



# Hear Us

## Croydon 2022

Croydon's Mental Health Service User Group

# The Hear Us Guide to Croydon's Mental Health and Wellbeing Services

To promote, educate, communicate and empower,  
for the benefit and interest of people affected by mental health issues

## The Hear Us Guide to Croydon's Mental Health and Wellbeing Services is for you if you;

- or someone you care for is experiencing mental health problems
- need support to meet new people and try new **activities**
- need support to access **voluntary work, training, education or employment**
- want to know where to turn in a **crisis**
- want information about **support groups** and **self help**
- want advice about **benefits, debt or housing issues**
- want access to useful Telephone Numbers and Websites

Hear Us would like to thank The London Community Foundation for funding this guide.

**The London  
Community  
Foundation**



**Covid 19**  
**CORONAVIRUS**

Please note that due to Covid-19, services may be currently restricted, for example online, access by phone or remotely via Zoom or MS TEAMS.

## Mind in Croydon's Information Directory

Please use this Hear Us Guide along side the online mental health directory provided by Mind in Croydon. The online directory is a resource for residents of the borough of Croydon. The directory is

designed to make accessing information as straightforward as possible. Services provided both in the statutory and voluntary sectors are constantly changing and it is hoped that this electronic version will bring people up to date with some of those changes.



[directory.mindincroydon.org.uk](http://directory.mindincroydon.org.uk)

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Hear Us is Croydon's only service user group for people with severe and enduring mental illness, our organisation is 100% service user run. This strength gives us a unique insight into the barriers faced by our service users, particularly those also experiencing drug and alcohol misuse or leaving prison.

We provide specialist peer support and personal support for our service users - people with complex mental health issues living or working in the London Borough of Croydon. Our practical, regular activities help users to cope better with daily living and helps to address their social, emotional and physical needs.

Hear Us developed from a service user run community group established in 1992. We became a charity in 2009 and we have established ourselves as a highly respected service user led and run organisation for people with serious mental illness in Croydon and beyond.

In this Guide, we have brought together voluntary organisations and statutory services in a clear, concise and easy-to-read Guide. It is based on the information services users, carers and clinicians have requested through our work with the people who use Croydon's Mental Health Services. However, if you know of an organisation or service that you feel should be included, Hear Us would be very grateful if you could let us know, so that we can include this information in future editions of this Guide.

You can also visit [www.hear-us.org](http://www.hear-us.org) for an up-to-date online version of this guide.

Tim Oldham, Chief Executive Officer



020 8681 6888



[info@hear-us.org](mailto:info@hear-us.org)



[www.hear-us.org](http://www.hear-us.org)



## Mental Health Open Forum

The Hear Us Forum is designed so that mental health service users can come together and discuss services that they access and that affect them.

This forum gives us a chance to meet, ask questions and debate with commissioner, Croydon CCG and Council, and service providers SLaM (the South London and Maudsley NHS Trust), and the voluntary sector; Mind in Croydon, BME Forum and many others are also able to come and consult with users about planning and developing services within the borough.

Other issues are also discussed such as the Welfare Benefit Reforms - we invite such guests along to help inform us about how to respond to the changes in reforms. Some of these guests are not responsible for making these changes but come along to help us; by informing us about the processes and how to deal with making new claims. We will endeavour to call upon those that are responsible for the changes to come along and meet the people that their decisions affect.

Each meeting will start with a 'Shout Out', where organisations can have the floor to announce their activities that our community would benefit from hearing about - please keep this short.



Meetings are on the first Tuesday of every month.



12.45pm



020 8681 6888



[forum@hear-us.org](mailto:forum@hear-us.org)



[www.hear-us.org/forum](http://www.hear-us.org/forum)



The Forum takes place at: Croydon Voluntary Action,  
82 London Road, West Croydon, CR0 2TB

or virtually via Microsoft TEMSs due to Covid restrictions



## Linkworking Project

Hear Us have been running the Linkworking Project since October 2007 within local mental health services within the Croydon borough, working as a link between staff and service users to try and shape mental health services to meet the needs of service users

The Hear Us Linkworkers are a team of current and ex service users who visit the inpatient wards at Bethlem Royal Hospital and Community Mental Health Services across the Borough of Croydon. We talk to fellow service users and listen to their worries, problems and needs. The Linkworkers then report these issues back to the Managers of these services (without breaching the confidentiality of the service users).

The aim is to improve the quality of mental health services and the lives of all of us who use them. If you have personal experience of using mental health services and the ability to listen non-judgementally to fellow service users, then Hear Us needs you.

Linkworkers receive full training and support to carry out this important role. If you have an hour or two to spare and are interested and want to find out more:



020 8681 6888



[linkworking@hear-us.org](mailto:linkworking@hear-us.org)



07749 156828



[www.hear-us.org/linkworking](http://www.hear-us.org/linkworking)

## Welfare Surgeries Project

The Hear Us Welfare Surgery Project was set up in 2012 in response to a growing need for extra support to help the most vulnerable of our service users to claim the benefits they are entitled to.



We can support you with, help you to understand, make claims for, challenge decisions (including appeals) and deal with problems with many different benefits including:

**Employment and Support Allowance (ESA)** money if you cannot work because of illness or disability

**Personal Independence Payment (PIP)** money for those who have difficulty with aspects of day to day life due to a health condition or disability and is replacing Disability Living Allowance(DLA)

**Universal Credit (UC)** is replacing 6 other benefits with a single monthly payment, is available for those in work on a low income and those too unwell to work.

We have helped over 1500 people with a severe mental illness, many need additional support such as help to read their letters or complete forms, due to problems with reading and writing. Others face further problems such as dealing with drug and alcohol abuse, which means they may face more hurdles, including the prejudices and judgements of others, which make claiming benefits problematic. We are a service user run organisation so have an understanding of what it's like to live with mental health problems.



020 8681 6888



[surgery@hear-us.org](mailto:surgery@hear-us.org)



07568 408 245 or 07568 407 763



[www.hear-us.org/surgeries](http://www.hear-us.org/surgeries)



## Reachout Challenge

The Reachout Challenge Project is an anti-stigma campaign, raising awareness of mental health issues amongst public sector employees and the wider public. We do this through information sharing and talking about our lived experience of mental health, so that the wider community has a better

understanding of the realities of living with mental health conditions.

We use different methods to communicate our message, including information stalls, formal training and dialogues. We provide a myth busting sheet to educate and inform people. We have worked with over 25 different organisations that people with mental health problems often come into contact with. We regularly deliver service user-run training as part of the internationally recognised Crisis and Hostage Negotiator course at Hendon Police College.

We need volunteers who have lived experience of mental illness to join our team of Reachout Volunteers. If you feel you could have a 10-minute conversation and encourage people to talk about mental health we would love to hear from you. You will be helping challenge the myths and stigma surrounding mental illness.

If you are interested in volunteering on this project or you wish us to visit your organisation and deliver the project to you and your staff please phone or email us.



07749 156 828



[reachout.challenge@hear-us.org](mailto:reachout.challenge@hear-us.org)



[www.hear-us.org/reachout](http://www.hear-us.org/reachout)



## Hear Us Website and Social Media

Our website provides information about all our projects and how to access and participate. You can find out how to be involved, have your voice heard, and share your experiences with Croydon's mental health services. The website also lists vacancies, paid and voluntary.



Who may benefit? Mental health service users in Croydon, carers, mental health staff, commissioners, providers, GP's and members of the public with an interest in mental illness and recovery.

You can also follow us on our social media posts listed below.

## Hear Us Website



website

[www.hear-us.org](http://www.hear-us.org)

## The Hear Us Social Media Sites:



Facebook

[www.facebook.com/hearuscroydon](http://www.facebook.com/hearuscroydon)



Facebook

[www.facebook.com/hearusmentalhealth](http://www.facebook.com/hearusmentalhealth)



Twitter

[twitter.com/reachoutcroydon](https://twitter.com/reachoutcroydon)



Twitter

[twitter.com/hearuscroydon](https://twitter.com/hearuscroydon)



Instagram

[www.instagram.com/hearusmentalhealth](http://www.instagram.com/hearusmentalhealth)



Instagram

[www.instagram.com/hearuslinkworking](http://www.instagram.com/hearuslinkworking)

## SLaM's Involvement Register

The Register is a great way for both service users and carers to become involved in the planning and development of mental health services. There are a wide variety of activities to get involved in, for example, helping to deliver training, sitting on interview panels or by offering your views and opinions at committees and groups.

You will need a member of SLaM staff to sponsor you and give you a reference. The register also aims to ensure that Service Users are rewarded for their involvement in a consistent and fair way. Most paid service user opportunities go through this register, but people can also join and get involved in voluntary opportunities.

If you're interested in joining the Register, please contact the Involvement Register Coordinator



[involvementregister@slam.nhs.uk](mailto:involvementregister@slam.nhs.uk)



020 3228 1593



SLaM NHS Foundation Trust,  
HR Department, Lower Ground, Admin Block,  
Maudsley Hospital, Denmark Hill, London, SE5 8AZ

## YoungMinds

YoungMinds is the UK's leading charity committed to improving the

emotional wellbeing and mental health of children and young people. Driven by their experiences, they campaign, research and influence policy and practice.

**YOUNG Mi MINDS**  
fighting for young people's mental health



020 7089 5050



[yemenquiries@youngmind.org.uk](mailto:yemenquiries@youngmind.org.uk)



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



Text YM to 85258



@YoungMindsUK



4th Floor India House, 45 Curlew St, London, SE1 2ND

## Healthwatch Croydon



HealthWatch covers health and social care. It can be described as a consumer champion. Its role is to champion the views and experiences of patients, people using services, carers and the wider public.

If you become involved with Healthwatch you can:

- raise issues of concern with the people who provide services
- talk to the people who commission (pay for) these services
- hold the providers of services to account



0300 012 0235



info@healthwatchcroydon.co.uk



www.healthwatchcroydon.co.uk



The Carers Support Centre,  
24 George Street, Croydon, CR0 1PB

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## Care Opinion (formerly Patient Opinion)



If you have used secondary mental health services, or know someone else who has, you can give your feedback on Care Opinion. The Care Opinion website is independent from SLaM and the NHS. You can also see what others think of local health services or share your own experience. It is completely anonymous.



0114 281 6256 or 0800 122 3135



team@careopinion.org.uk



www.careopinion.org.uk



SCEDU, 53 Mowbray Street, Sheffield, S3 8EN

## Croydon BME Forum



Croydon Black & Minority Ethnic (BME) Forum is the umbrella organisation for Croydon's BME voluntary and community sector; engaging people, building capacity, and promoting equality and cohesion. The Forum was established to maximise the engagement of BME communities in all aspects of living and working in Croydon.

They make representations on behalf of Croydon's BME communities to public sector agencies and other statutory and non-statutory organisations.



020 8684 3719



info@bmeforum.org



www.cbmeforum.org



Palmcroy House, 56a Mitcham Road, Croydon, CR0 3RG

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## Croydon BME Wellness Centre

The centre offers quality free support to help people prevent the onset of mental health problems and alleviate issues such as stress, anxiety, isolation, and low mood. They offer support to adults with mild, severe, and enduring long-term conditions.

Empowering people towards better mental and physical wellbeing, they offer an exciting range of group events and activities to help people to improve their mental wellbeing, physical health, social and daily living skills. Activities include yoga, drawing and chess.



020 8684 3719



info@bmeforum.org



www.cbmeforum.org/the-wellness-centre



1st Floor, Whitgift Centre, Croydon, CR0 1LP



10am-5pm Mon-Fri

## Black & Minority Ethnic Mental Health Community Development Workers Service




The Community Development Worker's (CDW's) Service works with Black & Minority Ethnic (BME) service users and local voluntary and statutory organisations who provide services to BME individuals.

CDW's are a link between providers and service users. They are actively involved in a number of strategic committees to ensure equality and diversity issues are included in service planning, development, commissioning and delivery.

The CDW project is run in partnership between Off The Record and Croydon BME Forum. Four project workers cover specific age ranges.

Children and Young People (0-25 years) and Young Adults (16-35 years)

### Off The Record

 72 Queens Road  
Croydon  
CR0 2PR

 0208 251 0251


 [info@talkofftherecord.org](mailto:info@talkofftherecord.org)

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

  @talkOTR

Working Age (25-65 Years) and Older Adults (60+ Years)

### Croydon BME Forum

 Palmcroy House  
56a Mitcham Road  
Croydon  
CR0 3RG

 0208 684 3719

 [info@bmeforum.org](mailto:info@bmeforum.org)

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

## Patient Advice and Liaison Service - SLaM

PALS is free and independent of SLaM clinical services. You can use PALS if you are being seen by any SLaM service, or if you are a friend or family member of someone using a SLaM service. PALS provide:



**Information:** About mental health issues generally. About SLaM services. About other NHS services and local community resources.

**Advice:** How to use a service or how to make decisions about your care and treatment. How to sort out any problems, disagreements or misunderstandings.

**Support:** You may not be able to sort out a problem with a SLaM service on your own. PALS can help you to get your voice heard by the professionals or managers involved so that you can get the answers you need.



9am-5pm Mon-Fri



[pals@slam.nhs.uk](mailto:pals@slam.nhs.uk)



0800 731 2864 opt 2



PALS, Maudsley Hospital,  
Denmark Hill,  
London, SE5 8AZ

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## PALS (NHS Croydon PALS)

Patient Advise and Liaison Service supports patients, their families and carers. Provides information on NHS services. Listens to your concerns, suggestions and queries. Helps sort out problems quickly on your behalf.



9.30am-4pm Mon-Fri



020 8401 3210



[ch-tr.pals@nhs.net](mailto:ch-tr.pals@nhs.net)



PALS, Croydon Health Services,  
530 London Road, Croydon, CR7 7YE

## How to give SLaM Feedback



There are a number of ways you can give feedback:

- Talk to a member of staff involved in your care
- Contact the Patient Advice and Liaison Service (PALS)
- Email The NHS Friends and Family Test (FFT)



0800 731 2864 (Option 2) - PALS



[england.friendsandfamilytest@nhs.net](mailto:england.friendsandfamilytest@nhs.net) - FFT

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## How to make a Complaint Against SLaM



The best way to make a complaint is to speak to a member of staff involved in your care. If you do not feel comfortable talking to someone directly you can ask for someone independent to help you. The complaints team can tell you more about this.

If staff have been unable to resolve your concerns and you want to make a formal complaint you can contact the Trust's Chief Executive or the Complaints Department:



020 3228 2444



[complaints@slam.nhs.uk](mailto:complaints@slam.nhs.uk)



Complaints Department, Maudsley Hospital,  
Denmark Hill, London, SE5 8AZ

### Rethink Advocacy London Hub

Provides support, advice, advocacy, information, education and training to relatives and friends of people with severe mental health problems. It also runs three carer support groups, which meet monthly.



9am-5pm Mon-Fri; Closed Sat-Sun



0300 790 0559



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



[info@rethink.org](mailto:info@rethink.org)



1st Floor Dennis Hill Unit, Bethlem Royal Hospital,  
Monks Orchard Road, Beckenham, Kent, BR3 3BX

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# VoiceAbility

VoiceAbility is recognised for its outstanding advocacy, active voice and voice work services, which are offered in many local authorities across England.

They offer a wide range of services for those who have Mental Health needs, Learning Disabilities and Autistic Spectrum Disorders, Physical Disabilities, Sensory and Communication Impairments, Dementia, Substance Misuse Issues, Acquired Brain Injury, a Serious Physical Illness or a Dual Diagnosis.



0300 303 1660



[helpline@voiceability.org](mailto:helpline@voiceability.org)



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



Unit 1 The Old Granary, Westwick, Oakington,  
Cambridge, CB24 3AR



## Mind in Croydon Advocacy

Sometimes people find it difficult to express concerns about their treatment or care while they are in hospital. It can be particularly difficult if you are on a 'section' or if this is your first time in hospital. However, you have the right to be heard; your opinions should be listened to by the professional staff.

Mind in Croydon's Advocacy Service operates independently of the



mental health services. You will be listened to and treated with respect. Some common examples of advocacy work include:

- Listening to you and helping you have your voice heard.
- Supporting you at ward rounds and Care Programme Approach meetings.
- Supporting you when discussing your treatment plan with your doctors and nurses or social workers.
- Providing clear information about rights, medication and any aspect of treatment while in hospital.
- Supporting you in gaining legal advice and representation if necessary.
- Providing information on community groups and support networks while in hospital and when you are discharged.
- Mind's Advocacy services are also available to people living in the community, who may be suffering from mental health problems.



020 8763 6730 (referrals)



0345 310 1812 (other advocacy needs)



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



[advocacy@mindincroydon.org.uk](mailto:advocacy@mindincroydon.org.uk)



26 Pampisford Road, Purley, CR8 2NE

## Advocacy For All

Advocacy for All is a locally-rooted advocacy organisation with a strong history, that exists to give people a voice through one to one advocacy and self-advocacy groups. We believe that Bigger Voices = Better Lives.



They have professional staff and volunteers who are approachable, friendly and caring, passionate and inclusive. They work with vulnerable people to give them bigger voices so that they can have better lives.

Their funding comes from a variety of Local Authority contracts, external grants and donations.



0345 310 1812



info@advocacyforall.org.uk



[www.advocacyforall.org.uk/where-we-work/croydon](http://www.advocacyforall.org.uk/where-we-work/croydon)

## Who else can help?

**Age UK Croydon**



**020 8686 0066**

**Bromley & Croydon Women's Aid**



**020 8313 9303**

**Carers Information Service**



**020 8649 9339  
opt 1**

**Citizens Advice**



**0800 144 8848**

**Croydon NSF Support Group  
(National Schizophrenia Fellowship)**



**0208 6603746  
07757 602072**

**Disability Croydon Advocacy**



**020 8688 3622**

**Independent Mental Capacity  
Advocates (IMCA), Voiceability**



**0300 303 1660**

**Social services for adults**



**020 8726 6500**

## South West London Law Centres



They give individuals and communities free legal advice and support on:

- Money and debt management
- Employment rights and obligations
- Housing issues
- Immigration and asylum matters

Free Evening Legal Advice Clinics. Sessions provide initial advice and are offered over the phone. Clinics run from 5pm until 8pm. Clients can call but are advised to instead complete a contact form online

	Mon	Tue	Wed	Thu	Fri
<b>Housing (Public/LA)</b>		✓	✓		
<b>Housing (Private)</b>	✓	✓	✓	✓	
<b>Employment</b>	✓	✓	✓	✓	
<b>Small Claims</b>	✓	✓	✓	✓	
<b>Crime</b>			✓		
<b>Consumer</b>	✓	✓	✓	✓	
<b>Immigration</b>		✓	✓		
<b>Family</b>		✓	✓		✓
<b>General Contract/Litigation</b>	✓	✓	✓	✓	



020 8767 2777 (10.30am-11.30am Mon-Fri)



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

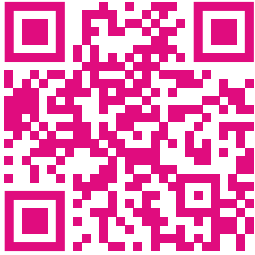


[enquiries@swllc.org](mailto:enquiries@swllc.org)



5th Floor, Davis House, Robert Street, Croydon, CR0 1QQ

## Association for Pastoral Care in Mental Health (APCMH)



APCMH drop-ins are open every week and welcome anyone who has, or is recovering from, mental illness or distress. Some of the volunteers who work at the drop-ins themselves have personal experience of mental illness.

Do I need to be referred? No.



The Rainbow: South Croydon Centre,  
Ledbury Rd, South Croydon, CR0 1EP



7pm-9pm Mondays



Women Group: St Mildred's Community Centre,  
Bingham Road, Croydon CR0 7EB



12pm-2pm Tuesdays



The Hive: St John the Evangelist Church,  
2a Pollards Hill North, Norbury, SW16 4NL



1.30pm-3.30pm Wednesdays



The Open Door: Norbury Methodist Church,  
2a Pollards Hill North, Norbury, SW16 4NL



7pm-9pm Fridays



The Bridge: The Pavillion Room, St Mildred's  
Community Centre, Addiscombe, CR0 7EB



12.30pm-2.30pm Sundays



## APCMH Groups and Workshops

All these workshops are open to anyone who experiences mental distress and are based at St Mildred's Community Centre.



