

Information Hub

Help Booklet 2

One in four people will experience a mental health problem. How can we help?

Free Information & Referral Service



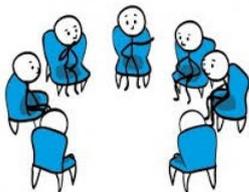
020 7924 9657
Mosaic Clubhouse
65 Effra Road
London
SW2 1BZ

infohub@mosaic-clubhouse.org
www.mosaic-clubhouse.org

Open:
Monday - Friday, 9am - 5pm
No appointment necessary



Creating opportunities,
Realising potential



Finding Support



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Please see the **Info Hub Help Booklet Volume 1** for benefits, housing and legal information.

Mosaic Clubhouse



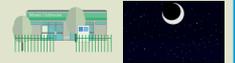
What is Mosaic Clubhouse?



Mosaic Clubhouse supports people who are living with a mental health condition. Mosaic's approach is built on the internationally-recognised Clubhouse model, which embeds coproduction between staff and members throughout all activities. The Clubhouse offers its members and visitors a wide range of volunteering opportunities, access to education & employment, crisis support, young adults programme, information and signposting to other local organisations.

We aim to promote positive mental health for those aged 16 and over, living with severe and often enduring mental health conditions, enabling individuals to regain the confidence and skills necessary to lead productive and satisfying lives. Members have the opportunity to work on reception, run our café, maintain our gardens, support our administration and finance activities and deliver workshops for the benefit of their peers. Members are therefore the key stakeholders within our organisation and participate in all our work, decision-making and governance opportunities.

What is the Evening Sanctuary?



At Mosaic Clubhouse, we offer an **Evening Sanctuary** on five nights a week, between 6pm and 2am. (Wed-Sun). People referred to us in crisis can talk to staff and peers about how they are feeling and take part in activities such as exercise and art, watch TV or films, make a snack or be signposted to other services. To access this service a Sanctuary introduction form needs to be completed. Referrals can only be made by health professionals.

What is the Information Hub?



The **Information Hub** is a drop in (no appointment necessary) service for Lambeth residents who are trying to find support with their own or others mental health. The **Information Hub** offers support by signposting and referring to specialist advice services. This could include local mental health services, benefits, debt, housing advice organisations, physical wellbeing and smoking cessation, advocacy. This service can be accessed via drop in, email, telephone or website.

How do I join Mosaic Clubhouse?

To join **Mosaic Clubhouse** you will need to complete an **Introduction Form**. This can be downloaded from our website. Alternatively, you can collect it from Mosaic. Part of the form needs to be completed and signed by a health professional. That could be either your GP, support worker or care coordinator. Once we receive it back we will book you in for an introduction.

*Please note our criteria listed on the website, we are a service for people seeking support to recover from a mental health condition. We are a free service to **Lambeth residents**, if you live outside of Lambeth and are not supported by Lambeth you will need a personal budget to attend. For further details please see the **'Become a Member'** section of our website or contact the Information Hub.

Tours

If you would like to come and see Mosaic before joining you are more than welcome to come along to a tour. These take place on **Tuesdays at 3pm**. These Tours are for professionals as well as potential new members. Please contact us by email or phone if you are interested and we can book you in.

The Living Well Network Hub



- The Living Well Network Hub is often called the ‘front door to mental health services’. This is because if you are having a ‘wobbly’ day or you aren’t feeling well and are worried about your mental health and wellbeing, you can contact the Living Well Network Hub and introduce yourself. The staff will talk to you over the phone and ask you what is troubling you, what skills and strategies you employ that normally keep you well and what you think you need to get back to having a ‘good life’. This is usually done in person or over the phone.

- Once you have spoken to a member of staff you can both make a plan of what to do next. This may be working with someone in the Hub for some additional support, or it may be referring you onto one of the services in the network. It may involve medication or psychological treatment or it may be recommending a group or activity or a book that has techniques to help you. It may be offering advice or practical support to you about something do to with your housing or recommending you go to a specialist benefits advisor. The staff at the Hub will work with you and the people you already have in your network to support you.

- The Living Well Network Hub works with most people if they live in Lambeth or have a Lambeth GP and are over 18 and under 65. They only work with people for up to 12 weeks, but if you need support for longer then another service to support you may be suitable. If you already have a care coordinator or are working with South London and Maudsley NHS Trust, talk to your worker as it may be that you can be discharged from that service and get support from the Living Well Network Hub.

- Anyone can introduce themselves or someone they are worried about. However, it is useful to understand that if you are worried about someone else they will need you to tell that person you are speaking to the Hub. The Hub is part of ‘primary’ care, which means they try and work closely with your GP and your GP will become a part of your network, especially if you need medication.



- **Please note the Living Well Network Hub is not part of Mosaic Clubhouse. The Information Hub is, this can sometimes cause confusion.**

Opening Hours of the Hub are
Mon-Fri, 9am-5pm

Call us on: 0203 691 5080

Or introduce yourself via email at:
information@lwnhub.net
or slm-tr.lwnhub@nhs.net



Lambeth and Southwark Mind

Provide a number of services for Lambeth and Southwark residents including psychotherapy, groups, advice and events.



1.confidential telephone and email support

To help people make an informed decision when choosing a mental health service.

T: 020 7501 9203 Monday to Thursday, 10am to 5pm.

informationservice@lambethandsouthwarkmind.org.uk

2. Psychotherapy service

For individuals 18+ (Lambeth & Southwark residents) long term therapeutic support.

3. Peer Support Groups

Run several peer support groups, (see support group section of this booklet for further details)

More details of what you can expect from each group is available on the L&S Mind website. All groups are for over 18s.

Lambeth Talking Therapies


Low, stressed
or anxious?

Lambeth



Improving Access to Psychological Therapies service (IAPT)

Talking Therapies is a type of treatment that includes talking to a therapist about your thoughts and feelings.

- **Lambeth Talking Therapies** is part of the Improving Access to Psychological Therapies service (IAPT). It is for anyone over 18 registered with a Lambeth GP.
- They offer a range of psychological help and support. The two main types are counselling (coming to terms with difficult past events or understanding your patterns of relating to other people) and Cognitive Behavioural Therapy (CBT) based interventions changing behaviours and thoughts which are currently causing unhappiness.
- It is for people experiencing mild to moderate depression, general anxiety and worry, panic attacks, social anxiety, traumatic memories and obsessive compulsive disorder. We also offer help with other problems including anger, eating, and relationship or sexual difficulties.
- To book an appointment the easiest way is to call on 0203 228 6747. They will take some brief details and book you in for a 25 minute telephone assessment. This will usually be within a few days, but might take longer if they need to liaise with other services.
- You can also register online or by referred by your GP. [www. Slam-iapt.nhs.uk](http://www.Slam-iapt.nhs.uk)

Low Cost Counselling



This list gives some suggestions of services across London. It is over a broad area it is not an exhaustive list. There are many charities that offer low cost counselling services. If you have a specific condition you might find organisations that specialise in supporting your condition offer these services. Check their websites, speak to the Information Hub at Mosaic we are more than happy to help provide suggestions.



Search

This 1st page lists websites where you can search for counselling services.



Counselling Directory

This is a great website if you are looking to find a therapist and are not sure where to begin. Its very easy to use, simply type in your postcode to find out what support is near you.

The website includes frequently asked questions and different types of therapy which you might find very useful.

W: www.counselling-directory.org.uk



British Association for Counselling and Psychotherapy (BACP)

South London Counselling Directory, your local guide to confidential support. Use the **find a therapist search command** to look for a BACP member in the directory near you.

