

Complex Needs Peckham Site Action Plan



Background and Aims

- ▶ We have created the Complex Needs Site Action Plan to ensure that all our claimants who present at the Job Centre with vulnerability/complex needs are supported **effectively** and **efficiently**.
- ▶ The Plan is a **living document** which includes:
 - Site leads dedicated to specific complex claimant groups
 - Support offered by our assisted services team
 - A comprehensive list of locally-available support
 - Site awareness on complex needs
- ▶ We hope that the Plan will:
 - Provide **resources** to which Work Coaches can signpost to claimants
 - Highlight **further support** required by our Work Coaches to support claimants
 - Allow colleagues within service centres and benefit delivery centres to **help us to help** our claimants

Vulnerability Hub: A–Z of Mini Guides to Life Events and Personal Circumstances

Many differing **life events** and **personal circumstances** may impact claimants and their ability to access DWP benefits and/ or use our services.

They may require **additional support** to access the **standard customer journey**.

Equally, some claimants experiencing difficult life events and / or complex personal circumstances may **not** require additional support. How we support individuals to overcome difficult life events and personal circumstances helps DWP to meet our **Social Justice Priorities**.

Click [here](#) to access the A-Z of Mini Guides to Life Events and Personal Circumstances.

Click [here](#) to access the Complex Needs Action Hub.

Click [here](#) to access the Disability Hub.

On-site support and provision

Vulnerability	Office Lead	Supporting Lead	Contact details
Disability Confident Lead	'information redacted'		
Disability Employment Adviser	'information redacted'		
Multi Agency Public Protection Agreement (MAPPA)	'information redacted'		
Care-Leavers Carers	'information redacted'		
Benefit Cap	'information redacted'		
Debt Management/Personal Budgeting Support Families and Parents	'information redacted'		
Prison Leavers/ Post offending	'information redacted'		
Gangs Lead	'information redacted'		
Mental Health	'information redacted'		
Drugs & Alcohol Lead	'information redacted'		
Digital Capability Lead	'information redacted'		
50+ lead	'information redacted'		
Domestic Violence Lead Modern Slavery	'information redacted'		
Homelessness & Housing Lead Refugees	'information redacted'		
AJACS	'information redacted'		

Complex needs regularly encountered at Peckham

Below are some of the life events and personal circumstances encountered at Peckham which have resulted in the customer having complex needs. There is often more than one trigger, and most can impact anybody at any time. *Click on each vulnerability for links to further information.*

I have an addiction to drugs/alcohol /gambling

I have no digital skills

I have housing difficulties

I have a mental health condition (1/2)

I have anger management issues

I am suicidal/self-harm

I am homeless or estranged

I am a victim of modern slavery/human trafficking

I am deaf/blind

I have a learning disability



I have mobility issues

I have suffered bereavement

I am a young person (1/2)

I am a prison leaver or Criminal Record (1/2)

I am a carer

I am terminally ill or having medical treatment

I am in care as a child/adult or am a care leaver

I'm in debt or I need an Advance

I have suffered domestic/sexual violence

I can't read/write or speak English

I suffer from worklessness (1/2)

I am from a different ethnic/cultural background

I'm having gender reassignment

I am a victim of crime

GENERAL (1/2)