**Creative Writing:**  
2.15pm-4.15pm Tuesdays



**Spirituality Group:**  
11am-12.30pm Fridays  
(Holy Communion at 10.30am)



**Wellbeing Workshop:**  
2.30pm-4.30pm Mondays



**Art Group:**  
2pm-4pm Fridays



**020 8654 4010**



**admin@croydon-apcmh.co.uk**



**www.apcmhcroydon.co.uk**



**St Mildred's Community Centre,  
Bingham Road, Croydon, CR0 7EB**

## Active Minds



The aim of Active Mind's service is to give a taster of activities which will stimulate a new interest, promote a healthy lifestyle and help to improve confidence so that you feel better able to access activities within your local community.

### How do I register?

You need to contact the Active Minds team to put your name on the waiting list. Courses are very popular so places will be allocated on a first come first serve basis, with priority going to new members.

You will be asked to attend a registration session. During this, you will be asked to provide some details about yourself, complete some questionnaires and pay your fees where applicable, although most activities are free.

### Active Minds Drop-In Activities

Some activities you do not have to register for and you can come and join at any point. However, you need to contact Active Minds to discuss this first.

### Will it cost?

Active Minds strive to make all of their activities as low cost as possible. Where they have had to charge a fee, you can pay on the day of the activity.



020 8253 8205/6



[activeminds@mindincroydon.org.uk](mailto:activeminds@mindincroydon.org.uk)



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



## Active Minds is

focused on reducing social isolation by enabling people to take part in leisure, sports and social activities. They work with local communities to create more opportunities for people experiencing mental distress. Activities include: Tai Chi, Table Tennis, Badminton, Yoga, Fitness and Mindfulness.

## Allotment Project

Working on the Allotment can act as a stepping stone to work, through building confidence and experience, or simply a way to start a hobby or nurture an existing interest in gardening or horticulture.

This service is for anyone with a mental health problem. You can self-refer, your GP can refer you or your Care Coordinator/CMHT can refer you.



020 8253 8205/6



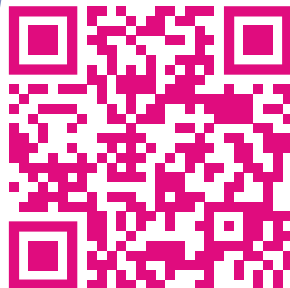
[www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)



[activeminds@mindincroydon.org.uk](mailto:activeminds@mindincroydon.org.uk)



Orchard House  
15a Purley Road  
South Croydon  
CR2 6EZ



## Leisure Link Group

This is a group for people with learning disabilities and supporters who meet once a month to talk about arts and leisure, things they have done and things they are looking forward to.

Members of Leisure Link help to produce a monthly newsletter which:

- Shares reviews, tips and recommendations for events, services, and venues in Croydon
- Displays a list of useful arts and leisure services in Croydon for people with learning disabilities
- Celebrates and promotes inclusive events and activities across Croydon
- Features a fun map of Croydon showing popular local venues that are highly recommended
- Provides useful access information for all venues and events that we list



07988 189859 (Evie Ayres-Townshend)



[evie@gigbuddiescroydon.co.uk](mailto:evie@gigbuddiescroydon.co.uk)

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## Studio Upstairs

Studio Upstairs are an arts and health charity with branches in Bristol and London. They provide creative community hubs and

positive, life-changing interventions

for people with mental or emotional difficulties. They will support you to enhance your well-being and health, reinforce and recharge your creativity and achieve your own goals.



020 8616 5440



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



[southlondon@studioupstairs.org.uk](mailto:southlondon@studioupstairs.org.uk)



1a Drummond Road, Croydon, CR0 1TT



## Mind's Social Networking Service



Mind in Croydon's Social Networking Service based in Central Croydon, provides support for people experiencing or recovering from mental health problems, to engage in community activities as part of their recovery.

Do I need to be referred? Yes. Referrals to this service have to be made via your Community Mental Health Team. Speak to your Care Co-ordinator if you would like to apply.



020 8688 1210



[fairfield@mindincroydon.org.uk](mailto:fairfield@mindincroydon.org.uk)

## The Hub at Fairfield

The Hub is an extension to Mind in Croydon's Social Networking Service which offers support to people to understand and manage their mental and physical health issues.



The Hub also provides a safe place for people who are lonely and isolated to meet and socialise with people and a place for them to receive practical help and advice.

Assisting with; Form Filling, Benefit Issues, Managing Bills and Debt, Outreach Support and Community Issues (issues with neighbours)



020 8688 1210



[hub@mindincroydon.org.uk](mailto:hub@mindincroydon.org.uk)



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



Mind in Croydon, Fairfield House,  
10 Altyre Road, East Croydon CR0 5LA

# CROYDON EAGLES

## Mental Health Football Team



Hear Us would like to welcome you to our mental health football practice sessions. Please feel free to join us on Wednesday afternoons at Crystal Palace Sports Centre. A chance to improve your fitness, both mentally and physically. Meet new people, have a kick about, and have some fun.

If you use Croydon's Mental Health Services and are over 18, you are very welcome to join us. We also play in mental health league.

Tim 07904003587

Peter 07903366453

or email us at

[croydon.eagles@hear-us.org](mailto:croydon.eagles@hear-us.org)

## Healthwise at Better

### Physical Activity Referral Scheme (PARS)

PARS introduces individuals to the benefits of physical activity in order to help manage and improve existing medical conditions. The Better Health Team monitors progress and adjust individual's physical activity programmes accordingly to ensure they are on track to reach their goals.

**BETTER**  
the feel good place

The scheme is currently being delivered across the Better Leisure Centres in Croydon. Low-cost exercise referral courses are designed to help participants develop the knowledge, skills and confidence they need to improve their health and wellbeing. This comprehensive 12-week programme features one-to-one assessments, individually tailored activity plans, and teaches how to change behaviours for lasting impact.



07752 084259



healthwise.croydon@nhs.net



[www.better.org.uk/what-we-offer/activities/healthwise](http://www.better.org.uk/what-we-offer/activities/healthwise)

New Addington Leisure Centre



01689 842553

Purley Leisure Centre



020 8668 7251

South Norwood Leisure Centre



020 8662 9464

Thornton Heath Leisure Centre



020 8689 5300

Waddon Leisure Centre



0208 760 0657



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



[www.croydon.gov.uk](http://www.croydon.gov.uk)

## Beating the Blues

Beating the Blues is an effective, proven treatment for sufferers of depression and anxiety.



Beating the Blues is the most widely used and evidence based CCBT program for the treatment of depression. Cognitive Behavioural Therapy (CBT) has been used successfully for many years to treat anxiety and depression. Recommended by NICE for the treatment of people with mild and moderate depression. Available FREE through the NHS. Easy to use - completely confidential



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

## Walking for Health

A weekly programme of many walks. Their aim is to help people in the community to get out into the abundance of parkland in Croydon, whilst getting fit and healthy and making new friends. All health walks are completely free, last approximately 1 hour and are graded for difficulty. Please be at the starting point of each walk about 15 minutes before they are due to start. Remember to wear suitable footwear and bring an umbrella or raincoat if the weather looks bad.



Do I need to be referred? No



020 8726 6900



[walks@croydon.gov.uk](mailto:walks@croydon.gov.uk)



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



[www.croydon.gov.uk/walks](http://www.croydon.gov.uk/walks)

## Croydon Voices Forum

A mutual support group in Central Croydon for Schizophrenia and similar illnesses. A part of the **Hearing Voices Network**.



Hearing Voices groups are based firmly on an ethos of self help, mutual respect and empathy. They provide a safe space for people to share their experiences and support one another. They are peer support groups, involving social support and belonging, not therapy or treatment. However, groups do offer an opportunity for people to accept and live with their experiences in a way that helps them regain some power over their lives.



020 8464 7052



info@hearing-voices.org



www.hearing-voices.org

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## Bipolar UK (Formally MDF - Manic Depression Fellowship)

Meeting the needs of individuals affected by Bipolar Disorder today and tomorrow;

- support & information
- recovery promotion
- advocacy against discrimination
- promotion of social inclusion



**Do I need to be referred?** No



020 8676 9162 (please call after 6pm)



www.bipolaruk.org



3rd Thursday of every month, 7.30pm-9.30pm,



The Primary Room, United Reformed Church,  
Addiscombe Grove, East Croydon.

# outline



## Outline LGBT helpline

Helpline giving support, advice and information in confidence. Are you Lesbian, Gay, Bisexual, Transgender, curious or just not sure? Are you a parent or friend of a LGBT person? For support, advice, guidance or information for any reason, get in touch with Outline.



01483 727667



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



[info@outlinesurrey.org](mailto:info@outlinesurrey.org) / [info@outlinesurrey.org.uk](mailto:info@outlinesurrey.org.uk)



7:30pm-10pm Tue, Thu, Sun; or you can leave a message outside of these times and they will call you back.

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## Twister LGBT Group - South East Surrey

Twister is a youth group for young people aged 14-19 (25 if they have Special Educational Needs or Disabilities (SEND) in Surrey) who are Lesbian, Gay, Bisexual, Transgender or are questioning their gender or sexuality in a safe environment. They offer information, advice, and guidance along with activities that range from having discussions about things that are important to them, through to doing such things as arts and crafts and learning new skills.



[darren.smith@surreycc.gov.uk](mailto:darren.smith@surreycc.gov.uk)



07968 833975



[www.surreycc.gov.uk/](http://www.surreycc.gov.uk/)

# outcrowd

## Outcrowd

Outcrowd is a non-profit project run entirely by volunteers from the charity Outline.

Coming out as Lesbian, Gay, Bisexual, or Transgender (LGBT) isn't always easy. Once you have made the decision, where do you go to find other like minded people? Perhaps you are just learning about the LGBT community and feel isolated from everyone?

We know it's not always easy to go to gay venues on your own or meet other people in the same position as you.

Outcrowd is a safe, inclusive environment for LGBT people and those questioning their sexuality or gender identity. Come along to meet other people in the Surrey area and make some friends.

They are a small, friendly group open to anyone over 18.

The groups are informal, please do come along and see for yourself, their volunteers are on hand to talk to you and welcome you into the group. They try to ensure that the venues have facilities to get a hot or cold drink, some of our venues offer snacks and light meals. Outcrowd provides opportunity to chat to other people connected by sexuality or gender identity and receive information, support as well as making new friends. If you do have access needs, please do check facilities available with them before attending as not all their venues are fully accessible.



01483 727667



[www.outlinesurrey.org.uk/outcrowd](http://www.outlinesurrey.org.uk/outcrowd)



[info@outlinesurrey.org](mailto:info@outlinesurrey.org)

## Beat (formerly EDA - Eating Disorders Association)

The leading UK charity for people with eating disorders and their families. Helpline for people aged 18 and over, offering:

- non-judgmental response
- information about eating disorders
- information about help available



Helplines 9am-8pm during the week; 4pm-8pm weekends and bank holidays



0808 801 0677



0808 801 0711 (under 18s)



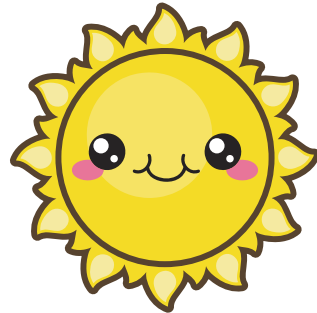
[help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

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## SUN Project

The Croydon SUN Project is for people who have long standing emotional and behavioural problems (with or without a formal diagnosis of Personality Disorder).

It provides an opportunity for people who have had similar difficult experiences to support one another and learn new coping skills.



The SUN Project is self-referral.



2.15pm-4.45pm Mondays and Wednesdays,  
10am-12.30pm Fridays and Saturdays



020 3228 8541/2



[personalitydisorderteamgeneral@slam.nhs.uk](mailto:personalitydisorderteamgeneral@slam.nhs.uk)



CVA Resource Centre, 82 London Road,  
Croydon, CR0 2TB



## Choice Support Autism

(formerly Burgess Autistic Trust)

Parent Support Group  
Croydon



The Parent Support Group provides a positive social outlet for parents and carers who care for an adult with an Autistic Spectrum Disorder. The group arranges speakers to inform parents and carers about specific issues such as benefits, housing, wills and trusts. The Group meet once a month and in addition also arrange social evenings.



020 8464 2897



01622 722400



Compass House, 84 Holland Road, Maidstone, ME14 1UT



[isaac.lee@choicesupport.org.uk](mailto:isaac.lee@choicesupport.org.uk)



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

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# INASPECTRUM

## Inaspectrum Adult Autism

Inaspectrum Adult Autism is an active, free weekly service giving thoughtful engagements support and social interaction for all adults who are diagnosed or choose to self diagnose concerning Autism. They meet face to face in Croydon and Sutton, online on zoom each week and people are welcome to email or phone. Inaspectrum also includes meetup action groups.



[www.inaspectrum.com](http://www.inaspectrum.com)



07900 990292



[Inaspectrum@hotmail.com](mailto:Inaspectrum@hotmail.com)



[www.meetup.com/Inaspectrum](http://www.meetup.com/Inaspectrum)

## Gig Buddies Croydon

Gig Buddies matches adults in Croydon with learning disabilities to volunteers who have similar interests, to go to events together that they both love.

Whatever your "gig" be it music, art, sports or something else; volunteers attend events that they might already be going to, but with a new friend who has a learning disability.



Info@gigbuddiescroydon.co.uk



07426 805 478



020 8253 8205/6



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



[activeminds@mindincroydon.org.uk](mailto:activeminds@mindincroydon.org.uk)



Orchard House, 15a Purley Road, South Croydon CR2 6EZ

## Croydon Council

# CROYDON

[www.croydon.gov.uk](http://www.croydon.gov.uk)

**Direct Payments** - Usually shortened to 'DP.' (May also be referred to as Personalised Budgets). A DP is the name given to money paid to you by the local authority for care support. Regardless of the name, the principles by which they operate remain very similar from one local authority to another.

- 'Direct Payments' are cash payments made directly to you by the local authority
- it is money to buy and arrange the support you need instead of Social Services providing that support for you
- 'Direct Payments' give you choice and control over when, where and how your support is provided

**Individual Budgets** - Usually shortened to 'IB' (May also be referred to as Individualised Budgets or Personalised Budgets). Again, regardless of the name, an IB will operate in a very similar way to a DP. The key differences are that the assessment is carried out in a different way and the goal is based on outcomes rather than simply meeting need. Therefore the budget may include monies that are not directly related to providing care, for example from the Supported Housing Initiative.



020 8726 6000 ext 61925



[direct.payments@croydon.gov.uk](mailto:direct.payments@croydon.gov.uk)



[www.croydon.gov.uk](http://www.croydon.gov.uk)



Direct Payment Support Service,  
Bernard Weatherill House  
8 Mint Walk  
Croydon CR0 1EA



## The 7 steps to being in control

### 1. My money finding out how much



So it looks like I can get £15,000.

### 2. Making my plan



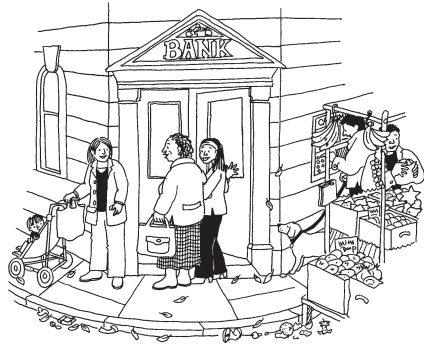
Who else can we get to help us do this plan?

### 3. Getting my plan agreed



Yes - it looks like a good plan.

### 4. Organising my money



I'm opening a bank account for my support money.



0121 474 5900



admin@in-control.org.uk



www.in-control.org.uk



In Control, PO Box 17649,  
Solihull, B90 9LA

**in**  **Control**<sup>®</sup>

## 5. Organising my support



## 6. Living life



My life's changed – I'm in control.

I can choose how I get my support.

## The 7 steps to being in control

1. **My money - finding out how much** – Can I get money for support? How much?
2. **Making my plan** - I do my own plan. I can get help to do it – as much as I need.
3. **Getting my plan agreed** – A care manager has to say my plan is okay.
4. **Organising my money** – The money is for my support – I can get it paid to me, or to someone who can look after it for me (a person, a Trust, an organisation or the care manager).
5. **Organising my support** – I can get help to find and organise my support.
6. **Living life** – I can use services but I can spend my money on support from people in the community, too.
7. **Seeing how it worked** – I have to show that I use the money properly.

## 7. Seeing how it worked



It's gone well. Let's talk about what's next.



The Croydon Health and Wellbeing Space (CHWS) is a new community mental health service that opened in January 2022. The Space is provided and managed through a partnership between Mind in Croydon, Croydon BME Forum and the NHS. The Service provides access to support as well as advice, information and support to enable people to overcome barriers to manage their mental health and independence, including access to welfare benefits, housing, money and debt management, education, training and employment. Support will include helping you look after your health and wellbeing, including support when you're in a time of crisis. The service is free, and you will incur no cost when accessing any of the services.

## **Referral Details:**

### **You can access services the following ways:**

You can **self refer** by attending the physical space located at the Whitgift Centre

A referral can be completed by a healthcare professional such as your Care coordinator - completed referral form to [ch-tr.CHWS@nhs.net](mailto:ch-tr.CHWS@nhs.net)

A referral can be completed by one of our partner organisations - completed referral form to [ch-tr.CHWS@nhs.net](mailto:ch-tr.CHWS@nhs.net)

You can also access the Space virtually through our website. There is also a contact form on the service website where you can request to speak to a support worker, who will then contact you

## **Access Days and Time:**

The Space is open from 10am to 6pm Monday to Saturday, and Sunday from 11am to 5pm (excluding bank holidays).



0203 154 9542



[Info@croydonhws.co.uk](mailto:Info@croydonhws.co.uk)



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



Croydon Health and Wellbeing Space  
Whitgift Centre Unit 1101-1102, Croydon, CR0 1UY

## Working in Partnership



South London  
and Maudsley  
NHS Foundation Trust



South West London  
Clinical Commissioning Group

## Get involved SLaM Membership

### What does becoming a member actually mean?

“If you become a member of the Trust, you can help ensure that SLaM are more accountable to the people they provide services for, and that they are better at listening to people’s views. They would like members to be active in helping shape our services for the future, but it is up to you to decide how much you want to get involved. There is no cost involved in joining. You’ll be invited to attend events and you’ll receive regular information about the Trust. SLaM will also ensure that you are consulted on specific issues affecting the Trust.”

South London and Maudsley NHS Foundation Trust provides the widest range of NHS mental health services in the UK. SLaM also provide substance misuse services for people who are addicted to drugs and/or alcohol. SLaM services include the Maudsley Hospital and Bethlem Royal Hospital. SLaM work closely with the Institute of Psychiatry, King’s College London. SLaM are part of King’s Health Partners Academic Health Sciences Centre.

**Who can be a member?** Anyone who has an interest in Mental Health: health and social care professionals, service users, carers and members of the public. Reasons to become a member of SLaM:

- put yourself forward for election
- sign up and have a vote
- help to determine SLaM priorities
- contribute to the voice of SLaM



020 3228 6000



membership@slam.nhs.uk



[www.slam.nhs.uk/about-us/get-involved/membership](http://www.slam.nhs.uk/about-us/get-involved/membership)



## South London and Maudsley NHS Foundation Trust

Bethlem Royal Hospital is based in over 200 acres of green space in the London Borough of Bromley, South East London. The hospital is home to a number of our specialist services for people from across the UK

Visiting by public transport: Transport for London (TFL's Journey Planner) may help you plan your route.

**By rail:** The nearest stations are Eden Park (Zone 5) and West Wickham (Zone 5). From Waterloo East, London Bridge, Cannon Street and Charing Cross - take the Hayes train.