Address

W: www.itsgoodtotalk.org.uk/therapists



The Black, African and Asian Therapy Network

Are the UK's largest independent organisation to specialise in working psychologically with Black, African, Asian and Caribbean people

On the website you can search a directory for a therapist. There is also a link to free low cost counselling services

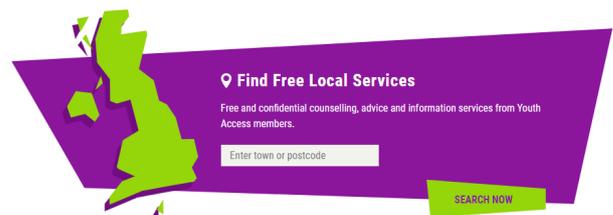
W: www.baatn.org.uk

Youth Access



Type in your postcode to find confidential counselling, advice or information services for under 25's

W: www.youthaccess.org.uk



Low Cost Counselling



Balham Low Cost Centre

Wandsworth Association of Therapists
293A Balham Rd. London SW17 (South London)
T: 020 8767 2828
E: info@wandsworthap.co.uk
W: www.wandsworthap.co.uk



The Brandon Centre

Free for ages 12-21
26 Prince Wales Road, Kentish Town (North London)
T: 020 7267 4792
E: reception@brandon-centre.org.uk
W: www.brandoncentre.org.uk



Cassel Centre

For those living or working in Lewisham; sliding scale fees, free for unemployed.
4 Waldram Park Rd. London SE23 2PN (South London)
T: 020 8291 3436
E: graham@casselcentre.org
W: www.casselcentre.org



The Centre for Better Health

The Centre for Better Health offers a low cost integrative counselling service that adheres to BACP guidelines. Also provide lesbian and gay counselling service.
1A Darnley Road E9 6QH (East London)
T: 020 8985 3570
E: admin@centreforbetterhealth.org.uk
W: www.centreforbetterhealth.org.uk



Croydon Pastoral Counselling Foundation

4 Frith Road, Croydon, Surrey, CR0 1TA (South London)
T: 020 8760 0665
W: croydoncounsellingfoundation.org.uk

Faces in Focus

Faces in Focus Free service for young people
102 Harper Rd. SE1 6AQ (South London)
T: 020 7403 2444
W: www.facesinfocus.org.uk



Inner City Centre

Low cost counselling/psychotherapy in the City and throughout London.
T: 020 7247 1589
E: referrals@icclondon.org.uk
W: www.icclondon.org.uk

Low Cost Counselling



Guild of Psychotherapists

There is a sliding scale of charges ranging from £4 - £20 per session, with an initial consultation costing £7 - £25

47 Nelson Square SE1 0QA (South London)

T: 020 7401 3260 (The administrator is available to answer your call from Tuesday to Friday)

E: admin@guildofpsychotherapists.org.uk

W: www.guildofpsychotherapists.org.uk



Nafsiyat
Intercultural
Therapy Centre

NAFSIYAT Intercultural Therapy

Therapists from different ethnic backgrounds; some counselling in languages other than English.

Unit 4, Clifton House, 42/43 Clifton Terrace, N4 3JP (North London)

T: 020 7263 6947

E: admin@nafsiyat.org.uk

W: www.nafsiyat.org.uk



The Awareness Centre (Clapham & Tooting)

Offer Counselling, Psychotherapy and Counselling Psychology they also offer Addiction Counselling, Anger Management Therapy, Bereavement Counselling, Child & Adolescent Counselling, Couples Counselling, Eating Disorder Therapy, LGBT Counselling, Multilingual Counselling and Sex and Relationship Therapy within their low cost service.

T: 020 8673 4545

E: clapham@theawarenesscentre.com or tooting@theawarenesscentre.com

W: theawarenesscentre.com



Relate

Relationship Counselling from local centres you can also talk to counsellors online. e.g. Bromley, Croydon, Dartford etc.

T: 0300 100 1234

W: www.relate.org.uk



Salvation Army Counselling Service

1 Water Lane, Stratford (Across London)

T: 020 8536 5480

E: counselling@salvationarmy.org.uk



St. Marylebone Healing & Counselling Centre

Christian based service with counselling and psychotherapy.

17 Marylebone Rd, Marylebone, London NW1 5LT (North London)

T: 020 7935 5066

E: healing@stmarylebone.org.uk

W: www.stmarylebone.org.uk

Low Cost Counselling



The Albany Trust Centre

Fees on a sliding scale, some low cost places.

Address: 293A Balham High Road London SW17 (South London)

T: 020 8767 1827

E: info@albanytrust.org

W: www.albanytrust.org.uk



Southwark Carers

3rd Floor, Walworth Methodist Church, 54 Camberwell Road, SE5 0EN (South London)

T: 020 7708 4497

E: info@southwarkcarers.org.uk

W: www.southwarkcarers.org.uk



Psychosynthesis & Education Trust

Counselling can be offered to those who cannot pay the full session fee and who are considered suitable to work with 2nd and 3rd year training counsellors supervised by the Trust. If you are interested in this scheme, please say so when making contact.

Address: 92/94 Tooley Street, London SE1 2TH (South London)

T: 020 7403 7814

E: cservice@petrust.org.uk

W: www.counsellingservice.org.uk



Institute of Family Therapy

24/32 Stephenson Way London NW1 2HX (North London)

T: 0207 391 9150

E: info@itf.org.uk

W: www.itf.org.uk



The Well Centre

Run a Youth (13-20) health hub in Streatham drop in Monday, Wednesday and Thursday 3.30pm to 6.30pm. To access the counselling service you will need sign up first.

Address: 16 Wellfield Road, Streatham, SW16 2BP (South London)

T: 0208 473 1581

E: info@thewellcentre.org

W: www.thewellcentre.org



Anxiety UK

Costs: Helpline - free. Counselling - CBT, clinical hypnotherapy, neuro linguistic programming (means -tested) Membership - £30 per year.

Opening times:

Helpline: Mon-Fri 9.30am-5.30pm

T: 03444 775 774

E: support@anxiety.org.uk / info@anxietyuk.org.uk

W: www.anxietyuk.org.uk

Low Cost Counselling



Centre 70 Counselling Service

Offers low cost integrative counselling drawing on psychodynamic and client centered therapeutic approaches for adults over 18 living in West Norwood and the surrounding neighbourhoods. They offer weekly counselling sessions, each lasting 50 minutes. Sessions can continue up to one year. They charge a fee for the initial meeting, which they call an assessment. The amount you will be asked to pay will be dependent on your income. If you are unable to pay the minimum fee of £10 they may be able to offer free counselling. The places for free counselling are very limited and are subject to availability and certain eligibility criteria. If you would like to be considered for free counselling please let them know. Talk to someone in private about difficult thoughts, feelings and experiences, without judgement

- Gain deeper understanding of yourself and your life and work out how to move forward.
- Their trainees are working towards accreditation and are qualified to practice.
- 20 free sessions of counselling for people who are eligible.

Address: 46 Knights Hill, West Norwood, London SE27 OJD

T: 020 8670 2775

W: www.counselling-centre70.org.uk



Survivors UK

Offers support, advice, information and counselling for men over 18 who have experienced childhood sexual abuse or adult sexual assault /rape. Individual counselling held in central London as well as web and email chat. You can self-refer. They offer individual counselling from their base in Shadwell, London E1 which can be conducted in person or over their pilot telephone service. In addition to this, they also offer support via their web chat or email. The individual counselling is for adult men (18 and over) who have experienced sexual violation at any time in their lives. They also offer workshops for carers/partners/supporters of male survivors.

Additionally, they also offer the service of Independent Sexual Violence Advisors (ISVAs) who are trained to provide emotional and practical support to survivors of rape, sexual abuse and sexual assault who have reported to the police or are considering reporting to the police. Contact details

Address: Survivors UK, 11 Sovereign Close London E1W 3HW

T: 020 3598 3898

E: info@survivorsuk.org



Everyman Project (Archway North London)

Run a counselling programme designed to support and challenge men ceasing their violent and/or abusive behaviours. While Everyman Project works with all forms of male violence and abusiveness, the vast majority of men they see come as a result of being violent to their partners. Their website also contains information and they also run an advice line.

T: 0207 263 884

W: www.everymanproject.co.uk

Low Cost Counselling



Waterloo
community
counselling

Waterloo Community Counselling

Provide language counselling to clients who are unable to access counselling in English and therefore need to communicate in their mother tongue. They are also able to provide counselling in British Sign Language. They offer psychodynamic counselling and psychotherapy.

W: waterloocc.co.uk

E: info@waterloocc.co.uk

T: 0207 928 3462



Faces in Focus

Is a young people's Counselling Service for 11 – 25 year olds who mainly live, study or work in Southwark and Lambeth. **Address:** 102 Harper Road, London SE1 6AQ

T: 020 7403 2444

E: reception@facesinfocus.org.uk

W: facesinfocus.org.uk



Evening/Night Services

As well as Mosaic's evening sanctuary, the Dragon Café, some support groups are open till late. There are also many helplines listed in this booklet that are set up specifically to support you as evening night services.



The May Tree Sanctuary for the Suicidal

Free for London Residents. "A sanctuary for the suicidal". The Maytree Suicide Respite Centre is a registered charity supporting people in suicidal crisis in a non-medical setting. It fills a gap in services, between the medical support of the NHS and the helplines and drop-in centres of the voluntary sector. They offer a free 4-night/5-day stay, and the opportunity to be befriended and heard in complete confidence, without judgement and with compassion and warmth.

Address: 72, Moray Road, Finsbury Park London N4 3LG (North London)

T: 020 7263 7070

E: maytree@maytree.org.uk

W: www.maytree.org.uk



The listening Place

They are a charity which offers face to face support for those who feel life is no longer worth living. The Listening Place offers a warm and welcoming environment; somewhere that individuals can talk openly about their feelings without being judged or being given advice. They provide on-going support from trained non-judgemental volunteers, which can continue over a number of weeks if this is appropriate. After your first visit they try to ensure that you continue to see the same person. The Listening Place is not a 'drop-in' centre you need to phone up and make an appointment. Appointments are between 9am and 9pm, every day 7 days a week. You can refer yourself or get a care organisation to refer you.

