works.org.uk
Phone. 01323 405330
Eastbournwellbeingcentre@southdown.org
Team manager - Adam Hodgkin
Adam.hodgkin@southdown.org
Phone. 07581022457
LD.Administrator@southdown.org
Phone. 01273 405800

OPEN

Monday-Friday:
8.30am – 4.30pm

SERVICE	Sussex Community Development Association Ltd. (SCDA) Denton Island Community Centre, Newhaven Association that supports community-based projects across East Sussex, aimed at addressing the needs of those most vulnerable in the community. At their Eastbourne community Hub-Willingdon Trees Community Centre, Holly Place, Eastbourne BN22 0UT they provide a range of free community activities, courses and events. Rooms are available to hire for other groups (please ask for price). It is also one of the foodbank centres. You need a voucher before attending the foodbank centre. Free counselling service. Client can self-refer	
	CONTACT	www.sussexcommunity.org.uk 01273 517250 General number Eastbourne Community Hub: Phone: 01323 504438 eastbourne@sussexcommunity.org.uk Natalie Holmes counselling@sussexcommunity.org.uk
		Monday – Friday: 8am – 11pm

SERVICE	The People Matter Trust 6 Saffrons Rd, Eastbourne BN21 4RU Free Information and guidance to jobseekers on career advice, C.V. writing, interview preparation and business start-up advice. They also offer free English classes. Clients can self-refer and drop in. Limited range of basic translated material	
	CONTACT	www.people-matter.org.uk reception@people-matter.org.uk Phone: 01323 431289 CEO, Ann Gillard ann@people-matter.org.uk
		Monday-Friday: 9am – 1pm / 2pm-4pm

SERVICE	The Samaritans - Eastbourne The Haven, 13 Bolton Rd, Eastbourne BN21 3JT Free confidential emotional support for people in distress or feeling suicidal. Clients can self-refer by calling or dropping in. No interpreting services available	
	CONTACT	www.samaritans.org Phone: 03300945717 Free from any phone 116123
		Monday-Sunday: 10.30am-10.30pm

SERVICE	You Raise Me Up Centre – Drop in 58b High Street, Polegate BN26 6AD. Main office in Hampden Park. It provides emotional and financial support to families that have suffered the loss of a young person 16-25years. Clients can self-refer by calling or by showing up at the Centre. No funds for interpreting, but they will try to find free interpreting support if a client drops in.	
	CONTACT	www.youraisemeup.co.uk Chief executive officer - Leesa Pattison Leesa@youraisemeup.co.uk 24hour help line – 01323 482772
		Monday – Friday: 9am – 3pm. Saturday: 10am-3pm 24hour help line

SERVICE	<p>Youth Clubs in Eastbourne – YMCA</p> <p>Free weekly Youth Clubs in Langley, Willingdon Trees, Devonshire, Old Town and Shinewater. They provide young people (between 11-21) with an opportunity to try new activities, make new friends and access the support of staff.</p> <p>Some of their activities are tennis, badminton, football, ten pin bowling, scootering, dodgeball, Kan Jam, circus skill, arts and crafts.</p> <p>You can self-refer.</p> <p>No interpreting or translation service is provided.</p>	
CONTACT	<p>www.ymcadlg.org</p> <p>Gary Crowhurst gary.crowhurst@ymcadlg.org Phone: 07943911479</p>	<p>OPEN</p> <p>Call before attending to find out the times for the day.</p>
SERVICE	<p>3VA</p> <p>8 Saffrons Rd, Eastbourne BN21 1DG</p> <p>Supports and develops local community organisations and local communities. This includes:</p> <ul style="list-style-type: none"> • Virtual space for learning & sharing. • Training- governance, funding and finance, health & safety, project development, volunteer recruitment, marketing, and social media. • Supporting volunteering & community activism • One to one support • Networking & collaboration between communities, organisations, and sectors. • Influencing policies and processes <p>Clients can self-refer.</p> <p>They work with partners to provide materials in different languages.</p>	
CONTACT	<p>www.3va.org.uk</p> <p>Head of Development - Miriam Wilkinson Miriam.wilkinson@3va.org.uk</p> <p>Head of Development - Jenny Watson Jenny.watson@3va.org.uk</p> <p>Chief executive – Adam Chugg Adam.chugg@3va.org.uk Phone: 01323639373</p>	<p>OPEN</p> <p>Monday – Friday: 10am – 4pm</p>