**From Eden Park station:** turn left along Links Way at the junction with Monks Orchard Road/South Eden Park Road walk down Monks Orchard Road; the hospital is on the right hand side at the of the road. Or bus 356 outside the station.

**From Victoria station:** go to East Croydon and take either the 119 or 194 bus to Monks Orchard Road.

**By tram:** An interchange with London trams is provided at Elmers End Station, one stop by train from Eden Park.

**By bus:** Routes 194, 356, 358, 119 (24 hrs), 494 and 198 service the Hospital.

### **Travelling between Bethlem Hospital and Maudsley Hospital**

There is an inter-hospital bus which runs at the following times.

From Bethlem to Maudsley: 7.30am, 9.30am, 11.30am, 1.30pm, 3.30pm, 5.30pm

From Maudsley to Bethlem: 8.30am, 10.30am, 12.30pm, 2.30pm, 4.30pm, 6.15pm

The service runs from Monday to Friday only. The journey takes approximately 35 minutes (depending on traffic).

South London and Maudsley



NHS Foundation Trust

## Bethlem Royal Hospital

**Bethlem Royal Hospital,  
Monks Orchard Road,  
Beckenham,  
Kent, BR3 3BX**



**020 3228 6000**

### Female Wards

#### Gresham 1



**020 3228 4067/8**

#### Fitzmary 1



**020 3228 4407/12**

**The Female Wards** provide an inpatient service that brings together teams of health and social care professionals, including nurses, social workers and psychiatrists. For people who have acute mental illness and require 24-hour hospital care.



South London and Maudsley   
NHS Foundation Trust

## Bethlem Royal Hospital

### Male Wards

#### Gresham 2



**020 3228 4018**

#### Gresham PICU



**020 3228 4450/9**

#### Tyson West 1



**020 3228 7700**

### Male Wards

provide an inpatient service that brings together teams of health and social care professionals, including nurses, social workers and psychiatrists. For people who have acute mental illness and require 24-hour hospital care.

### Westways Rehab Unit Alexandra House, 1st Floor



**020 3228 5878**

This ward has 18 beds for people, aged 18-65, who have severe mental illness



South London and Maudsley  
NHS Foundation Trust



## Bethlem Royal Hospital

### **Personality Disorder Service Alexandra House, The Touchstone Centre**



**020 3228 8541/2**

This service provides two structured day programmes, intensive group psychotherapy and individual psychotherapy sessions.

### **The SUN Project Croydon Voluntary Action (CVA), 82 London Road, Croydon, CR0 2TB**

The SUN Project is for people who have long standing emotional and behavioural problems, and who may feel they do not get adequate support from mainstream services.



**020 3228 8541/2**

## Bethlem Royal Hospital

### Mother And Baby Unit Fitzmary House



**020 3228 4265/55**

This service specialises in the treatment of antenatal and postnatal illnesses. This service is for women who develop a mental illness or have a relapse of serious mental illness during pregnancy, and women who have developed postnatal depression, post partum psychosis or have had a relapse of serious mental illness following the birth of their baby.

### Chelsham House



**020 3228 4373**

This service provides inpatient assessment, treatment and care for people aged over 65 with acute mental illness or under 65 for people who have dementia.

## People who attend one of the Resource Centres usually have:

### A Care Plan

A Care Plan is a written agreement stating what help you can expect in your recovery. It acts as a reminder about what should be happening and should change as your situation and needs change.

- you and your clinician should write your Care Plan together
- your care plan should make sense to you and be helpful to you
- it should cover all aspects of your recovery that are important to you, such as housing, welfare, education, employment support as well as your medication and what to do in a crisis
- your Care Plan should be regularly reviewed
- you should sign and have a copy of your Care Plan.

### A Care Coordinator

You may be allocated a Care Coordinator if you need more than one service involved in your care.

- you should expect to see your Care Coordinator regularly to get the help and support agreed in your Care Plan.
- your Care Coordinator should find out about what you need; including about your physical health.
- your Care Coordinator should involve you fully in your care and treatment
- your Care Coordinator should ensure you have a copy of your Care Plan

### If you have any questions or concerns about your Care...

- speak to a member of your Care Team
- ask for a copy of your Care Plan

South London and Maudsley



NHS Foundation Trust

## Jeanette Wallace House

Croydon Assessment and Liaison Team provide a service for people aged 18-65 who live in the London Borough of Croydon and are registered with an aligned GP Practice and have a primary diagnosis of a mental illness.

They provide advice on the best treatment and care options available to people who have moderate to severe mental illness, such as anxiety, depression or personality disorder.

They have a team of health and social care professionals, including nurses, doctors, social workers, and psychologists. They also work closely with the patients, their carers and GPs.

### Croydon Assessment and Liaison Team



**020 3228 0365 opt 1**

**1 Edridge Road  
Croydon, CR0 1FE**



**020 3228 6000**



## Jeanette Wallace House (continued)

### Croydon Central Locality Team (3rd Floor)

 CroydonCentralLocalityTeam@slam.nhs.uk

Consultants: Dr Panayiota Michalopoulou,  
Panayiota and D Stelios Orfanos

Admin Manager: Stacey Blake

 Stacey.Blake@slam.nhs.uk

Team Manager: Henni Deringh

 Henni.Deringh@slam.nhs.uk

Senior Clinical Practitioner: Nancy Armah  
Service Lead: Nazeemah Surfraz

 020 2288 0332

 07773 108159





## Jeanette Wallace House (continued)

### Croydon North Locality Team (4th Floor)

 CroydonNorthLocalityTeam@slam.nhs.uk

Consultants: Dr Avirup Gupta and Dr Nkechi Iwegbu

Admin Manager: Matt Lucas

 Matt.Lucas@slam.nhs.uk

Team Manager: Ewurama (Ama) Quarm

 Ewurama.Quarm@slam.nhs.uk

Senior Clinical Practitioner: Lessane Haughton  
Service Lead: Alvin Romero

 0203 2280349

 07710 066947



## Jeanette Wallace House (continued)

### Croydon South Locality Team (1st Floor)



CroydonSouthLocalityTeam@slam.nhs.uk

Consultants: Dr Panayiota Michalopoulou,  
Panayiota and D Stelios Orfanos

Admin Manager: Genevieve Gould



Genevieve.Gould@slam.nhs.uk

Team Manager: Khara Gray (Interim)



Khara.Gray@slam.nhs.uk

Senior Clinical Practitioner: Maria Queally

Service Lead: Laura Troughton



020 2288 0396



07525 237339



South London and Maudsley   
NHS Foundation Trust

## Queens Resource Centre

**66a Queens Road  
Croydon  
Surrey, CR0 2PR**

 **020 3228 5800**

**Recovery and Rehab Unit**

 **020 3228 5848**

**Forensic Service**

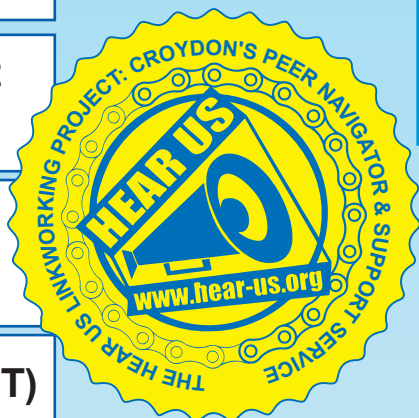
 **020 3228 5800**

**Early Intervention (COAST)**

 **020 3228 5800**

**OASIS Service**

 **020 3228 5800**



**OASIS** is a health service for young people aged 14-35, who are experiencing psychological distress





## Monday to Friday 9am-5pm

If you **ARE** receiving support from secondary Mental Health Services Go to your Resource Centre and ask to speak to a duty person

**Immediate Risk**

If you feel that you are an immediate risk to yourself or to someone else, phone 999 and ask for an ambulance or the police

**Dial 999**

If you **ARE NOT** receiving support from secondary Mental Health Services contact your GP or if you are at Immediate Risk

**Immediate Risk**

If you feel that you are an immediate risk to yourself or to someone else, phone 999 and ask for an ambulance or the police

**Dial 999**

Call the SLaM (South London and Maudsley) 24-hour information line



Available 24 hours of the day, 7 days a week. A member of staff should be able to advise you where and how to get the help you need.



0800 731 2864 Opt 1



## Out of Hours Services

You should attend A&E Department at Croydon (Mayday) University Hospital and ask to see the Psychiatric Liaison Team



020 8401 3000




[www.croydonhealthservices.nhs.uk](http://www.croydonhealthservices.nhs.uk)



Croydon University Hospital (formally Mayday)  
530 London Road, Croydon, CR7 7YE

## Telephone Numbers for Support in a Crisis. DON'T SUFFER ALONE.



Croydon Doctors on Call	6.30pm-8.30am weekdays, 24hrs weekends and bank holidays.	0845 603 8517
Croydon Pharmacy	8am-8pm Mon-Sat 9am-8pm Sun	020 8688 5544
Edridge Road Community Health Centre (Previously the Walk-in Centre)	You don't have to be registered at the Centre to see a doctor. Opening times: 8am-6.30pm Mon-Fri; 8am-12pm Sat; Closed Sun.	020 3040 0800  Impact House, 2 Edridge Road, Croydon, CR9 1PJ
Emergency Dental Care Croydent	Phone for opening times. Surgeries held at Edridge Road Walk in Centre.	111 (NHS 111)
NHS 111	A 24-hour confidential helpline providing advice and information on a range of health issues.	111
Samaritans 24hr a day 365 days a year	Samaritans volunteers have heard many people's stories, and you can discuss anything with them in complete confidence. You do NOT have to be suicidal to call for help.	116 123
SANEline	Provide confidential emotional support, practical help and information for people with mental health problems.	0300 304 7000 4.30pm-10.30pm
Social Services	Out of Hours Social Services.	020 8726 6000

## The Recovery Space



What is the Recovery Space?

A non-clinical, safe space for a maximum of 10 persons per evening (delivered in a flexible manner, providing both face to face and remote online / telephone support where needed). A supportive environment for people in social mental health distress as an alternative to using other crisis services. Short term support for an initial 4 weeks with the possibility for two Recovery Support Group sessions (total 6 weeks).

Who can refer? The Recovery Space will accept referrals who have been fully assessed and clinically cleared. They do not accept self-referrals or drop-ins.

Who can use the Recovery Space? 18 years and over; Living in Croydon; Experiencing a mental health crisis as a result of social issues AND Have been assessed by SLAM clinicians or GPs and do not require inpatient admission or clinical input.



10 Altyre Road, East Croydon, CR0 5LA



6pm-11pm, 365 days a year (Last face to face admittance 9.30pm; Last telephone assessment 10.30pm)



07729 102 613 (Enquiries/referrer support line)



12pm-11pm Mon-Fri; 6pm-11pm Sat-Sun



[recoveryspace@mindincroydon.org.uk](mailto:recoveryspace@mindincroydon.org.uk)

## Body & Soul



Body & Soul is an innovative charity that uses a comprehensive, community-based and trauma informed approach to address the life-threatening effects of childhood adversity in people of all ages.

In 1996 they were established to address the gap in HIV services that provided targeted support for children, young people, and families. They have developed a 'whole person' model of care rooted in a strengths based approach that nurtures connection, healing and growth.

They take a systemic and humanistic approach that is collaborative and solution focused. Through building members' protective factors they promote and develop resiliency, interrupt latent vulnerability and transform lives.

There is a substantial body of research showing that the stress associated with adverse childhood experiences can have life-long consequences for health and well-being. According to the World Health Organization, "such stress can lead to serious problems such as alcoholism, depression, eating disorders, unsafe sex, HIV/AIDS, heart disease, cancer, and other chronic diseases".



99-119 Rosebery Avenue, London, EC1R 4RE



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



020 7923 6880



[enquiries@bodyandsoulcharity.org](mailto:enquiries@bodyandsoulcharity.org)

## No Panic



No Panic is a totally voluntary charity, whose aims are to aid the relief and rehabilitation of those people suffering from Panic Attacks, Phobias, Obsessive Compulsive Disorders, related Anxiety Disorders, including Tranquilliser Withdrawal, and to provide support to sufferers and their families.



Helpline 0300 772 9844 (10am-10pm Every day)



Crisis Number 01952 680835  
(This is a recorded message available 24 hours)



admin@nopanic.org.uk (Office 9am-5pm Mon-Fri)



www.nopanic.org.uk

## The Samaritans



They are there for people when they need them, which could be any time of day or night. People talk to them for as long as they like, as many times as they like. They don't rush, interrupt or push anyone out of the door. They let people lead the conversation at their own pace. There's no waiting lists, and no assessments.



116 123



0330 094 5717 local charges apply



jo@samaritans.org



www.samaritans.org



2B Kidderminster Road, Croydon, CR9 2BQ



# Crisis: In distress - who to call; where to go

 Local and National Helpline Numbers		
Alzheimer's Society		0330 333 0804
BEAT - Eating Disorders Helpline		0808 801 0677
Bromley & Croydon Women's Aid - refuge and advice line		020 8313 9303
CALM		0800 58 58 58
Carers Information Line, Croydon		020 8649 9339
Combat Stress		0800 138 1619
Crisis Skylight Croydon		0203 848 1700
Family Lives, London & South East		020 3727 3571
Mental Health Crisis Line (SLaM)		0800 731 2864
No Panic Helpline		0300 772 9844
Off the Record		020 8251 0251
RASASC - Rape And Sexual Abuse Support Centre, Croydon		0207 820 7910
RASASC National Helpline		080 8802 9999
Relate, Croydon - advice and relationship counselling		0300 003 3225
Samaritans		116 123
SANEline		0300 304 7000
Social Services - Out of hrs support		020 8726 6000
SSAFA London South West / Forcesline		07483 909656 / 0800 260 6767
Switchboard - LGBT+ helpline		0300 330 0630
Victim Support, South London / out of hours		0808 168 9291 / 0808 168 9111
Welcare - family support service		020 7820 7910
Woodside Bereavement Service: The Listening Ear		020 3256 2009

## Drug and Alcohol Service (Croydon Recovery Network)

Change Grow Live can help you break free from harmful patterns of behaviour and feel happier and healthier. They tailor the drug and alcohol support offered to fit your needs.



# Change Grow Live

There are lots of different ways you can get help from the service. This includes workshops, groups, one-to-one sessions, access to a nurse, and substitute medication if you need it.

The service is free, confidential, and non-judgemental.

Change Grow Live offer:

- Personalised support based on your needs and what you'd like to achieve
- One-to-one sessions and groups
- Advice and support from people who share similar life experiences
- Advice on staying safe and reducing potential harm
- Referrals to residential and community detoxes and residential rehab
- Counselling
- A dedicated Young Person's team



9am-5pm Mon, Tue, Thu, Fri; and 1pm-5pm Wed



[www.changegrowlive.org/drug-alcohol-croydon](http://www.changegrowlive.org/drug-alcohol-croydon)



0300 123 9288



[croydon.info@cgl.org.uk](mailto:croydon.info@cgl.org.uk)



Lantern Hall, 190 Church Road, Croydon, CR0 1SE

In 2010 the most recent drugs strategy was published, titled "Reducing demand, restricting supply, building recovery - supporting people to live a drug free life." The strategy puts the ambition for recovery at its heart and the focus will not only be to get people into treatment, but to get them successfully sustained in full recovery.

The two key aims of the new National Drugs Strategy are to:

- Reduce illicit and other harmful drug use
- Increase the numbers recovering from dependence

These key aims will be achieved through the following themes:

- Reducing demand
- Restricting supply and Building recovery in communities

Contact the Drug and Alcohol Action Team (DAAT)



0300 123 9288 / 020 8726 7750



daat.admin@croydon.gov.uk



www.croydon.gov.uk

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## Croydon PLUG (Peer Led User Group)



Are you left with nowhere to go after your drug/ alcohol treatment finishes?

Now you can plug that gap at the Peer Led User Group which is run by and for service users to remain drug/alcohol free. This service is free and no referral is needed - you can just turn up.

## Pluggettes

A new support group run by women for women wanting help with their recovery from Drugs and/or Alcohol. A safe welcoming space to get help and support from ex-users.



0300 123 9288



www.changegrowlive.org

## Narcotics Anonymous



NA is a non-profit fellowship or society of men and women for whom drugs has become a major problem. They are recovering addicts who meet regularly to help each other stay clean. This is a program of complete abstinence from all drugs.

There is only ONE requirement for membership, the desire to stop using. They suggest that you keep an open mind and give yourself a break.

The NA Helpline is often the first point of contact for people needing support and advice about the nature of drug addiction. Anyone from the using addict, their friends and family members, through to drug workers and the press are welcome to call.

Everyone who volunteers for shifts are Recovering Addicts, many of whom called the Helpline themselves at some point. The NA Helpline is open until midnight, 7 days a week, but if, for some reason, you get an answer phone, please DO leave a message and they will get back to you, with the utmost discretion, as soon as possible.



NA Helpline: 0300 999 1212 (10am-Midnight)



Main site: [www.ukna.org](http://www.ukna.org)



Mobile app 'Megameeting'



Meetings: [meetings.ukna.org](http://meetings.ukna.org)



[meeting@ukna.org](mailto:meeting@ukna.org)



[pi@ukna.org](mailto:pi@ukna.org)

## SMART Recovery

(Self Management and Recovery Training)

is a programme that provides training and tools for people who want to change their problematic behaviour, including addiction to drugs, alcohol, cigarettes, gambling, food, shopping, Internet and others.



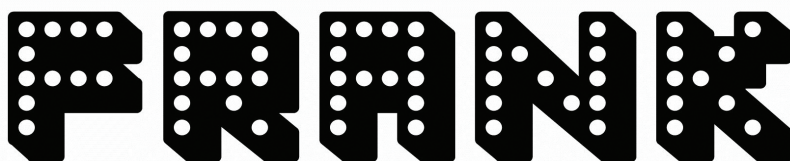
Guided by trained facilitators, participants come to help themselves and help each other using a variety of cognitive behaviour therapy (CBT) and motivational tools and techniques.

The 4-Point Programme is the foundation and building blocks of SMART. Many of the tools and techniques can be used not only for your recovery journey, but to help you deal with future problems and achieve more satisfaction and balance in your life. The four points are:

- Building and Maintaining Motivation
- Coping with urges
- Managing Thoughts, Feelings and Behaviours
- Living a Balanced Life



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



The FRANK helpline and website was established in 2003. It was welcomed as a departure from the outdated “just say no” campaign. Its aim is to provide young people with the facts about drug use so they can make informed choices. The non-judgemental approach focuses on “harm reduction” rather than simply telling young people not to do drugs.



0300 123 6600



[www.talktofrank.com](http://www.talktofrank.com)



Text 82111



Live Chat 2pm-6pm

## Palmer House (Evolve)

Customers are referred to Palmer House by the London Borough of Croydon and stay up to 2 years. They will engage in developing life and independent living skills. Therapeutic activities such as art workshops and mindfulness sessions are available to overcome previous traumas.

An Alcohol Nurse from Change Grow Live is based on site 4 days a week. This provides extra support for customers with substance misuse issues and offers a medical contact point before A and E.

Support is also given into education, training or employment.