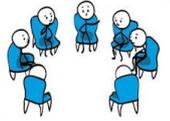
T: 020 3906 7676

E: referrals@listeningplace.org.uk

W: www.listeningplace.org.uk

Address: The Listening Place, Unit 3 Meade Mews, London SW1P 4EG

Support Groups



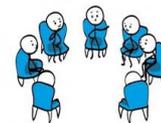
Peer Support Groups delivered by Lambeth & Southwark Mind.

- **Yoga Share** Yoga, mindfulness and group therapy (Mosaic Clubhouse Fri 5:15pm – 7:15pm.)
- **Peer Support Group**—anyone aged 18 or above experiencing mild to moderate mental health difficulties, isolation or loneliness- (Wed from 11am – 12:30pm) Lambeth and Southwark Mind (4th Floor), 336 Brixton Road, SW9 7AA
- **Kindred minds** is a drop-in group for people from a Black and/or Minority Ethnic (BME) background experiencing difficulties with mental health. Kindred Minds is held for 1.5 hours fortnightly on Tuesdays, from 3.30pm – 5pm. The Blackfriars Settlement, 1 Rushworth Street, London, SE1 0RB
- **Friends in Need** is for anyone experiencing difficulties with depression and/or anxiety. Friends in Need is held for an hour and a half every Wednesday evening, from 6:30pm – 8pm. Cambridge House, 1 Addington Square, London, SE5 0HF
- **The Southwark Women's Forum** is a women-only support group for those aged 18 or above who have lived experience of mental health problems. The forum meets once a month on the second Friday of every month, from 12pm - 2pm. We hold the forum at Cambridge House
- **Open Minds** is for anyone aged 18 or above experiencing difficulties with mental health and are currently or have previously been in contact with mental health services. 3 hours every Thursday, from 1pm – 4pm. Cambridge House.
- **Hearing Voices** is for anyone aged 18 or above who is a voice hearer or suffers with paranoia. is held for 2 hours every Tuesday, from 1pm – 3pm. Cambridge House

More details of what you can expect from each group is available on the L&S Mind website. All groups are for over 18s.



Support Groups



Depression Alliance merged with Mind in 2016. See the Lambeth and Southwark Mind page for more support groups

They run several support groups across London specifically for those with depression and /or anxiety. The three closest to Mosaic Clubhouse are listed below:

Streatham Self Help Group:

Every Tuesday fortnight from 7pm to 8.30pm at St Leonards Church Streatham. Contact is Alisha
T: 07762278610
E: streathamdepressiongroup@gmail.com

Waterloo Depression Alliance:

Group meets the 1st Saturday of every month from 2pm to 5pm near Waterloo station. There is a mix of people (usually 15-20) who all have or had experience of depression and/or anxiety. There is a more detailed email they send to anyone interested.

E: waterloo@depressionselfhelp.org

Southwark – Self Help Group:

Every Wednesday from 7pm to 8pm. In order to attend, you must be over the age of 18 and either live, work study or access a medical service in Southwark.

Cambridge House, 1 Addington Square London SE1 0HF

T: 07530241637

E:peersupport@lambethandsouthwarkmind.org.uk



Rethink

Rethink run lots of support groups across the UK. They currently run a group in Vauxhall.

Rethink —Support for Siblings:

This group is open to anyone who has a brother or sister with a mental health condition. The group is open to people 18 and over.

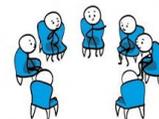
Eleanor Murphy

T: 07596 743085

Vauxhall

E: rethinklondonsibs@gmail.com

Support Groups



The Beaumont Society

Is a national self help body run by and for those who cross-dress or are transsexual. They welcome all transgender people and their partners, regardless of gender, sexual orientation, race, creed or colour, and all varieties from nervous new transgender people to those who are experienced and confident in their second gender. They also run a members only magazine and bulletin board for people who are unable to attend groups.

Information line runs 24 Hours 365 days a year. Skype also available.

27 Old Gloucester Street London WC1N 3XX

T: 01582 412220 Information Line (24/7/365)

E: enquiries@beaumontsociety.org.uk

W: www.beaumontsociety.org.uk



Bipolar UK

Provide a range of services to enable people affected by bipolar and associated illnesses to take control of their lives

Youth Group people aged 18 to 25 years with bipolar who meet once a month to share experiences and coping strategies.

Takes place on the 1st Friday of each month (5.30pm-7.30pm)

T: 0333 323 3880

E: info@bipolaruk.org

Address: The Hinsley Room, Morpeth Terrace, SW1



Cruse Bereavement Care

Lambeth currently offers support to adults within the London borough of Lambeth (or whose GP practice is in the borough), by offering one-to-one sessions with a trained Bereavement Volunteer (BV). They are also able to offer advice and support to parents or others affected by a death in the family where there are children.

T: 020 7620 3999 Lambeth branch. Calls will be returned within 48 hours.

E: lambeth@cruse.org.uk

W: www.cruse.org.uk/Lambeth-branch

Addiction



- Addiction is often linked to mental health problems. If you have an addiction problem it may have started as a way to cope with feelings that you felt unable to deal with in any other way.
- When you have both a substance abuse problem and a mental health issue such as depression, bipolar disorder, or anxiety, it is called a co-occurring disorder or dual diagnosis.
- Dealing with substance abuse, alcoholism, or drug addiction is never easy, and it's even more difficult when you're also struggling with mental health problems, but there are things you can do and treatments that can help you get your life back on track.
- There is hope because with support, self-help and treatment, you can overcome a dual diagnosis and reclaim your life.



Resource: Mind Guide -Understanding mental health effects of recreational drugs and alcohol



Resource: Talk to Frank Website Drugs A-Z. Allows you to look up details on drugs, effects, risks and the law. What to do in an emergency and where to get treatment.

DRUGS



Know what's what. This glossary of drugs has all the info and the slang.

Addiction Organisations



**LAMBETH
DRUG AND
ALCOHOL
TREATMENT
CONSORTIUM**

Lorraine Hewitt House

Lorraine Hewitt House
12-14 Brighton Terrace
SW9 8DG

T: 0203 2281 500

Opening hours:

9.00 AM - 4.45PM Mon - Fri
(9am-1.45pm on Tuesday)

The Lambeth Addiction Treatment Consortium at Lorraine Hewitt House offers support to anyone over the age of 18 with alcohol or drug problems who lives in Lambeth or has strong connections to the borough. When you visit for the first time you will be provided with a key worker who will work with you to formulate a care plan and support you throughout your time there. To self refer you can drop in during their opening hours for a walk in assessment (Mon—Fri 9am –11am) . If you're not sure what you need, or want to find out more about what is available, you can always ring ahead for a chat.



**LAMBETH
DRUG AND
ALCOHOL
TREATMENT
CONSORTIUM**

The Harbour

Address

Community Link Team
245 Coldharbour Lane
Brixton, SW9 8RR
Tel: **0207 095 1980**

E: seamuscostello@nhs.net
or
E: garyfrench@nhs.net

Opening Times

Mon 9.30am – 4.30pm
Tues 9.30am – 1.00pm
Wed 9.30am – 4.30pm
Thurs 9.30am – 4.30pm
Fri 9.30am – 4.30pm

The Lambeth Addiction Treatment Consortium at The Harbour provides support for ongoing recovery with:

- Café style drop in, Access to Computers – Wifi Access
- A full group programme e.g. Relapse Prevention, SMART Recovery, Women's Group
- Complementary Therapies, support to access psychological therapies
- One-to-One support
- Benefits advice/tenancy support
- Advice and information on training courses/ volunteering/ leisure activities/employment support
- Links to local community services
- Yoga/mindfulness
- Cannabis group

FRANK

0800 77 66 00 talktofrank.com
Friendly, confidential drugs advice

Frank 24-hour helpline offering information and advice to anybody concerned about drugs and substance misuse. Can address health concerns about any drugs – legal or illegal. Provides information about local services and support groups and national drug resources. Literature available.

T: 0300 123 6600 free 24 hour helpline

E: frank@talktofrank.com

W: www.talktofrank.com



Alcoholics Anonymous.

T: 0800 9177 650 (24 Hours)

W: www.alcoholics-anonymous.org

E: help@aamail.org

Drinkline

Alcohol Helpline
0300 123 110

Drinkline

Advice for people worried about their own drinking, or a friend's or family member's drinking.

T: 0300 123 1110 (weekdays 9am–8pm, weekends 11am–4pm)

Alcohol Concern
Promoting health; improving lives

Alcohol concern

Is the largest charity of alcohol harm in the UK. They run a number of community projects and have lots of useful information on their website about health and wellbeing.

T: 020 3907 8480

W: www.alcoholconcern.org.uk



Adfam

National charity working with families affected by drugs and alcohol. They run support groups within Lambeth.