Statutory Organisations

Adult Social Care and Health

St Mary's House, 52 St Leonard's Rd, Eastbourne BN21 3UU

Social care for adults, providing social care assessment, support, planning and review, occupational therapy, support for sensory impairment, mental health, learning disabilities. They also provide support for carers, blue badges, etc. This is the access point for signposting, information and advice, assessment, and onward referral.

Interpreting, translation, and advocacy service available upon request.

SERVICE

CONTACT

OPEN

www.eastsussex.gov.uk/socialcare/
(you can have a chat for quick assistance in English only)

www.lspace.eastsussex.gov.uk
Online directory of local care and support services

HSCC@eastsussex.gov.uk
Phone: 03456080191

Monday-Sunday: 8am-8pm

Children Services Department, East Sussex County Council

St Marks House, 14 Upperton Rd, Eastbourne BN21 1EP

It provides support to children and families including what to do if you think a child is at risk of harm. Services around education and support children with special needs. You can find all information on the website.

Clients can self – refer or be referred.

Leaflets and information about services can be translated on request, as can reports on child protection conferences. Interpreters will be provided as required.

SERVICE

CONTACT

OPEN

www.eastsussex.gov.uk/childrenandfamilies/
Phone: 03456080190

Monday -Thursday:
8.30am-5pm
Friday closes at 4.30pm

Department of Work and Pensions (DWP)

St Annes House, 2 St. Anne's Rd, Eastbourne BN21 3XX

Responsible for welfare, state pensions and child maintenance policy. You will need to go into the government website and choose what service you need: find a job, access benefits, state pension, contact Jobcentre plus or contact the Pension Service.

Interpreting services available over the phone.

SERVICE

CONTACT

OPEN

www.gov.uk
ministers@dwp.gsi.gov.uk
Phone: 8001690190

Monday-Friday:
8am-6pm
Most claims are done online,
but you can also do the
claim over the phone.

Eastbourne Borough and Lewes District Council

1 Grove Rd, Eastbourne BN21 4TW/Southover Grange, Southover Rd, Lewes BN7 1AB

Responsible for Council Tax, refuse collection, garden waste, search and view planning applications, housing benefit, and supporting homelessness.

Their information can be translated on request, and interpreters will be arranged where needed.

SERVICE

CONTACT

OPEN

www.lewes-eastbourne.gov.uk
Seanne Sweeney
Seanne.Sweeney@lewes-eastbourne.gov.uk
Phone: 01273 085630