020 7870 8850



denell.dema@evolvehousing.org.uk



www.evolvehousing.org.uk



105-107 Lansdowne Road,  
Croydon, CR0 2BN



Evolve  
Housing  
+ Support

## Who else can help?

**Alcoholics Anonymous (AA)**

**0800 9177 650**

**Cocaine Anonymous**

**0800 612 0225**

**Croydon Council**

**020 8726 6000**

**Drink Aware**

**020 7766 9900**

**Drinkline**

**0300 123 1110**

**Narcotics Anonymous**

**0300 999 1212**

**Release**

**020 7324 2989**

## Alcoholics Anonymous



0800 917 7650 (Line open 24/7)



help@aamail.org



www.alcoholics-anonymous.org.uk



### Alcoholics Anonymous Open Meetings in Croydon

**Croydon Big Book Hybrid: Salvation Army, Citadel Church, Booth Road, Lower Church St, CR0 1XY** Sun 2.30pm

**Croydon Lunch Time Hybrid: Turning Point, Lantern Hall, 190 Church Road, CR0 1SH** Sat 12pm

**Croydon Pop-In: Evolve Housing + Support, 32 Dingwall Road, CR9 3LQ** Mon 12.30pm

**Croydon Steps 1, 2 & 3 Hybrid: Salvation Army, Citadel Church, Booth Road, Lower Church Street, CR0 1XY** Tues 6.30pm

**East Croydon: United Reformed Church, Addiscombe Grove, CR0 5LP** Mon 8pm  
Sat 7pm

**East Croydon Palmer House: How it Works Physical & Online: Palmer House, 105-107 Lansdowne Road, CR0 2BN** Wed 6.30pm

**East Croydon Women's Big Book Study: Parish Church of St Matthews, Chichester Road, CR0 5NQ** Mon 6.30pm

**South Croydon Newcomers Big Book: St Augustines Church, St Augustines Avenue, CR2 6BA** Sun 7pm

**South Croydon: South Croydon United Church, Aberdeen Road, CR0 1EQ.** Thurs 7.45pm

**For meetings in other areas, including Purley and Norwood, go to the website or call Alcoholics Anonymous** 0800 917 7650

## MORE SERVICES

**ALCOHOLICS ANONYMOUS** (daily online meetings)



0800 9177 650



[alcoholics-anonymous.org.uk/Home](http://alcoholics-anonymous.org.uk/Home)



[alcoholics-anonymous.org.uk/AA-Meetings/  
Find-a-Meeting/online](http://alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting/online)

**CHANGE GROW LIVE - CROYDON DRUG & ALCOHOL SERVICE**



0300 123 9288



[changegrowlive.org/drug-alcohol-croydon](http://changegrowlive.org/drug-alcohol-croydon)

**COCAINE ANONYMOUS** (daily online meetings)



0800 612 0225



[cocaineanonymous.org.uk](http://cocaineanonymous.org.uk)

**CRYSTAL METH ANONYMOUS** (daily online meetings)



[crystalmeth.org.uk](http://crystalmeth.org.uk)

**DUAL DIAGNOSIS ANONYMOUS** (online Zoom 6 days/week)



07702 510 110



[aa-online.net/meetings/?tsml-day=any](http://aa-online.net/meetings/?tsml-day=any)

**MARIJUANA ANONYMOUS** (daily online meetings)



0300 124 0373



[marijuana-anonymous.org.uk](http://marijuana-anonymous.org.uk)

**NARCOTICS ANONYMOUS** (daily online meetings)



0300 999 121



[online.ukna.org](http://online.ukna.org)

**SMART RECOVERY** (Self-management and Recovery Training  
- daily online meetings)



[smartrecovery.org.uk](http://smartrecovery.org.uk)



[smartrecovery.org.uk/online-meetings](http://smartrecovery.org.uk/online-meetings)



## SUPPORT FOR FAMILIES, FRIENDS AND CARERS

**Adfam** - the national charity working to improve life for families affected by drugs and alcohol. The charity informs, supports and empowers both people affected by a loved one's substance use and the workers who support them.

 [www.adfam.org.uk](http://www.adfam.org.uk)  020 3817 9410

**Al-Anon Family Groups** - provide support to anyone whose life is, or has been, affected by someone else's drinking. The organisation is a fellowship of relatives and friends who share their experiences to solve their common problems.

 [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)  0800 0086 811

**Bottled Up** - offers information and advice for family members living with someone who is alcohol dependent.

 [www.bottled-up.com](http://www.bottled-up.com)

**Carers UK** - provides advice, information and support for carers, and have an online community of carers and are available to Carers UK members 24 hours a day, 365 days a year.

 [www.carersuk.org](http://www.carersuk.org)  0808 808 7777 (10am-4pm Mn-Tu)

**DrugFam** - a charity that provides support for families affected by alcohol or drug dependency. It aims to provide a lifeline of safe, caring and professional support to families, friends and carers who are struggling to cope with a loved one's addiction.

 [www.drugfam.co.uk](http://www.drugfam.co.uk)  0300 888 3853

**Families Anonymous** - a world-wide fellowship of family members and friends affected by another's use of mind-altering substances, or related behavioural problems. FA has groups spread throughout the UK, which meet regularly.

 [www.famanon.org.uk](http://www.famanon.org.uk)  0207 4984 680

**Nacoa** - a helpline charity providing information, advice and support for everyone affected by their parent's drinking, including adults.

 [www.nacoa.org.uk](http://www.nacoa.org.uk)  0800 358 3456

If you are in contact with a mental health team (CMHT)

Talk to your care coordinator or other member of your care team about therapy. There are a whole range of different individual and group therapies available, through Psychological Therapy Service (PTS) Croydon (previously called CIPTS).

If you're not with a mental health team

The first step is to talk to your GP. If you would like therapy, your GP can help to decide where you should be seen and whether a referral to a secondary service might be appropriate. Some therapies can be accessed without referral by a professional, i.e. you can refer yourself.

Local therapy services which are not part of SLaM services or to which you can self-refer

Mind counselling  
Croydon Pastoral Foundation  
Off The Record youth counselling  
Cruse In Croydon  
Woodside Bereavement Service  
Croydon IAPT: Psychological Therapies and Wellbeing Service (a SLaM service that accepts self-referrals)  
Croydon Books on Prescription Service

Is there a cost?

Many of these services are FREE, others ask for a minimum payment dependant on individual circumstances.

Please note this is not an exhaustive list.

There are other services which offer therapy, including alternative or complementary therapies. For a more complete list, consult the Croydon Mental Health Directory, which is compiled and hosted by Mind in Croydon.



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



## Croydon Talking Therapies (Improving Access to Psychological Therapies (IAPT))

Anxious, stressed or worried? Low, sad or down? Finding it hard to cope? Croydon Talking Therapies offer talking therapies for people experiencing mild to moderate depression, general anxiety and worry, panic attacks, social anxiety, specific phobias, traumatic memories and obsessive compulsive disorder. They also offer help and support for people experiencing stress due to living with a long term health condition as well as talking therapies for relationship difficulties.

Croydon Talking Therapies provide:

- Guided self-help
- CBT (Cognitive Behavioural Therapy)
- Workshops & Groups



**South London  
and Maudsley**  
NHS Foundation Trust

**Who is the Service for?** FREE and confidential NHS service for adults (who are aged 17 or over) living in Croydon or registered with a Croydon GP.

**Where?** Three main sites which are Wickham Park House at the Bethlem Royal Hospital in Shirley, Davis House in central Croydon and Purley Resource Centre. They also work out of several GP surgeries in the borough.

**Do I need to be referred?** No. Self-Referral or ask your GP or Care Team to refer you. 8am-4pm Mon-Fri



[www.roydontalkingtherapies.nhs.uk](http://www.roydontalkingtherapies.nhs.uk)



020 3228 4040



[croydoniapt@slam.nhs.uk](mailto:croydoniapt@slam.nhs.uk)



Wickham Park House, Bethlem Royal Hospital,  
Monks Orchard Road, Beckenham, BR3 3BX

### Croydon Integrated Psychological Therapy Service (CIPTS)

- Provides assessment, treatment and care for people, aged 18-65, who have severe mental illness and who live in the London Borough of Croydon.
- For people who are experiencing psychological difficulties that are affecting their work, relationships, mood or day to day functioning.
- A team of psychologists and counsellors provide advice on the best available treatment options.

**Do I need to be referred?** Yes. Talk to your care coordinator or other member of your care team. If you are not with a CMHT, speak to your GP about a referral.



020 3228 0321/2 or 0314



Jeanette Wallace House,  
1 Edridge Road, Croydon, CR0 1FE

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### The Touchstone Centre

Supporting people with Borderline Personality Disorder

The Touchstone Centre provides two structured day programmes, intensive group psychotherapy and individual psychotherapy sessions. The Centre uses the model of Mentalization Based Therapy (MBT), a time-limited therapy that aims to improve your ability to make sense of your own actions and feelings and those of others.

**Do I need to be referred?** Yes. Talk to your care coordinator or other member of your care team. If you are not with a CMHT, speak to your GP about a referral.



020 3228 8541/2



PersonalityDisorderTeamGeneral@slam.nhs.uk



Alexandra House, Bethlem Royal Hospital,  
Monks Orchard Road, Beckenham, Kent, BR3 3BX

## Mind's Counselling Service



Mind in Croydon is a British Association for Counselling and Psychotherapy Accredited Counselling Service.

Counselling gives you the opportunity to explore issues past and present that are having an effect on your life. Our highly regarded Counsellors have a range of specialities and approaches as we know it is not one size fits all.

Finding the right Counsellor for you can seem daunting but we are on hand to help you address the issues you are facing with the most appropriate intervention.

Many counsellors have specialist skills in areas including:

- depression
- work related issues
- bereavement
- family issues and relationships
- sexual abuse and anxiety
- hoarding project

Mind offers weekly, one-to-one counselling, daytime and evenings. It also offers group therapy. Waiting times depend on needs and availability.

**Do I need to be referred?** No. This service is by self-referral only. Is there a charge for counselling? There is a small fee per session (depending on whether you are waged or unwaged).



The Counselling Service is open Tuesday and Wednesday evenings



020 8763 2064



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



[counselling@mindincroydon.org.uk](mailto:counselling@mindincroydon.org.uk)



26 Pampisford Road, Purley, CR8 2NE

## TALK TO US



## Off The Record

Youth Counselling. FREE and confidential support service for Young People in Croydon aged 14-21 years

- support and counselling
- anger management
- help with panic attacks
- drug and alcohol support
- life coaching
- support for young carers and more

**Do I need to be referred?** No. Call the office to book an appointment or to have an informal chat.



10.30am-9.30pm Monday-Thursday  
10.30am-5.30pm Friday and 9.30am-5.30pm Saturday



020 8251 0251



[croydon@talkofftherecord.org](mailto:croydon@talkofftherecord.org)



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



72 Queens Road, Croydon, Surrey, CR0 2PR

## Chaplaincy - Bethlem Hospital

Who can contact the Chaplaincy? Anyone is welcome to contact the chaplains. People of any faith or no religious commitment can call or meet up for a chat, support or a listening ear.



020 3228 2815



[chaplaincy@slam.nhs.uk](mailto:chaplaincy@slam.nhs.uk)



Bethlem Royal Hospital, Monks Orchard Road,  
Beckenham, Kent, BR3 3BX

## Croydon Drop-In



CDI (Croydon Drop In) is a charitable organisation that exists to support young people aged 11 to 25 years old and families who live, work or study in the London Borough of Croydon

They are a free and confidential service providing:

- Counselling - including Person Centred Counselling; Cognitive Behaviour Therapy (CBT); Solution Focused Therapy (SFT); and Hypnotherapy
- Advice, Rights and Advocacy
- Outreach Health Education - including training and accredited courses, and Youth Participation.
- Talkbus - a mobile unit which travels around the borough delivering sessions in public venues as well as schools, colleges, etc.
- Youth Participation - including Training and Therapeutic Groups

Young people that have utilised services at CDI are encouraged to provide feedback so that we can continually strive to improve what we do and how we do it



12pm-7pm Monday  
4pm-8pm Tuesday-Thursday



020 8680 0404



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



[enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)



132 Church Street, Croydon, CR0 1RF

## Care To Listen

Care To Listen provides individual counselling, which is non-judgemental, in a safe place where confidentiality is valued. They accept referrals from GP's, IAPTS and self-referrals. Assessments can be arranged within 2 weeks and there is no waiting list.

All assessments £20; Sessions £25-£45



07931 117 064



020 8616 2160



enquiries@caretolisten.co.uk



www.caretolisten.co.uk



58 Ashburton Road, Addiscombe, Croydon, CR0 6AN



## Centre of Change Project

They are a locally based counselling, information and advice service in New Addington that reaches out to young people aged between 10-25 and their families covering the Croydon borough. They help young people who are at risk of exclusion from school, those who are at risk of offending and ex-offenders, by listening to, supporting them and directing them to positive activities.



07758 702452



01689 847444



www.centreofchange.org.uk



@centreofchange



111 Chertsey Crescent, Central Parade,  
New Addington, CR0 0DH



centreofchangeproject@hotmail.co.uk



## Woodside Bereavement Service

### The Listening Ear

Woodside Bereavement Service (WBS) - The Listening Ear - grew out of an increasing need in the area for a supportive Christian based bereavement service for all who have suffered loss. They are volunteers, trained as bereavement counsellors, who give one-to-one support on a regular basis.

**Do I need to be referred?** No. The Bereavement Service is open to any person, male or female, of any age, sexuality, ethnic origin, culture or religion. The service is free of charge.



020 3256 2009



wbs@thelisteningear.org.uk



www.thelisteningear.org.uk



Waterside Centre, 26 Avenue Road,  
London, SE25 4DX




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## Cruse Bereavement Support (previously Cruse in Croydon)

Offering bereavement counselling and support to anyone who lives within the London Borough of Croydon.

**Do I need to be referred?** No. Self-Referral only.



020 8916 0855 (24-hour answer phone).



0808 808 1677 (Helpline)



croydon@cruse.org.uk



www.cruse.org.uk

*Cruse*  
Bereavement  
Support

## SSAFA London South West (previously SSAFA Forces Help)



SSAFA - the Armed Forces charity - provides financial, practical and emotional assistance to anyone who is currently serving or has ever served in the Army, Navy or RAF, and their families.

SSAFA have been helping Armed Forces and their families for over 125 years, and in this time they have continuously responded to the needs of our service personnel, veterans and their families.



07483 909656



0800 260 6767 (Forcesline)



[www.ssafa.org.uk/london-south-west](http://www.ssafa.org.uk/london-south-west)



[londonsw.branch@ssafa.org.uk](mailto:londonsw.branch@ssafa.org.uk)



The Clock Tower, Queen Alexandra's Court,  
St Mary's Road, London, SW19 7DE

## Combat Stress

Combat Stress provides a dedicated service for Veterans whose mental health condition is often complex and long term. This service is NOT routinely available in the NHS or elsewhere. A small, but significant, number of Veterans leave the Armed Forces with a severe psychological wound such as Post Traumatic Stress Disorder (PTSD), a symptom being the frequent tendency to recall life-threatening incidents, which can lead to day and night terrors, mood swings, panic attacks and phobias.



0800 138 1619



07537 173683 (Text)



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



[helpline@combatstress.org.uk](mailto:helpline@combatstress.org.uk)



Tyrwhitt House (Head Office), Oaklawn Road,  
Leatherhead, KT22 0BX

## Books on Prescription Scheme

'Helping you to help yourself to better mental health'

### What is the Books on Prescription Scheme?

The Books on Prescription Scheme has been launched by the Healthy Croydon Partnership between Croydon Primary Care Trust (PCT) and Croydon Libraries. The scheme aims to help people with mild to moderate mental health issues, e.g. panic attacks, eating disorders or obsessive behaviours, by offering GP's the opportunity to prescribe to their patients self-help guides available from the libraries.

**Do I have to be a member of the library to borrow these Books ?** Yes. However, if you are not a member of the library, just bring one item of recent ID and you can join straight away. A book prescription from your GP can serve as your ID to join.

**Where can I find these Books?** In the Healthy Living Section of all 13 Croydon libraries.

**What kinds of books are they?** They are all self-help books that use cognitive therapy treatment techniques. They have been selected by a team of clinical psychologists.



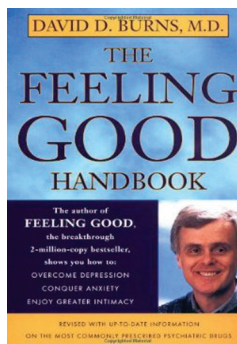
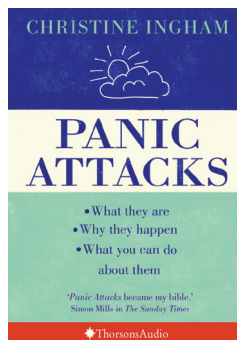
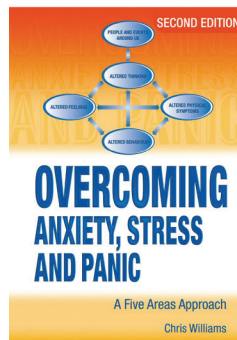
020 7884 5140



[croydoncentrallibrary@croydon.gov.uk](mailto:croydoncentrallibrary@croydon.gov.uk)



Healthy Living Hub  
Central Library,  
Croydon Clocktower,  
Katharine Street,  
Croydon, CR9 1ET



## CALAT Croydon Adult Learning and Education



- Supported learning - support with fees for those on low incomes and support for learners with disabilities.
- A wide range of courses to choose from.
- A wealth of experience - supporting individuals returning to learning after years away from the classroom.
- Courses held at over 40 different venues across the borough of Croydon. Times to fit around your needs, days and evenings.



020 8726 7777 (option 3 / option 2) 9am-4pm Mon-Fri



[calat@croydon.gov.uk](mailto:calat@croydon.gov.uk)



[www.calat.ac.uk](http://www.calat.ac.uk)



Croydon Clocktower, Katharine Street, Croydon, CR9 1ET

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## Need a little help getting started with computers and the internet?

CALAT are holding information/enrolment sessions. FREE and EASY computer and internet courses.



1pm-3pm Mondays



0208 726 6000 ext 62087 / 60114



[calat-ict@croydon.gov.uk](mailto:calat-ict@croydon.gov.uk)



Croydon Clocktower CALAT Centre, Croydon Clocktower  
Katharine St, Croydon CR9 1ET

You may also be interested in Digital Skills:



[www.calat.ac.uk/subjects/digital-skills](http://www.calat.ac.uk/subjects/digital-skills)

## Strive Training

StriveTraining

A well established independent training provider with the key aims and objectives of empowering individuals to help them realise their potential through gaining the skills and qualifications they need to get into work.

Fully accredited, 100% free courses.



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



[strive@strivetraining.co.uk](mailto:strive@strivetraining.co.uk)



0800 180 4841 or 0208 952 4856

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## Pitman Training

PITMAN

T R A I N I N G

Flexible training enabling you to learn from home or study at any location, using market leading combination of audio guides, workbooks and live software. Over 250+ training courses.



[www.pitman-training.com](http://www.pitman-training.com)



0208 914 8517 (New Course Enquiry)



2nd Floor, 19 Park Street, Croydon, CR0 1YD

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## Learndirect

 **learndirect**<sup>TM</sup>

Live online virtual classes.



01202 006 464 (9am-6pm Mon-Thu; 9am-5pm Fri-Sat)



[contactus@learndirect.com](mailto:contactus@learndirect.com)



[www.learndirect.com](http://www.learndirect.com)



FREEPOST learndirect

## SLaM Recovery College

The SLaM Recovery college offers free co-produced mental health and well-being education for people connected to South London and Maudsley NHS Foundation Trust.



All courses and workshops offered face to face in a South London venue are for people linked to SLaM. However, most online sessions are open to anyone, anywhere, free of charge.

Who can attend the recovery college?

- People who use SLaM services
- Supporters (carers, family and friends) of SLaM's service users
- People who have been discharged from SLaM services within the last six months and their supporters
- Anyone working with SLaM as a volunteer or peer supporter or who is on the SLaM Involvement Register
- SLaM staff (not including students on clinical placement)



1st Floor Administration Building, Maudsley Hospital,  
Denmark Hill, London, SE5 8AZ



020 3228 3643



hello@slamrecoverycollege.co.uk



www.slamrecoverycollege.co.uk

## Croydon Voluntary Action

Volunteering changes lives and transforms communities.



CVA support people who are interested in volunteering in Croydon. With so many different volunteering opportunities to choose from, you might feel you need help in deciding what to do. If so, call the Volunteer Centre Croydon to make an appointment to talk with their volunteer advisers.



Alternatively, pop into the Team Croydon Shop in Centrale Shopping Centre where you will find our friendly and helpful team who will be happy to help you.

We run a number of volunteering projects ourselves.