T: 0203 817 9410

W: www.adfam.org.uk

Release

Release

Is a charity that provides free non-judgmental, specialist advice and information to the public and professionals on issues related to drug use and drug laws. They run counselling outreach services for individuals seeking support. They also provide a help and advice service run by lawyers and drug professionals.

They will try to answer any questions you have on drugs and any questions on drug legal advice. They can be contacted on 020 7324 2989 11am–1pm & 2pm–4pm Monday to Friday

E: ask@release.org.uk

They also run a legal surgery programme for individuals who use drugs problematically and who are engaging with a treatment centre, individuals can access a legal advisor for advice and assistance on a variety of issues, including welfare benefits and representation at tribunals.

61 Mansell Street, London, E1 8AN

T: 0207 324 2989

E: ask@release.org.uk

W: www.release.org.uk



Antidote

Antidote is the UK's only LGB&T run and targeted drug and alcohol support service. Services include a helpline, counselling service, detox clinics and prescribing centres.

T: 0300 330 0630 10am–11pm (Evening)

Contact us to discuss your drug or alcohol issues on 020 7833 1674 (10am–6pm, Monday to Friday).

Monday, 11am to 1pm at 86 Caledonian Road, London, N1 9DN.



Gamcare

The Gambling addiction Helpline provides confidential advice, information and emotional support to anyone experiencing problems with gambling.

T: 0808 8020 133 Freephone, 8am to midnight, seven days a week.

W: www.gamcare.org.uk

The website also has lots of useful information including where to find services including free counselling. They have one-one and group sessions.



Gamblers Anonymous

Is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to do the same.

W: www.gamblersanonymous.org.uk

Learning Disability & Autism

- A learning disability is usually the result of a life-long condition that starts before adulthood. Learning disabilities can occur as a result of genetic or developmental factors, or damage to the brain, often at birth.
- A learning disability is a reduced intellectual ability and difficulty with everyday activities – for example household tasks, socialising or managing money – which affects someone for their whole life.
- People with a learning disability tend to take longer to learn and may need support to develop new skills, understand complicated information and interact with other people.
- People with certain specific conditions can have a learning disability too. For example, people with Down’s syndrome and some people with autism have a learning disability.
- Autism is a lifelong, developmental disability that affects how a person communicates with and relates to other people, and how they experience the world around them.
- Even though mental illness can be more common for people on the autism spectrum than in the general population, the mental health of autistic people is often overlooked.
- People with learning disabilities are more vulnerable to mental health problems than the general population. The next few pages give details of organisations that provide support and further information about learning disability and Autism.



Resources:

AUTISTICA
With knowledge comes understanding

Autistica Guide 'Autism and Mental Health - a guide to looking after your mind'. Download from the website: **W:** www.autistica.org.uk



Counselling Directory -The website has details on what support you should look for. This includes details on the NICE guidelines.

W: <https://www.counselling-directory.org.uk/autism.html>

LD & Autism Organisations



NAS Lambeth Autism Group

Welcomes all parents/carers with children on the autistic spectrum and autistic adults.

Lambeth Autism Group organises a number of activities as well as acting as a source of information on local events/services.

T: 0808 800 1050 National Membership Enquiries

E: lambeth@nas.org.uk

W: www.naslambethbranch.webeden.co.uk

The **National Autism Service** Parent to Parent (**P2P**) is a UK-wide confidential telephone service providing emotional support to parents and carers of children or adults with autism.

T: 0808 800 4106



Grace Recreational Centre

- £40 per day

A Recreational Day Centre for adults with mild to moderate learning disabilities. It aims to improve the quality of life by encouraging service users to lead and take active participation in the community. Their services are interactive; giving service users opportunity to express their individuality through musical workshops, IT, cooking, art, dance workshops and community lead activities.

1a, Cargreen Road, South Norwood, London SE25 5AD

Mon-Fri 9.30am-3pm

T: 07852 720800

E: bt.dt@gracerecreationaldayservices.com



Certitude

Provides personalised support for people with learning disabilities, autism and mental health needs.

31-33 Lumiere Court, 209 Balham High Road London SW17 7BQ

Certitude Support

T: 020 8772 6222



Lambeth Mencap

Provides the following services:

- An outreach support service to adults living independently in the community or with their family carers (Lambeth & Southwark)
- Supported living
- A range of groups, clubs, outings and sports activities for people
- A service that provides activities for carers themselves

43 Knights Hill, West Norwood
London SE27 OHS (opposite Roseberry the Auctioneers)

T: 020 8655 7712

E: info@lsmencap.org.uk

W: www.lambethmencap.org.uk



Informal meet ups for Autistic Adults

Regular London social group for building friendships.

They are a group of Autistic adults who want to create social opportunities for people on the spectrum. "We are mindful of anxiety and sensory issues as we suffer from these as well. Although we are not a support group, we aim to provide a friendly environment to all adults with Autism, formally diagnosed or not."

W: www.imaa.org.uk



SENDirect

Website which allows you to search for services in your local area. Mainly aimed for children and younger people. Useful for parents searching for local support services and activities.

W: www.sendirect.org.uk



Stepping Stones

Provide a range of classes and activities mainly for adults with moderate and severe learning disabilities including drama, cooking, art, music, keep fit, gardening, dance and walking groups.

St Faith's Community Centre, Red Post Hill, London, SE24 9JQ

T: 07950 612 914

W: steppingstoneslearning.org.uk



Toucan employment

Charity who support individuals with Learning difficulties and disabilities in Southwark, Lambeth and Lewisham to find employment.

T: 020 3751 9681

E: info@www.toucanemployment.org

W: www.toucanemployment.org



Share Community

Work with disabled people (including those with learning disabilities, physical/sensory impairments, autism and mental health needs) to help them live more independently. They provide training and employment support. Programmes include independent living skills, basic skills, digital skills, horticulture, catering, food hygiene, arts & crafts and a specialist employment project for people recovering from long-term mental ill health. Many of the courses are accredited. Based in Wandsworth but they also operate in surrounding areas including Lambeth and Southwark.

Share Community
64 Altenburg Gardens
London, SW11 1JL

T: 020 7924 2949

E: info@sharecommunity.org.uk

W: www.sharecommunity.org.uk



Opportunities for people with learning disabilities

Generate

Charity that provide services to individuals with learning disabilities and those with autism. The outreach project offers 1-1 support to facilitate access to the community, learning, employment, health services and to assist with the day to day management of living an independent life.

Generate is the largest provider of employment support staff for disabled people, funded by the Access to Work programme (ATW) within London, with a wide breadth of scope in terms of location and range of disabilities supported.

Generate Opportunities
73 Summerstown
London SW17 0BQ

T: 0208 879 6333

E: enquiries@generate-uk.org

W: www.generate-uk.org



Older People

Mosaic

Clubhouse

Older People Organisations



Age UK Lambeth (Information and Advice)

They hold regular information and advice drop-in sessions at various locations around Lambeth (no appointment required). Appointments and home visits can also be arranged with advisers to explore more complex situations. They can give advice in **German**, **French**, and **Spanish** as well as **English**, with advisers who speak these languages.

Can assist with:

- Welfare benefits claims
- Housing issues
- Community care
- Financial management and tax
- Utilities
- Consumer issues
- Tradespeople and services
- Transport
- Debt
- Social and leisure activities

.....and many other issues.

***Information and advice surgeries (See the Info Hub Help Booklet Volume 1 Guide with a list of Age UK info and Advice Surgery drop in addresses and times.)**

T: 020 7346 6800 to arrange.



Age UK Lambeth (Day Centre)

The Vida Walsh Activity Centre run by Lambeth Age UK provide activities for people aged 55 plus including yoga, computer club, 2 course meals, arts and crafts, painting club, walking group, card making, Zumba, sing along, chair exercises. They also have an onsite info and advice service.

You will need to contact them about getting a referral.

Vida Walsh Centre

2b Saltoun Road

Brixton, London SW2 1EP

Opening times

Tues/Wed/Fri 10am-4pm; (Thurs 10am-1pm Info & Advice only)

T: 020 7346 6800

E: info@ageuklambeth.org



South London Cares free social clubs for the over 65s

South London Cares run free Social Clubs in Southwark and Lambeth for people aged 65 and above. All their events are hosted by young people who want to meet you and hear your stories. Share your skills and learn new ones, all whilst making new friends in your community!

For further information contact Charlie on

T: 020 7118 0404

W: www.southlondoncares.org.uk



Action on Elder Abuse

Charity which work to protect and prevent the abuse of vulnerable older adults.

23 Mitcham Ln, London SW16 6LQ

T: 080 8808 8141 Helpline

W: www.elderabuse.org.uk



Silverline

Free and confidential helpline support for older people.