Monday-Friday:
8.30am – 5pm

SERVICE	<p>Health in Mind, Sussex Partnership NHS Foundation Trust 1st Floor, Woodside, The Drive, Hellingly, Hailsham, East Sussex BN27 4ER</p> <p>It provides psychological therapy services to primary care patients focusing on mainly depression and anxieties. Clients can self-refer via the Health in Mind website or be referred. <i>They provide interpreting services and translated materials.</i></p>	
CONTACT	<p>www.sussexpartnership.nhs.uk/service-health-mind Senior Psychological Therapist – Musa Nyoni Musawenskosi.nyoni@nhs.net Phone: 03000030130</p>	<p>OPEN</p> <p>Monday-Friday: 9am-5pm.</p>
SERVICE	<p>Health Visiting Team (NHS) - Eastbourne St Mark's House, Ground floor, Eastbourne BN21 1EP</p> <p>This team is formed of nurses and midwives who promote healthy lifestyles to prevent illness to children from 0-5 year old. They offer a range of support either one to one or in groups at Children Centres or at your home. Clients are referred by the hospital after they have given birth. <i>Interpreting and translation of documents can be provided on request.</i></p>	
CONTACT	<p>www.esht.nhs.uk/service/health-visiting/ Phone: 01323 432300</p>	<p>OPEN</p> <p>Monday-Friday: 9am – 4pm</p>
SERVICE	<p>Healthwatch East Sussex / East Sussex Community Voice Greencoat House, 32 St Leonards Rd,</p> <p>Gather feedback from the public about health & care services they use. It also provides and information and signposting about health and care services. Clients can contact directly or be referred. <i>Interpreting and translation service available when required.</i></p>	
CONTACT	<p>www.healthwatcheastsussex.co.uk enquiries@healthwatcheastsussex.co.uk Volunteer Community Liaison Manager - Elizabeth Mackie Elizabeth.mackie@escv.org.uk 03331 014007</p>	<p>OPEN</p> <p>Monday-Friday: 10am – 2pm</p>
SERVICE	<p>STEPS to stay independent South East Independent Living Ltd. (East Sussex County Council) 1 Grove Rd, Eastbourne BN21 4TW</p> <p>Free confidential short-term housing support service for people aged 60 +. They will ensure your house is safe, looking into more suitable accommodation if needed, supporting with tenancy or mortgage problems, keeping warm and reducing energy bills, managing household bills and debts and obtaining daily living equipment. Clients can self-refer. <i>Interpreting and translation can be provided upon request.</i></p>	
CONTACT	<p>Phone. 01323436414 07970668106 (Text only) referrals@stepswest.co.uk</p>	<p>OPEN</p> <p>Monday-Friday: 9am – 5pm</p>

Private organisations that support the local community

SERVICE

Eastbourne Chamber of Commerce

To help to further the interests of business of all sizes and sectors in the local area. You will need to become a member and pay an annual fee. Then you will have access to their networking events.

No interpreting or translation available.

CONTACT

www.eastbourneunltd.co.uk
Phone. 01323641144
info@eastbourneunltd.co.uk

OPEN

Monday-Friday: 10am-6pm

SERVICE

Eden Blue Centre

Unit 19, Green Street Industrial Estate, 1 Green Street, Eastbourne BN21 1QN

A family owned centre that provides an exciting array of weekly classes, choirs, workshops, alternative therapies & events in the heart of Eastbourne Old Town.

The centre offers health, well-being, music and creative art classes for the local community. See website to provide the fee for courses. Some first sessions are free.

You can pop in any time to find out more over a free cup of coffee /tea.

You can join their choir for free.

No interpreting or translation available.

CONTACT

www.edenblue.co.uk
Phone. 01323 639883

OPEN

Visit the website or call to find out the calendar of activities from Monday to Sunday

SERVICE

Vandu Language Services

It is a company that provides interpreting, translation, bilingual advocacy, and cross-cultural communication for the private and public sector in Sussex and around the UK.

We work with organisations such as NHS, West Sussex County Council, East Sussex County Council, Brighton & Hove Council, etc.

Individuals can self-refer for free Interpreting if they have a concrete appointment with public sector around Surrey, East Sussex and West Sussex.

Translations and Bilingual advocacy will need to be referred through NHS or Social Services.

CONTACT

www.vandu.co.uk
Phone. 01273 473986 (Office hours 9am-5pm)
08000087650
(For emergencies only outside of working hours)
Interpreting: info@vandu.co.uk
Translations: translations@vslanguages.com
Bilingual Advocacy: admin@vslanguages.com

OPEN

24 hours a day, 7 days a week.



DRI is a social enterprise that was set up in 2004 to support Sussex Black, Asian and Minority Ethnic Communities by providing;

- Community development (upskilling communities to tackle disparities of opportunities)
- Community engagement (ensuring access to services & information)
- Community research (identifying community issues and finding local solutions)
- Training and Education (training educators and organisations to reduce disparities)

Diversity Resource International
St Nicholas Mews
36 St Nicholas Ln
Lewes, BN7 2JZ

www.driorg.com

community@driorg.com



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