- New Routes Mentor
- Young Person Mentor
- Buddy to support someone with Learning Disabilities



10am-5.30pm Mon-Thu; 10am-5pm Fri-Sat; Closed Sun



020 8253 7070



[volunteer@cvalive.org.uk](mailto:volunteer@cvalive.org.uk)



[www.cvalive.org.uk/volunteering](http://www.cvalive.org.uk/volunteering)



CVA Resource Centre,  
82 London Road, Croydon, CR0 2TB

You can also search and apply for hundreds of volunteering opportunities nationally via Do It.



[www.do-it.org](http://www.do-it.org)



## Mind Employment Support Service

Supporting people with a mental health condition to achieve their aspirations.



We will work with you to develop your career plan, giving you the best possible preparation for the world of work.

We can help you:

- write or update your CV
- find suitable work placements and volunteering opportunities
- search for jobs and complete application forms
- practice for interviews
- access further education or training



In Work Support

- if you find employment, we'll keep in touch to make sure everything is going well

You must be willing to get involved in all areas of getting back to work.



Monday-Friday 9am-5pm



020 8253 8203/4/7



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



[ess@mindincroydon.org.uk](mailto:ess@mindincroydon.org.uk)



Mind in Croydon,  
Orchard House, 15a Purley Road,  
South Croydon, CR2 6EZ







## Status Employment

Status work with people experiencing mental health problems to get into work or move closer to the 'job market' through education, training, paid work or volunteering.

An allocated Employment Consultant will:

- identify an individual's current skills
- look at an individual's aspirations
- support an individual to gain and keep employment
- work with individuals and employers to provide a supportive work environment

Croydon Supported employment service is aimed at people, living in the London borough of Lambeth, who are ready to look for work, or prepare to look for work and have a mental health issue that may impair on their ability to easily access the job market and recruitment process. The supported employment service will assist with establishing and over coming barriers to finding work, whether it be looking for training, job search and interview preparation. Please see Supported Employment page for more information about the process.

Do I need to be referred? No. You can refer yourself or ask your GP or Care Coordinator or another member of your support team to refer you to see a Status Employment consultant or join the football scheme.



020 8655 3344



paul.goddard@slam.nhs.uk



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



6 West Way Gardens, Shirley, Croydon, CR0 8RA

## Croydon Works



Croydon Works is Croydon's Job and Training Hub. They have been operating since 2016 as the primary free recruitment service, working in partnership with Job Centre Plus, Croydon College and Croydon Council.

In 4 years they have guided over 1200 residents into work and engaged with over 4000, supporting them with a wide range of pathways into employment. Their service works with businesses in and around the Croydon area who are looking to find local, skilled and experienced talent. They have knowledgeable and sector specific Brokerage Officers to engage with employers and residents.

They work closely with a number of partners to provide a wide range of pathways in to employment including:

- Access to vacancies across a vast number of organisations in Croydon and surrounding areas
- Sector specific training
- Apprenticeships and traineeships
- Work experience placements
- Careers advice, CV advice and interview preparation
- Access to a wide range of employability services in Croydon

They work with residents with a range of experience and from all walks of life so wherever you are in your career get in touch with the team to see how they can help.



Croydon Clocktower, Katharine Street, Croydon, CR9 1ET



020 8604 7471



[info@croydonworks.co.uk](mailto:info@croydonworks.co.uk)



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

## Access to Work



Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

The support you get will depend on your needs. Through Access to Work, you can apply for:

- a grant to help pay for practical support with your work
- advice about managing your mental health at work
- money to pay for communication support at job interviews

### Practical support with your work

Access to Work could give you a grant to help pay for things like:

- BSL interpreters, lip speakers or note takers
- adaptations to your vehicle so you can get to work
- taxi fares to work or a support worker if you cannot use public transport
- a support worker or job coach to help you in your workplace

Your workplace can include your home if you work from there some or all of the time.

It does not matter how much you earn. If you get an Access to Work grant, it will not affect any other benefits you get and you will not have to pay it back.

You or your employer may need to pay some costs up front and claim them back later.



0800 121 7479



0800 121 7579 (Textphone)



[www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)



[www.gov.uk/access-to-work/apply](http://www.gov.uk/access-to-work/apply) (Grant application)

## Service Users Involvement in Training and Education (SUITE)

SUITE believe that everyone who has used or is using SLaM services has a valuable contribution to make towards the training of mental health staff. You can get involved in the design and delivery of training for staff, with full support & training provided.

Who can join? People who have experience of using SLaM services and have been out of hospital for 6 months.

Do I need to be referred? No, but to get payment you must join the Involvement Register (Phone 020 3228 1592 or email [involvementregister@slam.nhs.uk](mailto:involvementregister@slam.nhs.uk)).



07585 780379



[angela.mitchell@slam.nhs.uk](mailto:angela.mitchell@slam.nhs.uk)



## Croydon Community Opportunities Service (CCOS)

To provide help and advice for people with mental health problems who would like to explore the following as part of their recovery plan;

- training and education
- community activities
- volunteering and or employment

Do I need to be referred? Yes. Ask your Care Co-ordinator or other mental health worker for a referral.



020 3228 0547



[tina.arul@slam.nhs.uk](mailto:tina.arul@slam.nhs.uk)



[www.slam.nhs.uk](http://www.slam.nhs.uk)



Jeanette Wallace House, 1 Edridge Rd,  
Croydon, Surrey, CR0 1FE

## Croydon Mencap

Mencap is the leading voice of learning disability. Everything they do is about valuing and supporting people with a learning disability and their families and carers.



020 8684 5890



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



[info@croydonmencap.org.uk](mailto:info@croydonmencap.org.uk)



Portland House, 678 London Road,  
Thornton Heath, CR7 7HU



## Clubs @ Leslie Park

Leslie Park Centre has been running since August 2005 and was set up to support younger aged adults (18-35 years) with learning disabilities to access leisure activities in the community. Leslie Park provides a number of different activities to suit individual needs. They are able to access activities locally by using our mini-bus or public transport.

Activities that are currently on offer include:

- Art
- Beauty
- Business enterprise
- Community fundraising
- Cookery
- Dance & drama
- Disc Golf
- Film
- Football
- Gardening
- Trampolineing
- Upcycling



020 8662 9201



07510 591968



Leslie Park Project  
60/61 Leslie Park Road,  
Croydon, CR0 6TP

## Benefits and help when going back to work



Going back to work does not mean giving up all your benefits. Some benefits may carry on, and others may be available once you're working. Contact Jobcentre Plus if you've found a job and you or your partner have been getting:



- Jobseeker's Allowance
- Employment and Support Allowance
- Income Support
- Universal Credit

Depending on how long you have been claiming benefits, you may be able to get:

- Mortgage Interest Run On
- Extended Payment of Housing Benefit



[www.gov.uk/moving-from-benefits-to-work/support-when-you-start-working](http://www.gov.uk/moving-from-benefits-to-work/support-when-you-start-working)



Tax credits helpline 0345 300 3900



Bernard Weatherill House, 8 Mint Walk, CR0 1EA

## Permitted Work

Can you do any work if you are claiming sickness related benefits?  
Yes: You can do Voluntary Work or Permitted Work.

What is Permitted Work? If you are claiming the following benefits because you are sick, you are allowed to do some paid work - this is called Permitted Work

- Employment and Support Allowance (ESA)
- Incapacity Benefit
- Severe Disablement Allowance
- National insurance credits

Will your Benefits be affected? You can

- work for less than 16 hours each week
- earn up to £143 every week after tax

## What is Supported Permitted Work?

You can also do 'Supported Permitted Work' and earn up to £143 a week without your benefits being affected. This must be part of a treatment programme, or supervised by someone from a local council or voluntary organisation whose job it is to arrange work for disabled people.

There's no limit to the number of hours per week or length of time you can do Supported Permitted Work for. You do not have to be in the Support Group of ESA to do Supported Permitted Work. The Support part of Supported Permitted Work, refers to the fact that an organisation is supporting you to do this work because you have a mental or physical health problem.

Important: You must tell the Department for Work and Pensions about any paid work you do, even if your Benefits are not affected. You will be asked to fill in a Permitted Work form (PW1) and send it back to the DWP. Ask your local Jobcentre Plus for help

Can you work if you claim DLA (Disability Living Allowance) or Personal Independence Payment (PIP)?

Yes - if you only claim DLA or PIP and not any of the other benefits mentioned above, there is no limit on the amount of money you can earn or the number of hours you can work.

**Again – you should let the DWP know if you start work.**



Form PW1:

[www.gov.uk/government/publications/  
employment-and-support-allowance-permitted-work-form](http://www.gov.uk/government/publications/employment-and-support-allowance-permitted-work-form)

### What about Voluntary Work

You can do any number of hours of voluntary work without your benefits being affected. You must not be paid for your work, other than reasonable expenses such as travel, meals, child-minding.

### Permitted Work and Universal Credit

There is no Permitted Work as such under Universal Credit. Work is encouraged where possible, and people should be better off financially doing some work than doing no work.

There are special rules which affect how much you are paid.

There is no time limit to how many weeks you work or how many hours you work.

How will the new scheme compare to the current Permitted Work rules?

Most people will be better off doing some work and single people who are not getting any help with rent or mortgage will be much better off under Universal Credit if they do some work than under the current Permitted Work rules.

If you do paid work, the amount of work you do each month is taken into account, rather than the amount of work you do each week (which is good if you have good weeks when you are well enough to work and bad weeks when you are not).

There is no limit to the number of hours you can work.

With existing Permitted Work, if you go over the amount you are allowed to earn (i.e. £143 per week) your benefit can be stopped. With Universal Credit, your benefits are gradually tapered not stopped as you earn more money.



## Contact Details

**Croydon Community Opportunities Service (CCOS)**  **020 3228 0547**

**Croydon Mencap**  **020 8684 5890**

**Disability Employment Advisors (DEAs) - at Local Jobcentre Plus**  **0800 169 0178**

**Links to Work**  **0800 917 9262**

**Mind in Croydon Employment Support Service**  **020 8668 2210**

**Mind in Croydon Welfare Benefits**  **020 8763 2037**

**Shaw Trust**  **0300 30 33 111**

**Status Employment**  **020 8655 3344**

## Web Addresses

**Benefits and Work**  [www.benefitsandwork.co.uk](http://www.benefitsandwork.co.uk)

**Citizens Advice Guide**  [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Crisis - national homeless people charity**  [www.crisis.org.uk](http://www.crisis.org.uk)

**Croydon Council**  [www.croydon.gov.uk](http://www.croydon.gov.uk)

**Department for Work and Pensions**  [www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

**Government Website**  [www.gov.uk](http://www.gov.uk)

**Jobcentre Plus**  [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

## Freedom Passes permit free travel on:

- Buses, Trams and London Underground: Monday-Friday after 9am. Weekends and bank holidays 24 hours a day
- Trains: Monday-Friday after 9.30am. Weekends and bank holidays 24 hours a day

Disabled Person's and Older Person's Freedom Passes also allow you to travel on all local buses in Britain. If you have a mental health problem, even if you do not receive the mobility component of DLA, you may still be eligible to apply. e.g. if you take medication and have side effects which mean you cannot drive or you need a freedom pass to travel to medical appointments, and daycentres.



0300 330 1433 (inc lost/stolen)








info@freedompass.org



[www.londoncouncils.gov.uk/services/freedom-pass](http://www.londoncouncils.gov.uk/services/freedom-pass)



## Getting Around, Mobility and Travel

Blue Badge Scheme	Free or concessionary parking		020 8726 7100
London Buses	Customer Services		0343 222 1234
London Taxi Card	Allows disabled people to use licensed black cabs at a reduced rate		0207 934 9791 (option 2)
Shop Mobility	Electric Scooter or Wheelchairs hire		01737 772 718
Transport for London	Provides details of train times & fastest routes		0843 222 1234






## Immediate needs table



This provides information on where to refer people who are rough sleeping, destitute, or vulnerably housed and in need of immediate or urgent help from an appropriate service. [www.croydon.gov.uk](http://www.croydon.gov.uk)









Immediate Need	Eligibility	Organisation	Availability	Contact and other details
Urgent shelter - sleeping rough for the first time	Rough sleeping for the first time	No Second Night Out Project	24/7 phone Line	☎ 0300 500 0914 <a href="http://www.nosecondnightout.org.uk">www.nosecondnightout.org.uk</a>
Urgent shelter - currently sleeping rough on the streets of Croydon	Verified rough sleepers	Croydon Reach	24/7 phone Line	☎ 0300 500 0914 <a href="mailto:croydon_reach@thamesreach.org.uk">croydon_reach@thamesreach.org.uk</a>
Urgent Temporary Accommodation	Resident in Croydon and not subject to immigration control or no recourse to public funds	Croydon Council - Single Homeless Service (SHS) (previously SNAP Team)	Weekday office hours	☎ 020 8760 5498 Outside of these times, hostels may provide emergency assistance Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA
Urgent temporary accommodation	Resident in Croydon and not subject to immigration control or no recourse to public funds	Emergency Duty Team	Out of Hours	☎ 020 8760 5498 Emergency Duty Team Croydon Council. Out of hour and weekend ☎ 020 8726 6000

# Immediate Needs table

Immediate Need	Eligibility	Organisation	Availability	Contact and other details
Urgent temporary accommodation in the Winter Months	Verified rough sleepers with a connection to Croydon (they do not need to have recourse to public funds)	Croydon Churches Floating Shelter for rough sleepers	1st November - 31st March	<p> <b>0300 500 0914</b> Access to the shelter is via Croydon Reach rough sleeper's service</p>
Urgent temporary accommodation During prolonged periods of extreme cold - defined as when the night time temperature is forecast to be at 0 degrees or below for 3 or more consecutive nights	Verified rough sleepers with a connection to Croydon (they do not need to have recourse to public funds)	Croydon Council - Single Homeless Service (SHS) (previously SNAP Team)	Weekdays office hours	<p> <b>020 8760 5498</b> Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA</p>
	Clients must be able to abstain from drugs & alcohol overnight during their stay Clients with recent history of violence to others or recent risk of self-harm/suicide will not be considered	Croydon Reach Turnaround Centre	24/7 phone Line	<p> <b>0300 500 0914</b>  <b>0208 760 5530</b> <a href="mailto:Croydon_reach@thamesreach.org.uk">Croydon_reach@thamesreach.org.uk</a> 51/55 South End Croydon CR0 1BF</p>
Requires Food and Drinks	Anybody sleeping rough or vulnerably housed	Nightwatch meeting point	Every night of the year between 2115 to 2200	<p>Queens Gardens, Croydon</p> <p>Food and hot drink</p>
	Anybody sleeping rough or vulnerably housed	The Well drop-in centre	Mondays between 1100 and 1500	<p> <b>020 8680 9924</b> or Salvation Army, Booth Road, Croydon</p> <p>Lunch</p>

Immediate Need	Eligibility	Organisation	Availability	Contact and other details
Requires Food and Drinks	Anybody sleeping rough or Vulnerably housed	East Croydon United Reform Church	Thursdays between 1200 noon to 1500	Addiscombe Grove - just past East Croydon Station Hot Meal
	Anybody sleeping rough or Vulnerably housed	Croydon Tabernacle	Sundays between 0800 and 0900	38-40 Parsons Mead, West Croydon Full English Breakfast
	Anybody sleeping rough or Vulnerably housed	St Mildred's Church	Sundays between 1300 and 1800 in winter, between 1300 and 1500 in summer	Bingham Road Addiscombe Lunch
Needs medical attention for their physical Health	Anybody sleeping rough or vulnerably housed who requires urgent medical treatment for serious and life-threatening illness and injuries	Croydon University Hospital A&E	24/7	 <b>020 8401 3016 / 3601</b> 530 London Road, Thornton Heath Surrey CR7 7Y
	Anybody sleeping rough or vulnerably housed who needs medical appointment but is not registered with GP practice	Croydon Health Services Homeless Health Team	Mon-Fri 0900 to 1700 by appointment only (They usually have same day appointments)	 <b>020 8251 8280</b> The Rainbow Centre 141 Brigstock Road Thornton Heath CR7 7JN

# Immediate Needs table

Immediate Need	Eligibility	Organisation	Availability	Contact and other details
Needs medical attention for their physical Health	Anybody who requires urgent medical treatment for minor illness and injuries	Beckenham Beacon NHS Urgent Care Centre	0800 - 2000	 <b>01689 866667</b> Beckenham Beacon, 379 Croydon Road, Beckenham, Kent, BR3 3QL
Mental Health crisis support	Anyone requiring a mental health assessment	South London and Maudsley Hospital (SLaM)	24hrs Patient And Liaison Service	 <b>0800 731 2864</b> <a href="mailto:pals@slam.nhs.uk">pals@slam.nhs.uk</a>
In need of substance misuse support	Substance users (e.g drugs or alcohol) over 18	Westminster Drug Project (WDP) - Croydon Outreach	Out of hours helpline:  <b>0845 056 0099</b>	<b>Office hours 0208 662 4792</b> WDP Croydon Outreach, Action House, 28 Sydenham Road, Croydon <a href="mailto:croydonoutreach@wdp-drugs.org.uk">croydonoutreach@wdp-drugs.org.uk</a>
Is being subjected to domestic violence	Women fleeing domestic violence	National Domestic Violence Helpline	24/7 free phone line	 <b>0808 2000 247</b> <a href="http://www.nationaldomesticviolencehelpline.org.uk">www.nationaldomesticviolencehelpline.org.uk</a>
	Men's fleeing domestic violence	Men's Advice Line	Mon-Fri 0900-1700	National Freephone  <b>0808 801 0327</b> <a href="http://www.mensadvice.org.uk">www.mensadvice.org.uk</a> <a href="mailto:info@mensadvice.org.uk">info@mensadvice.org.uk</a>
	Victims of domestic violence in Croydon	Family Justice Centre, Croydon	Open for drop-in and appointments every Mon, Tue, Wed and Fri, 1000–1600	 <b>020 8688 0100</b> 69 Park Lane, Croydon, CR0 1JD <a href="mailto:info@fjccroydon.co.uk">info@fjccroydon.co.uk</a>

Immediate Need	Eligibility	Organisation	Availability	Contact Details	Other details
Has no money Croydon Discretionary Support	People with no recourse to public funds  Anyone over 16 living in Croydon in receipt of benefits who cannot meet their short-term financial needs	Croydon Council - No Recourse to Public Funds Team  Croydon Council Croydon Discretionary Support- crisis payments	Lines open 0900-1700 Mon-Fri  Lines open 0900-1700 Mon-Fri	 <b>020 8726 6000</b>   <b>020 8760 5719</b> Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA	<a href="http://www.croydon.gov.uk">www.croydon.gov.uk</a> Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA  These are crisis payments to avoid serious hardship and risks <b>CDS@croydon.gov.uk</b>
Is a vulnerable adult that has social care needs	Aged 18 or over and ordinarily residents in the borough, this includes asylum seekers, refugees, and people without resource to public funds	Croydon Council - Department of Adult Services, Health & Housing	Lines open 0900-1700 Mon-Fri	 <b>020 8726 6500</b> Outside regular opening hours and in an emergency, call  <b>020 8726 6000</b>	<a href="http://www.croydon.gov.uk">www.croydon.gov.uk</a> Bernard Weatherill House 8 Mint Walk Croydon CR0 1EA
Has a child or children that need support	Parent or family residing in Croydon with children (under 18) in need	Croydon Council - Department of Children, Families & Learning	Lines open 0900-1700 Mon-Fri	 <b>020 8726 6400</b> Outside regular opening hours and in an emergency call  <b>020 8726 6000</b>	<a href="http://www.croydon.gov.uk">www.croydon.gov.uk</a> Bernard Weatherill House 8 Mint Walk Croydon CR0 1EA

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

## Who to contact if you or someone you know is at Risk of Homelessness

Croydon Council Housing Team should be able to provide advice and assistance if you or someone you care about are homeless or at risk of becoming homeless.

The council has a duty to provide housing or other support to some homeless people who are in "priority need" of housing. You may be deemed vulnerable and therefore in priority need for a number of reasons, including suffering mental illness, but not everyone who suffers mental illness will be assessed as being a Priority Need.