- Offer information, friendship and advice.
- Can link callers to local groups and services.
- Offer regular friendship calls
- Protect and support older people who are suffering abuse and neglect

In addition to their national helpline they also offer other services including:

- **Telephone friendship** weekly 30 minute call with a volunteer.
- **Silver Letters** a fortnightly exchange of a letter between an older person and a volunteer.
- **Silver Circles**—a call between a group of older people on a shared interest or topic each week for 60 minutes.

T: 0800 470 80 90 (24 Hours)

W: www.thesilverline.org.uk

Families, Parents & Carers



- Worried about the mental health of a friend or family member?
- How can I support someone else with a mental health condition?
- I have children and I don't know where to find support?
- Is it affecting your own mental health trying to care for someone else?
- What support can I get?

As a concerned relative, carer or friend, parent these are questions and concerns you may have. There are organisations out there that might be able to provide you with additional support so don't be afraid to ask for it!

There is also lots on information online on how to cope when you are supporting someone else, and understand how to look after your own mental health. If your not sure where to begin, please contact the Information Hub at Mosaic Clubhouse. We are more than happy to help and provide you with information, suggestions and guides.



- **Resource: Mind Guide How to cope when Supporting someone else**
- **Resource: Mind Guide Parenting with a mental health problem**



- **Resource: Parents Survival Guide**

This brief guide gives a good overview on tips if you are worried about your child and how to look after yourself. It also links to other guides on specific mental health conditions.

W: www.youngminds.org.uk/find-help/for-parents/parents-survival-guide/#helping-your-child

Carers Hub Lambeth

Is a charity for anyone who provides unpaid care and support. You might be looking after a family member, partner, friend or neighbour because of their ill health or disability. They offer advice, information, emotional support and run events.

Mental Health Carers Service

T: 020 7501 8974

E: david@carershub.org.uk

Learning disabilities service

T: 0207 501 8970

Young Adult Carers

T: 020 7501 8972

E: youngcarers@carershub.org.uk

General Enquiry Line

Address:

Level 2, 336 Brixton Road,
London SW9 7AA

General Enquiry Line

T: 020 7346 6800

E: connect@carershub.org.uk

W: carershub.org.uk

Carers Peer Support Officer

T: 020 7501 8970

E: shaba@carershub.org.uk



The Young Parents Support Group (For Parents under 25)

Gives you the opportunity to discuss various topics affecting you, meet new people, learn and develop personal skills and promote your well-being in a non-judgmental and supportive forum. All weekly sessions are structured, starting with the Welcome registration, introduction, ground rules, refreshments. Followed by ice breaker session, whole group engagement discussion; the topic discussed will be chosen by the group i.e. Benefits, Housing, parenting style etc. Check online to see when the next session is:

<https://www.lambeth.gov.uk/events/young-parent-support-group>

Address: The Hut, Streatham Vale Park, Abercairn Road, SW16 5AL

Gingerbread Single Parent Helpline

Gingerbread provides advice and practical support for single parents, including advice on benefits, housing and tax credits. The website is full of great information on a broad range of legal issues including downloadable factsheets.

W: www.gingerbread.org.uk

T: 0808 802 0925 Freephone (Monday: 10am to 6pm, Tuesday, Thursday, Friday: 10am to 4pm, Wednesday: 10am-1pm and 5pm-7pm)



Working Families Helpline

The Working Families legal helpline offers parents and carers confidential legal and practical advice on:

Information for working parents and carers on their employment rights, Tax Credits and in-work benefits, maternity and paternity leave, flexible working options and maternity discrimination. The helpline is run by a team of solicitors and advisers.

T: 0300 012 0312 Helpline

E: advice@workingfamilies.org.uk

W: www.workingfamilies.org.uk

They aim to respond to emails within five working days.



Family Action (Perinatal Service)

The Perinatal Support Service offers support to families where a parent is struggling with their emotional health and wellbeing or where they have been diagnosed with a low to moderate level perinatal mental illness.

They can also support families when their personal circumstances mean they may be vulnerable to developing a perinatal mental illness.

They work with families from before the baby is born to at least one year after. They accept self referrals for this service

E: lambeth.perinatal@family-action.org.uk

T: 0207 254 6251



Young Minds

Operate a parents helpline for parents concerned about their child:

T: 0808 802 5544 Monday to Friday 9.30am – 4pm

The website also had lots of useful information and guides.

W: youngminds.org.uk



St Michael's Fellowship

Provide practical, therapeutic and emotional support tailored to parents individual needs. They also work with young parents provide outreach and have support groups. They run the domestic violence support & mediation programmes for mums and dads known as the Diva Project and Caring Dads Programme.

Address: 136 Streatham High Rd, SW16 1BW

T: 020 8835 9570

E: admin@stmichaelsfellowship.org.uk

W: www.stmichaelsfellowship.org.uk

Family Lives
Family Life can give advice related to a broad range of family issues including all stages of a child’s development, issues with schools and parenting/relationship support. They also respond when life becomes more complicated and provide support around family breakdown, aggression in the home, bullying at school, teenage risky behaviour and mental health concerns of both parents and their children. They provide a 24 hour helpline, advice website, live chat and parenting/relationship support groups. The website has lots of information and guides covering a broad range of family issues. They also have useful links to other organisations listed.
T: 0808 800 2222
W: www.familylives.org.uk



Children’s centres
Aim to provide children and their families with the best start in life. You can meet a wide range of professionals who can support you from pregnancy to when your child starts school. Whether you are a parent-to-be, a mum, dad, grandparent or carer, Every children's centre has family support workers and children's and family workers who can provide extra help when you need it.

They could meet you at home, at a community venue or at the children’s centre to talk through any concerns you may have. If you feel you would like some support to be able to attend an activity they can accompany you. They are also available to offer support to help families access specialist support should they need it.

The Centres are open 5 days a week. Each venue has set opening hours and an activities calendar, so you can plan when you and your family will attend. To find your nearest Children’s Centre search online at:

W: <https://www.lambeth.gov.uk/children-young-people-and-families/childcare-and-early-years/childrens-centres>

T: 020 7926 9558
E: fis@lambeth.gov.uk



Lambeth Council services

Adult Social Care
T: 020 7926 5555

Children & Young People Service
T: 020 7926 5555

Families Information Services
T: 020 7926 9558



Wellbeing



- London is a diverse and vibrant place to live. In Lambeth there are many great activities, recreational opportunities, people you can meet and many things to discover.
- Locally, Lambeth has 25 parks, 11 libraries, cinemas, museums and many places of interest, of which many can help towards you having a healthier and happy you.
- If you have any hobbies or interests there might be groups or organisations that you can find that also share the same passion as you do.
- Your local leisure centre should be able to provide you with details with all the classes in runs, along with facilities on offer, along with prices and discounted rates. It is often a great place to find out about local sports and activity clubs. Many leisure centres in Lambeth run free or discounted exercise groups for Lambeth residents and individuals who are claiming benefits.
- Some examples of local centres includes: Brixton Recreation Centre, Ferndale Community Sports Centre, Flaxman Sports Centre, Streatham Ice and Leisure Centre, West Norwood Health and Leisure Centre and Clapham Leisure Centre.



Dragon café

Is a weekly cafe and creative space with seminars, exhibitions, workshops and performances exploring issues around mental illness, recovery and well-being.

It is open every Monday from 12 midday to 8.30pm.

Crypt of St George the Martyr Church, Borough High St, SE1 1JA

W: www.dragoncafe.co.uk



Connect and Do

Set up by Certitude to help you find interesting and fun things to do, meet people and make new friends in your local community. Connect & Do have a mix of events and workshops in education and learning, food and drink, art, gardening, crafts and volunteering.

Address: 109 Railton Road, Brixton, SE24 0LR

T: 020 7737 2888

E: paredez@certitude.org.uk (Paula Aredez)

W: www.connectanddo.org



Raw sounds

Based in Brixton they deliver a music making workshop with options for live music, studio recording, music production and DJing.

Raw Material Music & Media Education Ltd.
2 Robsart Street, London SW9 0DJ

T: 020 7737 6103

E: hello@rawmusicmedia.co.uk

W: www.rawmusicmedia.co.uk/projects/raw-sounds



Cooltan Arts

Is a arts and mental health charity run by and for adults with experience of mental health conditions. They provide creative workshops, self-advocacy, cultural walks and a volunteering and training programme.

155 Walworth Road (former Newington library)
London, SE17 1RS

T: 020 7701 2696

E: info@cooltanarts.org.uk

W: www.cooltanarts.org.uk



Meetup.com

Is a website which allows you to search and join lots of different groups, from photography, outdoors activities, writing, film, music, crafts, book clubs, beliefs, and technology. Have any particular hobbies? This is a great place to start looking for a group of people who might have a similar interest.

W: www.meetup.com



Black Prince Community Trust

Is a charity which delivers a wide range of sports and fitness programmes many of which are free to use from its hub in Kennington.