Addiction

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Frank	National advice service	All	0300 123 6600
City Roads Crisis Intervention	Support	Users in crisis	020 7278 8671 - 24hr
GamCare	Helpline, counselling, online service	Gambling addicts	0808 8020 133 – free, 08:00-00:00, 7 days a week / Livechat
Families Anonymous	Support and advice	Those with relatives with addictions	0845 1200 660 / Online forum
NACOA	Helpline	Children of alcoholics	0800 358 3456 / Online forum: http://www.nacoa.org.uk/messageboards/
Alcoholics Anonymous	Peer-led support programme	All	0800 9177 650 Methodist Church, Woods Road (off Queens Road), SE15 2PX – Meetings Friday 20:00
Narcotics Anonymous	Peer-led support programme	Addicts	0300 999 1212 –10:00-00:00 Pembroke House, 80 Tatum Street, Se17 1QR Meetings Sundays 14:30 -16:00
Change , Live , Grow	Advice for those wanting to change drug/alcohol use / Access to specialist services incl. housing and benefit advice / Clinical support / Access to treatment programmes	18+ Southwark residents Drop-in	146 Camberwell Road SE5 0EE, 0207 358 7266 Mon-Tues 10:00-19:00; Wed 12:00-17:30; Thurs-Fri 10:00-17:30
Southwark Insight	Drop-in support on drugs and alcohol	Under 24s	0203 69 69 69 0 Blenheim SDP, 231 Old Kent Road SE1 5LU Mon 10:00-18:00, Tues 10:00-19:00 (drop in), Wed 10:00-18:30 (drop in), Thurs 10:00-19:00 (drop in), Fri 10:00-18:00
Al-Anon	Peer-led support programme	Those with relatives/friends with addictions	020 7403 0888 Denmark Place Baptist Church, 47A Coldharbour Lane, Camberwell, SE5 9NR Meetings Sat 12:00 For info on Alateen meetings (for young people) call: 020 7593 2070
RISE	Day programme of intensive community-based intervention and support	Drug users	020 7708 8934 Blenheim CDP, 252 Camberwell Road, SE5 0EE
The Kappa Project	Drop-in for advice and support / Needle exchange / Referrals to specialist providers	All with drug-related problems	020 7582 2200 Blenheim SDP, 231 Old Kent Road, London SE1 5LU
Evolve	Support for users, family and friends	Crack/cocaine users	020 7277 4580 – Mon-Fri 09:30-17:30 Drop-in Mon, Tue, Thurs, Fri 14:30-16:30 146 Camberwell Road, SE5 0EE
Foundation 66 (Phoenix Futures)	Community services – 1-1, group work, peer support, for recovery Residential services Grace House : supported housing 12-24 week residential service for 18+ women with substance misuse problems and complex needs Lambeth Consortium : community support for those with drug and alcohol problems, Southwark Peer Mentor Service: support for recovery	Grace House: 18+ women Lambeth Consortium: a 18+ with drug and alcohol problems Southwark Peer Mentor Service: 18+ using substance misuse services in Southwark	Grace House leaflet - accepts multi-agency referrals / call 02079165013/ 07718563243 Lambeth Consortium: walk-in assessment Mon-Fri 09:00-11:00 / call: 020 3228 1500 Lorraine Hewitt House, 12-14 Brighton Terrace, Brixton SW9 8DG Southwark Peer Mentor Service: 078 1498 6370

[Return to list](#)



Anger management

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
LOCAL			
Southwark Psychological Therapies Service (NHS)	Range of services: workshops, groups, 1-1, telephone support, vocational support	18+ Southwark residents registered with GP	Self-referral by calling: 0203 228 2194 OR online form OR ask GP Lower Ground Floor, Eileen Skellern House, Maudsley Hospital, Denmark Hill, SE5 8AZ
Everyman Project	Helpline for anyone concerned about male violence 7-week counselling for men who want to stop violence	All concerned	020 7737 6747 / 0207 263 8884
CRISIS			
Respect	Helpline	Those using violence in relationships	0808 802 4040 , Mon-Fri 09:00-17:00
Mind	Support and advice	All	0300 123 3393 – Mon-Fri, 09:00-18:00