020 8726 6000 option 2



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

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## If you are Vulnerable, e.g. due to Severe Mental Illness and need help with housing homelessness

### Single Homeless Service (SHS) (previously SNAP Team)

Central assessment and placement service for vulnerable young people and adults, including homeless people, those with a history of offending and people with mental health issues who would benefit from supported housing. Access to supported housing services where appropriate, or signposting and onward referrals to other appropriate services.



020 8760 5498 Duty Co-ordinator



9am-4pm Mon, Tue, Thu, Fri; 1pm-4pm Wed



[shs@croydon.gov.uk](mailto:shs@croydon.gov.uk)



[www.croydon.gov.uk](http://www.croydon.gov.uk)



Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA



## Shelter

Got a housing problem? Shelter can help:

Locally: Their advice and support services offer one-to-one, personalised help with housing issues and homelessness.



Online: On their website, find expert information about everything from reclaiming your deposit to applying as homeless, or speak to an adviser over webchat.

Over the phone: Their free emergency helpline is open 365 days a year to answer calls from anyone struggling with a housing issue or homelessness.

Legal: Their solicitors provide free legal advice and attend court to help people who've lost their homes or are facing eviction.



London Advice Line: 0344 515 1540



9.30am-6pm Mon-Fri; Closed Sat-Sun



Emergency Helpline: 0808 800 4444



8am-8pm Monday-Friday; 9am-5pm Weekends and bank holidays.

Call the helpline if you: are homeless; have nowhere to stay tonight; are worried about losing your home in the next 2 months; are at risk of harm or abuse.



[info@shelter.org.uk](mailto:info@shelter.org.uk)



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



Webchat opening times: 9am-5pm Monday-Friday; Closed Bank holidays.

## Hestia - Croydon Asset Based Housing Support



Hestia is supporting people with mental health needs. Each year they provide housing and support for more than 1,200 people who suffer with their mental health. Often their needs are severe and enduring.

They provide care homes for people who need 24-hour support, shared houses for those who are able to live more independently and further shared accommodation for those who have become homeless as a result of their mental health. They also provide floating support services to help people continue living in their own homes as well as day centre resource service.

New referrals should be sent to the following email address:



[info@hestia.org](mailto:info@hestia.org)



[info@hestia.org.cjasm.net](mailto:info@hestia.org.cjasm.net) (secure)

To find out more about Hestia and the services they provide, visit:



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



020 7378 3100

## Migrant Help

Migrant Help is a UK charity that has over 50 years experience of delivering support and advice services to migrants in the UK. They provide individuals with the resources and support they need to find safety, access appropriate services and information and develop greater independence



01304 203977



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



0808 8010 503 Free asylum helpline open 24/7/365

## Refugee Action

For 30 years, Refugee Action have been standing up for people who have fled persecution, violence and harassment.



(If you need help to claim asylum or get asylum support, please contact Asylum Help).



020 7952 1599 Asylum Crisis (London)



[www.refugee-action.org.uk](http://www.refugee-action.org.uk)

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## Asylum Help

Asylum Help, part of the Migrant Help organisation, provides free independent advice and guidance to asylum seekers across the UK. Migrant Help is a UK charity that has been delivering support services to migrants in the UK since 1963.

They can advise you in your language on issues such as:

- How to claim asylum
- Navigating the asylum process
- Applying for asylum support including accommodation
- Notifying the Home Office if your circumstances change
- Finding legal representation
- Accessing healthcare
- Support during the post-decision period - read about the support available after positive decision [here](#), and negative decision [here](#)
- Other asylum and post-asylum claim related matters



0808 8010 503 Free helpline open 24/7/365



[www.migranthehelpuk.org/Pages/Category/asylum](http://www.migranthehelpuk.org/Pages/Category/asylum)

## Evolve - Housing + Support

Evolve are a charity that provides shelter and support to homeless young people, young parents and adults in the London Boroughs of Croydon, Bromley, Sutton, Lambeth, Merton and the Royal Borough of Kensington and Chelsea.



They offer a programme of support tailored to meet people's individual needs, including housing, employment and skills training, mentoring and counselling.

### Alexandra House (for Adults)

Based in Croydon, this service supports 80 single homeless people up to 65 years of age with a range of support needs. Customers are referred to Alexandra House by Croydon Council and stay around one year on average.



32 Dingwall Road, Croydon, CR9 3LQ



[kate.cooklin-smith@evolvehousing.org.uk](mailto:kate.cooklin-smith@evolvehousing.org.uk)



020 3435 5561

### Ingram Court (for Young Adults)

Based in Croydon, this service supports 44 single homeless young people with a range of support needs. Ingram Court consists of an assessment centre and a main supported housing service. Customers are referred to the assessment centre by Croydon Council and the Turnaround Centre and stay for up to 12 weeks whilst their needs are assessed and the best way forward is identified. Customers stay for up to 2 years in the main building.



57-61 Sumner Road, Croydon, CR0 3LN



[richard.hennell@evolvehousing.org.uk](mailto:richard.hennell@evolvehousing.org.uk)



020 3657 7270

### Keystone House (for Families)

Keystone House provides emergency temporary accommodation.

## Palmer House (for Adults)

Based in Croydon, this service supports 60 single people up to 65 years of age with a range of complex needs including experience of homelessness or rough sleeping, substance misuse and/or mental ill health.



105-107 Lansdowne Road, Croydon, CR0 2BN



[denell.dema@evolvehousing.org.uk](mailto:denell.dema@evolvehousing.org.uk)



020 7870 8850

## Mental Health Step Down Service

Based in Croydon, this service consists of Eva House, Emily House, and Crocus House and supports 27 people up to 65 years of age experiencing mental ill health. Customers are referred to Eva House by Croydon Council or South London and Maudsley Mental Health Trust (SLaM), normally after a period in residential care or hospital, and are participating in the Care Programme Approach. The stay at our Mental Health Step Down Service is up to a maximum of 2 years.

## Eva House



31-33 St James' Road, Croydon, CR0 2SD



[betsy.biggs@evolvehousing.org.uk](mailto:betsy.biggs@evolvehousing.org.uk)



020 3375 9090

## Emily House



86 St Saviours Road, Croydon, CR0 2XB



[betsy.biggs@evolvehousing.org.uk](mailto:betsy.biggs@evolvehousing.org.uk)



020 3375 9090

## Crocus House c/o Eva House



[betsy.biggs@evolvehousing.org.uk](mailto:betsy.biggs@evolvehousing.org.uk)



020 3375 9090



## Croydon Reach

Croydon Reach helps rough sleepers and people caught up in a street lifestyle in the borough of Croydon. Croydon Reach provides a street outreach service, a short stay hostel resettlement and a hospital discharge scheme to rough sleepers in Croydon.

After rough sleepers have been helped off the streets and into temporary accommodation, Croydon Reach staff work to help them into longer term housing. Croydon Reach staff work with people to help them address any drug, alcohol or mental health issues they may have. Staff also work to support people back into training and work.



0300 500 0914



[enquiries@thamesreach.org.uk](mailto:enquiries@thamesreach.org.uk)



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



## Crisis Skylight Croydon

Crisis is the national charity for single homeless people. They are dedicated to ending homelessness by delivering life-changing services and campaigning for change.



020 3848 1700



[croydon@crisis.org.uk](mailto:croydon@crisis.org.uk)



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



Unit 3, Bridge House, 13 Surrey Street, Croydon, CR0 1RG

# Street Link

Anyone can become homeless, and sleeping rough can be dangerous and can damage your health. The longer someone sleeps rough, the greater the risk that they will become trapped on the streets and vulnerable to becoming a victim of crime, developing drug or alcohol problems, or experiencing problems with their health.



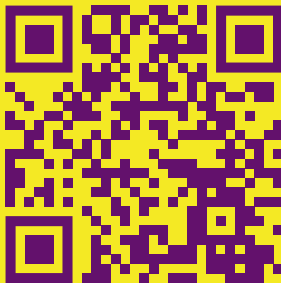
0300 500 0914



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



Mobile app 'StreetLink'



## Nightwatch

Nightwatch volunteers are out every evening in the centre of Croydon giving food and other help to homeless and other vulnerable people.



Their core activity is providing prime and direct support for homeless people in Croydon through work undertaken solely by volunteers. They help people at every level of homelessness, from the street homeless to those in hostels and bed and breakfast accommodation and vulnerable former homeless people who need continuing support if they are not to become homeless again.

Nightwatch objectives:

- To act as first line contact for homeless people, to sign-post them to other agencies
- To provide urgent and necessary items of food, clothes, toiletries, pots, pans, household goods to people in need
- The stabilisation of former homeless people in new accommodation
- To assist in helping unemployed homeless people (both financially and emotionally) to take up vocational training and education
- To befriend homeless people to encourage empowerment and increase in confidence
- To educate the community at large in Croydon about the realities of homelessness



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



020 8699 6718



[croydonnightwatch@btinternet.com](mailto:croydonnightwatch@btinternet.com)



Queen's Gardens / Mint Walk, Croydon (9.30pm 24/7)



For people sleeping out, StreetLink (0300 500 0914) may visit and offer options. They want to visit people at a sleeping place to prove someone is street homeless.



Postal address: PO Box 9576, London, SE23 3ZH



## Citizens Advice Croydon

CA Croydon provides free, confidential and impartial advice and information on a wide range of issues, including debts, welfare benefits, housing, employment, consumer rights and relationships.



Opening times are subject to volunteer staff availability.

Assessment appointments at South Norwood are allocated on a 'first come, first served' basis. Once all appointments are taken, a Reception service will be operated. Appointment slots are often filled very quickly and you are advised to arrive early.



48-50 Portland Road, South Norwood,  
London, SE25 4PQ



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



0300 330 9095

### National



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



Adviceline 0800 144 8848 (9am-5pm Mon-Fri)



Online chat between 9am-5pm Mon-Fri

[www.citizensadvice.org.uk/about-us/contact-us/  
contact-us/web-chat-service/](http://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/)



Debt helpline 0800 240 4420 (9am-5pm Mon-Fri)

## Housing advice from CAYSH



CAYSH offer housing advice and other services to people who live in the borough of Croydon.

They make referrals to other agencies and support groups, e.g. careers/employment support, education welfare from schools/colleges, cultural support groups.

They also offer specialist support for particular groups such as young offenders.

The CAYSH mission is to provide 'safe homes and better futures for vulnerable people, especially the young.' They work to ensure that the voices of vulnerable people (especially the young), the marginalised and excluded, are heard and that they are not defined by their experiences. They see them as people first and homeless second.



020 8683 0227



info@caysh.org



www.caysh.org



CAYSH Head Office, Christopher Wren Yard,  
CAYSH 3rd Floor, 119 High Street, Croydon, CR0 1QG



@CAYSHUK



@CAYSH

Whoever you are,  
we're here to help



## Numbers for Support with Housing

### Single Homeless Service (SHS): Supported Accommodation

The team can be contacted daily  020 8760 5498


Young people under 21 please contact a team member based at the Turnaround Centre  020 8760 5530

For General Enquiries you can e-mail the team:  
[shs@croydon.gov.uk](mailto:shs@croydon.gov.uk)

Adult Placement Scheme - an alternative to supported housing within a 'carer' family home  020 8726 6500

Centrepoint Helpline (16-25 year olds)  0808 800 0661

Croydon Council housing options team  020 8726 6100

Croydon Homeless Health Team (Rainbow Health Centre)  020 8274 6070

Evolve - Housing + Support  020 7101 9960

Housing Advice Team  020 8686 4433

Housing Benefit & Council Tax  020 8726 7000

Housing Specialist Line  020 8726 6100

Older people over 65 for an assessment of eligibility for sheltered housing  020 8726 6500

Safeguarding Adult Team  020 8726 6500

Turnaround Centre for young people  020 8760 5530

## Council Tax

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

Council Tax support (sometimes called Council Tax Reduction) replaced Council Tax Benefit in April 2013.



Not everyone has to pay Council Tax. Most eligible adults (i.e. adults aged 18 or over) are liable to pay council tax

However, some people are exempt from paying any Council tax, e.g. full time students and people assessed as being severely mentally impaired – if you think this may apply to you, phone the council to ask for more information

Some people pay a reduced amount of Council Tax You'll get 25% off your bill if:

- you live on your own or
- no-one else in your home counts as an adult (e.g: they are on a qualifying benefit – at least middle rate care of DLA, at least standard rate of daily living of PIP or at least lower rate of attendance allowance)

You may get Council Tax Support if you are on a low income or claim certain benefits. Your bill could be reduced by up to 100%.

If you get Universal credit you have to make a separate claim for Council tax support, it is not included in your Universal Credit claim

### **Applying for Council Tax Support**

Who can Apply: You can apply if you own your home, rent, are unemployed or working.

What you get depends on:

- where you live - each council runs its own scheme
- your circumstances (e.g. income, number of children, benefits, residency status)
- your household income - this includes savings, pensions and

your partner's income

- if your children live with you, and or if other adults live with you

## How to Apply for Council Tax Support

On line: You can apply for Council Tax Support on line either at home or by visiting Access Croydon in Bernard Weatherill House and using one of the computers – you won't be able to get hands on help to complete the form but can phone the help line (below)

### Claiming Council Tax Support on line:

1. Complete the on line claim form  
[www.croydon.gov.uk/advice/benefits/claim](http://www.croydon.gov.uk/advice/benefits/claim) and
2. Send in the documents you are asked to send (original not photocopies) to the following address:  
Income and Benefit, 5th floor, Zone A,  
Bernard Weatherill House, 8 Mint Walk,  
Croydon, CR0 1EA.

### Home Visits

If you are unable to apply online or are having trouble completing the form, you, or someone who cares for you can ask the council to visit you in your home and complete a form with you.

Visiting team contact details:

#### Home Visits

If you are unable to apply online or are having trouble completing the form, you, or someone who cares for you can ask the council to visit you in your home and complete a form with you. Visiting team contact details:



020 8667 8336



[croyhbvis@croydon.gov.uk](mailto:croyhbvis@croydon.gov.uk)



020 8726 7000



[croyctax@croydon.gov.uk](mailto:croyctax@croydon.gov.uk)



Council Tax Section, 5th floor, Zone A,  
Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA

## Housing Benefit

Who can apply: Due to the introduction of Universal credit most people can't make a **NEW CLAIM** for Housing benefit, the few exceptions are people past state pension age, people in supported accommodation and people in temporary accommodation provided by the council. Those who are already claiming Housing benefit, your claim will continue until you are migrated over to Universal credit (it is currently estimated that everyone will have been migrated over by September 2024)

If you are in supported accommodation; your keyworker or income officer will make the claim on your behalf and if you are of state pension age or in temporary accommodation you can make a new claim on Croydon council's website

If you already have a claim for housing benefit and have a problem or need help you can contact the council using the following methods

### Contacts Housing Benefit



020 8726 7000



[croyhben@croydon.gov.uk](mailto:croyhben@croydon.gov.uk)



Housing Benefit Section,  
London Borough of Croydon,  
Bernard Weatherill House, 8 Mint Walk,  
Croydon, CR0 1EA

### Extra help to pay the rent – Discretionary Housing Payments

You may also get extra help for a limited amount of time from the council called a 'discretionary housing payment' (DHP)

Discretionary housing payments are made towards housing costs where a person receives Housing Benefit or the housing element of Universal Credit and they need help with:

a shortfall in rent

- an advance in rent or a deposit
- removal costs

- rent arrears (extreme cases only)

It is not automatically awarded because your Housing Benefit does not cover your rent.

## **What is not covered**

### **Discretionary housing payments cannot be used to cover:**

- service charges that are not included in your rent
- overpayments of Housing Benefit
- second adult rebate claims
- support charges for people living in supported accommodation
- deductions in Housing Benefit for any other adults over the age of 18 in the household (this can be decided on a case by case basis)

## **Eligibility**

To be eligible for discretionary housing payments, you must:

- receive Housing Benefit from Croydon Council or the housing element of Universal Credit
- have an affordable long term solution
- have a fully completed budget planner (available from the DHP page of Croydon Council's website) including income and expenses

Who can apply: When applying, you will need to explain why the payment is needed. Some examples include:

- financial problems
- personal problems
- a medical condition
- the risk of being made homeless

How to apply: You can download an application form

[www.croydon.gov.uk/benefits/financial-hardship/discretionary-housing-payments](http://www.croydon.gov.uk/benefits/financial-hardship/discretionary-housing-payments)

## Cold Weather Payments

### Who can apply:

Cold Weather Payments can help people who are in receipt of certain benefits with their additional heating costs during winter. A payment will be made for each 7-day period of very cold weather between 1 November and 31 March. After each period of very cold weather in your area, you should receive a payment to your account within 14 working days.

### How to apply:

Cold Weather Payments will automatically be paid to you; you should not need to make a claim for them. Tell your pension centre or Jobcentre Plus if you think you should have received a Cold Weather Payment but you have not had one.

## Winter Fuel Payments

**Who can apply:** Winter Fuel Payments are yearly one-off payments of up to £300 to help elderly people pay for their heating in the winter, whatever the temperature. Winter Fuel Payments are paid to men and women over pension credit age (which changes each year).

Winter fuel payments will not affect other benefits you may be getting.

How to apply: You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you do not get either of these, or if you live abroad, you may need to make a claim. - <https://www.gov.uk/winter-fuel-payment>



Enquiry line -0800 731 0160



## Warm Home Discount Scheme

You could get a discount (£140) on your electricity bill through the Warm Home Discount Scheme.

The discount won't affect your Cold Weather Payment or Winter Fuel Payment.

**Who can apply:** Not everyone gets the discount - you have to qualify and eligibility varies with different energy suppliers (people receiving pension credit and certain vulnerable people, including those on low incomes and disability benefits may qualify). The money isn't paid to you; it's a one-off discount on your electricity bill, usually between October and March. You can also qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter (e.g. you could get a voucher to top up your meter)

**How to Apply:** Find out more by contacting your energy supplier in the Spring/Summer of this year for more details and to see if you could qualify for a reduction next winter.

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## Home Heat Helpline

The Home Heat Helpline advises people worried about paying their fuel bills and keeping warm during the winter. It also gives advice to low-income households in urgent need of heating help and advice.

They can give you quick, clear information on grants, benefits and payment schemes that you may be entitled to as well as basic steps that you can take to save money on heating bills by making your home more energy efficient.

To speak to one of their specially trained advisors, complete the form on their website:



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

### Grants to help you pay off an Energy Debt or water bill

There are a range of schemes and grants available depending on your energy supplier. NB: regardless of your energy supplier you could apply for help from The British Gas Energy Trust.

One-off payments can be made to people to clear a debt with an energy supplier (awards are given to people who are assessed as having a priority need, e.g. due to a disability which could include a mental health problem). Further Assistance Payments are made to people who have an

Further Assistance Payments are made to people who have an exceptional need for help with expenses such as funeral costs, phone or other utility bill arrears, essential household items and in exceptional cases council tax or rent arrears.

It's ok to get a friend or family member to help, but the recommended route is to apply via a money advice agency such as Citizens Advice.

#### British Gas Energy Trust

The Trust helps families and individuals experiencing hardship who are struggling with gas and electricity debts by awarding grants to clear those debts.



01733 421 060



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

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### Budgeting Loans

You could get a Budgeting Loan to help pay for essential things like rent, furniture, clothes or hire purchase debts. The smallest amount you can borrow is £100.

Who can apply: To get a Budgeting Loan you must have been getting one or more of these benefits for the past 6 months:

- Income Support
- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Pension Credit

If you moved from Universal Credit to Pension Credit, any time spent claiming Universal Credit will count towards the 6 months.

There's a different way to get a Budgeting Loan in Northern Ireland.

When you cannot apply

- you get 'new style' Jobseeker's Allowance or 'new style' Employment and Support Allowance
- you're involved in industrial action (for example a strike, walkout or lockout)
- you owe more than £1,500 in total for Crisis Loans and Budgeting Loans

You can apply online or using a paper sf500 form

- online or to download paper form:  
[www.gov.uk/budgeting-help-benefits/how-to-apply](http://www.gov.uk/budgeting-help-benefits/how-to-apply)
- or phone the Social Fund Enquiry Line and ask for a form to be posted to you - allow 7 days for the form to arrive

Social Fund Enquiry Line



0800 169 0140

(also call for any questions about budgeting loans)

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## Crisis Loans and Community Care Grants

You can no longer apply for a Community Care Grant or a Crisis Loan (although you still have to pay back existing crisis loans). Each council has its own scheme to help people in financial hardship.