5, Beaufoy Walk

(Off Black Prince Road) London, SE11 6AA

T: 020 7840 2904

E: admin@blackprincetrust.org.uk

W: www.blackprincetrust.org.uk



Loughborough Farm

The Loughborough Farm is a community food growing project in Loughborough Junction. The project's main focus is on food growing, but there are opportunities to help with other aspects such as DIY, arts and crafts, cooking, community events, selling and planning. You will get the opportunity to learn new skills, free training sessions, a proportion of food grown, the opportunity to meet other local people and benefit your local community. Loughborough Farm is open Tuesdays from 1-3pm and Saturdays from 1-3pm. They also run an additional session on Thursdays from 6pm to 7pm through the Summer.

W: www.loughboroughjunction.org

E: loughboroughfarm@gmail.com



Blackfriars Settlement

The **Well Connected** programme run by Blackfriars Settlement provides activities that are friendly, and accessible for people experiencing mental distress, to gain confidence, learn new skills, socialise and build relationships with each other. They are offering the following activities:

- IT courses i.e. Desktop publishing, Photoshop,
- Employability session
- Group art sessions - printmaking, outdoor drawing, photography, mosaic, dry-clay modelling,
- Creative writing,
- Beginners woodwork and DIY skills
- Jewellery making with wood social activities
- Members meeting, Breakfast Club—discussion group for personal development.
- Mindful movements and exercises
- User involvement training, skills training

Address: 1 Rushworth Street, London SE1 ORB

T: 020 7928 9521 Fax: 020 7960 4628

E: info@blackfriars-settlement.org.uk

W: www.blackfriars-settlement.org.uk

Crisis



A mental health crisis is when you feel your mental health is at breaking point. For example, you might be experiencing:

- suicidal feelings or self-harming behaviour
- extreme anxiety or panic attacks
- psychotic episodes (such as delusions, hallucinations, paranoia or hearing voices)
- hypomania or mania
- other behaviour that feels out of control, and is likely to endanger yourself or others

you may have already been diagnosed with a mental health problem, such as schizophrenia, bipolar disorder or depression, or you might be going through your first episode of a diagnosable mental health problem.

Even if what you're going through is not related to a specific diagnosis, experiencing emotions or behaviours that are painful or hard to manage can still make you feel like you are in crisis. When you are feeling like this, you may need to access **crisis services** to help you resolve the situation, or to support you until it has passed.

How do I know if I'm in crisis?

Everyone experiences a crisis in their own way. You might feel that your mental health has been steadily deteriorating for some time, or perhaps something's happened in your life that's shaken your stability. You might have a good idea what's likely to trigger a crisis for you, or you might not know what's causing your feelings.

But whatever your situation, if you start to feel unable to cope, or to keep yourself safe, **it's important to ask for help.**



Resources: Mind guide to Crisis Services. Can be downloaded from www.mind.org.uk It explains what mental health crisis services are available, how they can help, and how and when to access them. It also provides guidance on how you can plan for a crisis.



Resources: Rethink SOS Guide. A great guide for professionals, parents and friends. It offers practical advice in recognising the distress signals. It helps you know and when to act and what to say.

Help in a crisis



Having a mental health crisis means different things to different people. You might find feeling so distressed that you want to harm yourself or someone else. You might hear unpleasant voices, or feel that people are watching you or trying to hurt you. It could help to tell someone you trust, maybe a family member or a friend. They can be with you and help you decide what to do. They can also contact services on your behalf.

If you live in South London and **need urgent Help:**



- Call **0800 731 2864** to speak to the South London and Maudsley 24 hour mental health support line. (**SLAM HELPLINE**)
- Or go to your nearest hospital with an **Accident and Emergency Department**. They have qualified staff on duty 24 hours a day, seven days a week, who will be able to assess you and give you the appropriate help.
- **Kings College Hospital (A&E)** Denmark Hill, London SE5 9RS
- **St Thomas Hospital (A&E)** Westminster Bridge Road, London SE1 7EH
- If you are with someone who has attempted suicide, call 999 and stay with them until the ambulance arrives.

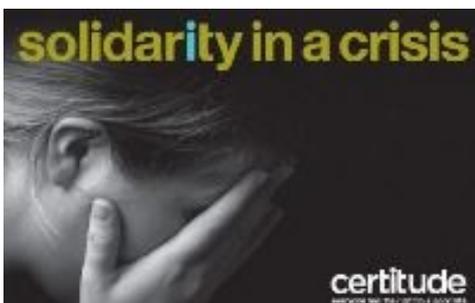


If you need **less urgent Help:**

- Contact your **GP** for an emergency appointment.
- Out of hours call **SELD DOC**:
T: 020 8693 9066



- Contact the **Samaritans**,
T: 116 123 (24 Hours a day, Freephone)
Text: 07725 90 90 90
E: jo@samaritans.org



- **Certitude: Solidarity in a Crisis** (out-of-hours peer support service) The service is run by peer supporters who have their own experience of facing and overcoming crisis. By sharing life experiences, peer supporters can promote recovery and enhance feelings of belonging, especially for those who feel isolated.
- Mon-Fri 6pm-12am. Sat-Sun 12pm-12am
- T: 0300 123 1922 Text 07595864103 out of hours
- E: outofhours-solidarity@certitude.org.uk

Helplines



CALM (Campaign Against Living Miserably)

For all men of all ages.

T: 0800 58 58 58 58 (5pm to midnight)

W: www.thecalmzone.net



For women and children.
Against domestic violence.

Refuge-Domestic Violence Helpline

T: 0808 2000 247 (24 Hours a day)

E: helpline@refuge.org.uk



HOPElineUK

For those aged up to 35. Mon-Fri: 10am-10pm, weekends: 2pm-10pm text 07786209697

T: 0800 068 41 41

E: pat@papyrus-uk.org

W: www.papyrus.org



London Lesbian and Gay Switchboard

This provides a range of services for lesbian, gay, bisexual and transgender (LGBT) community, including a helpline, online chat, email support, information on sexual health and the Turning Network database, a public access search catering for the LGBT community.

T: 0300-330 0630 (10am-10pm)

E: chris@switchboard.lgbt

W: www.switchboard.lgbt



Stonewall

The UK charity for gay, lesbian, bisexual and transgender people and their allies. They offer information and support.

T: 0207 593 1850 (Mon-Fri 9.30-5.30)



The Mix

Free helpline for young people (under 25's) where you can talk to trained supporters about any issue that is troubling you. They also provide telephone counselling and web chat counselling.

T: 0808 808 4994 (11am-11pm every day)

E: Online Contact Form

W: www.themix.org.uk

Helplines



YOUNGMINDS

Youngminds

Young Persons Mental Health Charity. They do lots of educational and campaigning work. They have lots online resources and guides. They run a helpline for parents concerned about their child.

Call the Parents Helpline: 0808 802 5544 Monday to Friday 9.30am – 4pm
Free for mobiles and landlines

W: www.youngminds.org.uk



ChildLine

Comforts, advises and protects children 24 hours a day and offers free confidential counselling.

T: 0800 1111 (24 hours)

Chat 1-2-1 with a counsellor online

W: childline.org.uk



Youth Access

Get connected with the right support services and organisations in your area. For anyone aged 11-25.

T: 0208 773 9900 (9-1pm and 2-5pm, Mon-Fri)



1in6 (Online Only)

Is a charity which helps men who have had unwanted or abusive sexual experiences live healthier, happier lives. They run a 2/7 online helpline where men and the people who care about them can chat to one-on-one with a trained advocate.

They provide weekly free confidential online support groups. Their website also has lots of useful information and resources on where to find further advice and support.

W: www.1in6.org



Nightline

Are a confidential listening, support and practical information service for students in London and the Open University. You can talk to them about anything – big or small – in complete confidence. They will not judge you or tell you how to run your life: they are simply there to listen to whatever is on your mind.

All volunteers are students themselves, who have undergone extensive training and who understand that university life isn't always plain sailing.

They are open from 6pm to 8am every night of term.

T: 0207 631 0101

E: listening@nightline.org.uk

Skype Phone: [londonnightline](https://www.skype.com/en/contacts/voice/londonnightline)

Helplines



napac

The National Association for
People Abused in Childhood

National Association for People Abused in Childhood (NAPAC)

T: 0808 801 0331 (10am-6pm/9pm)

W: www.napac.org.uk

RAPECRISIS
ENGLAND & WALES

Rape Crisis

(Support for women and girls)

T: 0808 802 9999 12:00—14:30. 19:00—21:30

W: www.rapecrisis.org.uk

victim
support

Victim Support

T: 0808 168 9111

W: www.victimsupport.org.uk



National centre for domestic violence

The NCDV service is free, fast emergency injunction service to survivors of domestic violence., usually helping you obtain an emergency injunction within 24 hours.

T: 0207 186 8270 or 0800 970 2070

E: office@ncdv.org.uk

W: www.ncdv.org.uk



SANE

Works to raise awareness and respect for people with mental illness and their families, to improve education and training and to secure better services.

T: SANELINE: 0845-76780000

T: 0300 304 7000 (4.30pm-10.30pm)

W: www.sane.org.uk



NHS Direct

T: 111

24hrs health information and advice

***Call costs: numbers beginning 0800 and 0808 are free to call from landlines and mobiles. 0300 numbers are local rate.**

Helplines



Hope Again

Is a website set up by Cruse Bereavement for young people and adults who have lost someone close to them.

W: www.hopeagain.org.uk

The Helpline for Cruse Bereavement is open Mon-Fri 9.30am-5pm.

T: 0808 808 1677



Macmillan Helpline

Offers people with cancer and their loved ones practical, clinical, financial and emotional support.

T: 0808 808 00 00 (Mon-Fri 9am -8pm)

W: www.macmillan.org.uk



Support Line

Provides confidential, emotional support for children, young adults and adults. They offer support by telephone, email and post. They work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self esteem to encourage healing, recovery and moving forward with life.

They also keep details of counsellors, agencies and support groups throughout the UK.

Support Line is able to take calls on a wide range of issues including relationships, abuse, child abuse, anger, bullying, eating disorders, exam stress, self harm, domestic violence, rape and sexual assault, disability, mental health, depression, anxiety, panic attacks, addictions, debt, phobias, conflict, sexuality, health concerns, homelessness, racial harassment and loneliness.

Contact Details

T: 01708 765 200 - Helpline (hours vary so ring for details).

E: info@supportline.org.uk

W: www.supportline.org.uk

Helplines



Anxiety UK

User-led, charity offering information and supportive services including therapy and a helpline for all anxiety disorders including panic disorder, phobias, generalised anxiety disorder.

Can provide support and help if you've been diagnosed with, or suspect you may have an anxiety condition. They can also help you deal with specific phobias such as fear of spiders, blushing, vomiting, being alone, public speaking and heights.

They run a number of specialist helplines, you need to become a member (register online) first before you can use these. Helplines include: Nutrition & Anxiety, Dental Anxiety and Public Speaking.

They also offer therapy, including counselling, CBT, Clinical Hypnotherapy and Acupuncture. Prices vary, they are listed on the website.

T: 03444 775 774 (open Monday to Friday 9.30– 5.30pm)

Text: 07537416905

E: support@anxietyuk.org.uk

W: www.anxietyuk.org.uk



OCD Action

Is a charity for anyone with OCD. They provide support and information through their helpline, website and advocacy services. They also run a number of support groups across the London.

T: 0845 390 6232 or 020 7253 5272

E: support@ocdaction.org.uk

W: www.ocdaction.org.uk/



Self injury Support

Self injury Support is a national organisation that supports girls and women affected by self-injury or self-harm. CASS Women's Self-Injury Helpline is for women of any age and background affected by self-injury, whether their own or that of a friend or family member.

T: 0808 800 8088 FREE Tuesday to Thursday evenings from 7-9.30pm

E: info@selfinjurysupport.org.uk (office contact only)

W: www.selfinjurysupport.org.uk

They also list support groups people who are struggling with self-injury, self-harm and their underlying causes. The link to the website is listed here:

W: www.selfinjurysupport.org.uk/group

Helplines



BEAT

The UK Charity supporting people affected by eating disorders. Beat provides young people and adult helplines including telephone email and texting support. The comprehensive website offers lots of information and access to message boards.

T: 0808 801 0677 (Adult)

T: 0808 801 0811 (Student)

T: 0808 801 0711 (Youth)

E: help@beateatingdisorders.org.uk

W: www.b-eat.co.uk



Eating Disorders Support

Are a charity run by trained volunteers experienced in supported individuals who have problems with eating. They are based in Buckinghamshire but run a phone helpline and email support service, as well as provide information on their website.

T: 01494 793223

E: support@eatingdisorderssupport.co.uk

W: www.eatingdisorderssupport.co.uk



Anxiety Alliance

Self help to those who suffer from anxiety disorders, panic attacks and obsessive compulsive disorder, together with those who wish to withdraw from tranquillizers and anti depressants. Help and support will be provided for their carers family and friends.

T: 0845-2967877 Helpline 10am-10pm

E: harris835@btinternet.com

W: www.anxietyalliance.org.uk



No Panic

A national support helpline for people experiencing anxiety, panic, OCD and related disorders including withdrawal from tranquillizers. No Panic also provides support for the carers of people who suffer from anxiety disorders.

10.00 am and 10.00 pm every day of the year. During the night hours the crisis message is played. The crisis message is a recorded breathing exercise that can help you through a panic attack and help you learn diaphragmatic breathing.

T: 0844 967 4848

E: info@nopanic.org.uk

W: www.nopanic.org.uk

Helplines



respect
Phoneline

Are you hurting the one you love? Choose to stop!

Respect Phone line:

Confidential helpline offering advice, information and support to help you stop being violent and abusive to your partner

T: 0808 802 4040 (Free phone) Monday-Friday 9am-5pm or

E: info@respectphoneline.org.uk

W: www.respectphoneline.org.uk



Men's Advice Line

Advice and support for men experiencing domestic violence and abuse

Men's Advice Line

Help and support for male victims of domestic violence

Men's Advice Line: confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). We help by: giving you time to tell your story; offering emotional support; providing practical advice; signposting you to other services for specialist help. Are you being abused?

T: 0808 801 0327 (Freephone) Monday-Friday 9am-5pm or

E: info@mensadvice.org.uk



solace
women's
aid

Solace Women's Aid

Solace Women's Aid runs shelters and advice programmes for women and children who have been victims of domestic violence.

T: 0808 802 5565 (Help line)

the
Gaia
centre
Run by Refuge

Working in Lambeth
to end gender violence.

The Gaia Centre

For anybody experiencing any form of gender-based violence in Lambeth can find all the tailored support they need under one roof. The service supports women, girls and men through one-to-one casework, group work, outreach, independent advocacy and peer support.

T: 020 7733 8724 (The Gaia Centre)

T: 0808 2000 247 (Refuge 24 Hour Domestic Violence Helpline)

E: lambethvawg@refuge.org.uk

Other Orgs/Charities/Services



NAZ



Naz

This is the largest BAME charity in London addressing sexual health and HIV /AIDs needs of BAME communities.

T: 020 8741 1879

E: naz@naz.org.uk

W: www.naz.org.uk



Come Correct

Comecorrect.org.uk (41 Streatham Hill)

The Come Correct (or CCard) scheme provides access to free condoms in a variety of locations (called Outlets) across Lambeth. Once registered you can collect condoms or get advice from any Outlet displaying the Come Correct logo.

41 A-C Streatham Hill
London SW2 4TP

T: 0203 049 4006

W: www.comecorrect.org.uk



Penrose

Run a Mental Health Recovery Project and Personality Disorder Service for offenders. Waterloo Gardens, 1 Milner Square, London N1 1TY

T: 020 3668 9270

W: www.penrose.org.uk



NACRO

Provide practical advice for people with criminal records.

Monday-Thursday 9am-5pm Friday 1pm-5pm.

T: 0300 123 1999.

E: helpline@nacro.org.uk.

W: www.nacro.org.uk



St Giles Trust

Offers services aimed to support disadvantaged people into housing, education, training and employment. Provides on-site training courses and help finding employment and a drop-in housing service for people in severe housing need (for people who have a connection with Southwark). Also provides a housing advice service in a number of prisons, including HMP Wandsworth, and support to ex-prisoners returning to live in the London area.

W: www.stgilestrust.org.uk

Other Orgs/Charities/Services



The Reasons Why Foundation

They run behavioural change programmes that help people involved in crime make better decisions and reduce the number of people who reoffend. They run a mentoring programme and help individuals into to employment.

Office 4

T: 0800 0149 256

11 Sancroft Street

E: Office@TheRWF.org

London

SE11 5UG

W: www.therwf.org/



Mind Information Line

Provides information on a range of topics including:

- types of mental health problem
- where to get help
- medication and alternative treatments
- advocacy.

They will look for details of help and support in your own area.

Monday to Friday : lines are open 9am to 6pm, (except for bank holidays).

T: 0300 123 3393

E: info@mind.org.uk



Rethink Advice & Information Service

The Rethink Mental Illness Advice Service offers practical help on issues such as the Mental Health Act, community care, welfare benefits, criminal justice and carers rights. They also offer general help on living with mental illness, medication, care and treatment.

The line is open Monday to Friday from 9:30am - 4pm

T: 0300 5000 927



Carers UK

Help and advice for carers. They provide advice on:

- benefits
- tax credits
- carers employment rights
- carers' assessments
- the services available for carers
- how to complain effectively and challenge decisions.

T: 0808 808 7777 Monday and Tuesday 10am to 4pm.