# Croydon Discretionary Support Scheme (CDS)

You can apply to the Croydon discretionary support team if you are in financial hardship and need help with food. They can refer you to the local food bank. They do not issue cash payments.



### Eligibility

To be considered:

- you must have lived in Croydon for at least 3 months or are moving into Croydon from certain institutions
- you must be over 16 years of age

You must also receive, or be due to receive, at least one of the following benefits:

- Income Support
- Jobseekers Allowance
- Employment and Support Allowance
- any disability benefit
- Housing Benefit
- Council Tax Support
- Pension Credit
- Universal credit

What you need before you apply

You will need to provide the following evidence to support the request for food help:

- identification
- mini bank statement

Apply to the Croydon discretionary support team by email:



[dhp2@croydon.gov.uk](mailto:dhp2@croydon.gov.uk)

- One in 3 people with a serious mental health problem are in debt.
- People with mental health problems are 3 times more likely to be in debt compared to people without.
- Debt can make mental health problems worse

## DON'T STRUGGLE ALONE

Croydon's Debt Advice Service is free, independent & confidential

### Money Advice Service

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)



020 8726 6000 ext 63696



8 Mint Walk, Croydon, CR0 1EA

### South West London Law Centres



020 8767 2777



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



5th Floor, Davis House, Robert Street, Croydon, CR0 1QQ



[enquiries@swllc.org](mailto:enquiries@swllc.org)



### Step Change Debt Charity

They are here to help you take the first step to becoming debt free. For expert debt advice and a personal solution to your debt problems, talk to one of their advisors, or use Debt Remedy, their online debt advice tool.



8am-8pm Mon-Fri, 8am-4pm Sat



0800 138 1111 freephone, including all mobiles



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

## Advice Services Croydon (ASC)



Addiscombe: Ashburton Library,  
42 Shirley Road, Croydon, CR0 8YT



10am-4pm Mon-Fri



0208 686 0066



[asc@adviceservicescroydon.org.uk](mailto:asc@adviceservicescroydon.org.uk)



[asc@ageukcroydon.org.uk](mailto:asc@ageukcroydon.org.uk)



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

## All Inclusive



Offering one-to-one debt advice or  
signposting service.



0208 253 7062



[info@allinclusivetraining.org](mailto:info@allinclusivetraining.org)



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



CVA Resource Centre, 82 London Road,  
Croydon, CR0 2TB

## National Debtline

- Advice by phone or email
- Sample letters and template to creditors
- Over 49 FREE fact sheets on dealing with debt, bailiffs, court action etc.

**NATIONAL  
DEBTLINE**



Call free on 0808 808 4000



9am-8pm Monday-Friday (including webchat)



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

## Citizens Advice Croydon

CA Croydon provides free, confidential and impartial advice and information on a wide range of issues, including debts, welfare benefits, housing, employment, consumer rights and relationships. Croydon Citizens Advice offers a face to face walk in service at our offices at



Our opening hours depend on volunteer availability and are listed on our website. CA Croydon is a charity, independent of government and councils, relying on funding from grants and donations.



0800 144 8848



[www.citizensadvice.org.uk/debt-and-money](http://www.citizensadvice.org.uk/debt-and-money)



48-50 Portland Road, South Norwood,  
London, SE25 4PQ

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## Iris Law Firm

Comprised of highly qualified, experienced and accredited Lawyers and Solicitor-Advocates, they offer high quality specialist advice and representation in various areas of law, including Family Law, Residential and Commercial Conveyancing, Employment Law, Wills, and Commercial Leases.

# iris.



1st Floor, Kent House, Church Street, Gateshead,  
Tyne and Wear, NE8 2AT



0191 477 0055



[info@irislaw.com](mailto:info@irislaw.com)



[www.irislawfirm.com](http://www.irislawfirm.com)

## Purley Cross Centre

Your gateway to local services. If you are having problems getting an URGENT appointment with Citizens Advice or legal advice, contact Purley Cross centre.



020 8668 4189



[info@purleycrosscentre.org](mailto:info@purleycrosscentre.org)



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



Purley Baptist Church, Banstead Road, Purley, CR8 3EA



10am-4pm Mon-Thu, 10am-2pm Fri

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## Civil Legal Advice (CLA)

A free confidential legal advice service. Advice on: debt problems, housing, employment, education & benefits & tax credits



Mon-Fri; 9am-8pm and Saturday; 9am-12.30pm



0345 345 4345



[www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)

### OTHER USEFUL NUMBERS

Advice Services Croydon (ASC)



020 8686 0066

Age UK Croydon



020 8686 0066

Benefit Enquiry Line (ndirect)



0800 232 1271

Carers Information Service



020 8649 9339

Mind in Croydon Welfare Advice



020 8763 2037

SLaM Welfare Benefits Team (for inpatients and patients under Home Treatment Team)



020 3228 2942  
(Maudsley)



## Welfare Surgeries Project

The Hear Us Welfare Surgery Project was set up in 2012 in response to a growing need for extra support to help the most vulnerable of our service users to claim the benefits they are entitled to.



We can support you with, help you to understand, make claims for, challenge decisions (including appeals) and deal with problems with many different benefits including:

**Employment and Support Allowance (ESA)** money if you cannot work because of illness or disability

**Personal Independence Payment (PIP)** money for those who have difficulty with aspects of day to day life due to a health condition or disability and is replacing Disability Living Allowance (DLA)

**Universal Credit (UC)** is replacing 6 other benefits with a single monthly payment, is available for those in work on a low income and those too unwell to work.



We have helped over 1500 people with a severe mental illness, many need additional support such as help to read their letters or complete forms, due to problems with reading and writing. Others face further problems such as dealing with drug and alcohol abuse, which means they may face more hurdles, including the prejudices and judgements of others, which make claiming benefits problematic. We are a service user run organisation so have an understanding of what it's like to live with mental health problems.



020 8681 6888



surgery@hear-us.org



07568 408 245


















07568 407 763



[www.hear-us.org/surgeries](http://www.hear-us.org/surgeries)

# Food Hubs / Drop-Ins for those in need of Food

Monday	Tuesday	Wednesday	Thursday
<p> Croydon Food Bank. Unit 5, 46 Pilton Estate, Pitlake, Croydon, CR0 3RA.</p> <p> 12pm- 2pm, for those with a ticket</p> <p> 020 8686 5664</p>	<p> Salvation Army. Croydon Citadel, Booth Road, Lower Church Street, CR0 1XY.</p> <p> 2.30pm-4pm, Food parcels can be collected with a referral.</p> <p> 020 8680 9924</p> <p>(They use an email referral system from the appropriate agencies.)</p>		
<p> The Well. Salvation Army. Booth Road, Croydon.</p> <p> 11.30am- 1pm, Hot meal, clothing, access to homeless outreach workers.</p>		<p> Purley Food Hub. Delivers food parcels to clients referred by ticket partners in postcodes CR2, CR5, CR8 and CR0 4.</p> <p> 07546 635295</p>	<p> The Link. East Croydon United Reformed Church, Addiscombe Grove, CR0 5LP</p> <p> 6.30pm- 7.15pm</p> <p>Refreshments  020 8688 1464</p>
<p><b>Nightwatch Soup Kitchen</b></p> <p><b>Every night of the year</b></p> <p> Queen's Gardens, Croydon (or Mint Walk)</p> <p> 9.30pm-10pm</p> <p>Food and hot drink</p>			

# Food Hubs / Drop-Ins for those in need of Food

Friday	Saturday	Sunday
<p> Croydon Food Bank. Unit 5, 46 Pilton Estate, Pitlake, Croydon, CR0 3RA.</p> <p> 11am-2pm, for those with a ticket</p> <p> 020 8686 5664</p>	<p> Purley Food Hub. Delivers food parcels to clients referred by Ticket Partners in postcodes CR2, CR5, CR8 and CR0 4.</p> <p> 07546 635295</p>	<p> Croydon Tabernacle. 38/40 Parsons Mead, West Croydon, CR0 3SL.</p> <p> 8am to 9am</p> <p> 020 8688 8466</p>
		<p> St Mildred's Church. 30 Bingham Road, Croydon, CR0 7EB.</p> <p> 1pm-3pm, 1st and 3rd Sunday of month</p> <p>Hot meal</p> <p> 020 8655 1434</p>

## Useful Contact Numbers

Single Homeless Service (SHS)  020 8760 5498


Croydon Council  020 8686 4433


Nightwatch  020 8699 6718

Rainbow Health Centre  020 8274 6070

Street Link  0300 500 0914

Substance Misuse  020 8604 7104

Thames Reach  020 3617 6070

Palmer House (Evolve Housing + Support)  020 7870 8850

WeCare (Housing & Support)  020 8686 2073

## Your Benefits are Changing - Don't Panic!

Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term ill health or a disability if you are aged 16 to 64. PIP has replaced DLA for people of working age (from 8 April 2013).

(If you are one of the few people still on DLA, you will receive a letter from the Department for Work and Pensions (DWP) inviting you to make a claim for PIP - do not ignore this letter. If you chose not to claim PIP, then your DLA will end. Telephone DLA if you are unsure on 0800 121 4600)

You could get between £23.60 and £138.05 a week (NB: amounts go up slightly each year) depending on how your condition affects you and the help you need (it does not matter whether or not you actually get any help)


PIP is made up of 2 components, a Daily Living component and a Mobility component. You may be entitled to either or both, at Standard or Enhanced Rate.

PIP is 'non means tested' which means you can get PIP whether you're in work or not.

**You can ask a friend or key worker to help**

### How to claim PIP;

#### PIP 1 – the Phone Call

You need to phone the PIP claim line on  0800 917 2222 (Monday to Friday, 8am to 6pm). There are different options depending on whether you have an existing claim for DLA or not. You will be asked to give some basic details about yourself to check that you can qualify for PIP. You should have your GP details, details of other professionals who care for you and bank details ready for the call - someone can do this on your behalf but you will probably need to be present during the phone call.

## PIP 2 The 'How your disability affects you' form

Within about 2 weeks of making the phone calls, you will receive a PIP 2 form. This is your opportunity to explain how your disability affects you and the help you need (remember you don't actually need to be getting any help to qualify).

PIP doesn't just consider at whether you can or can't perform an activity, it also considers whether you can perform it:

**Safely:** are you a risk to yourself or others when trying to perform an activity? e.g: falling in the shower

**To an acceptable standard:** there is no set definition as to what this means as it differs depending on the activity but it should take into account things like the level of pain you experience when performing an activity.

**Repeatedly:** this means are you able to complete an activity as often as it is reasonably required to be completed?


**Within a reasonable time period:** this means no more than twice as long as someone without a physical or mental health condition would take to complete the activity.

PIP also considers how things affect you for the majority of the time and normally considers a 1-year period (3 months prior to your claim/PIP form and the following 9 months) so don't just think about how you are today also think how your conditions can fluctuate over time.

So always take the above into account when you answer the questions on the form.

It can be helpful to ask someone who knows you well such as a health professional, care coordinator, social worker or someone in the voluntary sector, to help you fill in the form. If you can, include some supporting information such as a care plan, clinic letter or support plan with your form.

# Personal Independence Payments (PIP)

Make sure you send the form back by the deadline, and phone up and ask for extra time if you need to on the PIP enquiry line  0800 121 4433. It is worth asking for help to complete the form.


## Face to Face Assessment

Most people will be asked to attend a face to face assessment with a health care professional. You will receive a letter telling you when and where you need to go. It is strongly recommended that you take someone with you to this assessment for support. If you need to take a cab, ask about getting your travel expense reimbursed before you attend. If you are unable to attend the assessment, e.g. because it is too far away or you are unwell, phone up and let them know (the phone number should be on your appointment letter). It is possible to request a Home Assessment but you may need a letter from your doctor explaining why you are unable to travel to an assessment centre. **It is a good idea to take someone with you.**

## The Decision

The DWP will consider the information on your PIP 2 form and any further medical evidence you send in, along with the report from your assessment if you had one, and any information that the DWP has asked for from the professionals involved in your care. A decision maker within the DWP will write to you to tell you whether or not you have been awarded PIP. A decision letter will be posted out to you. This will say if you have been awarded PIP, at what rate, and possibly for how long (before your claim will be reviewed).

If you are happy with the outcome, your journey ends here and you don't need to do anything else.

If you are not happy with the outcome, it is worth requesting a copy of the face to face assessment if you had one. Phone the PIP enquiry line on  0800 121 4433.

You can call the DWP and ask for an explanation of their decision.

## Mandatory Reconsideration

If you are not awarded PIP, you will receive a letter stating that although you have a disability you have not been awarded enough points to qualify for PIP. If you are not happy about the decision, it is worth seeking advice from a Welfare Benefits Agency about whether to challenge the decision.

If you decide to challenge the DWP's decision not to award you PIP or to award you 1 component but not the other (e.g. daily living but not mobility), or to give you a lower award than you think you should get for either component (e.g. standard but not enhanced) - you will need to tell the DWP that you want them to look at your claim again - this is called a Mandatory Reconsideration. You will need to phone the DWP (0800 121 4433) stating your reasons for wanting them to look again at their decision, complete a CRMR1 form (available online) or write to the address on your decision letter stating your reasons. You will normally have 1 month from the date you receive the decision letter to do this. However, if it has been more than 1 month, it is still important that you challenge the decision, but also tell the DWP why it has taken you a long time to contact them, e.g. your mental health has been poor, or you needed more support because of your mental health.

The law says that you have up to 13 months to challenge the decision but that if you are challenging outside the 1-month deadline on the decision letter you have to explain why it is late, the later you are to challenge the decision the better the explanation has to be!

It is also a good idea to include, if possible, any further medical evidence you may have. You can also ask the DWP to speak to someone who can help you to explain your disability such as your care coordinator or support worker.

A different decision maker will look at your claim and all the information they have about your disability and you will be sent another letter, stating whether or not they have changed their mind. If you are still not happy, you can then ask to APPEAL. NB: you cannot Appeal the decision without asking for a Mandatory Reconsideration first.

# Personal Independence Payments (PIP)

## APPEAL

It is strongly recommended that you seek advice and support at this stage.

You will need to contact the Tribunals Service, stating briefly that you want to appeal the decision on your PIP and the reasons why. You can appeal online ([www.gov.uk/appeal-benefit-decision/submit-appeal](http://www.gov.uk/appeal-benefit-decision/submit-appeal)), fill out a form called an SSCS1 or write a letter:

HM Courts and Tribunals Service  
Social Security & Child Support Appeals  
Copthall House  
9 The Pavement  
Grove Road  
Sutton  
SM1 1DA

**IMPORTANT:** You must try and appeal within 1 calendar month of the date on the mandatory reconsideration decision letter. Again, if it has been longer than 1 month (you have up to 13 months to make a late request) still appeal and state your reasons for being late.

**IMPORTANT:** Appeals are very often successful, even more so if you request an oral hearing (i.e. you or a representative attend the appeal in person) - so don't be put off but do consider approaching an organisation for help.

**BE CAREFUL:** Don't forget to let the DWP know if you are affected by the following, because if you are paid PIP when you shouldn't be, you will have to pay it back and may be issued with a fine:

If you go into hospital or a care home for more than 4 weeks

If you go abroad for more than 13 weeks

If you're imprisoned or held in detention





## USEFUL NUMBERS

### MIND IN CROYDON WELFARE BENEFITS ADVICE LINE:



020 8763 2037



[wba@mindincroydon.org.uk](mailto:wba@mindincroydon.org.uk)



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

Please leave a message if you require assistance with welfare benefit appeals work. If you leave your name and number and a brief detail about the issue they will respond when they are next available.

### HEAR US WELFARE SURGERIES PROJECT



020 8681 6888



[surgery@hear-us.org](mailto:surgery@hear-us.org)



07568 408 245 or 07568 407 763



[www.hear-us.org/surgeries](http://www.hear-us.org/surgeries)

### CITIZENS ADVICE BUREAU ADVICE LINE:



0800 144 88 48 (freephone)

You can call or text us 9am to 5pm, Monday to Friday.

### DEPARTMENT FOR WORK AND PENSIONS

Disability Living Allowance



0800 121 4600

### Personal Independence Payment:

Claim line



0800 917 2222

### Personal Independence Payment

Enquiry line



0800 121 4433



## Making a Universal Credit claim

To make a claim online you'll need to have some information to hand. This can include:

### Your personal information



National insurance number



Your email address



Your phone number

### Your housing information



Your address



Your landlord's address



How much rent you are paying

### Your financial information



Your bank account details

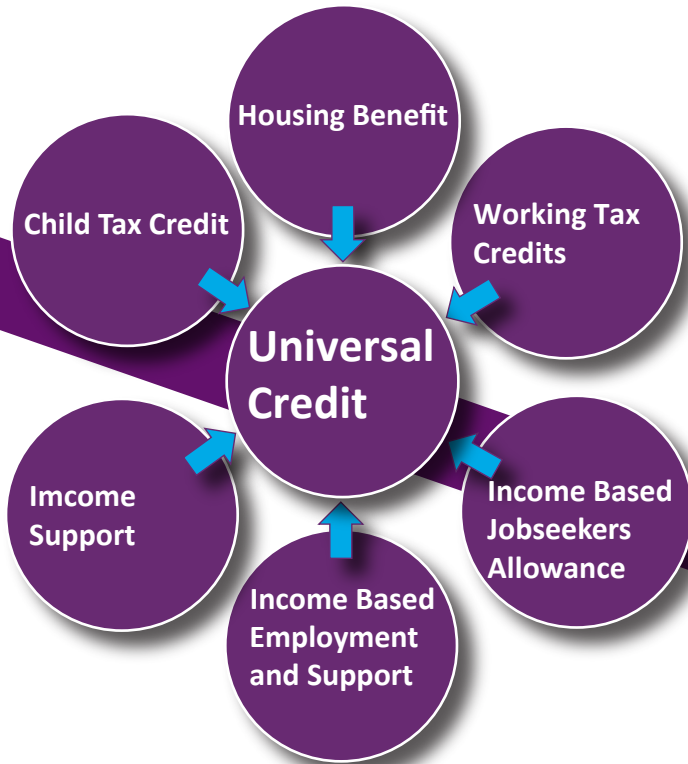


Details of any savings you have

Any salary or other income



Universal Credit (UC) is a benefit for people of working age (ages 18-64, you can claim between the ages of 16 and 18 if; you have a child, you get Disability Living Allowance (DLA) or Personal Independence Payment (PIP) and you are assessed as having limited capability for work, you are 'without parental support') that is replacing 6 'legacy benefits';



- Income support
- Income based Jobseekers Allowance
- Income related Employment and Support Allowance
- Working tax credits
- Child tax credits
- Housing benefit

Apart from very specific circumstances (you are still able to claim housing benefit if you are past state pension age, in supported accommodation or placed in temporary accommodation by a local authority) it is no longer possible to make a new claim for one of these benefits, you have to claim UC instead. UC is replacing sickness related benefits for people who are out of work and tax credits for people in work.

UC is replacing these 6 main working age benefits with 1 simple

payment.

UC is claimed on line ([www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)) but local services will be available to provide face to face help and there is a help line available (see below).

There is a UC help line 0800 328 5644. Lines are open 8am to 6pm, Monday to Friday.

Certain benefits like DLA and PIP are not part of UC and are paid separately.

Other Benefits that will still continue include

- child benefit
- contribution-based jobseeker's allowance
- contribution-based employment and support allowance
- carer's allowance

Budgeting Loans are not available for people on UC who will have to claim a Budgeting Advance instead.

UC will be paid into a Bank Account or Building Society Account (when UC was first introduced they were unable to pay into post office accounts; it is now possible to have UC paid into a post office account but post office accounts are coming to an end in November 2022. Vulnerable customers unable to open a bank account will need to move to the Payment Exception service being introduced to replace post office accounts, if you are currently using a post office account you will be written to about this service).