W: www.carersuk.org

Other Orgs/Charities/Services



Disability Advice Service Lambeth (DASL)

Advice casework for disabled adults, especially those with mental health problems. Welfare benefits, housing problems, community care issues and some areas of debt. Initial advice and information on a range of other subjects. They can provide home visits for people unable to attend their office.

Address: 336 Brixton Road, London SW9 7AA

T: 020 7738 5656

E: enquiry.line@disabilitylambeth.org.uk

W: www.disabilitylambeth.org.uk



The Latin American Disabled People's Project (LADPP)

Provide a number of programmes, advice, employment, health, advocacy, education and volunteering opportunities for individuals whose first language is Spanish or Portuguese.

Well-being & Mental Health

This Programme offers free advice and guidance through qualified advisors so individuals can access health, mental health, and community care services that are offered by the NHS.

1 to 1 Mental Health and Well-being Support: drop-in sessions on Wednesdays and Fridays from 11:00 to 15:00. If required, They can extend outreach to people unable to leave their homes.

FREE visits from NHS Nurse, third Friday of every month: info on how to register with GP, blood test for diabetes, medical advice and weight test. If required, LADPP is happy to extend its outreach to people unable to leave their homes.

They regularly organise educational workshops in order to help you improve personal well-being.

Health and Therapeutic workshops, where users are taught how to ensure that both the physical and psychological pain they experience has the least possible effect on their everyday lives.

health and fitness activities according to any disabilities or health problems you may have.

They also provide FREE Chinese Massage, Reiki and Reflexology sessions, one or two Fridays a month to members.

Tel: 020 7793 8399 or email at wellbeing@ladpp.org.uk

W: www.ladpp.org.uk

Monday to Friday, between 9:30 am - 5 pm

Address: Unit 7 of the Kennington Workshop 42 Braganza Street - Kennington
London - SE17 3RJ



Scope

For independent support or disability information, contact the free helpline. Information officers are able to answer questions and talk you through a broad range of topics connected with disability, including benefits and finance, independent living, social care, employment and equipment. They can also put you in touch with local providers of information and support and other Scope services in your area. Open between 9am to 5pm weekdays.

T: 0808 800 3333

W: www.scope.org.uk



If you have problems with:

- Welfare benefits
- Debt
- Housing
- Employment

One Lambeth Advice – Citizens Advice Merton and Lambeth (CAML) provides a free confidential and independent advice service delivered by trained advisers.

Contact One Lambeth Advice directly to book an appointment with an adviser.

Call 0800 254 0298 for further information.

Appointment at your local GP practice or GP referral (see below)

Beckett House Practice Grantham Road, London SW9 9DL

Brixton Hill Group Practice 22 Raleigh Gardens, Brixton Hill, London SW2 1AE

Hetherington Group Practice 18 Hetherington Road, London SW4 7NU

Lambeth Walk Group Practice 5 Lambeth Walk, London SE11 6DX

Mawbey Group Practice 39 Wilcox Close, London SW8 2UD

Myatt's Field Health Practice 60 Patmos Road, London SW9 6SF

Paxton Green Health Centre 1 Alleyn Park, London SE21 8AU

Stockwell Group Practice 107 Stockwell Road, London SW9 9TJ

You can also make your own appointment by calling the receptionist at the surgery during practice opening hours. The adviser will see patients by appointment at the designated GP Surgery.

Online Directories



Southwark Wellbeing Hub

Charity based in Peckham. They run an information service. Their online directory lists lots of online organisations mainly in Southwark

W: www.together-uk.org/southwark-wellbeing-hub/the-directory/



Lambeth & Southwark Mind

Search for local support services in Lambeth & Southwark using the online directory

W: www.lambethandsouthwarkmind.org.uk/directory/



Mind in Croydon

Search for local support services in Croydon using the online directory

W: www.directory.mindincroydon.org.uk



Helplines Partnerships

Allows you to search a Directory of helplines

W: www.helplines.org



Advice UK

Website which you can search for advice services on a broad range of services

W: www.adviceuk.org.uk



Tranzwiki

TranzWiki is a comprehensive directory of the groups campaigning for, supporting or assisting trans and gender non-conforming individuals, including those who are non-binary and non-gender, as well as their families across the UK.

W: www.tranzwiki.net



Advicelocal

Enter a postcode and choose an advice topic (welfare benefits and tax credits; council tax, including exemptions and discounts; debt and money advice; housing and homelessness; employment and work issues; disability and social care; and asylum and immigration) to find tailored information for your area, including details of independent advice organisations who can help you get the advice and support that you need.

W: advicelocal.uk



Care Place

Online Directory Service for care and community services

W: www.careplace.org.uk

Useful Websites



The Mix

Connects young people to experts and peers, who will provide the support and tools needed to take on challenges for everything from homelessness to finding a job, from money to mental health, from break-ups to drugs. The Mix is there to help take on the embarrassing problems, questions, and thoughts that people under 25 have in order to give them the best support through their digital and phone services. The Mix have a free telephone helpline for under 25s, a webchat service, discussion boards, articles and videos on their website.

W: www.themix.org.uk



Headmeds

Straight talk on mental health medication for young people. Read about others' experiences and get answers to those 'awkward' questions. Website by Young Minds.

W: www.headmeds.org.uk



Advice now

Has lots of useful guides and links to advice services online for a broad range of issues including benefits housing etc. Information on rights and legal issues.

W: www.advicenow.org.uk



Money Super Market and

Money Saving Expert

Two useful websites for finding ways to save money on energy bills, price comparison and general tips in saving money.

MoneySavingExpert.com

Useful Websites



Advising Communities

Have put together a website with over 2000 videos a free diagnostic tool and over 1,500 documents all about mental health. Also lists other useful web channels by other charities.

W: www.haveigotaproblem.com



Time to change

Is a campaign seeking to changing the way people think and act about mental health. It has lots of useful information for employers to create more open workplaces where staff are encouraged to talk and listen.

T: 020 8215 2356

E: info@time-to-change.org.uk

W: www.time-to-change.org.uk



Resolver

This Is a free website which helps you make complaints about lots of problems and is very easy to use.

Telecoms, banks, public services, housing associations, energy companies and travel are just some of the main areas it covers. It will guide you through the complaints process and create a template complaints letter for you.

How it works?

1. You simply search for a company on the website
2. Then select your specific issue. **e.g Being overcharged for a gas bill**
3. Find out what your particular rights are with that issue
4. Resolver will then ask you to sign up (it only asks for an name and email address)
5. Then give details of the complaint.
6. It will then formulate a template complaints letter for you based on what you have said. You can review it and attach supporting documents before you send it to the company.

W: www.resolver.co.uk

Useful Phone Numbers



Attendance Allowance helpline	0800 731 0122 - Monday to Friday, 8am to 6pm
Bereavement Service helpline	0800 731 0469 - Monday to Friday, 8am to 6pm
Carer's Allowance Unit	0800 731 0297 - Monday to Thursday, 8:30am to 5pm, Friday, 8:30am to 4:30pm
Child Benefit General enquires	0300 200 3100 - Monday to Friday, 8am to 8pm, Saturday, 8am to 4pm
Contributions-based and income-related ESA	0800 055 6688 - Monday to Friday, 8am to 6pm
ESA Enquiries	0345 608 8545
'New Style' ESA	0800 328 9344
Jobseekers Allowance (Existing Claims)	0800 169 0310
Jobseekers Allowance (Making a Claim)	0800 055 6688
Lambeth Council Service Centre	020 7926 1000 - Monday to Friday, 9am to 5pm
Maternity Allowance – Jobcentre Plus	0800 055 6688 - Monday to Friday, 8am to 6pm
National Insurance number application line	0800 141 2075 - Monday to Friday, 8am to 6pm
National Insurance numbers Helpline	0300 200 3500 - Monday to Friday 8am to 6pm, Saturday, 8am to 4pm
Pension Credit claim line	0800 99 1234 - Monday to Friday, 8am to 6pm
State Pension claim line	0800 731 7898 - Monday to Friday, 8am to 6pm (except public holidays)
Personal Independent Payment (PIP) claims	0800 917 2222 - Monday to Friday, 8am to 6pm
Personal Independence Payment (PIP) Enquiries	0800 121 4433 - Monday to Friday, 8am to 6pm
Post Office card account	0345 722 3344 – Monday to Friday, 8:15am-6pm, Saturday, 8:30am to 7:15pm
Simple Payment for benefits, pensions and child maintenance, helpline	0845 600 0046
Tax credits: general enquiries	0345 300 3900
Universal Credit helpline	0800 328 5644
Lambeth Revenues and Benefits Service	0345 302 2312
Lambeth Council Tax & Benefits Team	0345 302 2312



If you have any questions, suggestions or feedback about the Help Booklets please contact Danny McDonagh in the Info Hub.

If you require a **larger print A4 version** please speak to the Information Hub. We Can also provide this on Yellow Paper.

You can also **download** the Info Hub Help Booklets from our website at:

www.mosaic-clubhouse.org/InformationHub