There is 1 payment per household, and the payment will be monthly.

If you are a couple, you will make one joint claim for UC.

There is no limit on how many hours of work you can do with UC - i.e. no 16-hour rule, if you start to work. The amount of UC you get will gradually reduce as you earn more. Unlike Jobseeker's Allowance, your payment won't stop when you work more than 16 hours a week. The more you work, the higher your total income (from earnings and benefits combined) will be. With UC you won't

lose all your benefits at once if you start to do some work and are on a low income.

Providing your income and savings don't go above certain limits, you can carry on claiming UC if you are working or out of work. UC may help people on low incomes who move in and out of work by reducing the problems caused by benefits stopping and starting.

UC is made up of elements that relate to people in different circumstances. Depending on your circumstances, you will be eligible for some elements but not for others; elements include:

- Standard allowance - available to everyone; the amount will differ depending on whether you are aged under or over 25 and whether you are single or part of a couple.
- Child element - if you are responsible for a child or children, the amount will differ depending on if you are responsible for one or more children (limited to two children post April 2017 births) and whether the child/children are born pre or post April 2017.
- Disabled child element - if you are responsible for a child who is disabled (the child receives DLA or PIP) the amount differs depending on what rate of DLA/PIP your child gets.
- Housing costs element - if you pay rent (including to the Council or a Housing Association) you may be able to get a housing costs element as part of your UC. The amount paid will depend on what rate of local housing allowance you are eligible for and who else is in your household. For certain claimants (council and housing association tenants) having 'spare' bedrooms may reduce the amount.
- Limited capability for work related activity element - if you have a health condition that affects both your ability to work and take part in 'work related activity,' e.g. training courses, job centre appointments, etc. you may be eligible for this element. You will need to state that you have a health condition either when you claim or by declaring a change of circumstances; provide 'fit notes' from your GP until you can be assessed, and complete a form and be assessed by a health professional working on behalf of the DWP.
- Carers element - if you care for someone on a qualifying benefit (someone who receives attendance allowance, the middle or

high rate of care for DLA or either rate of daily living for PIP) for at least 35 hours a week, you may be eligible for this element.

- Childcare costs element - if you are in paid work and paying for formal childcare you may be able to claim back up to 85% of your childcare costs.

## Work allowance and taper rate

If you have a child or you or your partner have limited capability for work, you may get a 'work allowance.' This is an amount of money you can earn before your UC starts being reduced, the amount of work allowance will differ depending on whether your UC includes a housing costs element. Once you earn above your work allowance or, if you don't have a work allowance, you earn anything, your UC will reduce by 55p per pound you earn (this is the taper rate as of late 2021, it may change in the future).

## Your obligations

In order to claim UC, you have to agree a claimant commitment - this is what you agree to do in return for your UC and your obligations will fit into one of four groups:

- All work related requirements - you are expected to spend a significant amount of time looking for work and take up work if it is offered. This is for people who are well enough to work, don't care for someone with a disability and don't have a young child.
- Work preparation and work focused interviews - you have to meet with your work coach and take part in work preparation. This is for people who have been assessed as having limited capability for work or have a child aged two.
- Work focused interviews - you must meet with your work coach regularly, you have a child aged one or you are a foster carer of a child under 16.
- No work related requirements - you are caring for a severely disabled person, you are assessed as having limited capability for work related activity, you are a lone parent or main carer of a child under one.

## Welfare Benefits Advice Mind in Croydon



This Service offers

- support with appeals and tribunals
- support with complex benefits issues
- general telephone advice on all types of benefit issues
- support and guidance to professionals and/or service users

**Do I need to be referred?** Yes. The Welfare Benefits Advice service is available by referral from professionals working with mental health service users and their carers. Telephone Enquires from service users and carers are also accepted. 9am-5pm Monday-Friday



020 8763 2037



[wba@mindincroydon.org.uk](mailto:wba@mindincroydon.org.uk)



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



Orchard House, 15A Purley Road,  
South Croydon, CR2 6EZ



## Benefit Enquiries



0800 055 6688 - New benefit claims (Jobcentre Plus)



0800 169 0310 - Existing benefit claims - Jobseeker's

Allowance (JSA), Income Support, Incapacity Benefit or  
Employment and Support Allowance (ESA)



0800 328 5644 - Universal Credit helpline



[www.benefitsandwork.co.uk](http://www.benefitsandwork.co.uk) - Benefits and Work



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

# Benefits - help, advice and contact numbers

<b>Health Assessment Advisory Service (for ESA or UC)</b>		<b>0800 288 8777</b>
<b>HMRC Employees Advice line (statutory sick pay)</b>		<b>0300 200 3200</b>
<b>Housing Benefit</b>		<b>0208 726 7000 option 2</b>
<b>Incapacity Benefit</b>		<b>0800 169 0310</b>
<b>Income Support</b>		<b>0800 169 0310</b>
<b>Independent Assessment Services (for PIP assessment)</b>		<b>0800 188 4881</b>
<b>Job Seekers Allowance</b>		<b>New claims: 0800 055 6688 Existing claim: 0800 169 0310</b>
<b>Maternity Allowance</b>		<b>0800 169 0283</b>
<b>Maternity Grant (Sure Start)</b>		<b>0800 169 0140</b>
<b>Pension Credit claim line</b>		<b>0800 99 1234</b>
<b>PIP Enquiry Line</b>		<b>0800 121 4433</b>
<b>PIP New Claims</b>		<b>0800 917 2222</b>
<b>Prescription Prepayment Certificate (PPC)</b>		<b>0300 330 1341</b>
<b>Social Fund Enquiry Line</b>		<b>0800 169 0140</b>
<b>Staying Put Service</b>		<b>020 8760 5505</b>
<b>Taxi Card</b>		<b>020 7934 9791 option 2</b>
<b>TV Licensing (discount for people in residential care)</b>		<b>0300 790 6011</b>
<b>Universal Credit helpline</b>		<b>0800 328 5644</b>
<b>Warm Home Discount Scheme</b>		<b>0800 731 0214</b>
<b>Winter Fuel Payment helpline</b>		<b>0800 731 0160</b>
<b>Working Tax Credits</b>		<b>0345 300 3900</b>



## A to Z of Useful Numbers for Benefits

<b>Access to Work Grants</b>		<b>0800 121 7479</b>
<b>Appeals and Tribunals Service</b>		<b>0300 123 1142</b>
<b>Attendance Allowance helpline</b>		<b>0800 731 0122</b>
<b>Bereavement Service helpline</b>		<b>0800 731 0469</b>
<b>Blue Badge (Travel Services Croydon)</b>		<b>020 8726 7100</b>
<b>Budgeting Loans</b>		<b>0800 169 0140</b>
<b>Carers Allowance</b>		<b>0800 731 0297</b>
<b>Centre for Health and Disability Assessments</b>		<b>0800 288 8777</b>
<b>Child Benefit Enquiries</b>		<b>0300 200 3100</b>
<b>Child Tax Credits</b>		<b>0345 300 3900</b>
<b>Council Tax</b>		<b>0208 726 7000 option 1</b>
<b>Croydon Benefits Service</b>		<b>0208 726 7000 option 2</b>
<b>Croydon Discretionary Support (CDS)</b>		<b>020 8760 5719</b>
<b>Dial A Ride</b>		<b>0343 222 7777</b>
<b>Disability Living Allowance</b>		<b>0800 121 4600</b>
<b>Discretionary Housing Payments</b>		<b>020 8604 7226</b>
<b>Employment and Support Allowance - Existing claims</b>		<b>0800 169 0310</b>
<b>Freedom Pass Helpline</b>		<b>0300 330 1433</b>
<b>Funeral Expenses Payments</b>		<b>0800 169 0140 option 2</b>
<b>HC1/HC5/HC12 - Help with Health Costs</b>		<b>0300 123 0849</b>

## Carers' Services - Mind in Croydon

Are you living in Croydon, 16 years or above and looking after someone with a mental health problem? If so you are a carer. Carers can be relatives, partners, friends or neighbours.

Mind in Croydon have a number of Carers' Services including Counselling, Drop-In, Groups and Support.

As a carer you may not be aware of what help there is available to you. The Carers' Support Service can provide you with:

- Information on services available
- Support to access help you need
- An advocacy service
- Emotional support
- Access to events and workshops
- An opportunity to meet other carers
- Opportunities to get involved in the planning and development of services for carers.

There is also a carers support group once a week:



1pm-3pm Tuesdays



Fairfield House, 10 Altyre Road, East Croydon, CR0 5LA



0208 688 1210



[www.mindincroydon.org.uk/how-we-can-help/carers-services](http://www.mindincroydon.org.uk/how-we-can-help/carers-services)



## Carers Support Centre

The Carers Support Centre is a drop-in centre for carers in Croydon where a friendly, dedicated team is on hand to offer advice for those caring for a child or adult with an illness, disability or frailty. The Centre also houses the Carers Support Network.

## The Carers Information Service

Runs the Carers Support Centre. Information and advice service for carers living in, or caring for someone who lives in, Croydon. Carers are welcome to contact us with any query they may have as a result of their caring role.



- Casework service offering in-depth support and advocacy such as liaising with social services and attending meetings.
- Free training courses and information sessions on practical skills such as first aid, and personal development topics such as assertiveness.
- Free publications, including a regular newsletter (Carers News) and a monthly e-bulletin (What's New for Carers?).
- Publishes 'How To...A Guide for Carers in Croydon' - a series of factsheets covering all aspects of caring.
- Produces a carer's emergency card - a simple tool designed to give carers more peace of mind.



020 8649 9339 option 1 (10am-5pm Monday-Friday)



Drop-In service 10am-1pm Mon-Fri. Just drop in.



[enquiries@carersinfo.org.uk](mailto:enquiries@carersinfo.org.uk)



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



Carers Support Centre, 24 George Street,  
Croydon, CR0 1P



Drop-in service Mon-Fri 10am-1pm. Just drop in.

## Young Carers Service

TALK TO US

**OFF  
THE  
RECORD**

The Project is part of "Off The Record," a counselling service for young people aged from 7 to 25 years. They offer:

- emotional support
- advocacy
- educational support
- learning support club
- fundraising
- befriending and counselling
- young carers assessment



020 8649 9339 opt 2



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



[youngcarers@talkofftherecord.org](mailto:youngcarers@talkofftherecord.org)



Carers Support Centre, 24 George Street,  
Croydon, CR0 1PB

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## Croydon NSF Support Group

Part of Rethink, the NSF (National Schizophrenia Fellowship) support group aims to be a safe place for carers to offload their problems and support each other, knowing they will not be judged. They have occasional speakers, and try to be involved in local decision making to help improve the situations of carers and their loved ones.



Third Wednesday of every month from 7pm-9pm



020 8660 3746 (Irene)



07757 602072 (Group)



[ireneoliver77@aol.com](mailto:ireneoliver77@aol.com)



United Reformed Church (the Primary Room),  
Addiscombe Grove, East Croydon, CR0 5LP

## Carers: Advice/Support - Croydon Council

Find out what support the council and other organisations can offer if you are a carer, or apply for a carers assessment.

If you care for an older person or an adult who is disabled or ill, you are entitled to a carer's assessment. The assessment looks at how your caring role affects your wellbeing, and whether you are entitled to any support.



[www.croydon.gov.uk/adult-health-and-social-care/carers-family-and-friends/carers-advice-and-support](http://www.croydon.gov.uk/adult-health-and-social-care/carers-family-and-friends/carers-advice-and-support)



020 8663 5664



[assessments@carersinfo.org.uk](mailto:assessments@carersinfo.org.uk)

### Who else can help?

**Age UK Croydon**



**020 8686 0066**

**Carers Direct**



**020 3904 4520**

**Carers UK**



**0808 808 7777**

**Charging Helpline - assistance with financial assessments & form filling**



**020 8760 5676**

**Cranstoun (if you are affected by someone else's substance misuse)**



**020 8335 1830**

**Croydon Mencap - for carers of someone with a learning disability**



**020 8684 5890  
020 8662 9201  
(Leslie Park)**

**Croydon Voices Forum**



**020 8464 7052**

**Direct Payments Support Service (Penderals)**



**02476 511611**

**John Whitgift Foundation**



**020 8680 8499**

**Princess Royal Trust for Carers**



**01264 835246**


**Sibs - For brothers and sisters of disabled children and adults**



**01535 645453**

## Croydon Safeguarding Adults Service

Helping protect adults who may be vulnerable to abuse because of their mental health. Anyone might abuse. It could be someone in your family, professional staff, care workers, volunteers, other service users, neighbours, friends or strangers. Abuse can be Psychological, Physical, Sexual, Financial or Neglect.

Emergencies - If you are injured or in immediate physical danger, contact the police and other appropriate emergency services without delay. Emergencies dial  999.

### TO REPORT ABUSE



**020 8726 6500** and say you wish to report a case of suspected abuse or neglect



[www.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult](http://www.croydon.gov.uk/adult-health-and-social-care/report-abuse-adult)

## Women's Aid

Women's Aid is the national charity for women and children working to end domestic abuse. They are

a federation of over 220 organisations providing more than 300 lifesaving services to women and children across England.

- For women and children escaping domestic violence
- Floating support team
- Telephone support, advice, housing options
- Other support issues relevant to individual needs

**women's aid**  
until women & children are safe



**0808 2000 247** Freephone National Domestic Abuse Helpline (open 24 hours)



[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)  [www.womensaid.org.uk](http://www.womensaid.org.uk)

Please note, they cannot respond to emails by telephone as safety may be compromised. If you wish to speak to somebody please call the number above.



Women's Aid Federation of England,  
PO Box 3245, Bristol, BS2 2EH

## Galop (Previously Broken Rainbow)

The National Lesbian, Gay, Bisexual and Trans (LGBT) Domestic Abuse Helpline provides confidential support to all members of the LGBT communities, their family, friends, and agencies supporting them. The helpline is run by trained LGBT people and provides a space where you can talk through what is going on, and explore your options. They can:



- provide confidential information, advice and support
- help you create your safety plan
- explore options around housing, legal advice, counselling and local support groups
- tell you about your local LGBT friendly services
- discuss the possibility of reporting to the Police



[help@galop.org.uk](mailto:help@galop.org.uk)



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



0800 999 5428 (National LGBT+ Domestic Abuse Helpline)



020 7704 2040 (LGBT+ Hate Crime Helpline)

## Respect

## Respect Men's Advice Line

### Men's advice line

Men's Advice Line: a confidential helpline for any man experiencing domestic violence and abuse from a partner (or ex-partner).

They are a team of skilled professionals offering practical advice, information and emotional support to male victims of domestic violence, as well as to concerned friends and family and frontline workers.



9am-8pm Mon-Fri



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



0808 801 0327



[info@mensadvice.org.uk](mailto:info@mensadvice.org.uk)

## RASASC

The Rape & Sexual Abuse Support Centre (established since 1985 in Croydon) supports all women and girls over 13 who have suffered from:



- Rape
- Child Sexual Abuse
- Exploitation
- Sexual Assault
- Ritual Abuse or Trafficking

An accredited therapist; a National Helpline; an Advocacy Service for survivors thinking about/wanting to report a sexual offence; Awareness and Prevention Training; Outreach for women involved in prostitution; Independent Sexual Violence Advocates (ISVA).



National Freephone Helpline: 0808 802 9999



12pm-2.30pm; 7pm-9.30pm; daily



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



[info@rasasc.org.uk](mailto:info@rasasc.org.uk)



PO Box 383, Croydon, CR9 2AW



## Victim Support, South London

Offering help and advice (including legal advice) to both males and females on a range of issues & emotional support and practical information to victims of crime.



Your Supportline is 08 08 16 89 111 (24/7)



Your local Victim Support Inbound Team 0808 168 9291



8am-8pm Monday to Sunday including bank holidays



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



Fill in form on website



## The National Domestic Violence Helpline (24 hours)

 **Freephone Helpline 0808 2000 247**

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

(access live chat 3pm-10pm Mon-Fri)

If you are in immediate danger, please call 999

Helpline run in partnership with Refuge



For women and children.  
Against domestic violence.



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



020 7395 7700



[helpline@refuge.org.uk](mailto:helpline@refuge.org.uk)

### Vulnerable Adults; Who else can help?

**Bromley & Croydon Women's Aid**  **020 8313 9303**

**Crimestoppers**  **0800 555111**

**FJC (formerly Family Justice Centre)**  **020 8688 0100**

**National Domestic Violence Helpline**  **0808 2000 247**

**NSPCC (Child Protection) helpline**  **0808 800 5000**  
**0800 1111**  
**(18 or under)**

**Respect Phonenumber (Perpetrators Abusers)**  **0808 802 4040**

**Say No To Hate - Report hate crimes and harassment**  **101**

**Welcare - family support charity**  **020 7820 7910**  
**020 8466 0399**  
**(Bromley)**

## Age UK Croydon

**Age UK Croydon** offers people practical help and advice to maintain independence later in life and encourages healthy living.



**Information and Advice** - Confidential information, advice and advocacy on a range of topics including: Welfare benefits; Self-help support; Housing advice; Health, social and community care; Signposting to local services

**Advice Services Croydon (ASC)** is a consortium of three local charities; Age UK Croydon (Lead Organisation), Croydon Vision and Disability Croydon.

- **Personal Independence Coordinators (PICs)** - help people identify their own goals to regain independence and live the life they want to live.
- **Healthier Lifestyle project** - a holistic approach, looking at physical, mental and social health, focusing on support for older people.
- **Memory Tree Café** - for those with dementia and their carers. Chat and meet new people. Join activities - singing, music, quizzes, talks.
- **Personal Safety and Falls Prevention** - helps older people who have fallen or are at risk of falling at home.
- **Activities and Events** - includes Exercise, Knit and Natter, Tech Support, Art, Gardening, Games and Chat, Choir, Reading, Tai Chi.



[www.ageuk.org.uk/croydon](http://www.ageuk.org.uk/croydon)



020 8686 0066 (10am-4pm Mon-Fri)



[aukc@ageukcroydon.org.uk](mailto:aukc@ageukcroydon.org.uk)



81 Brigstock Road, Thornton Heath, CR7 7JH

# Croydon Neighbourhood Care Association

CNCA has a Befriending service for elderly carers and families caring for an elderly relative. The service is made up of home visits, weekly calls and a texting service.

The following criteria required: Elderly vulnerable people with complex needs or carers of these people; Living alone and isolated; Must live in London Borough of Croydon; Housebound; Minimum of 65 years old



020 8654 4440



info@cnca.org.uk



9.30am-4pm Mon-Thu



www.cnca.org.uk

## Older Adults; Who can help?

Age UK Advice Line



0800 678 1602

020 8686 0066 (Croydon)

Alzheimer's Society



0330 333 0804

0333 150 6456 (Dementia)

Carelineplus - provides home safety and personal security system



0208 654 7166

Community Mental Health Team for Older Adults (Croydon Sth) (MHOA)



020 3228 9531

Independent Age Helpline



0800 319 6789

Meals on Wheels



020 726 6500

National Care Line



0800 0699 784

Psychiatric Liaison Service



020 3228 0122

Safeguarding Adults Team Croydon



020 726 6500

Silver Line



0800 4 70 80 90

Staying Put - Croydon Home Improvement Agency



020 8760 5505

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# HEAR US MEMBERSHIP

Receive regular invites to our monthly Open Forum, to participate in discussions with commissioner and service providers about the mental health services we use.

Hear Us Membership is suitable for people with a mental illness, parents or carers and professionals living or working in the London Borough of Croydon. You'll receive regular invites to our events exactly how you wish to receive them, either regularly via post or email, and your contribution is your choice.

You may want to join our Membership and have no pressure to do anything; the bigger our Membership, the stronger our voice becomes.



You may also wish to make a regular donation that would support Hear Us to deliver our peer-run projects.

Scan the QR Code with your smartphone, which will take you to our website to sign up for Membership or to donate.



020 8681 6888



[info@hear-us.org](mailto:info@hear-us.org)



[www.hear-us.org](http://www.hear-us.org)



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