Bereavement

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
LOCAL			
Child Bereavement UK	Face-to-face support: family support groups, young people's group, parents' group, drop-in service	Families where a child has died, where young people up to 25 are bereaved, or families expecting bereavement	Helpline: 0800 028 8840 – Mon-Fri, 09:00-17:00 Support group: Stratford Advice Arcade, 107-109 The Grove, E15 1HP Arrange telephone support by calling: 0800 02 888 40 or emailing: support@childbereavementuk.org Newham leaflet
Cruse	Support: face-to-face, email and website	All bereaved people	0808 808 1677 – Mon/Fri 9:30-17:00; Tues/Wed/Thurs 9:30 – 20:00 Lambeth branch: 020 7620 3999
Survivors of Bereavement by Suicide (SOBS)	Support group	Those 18+ bereaved by suicide	Helpline: 0300 111 5065 – free, 09:00-21:00, 7 days a week For location of local support group , call: 0208 675 5862 – 10:00-22:00
CRISIS			
Bereavement Trust	Helpline out-of-hours	All affected by bereavement	0800 435 455 – free, 7 days a week, 18:00-22:00
Bereavement Advice Centre	Helpline	All affected by bereavement	0800 634 9494 – free, Mon-Fri, 09:00-17:00
Child Death Helpline	Helpline	All affected by death of a child	Landline: 0800282986 – free Mobile: 08088006019 – free Mon-Fri 10:00-13:00, Tues -Wed 13:00-16:00, 7 days 19:00-22:00
Suicide Bereaved Network	Volunteer-led support groups	All affected by bereavement by suicide	For more info call: 0300 999 0003
The Bereavement Counselling Charity	Counselling	All affected by bereavement	For adults: 07827 491902 For children: 07827 492158 Counsellor will arrange a visit
FOR YOUNG PEOPLE			
Grief Encounter	Helpline to connect to other support incl. workshops	Bereaved young people 14+	020 8371 8455 support@griefencounter.org.uk E-counselling: self-referral via online form



People in care / care leavers

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Coram Voice	Support	Young people in care	0808 800 5792 – free, Mon-Fri, 09:30-18:00; Sat 10:00-16:00 Interpreters available
Pause	1-1 support Fortnightly group Advocacy	Women who have had 2+ children permanently removed from their care, without any children in their care female care leavers under 26 with 1+ children permanently removed from their care	'information redacted'
GROW	Employment support	Young people incl. those in care	020 7708 8000 / 0207 708 8040 / GROWproject@stgilestrust.org.uk
Carewatch	Support and advice with home care services	Adults in home care incl. those with learning and physical disabilities and mental health needs	020 7231 5533 160 Bromley Road, Catford, SE6 2NZ
Drive Forward Foundation	Employment support :1-1 and group sessions, access to employers	Care leavers	For info: 0207 620 3000 / 07848 889 191 / register interest via form Drive Forward, 14-15 Lower Marsh, SE1 7RJ



Carers

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Southwark Carers	Support and advice	All carers	02077084497 3 rd Floor, Walworth Methodist Church, SE5 0EN
Carers UK	Support and advice	All carers incl. young carers	020 7378 4999 – free, Mon-Fri, 10:00-16:00
Youth Access	Support and advice Faces in Focus drop-in for advice and counselling	Young carers Faces in Focus: 11-25 year olds	020 7403 2444 Faces in Focus: 102 Harper Road, SE1 6AQ,

Deaf/blindness

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	HELPLINE AND MEETING LOCATIONS
Action on Hearing Loss	Support and advice	National service for deafness	Telephone: 0808 808 0123 / Textphone: 0808 808 9000 / Text: 0780 000 0360
Sense	Support and advice	Deafblind people	Telephone: 0300 330 9256 or 020 7520 0972 / Textphone: 0300 330 9256 or 020 7520 0972
SignHealth: DeafHope	Sign-language service	Deaf women and children suffering from abuse	Text: 07970 350366 Voice/minicom: 020 8772 3241
Organisation of Blind Africans & Caribbeans	Advice and help with benefits, incl. PIP Help with immigration ESOL and digital training Advocacy and tribunals Transcription service	Those from black and minority backgrounds with visual impairments	0207 735 3400 – contact for appointments 1 st Floor, Gloucester House, 8 Camberwell New Road, SE5 0TA Drop-in immigration service: Fridays 11:00-13:00 Drop-in training Resource Centre: Mon-Fri 10:00-16:00 – for initial needs assessment contact via number
Southwark Disablement Association	Support and advice	Those with seen and unseen disabilities	02077011391 10 Bradenham Close, SE17 2QB Appointments for benefits advice Wed and Thurs mornings Drop-in for deaf people Mon and Wed 13:30-15:30, Fri 10:30-12:30
Disability Advice Service Lambeth	Range of support and advice	Those with physical and mental disabilities incl. in Southwark	020 7738 5656
Royal Association for Deaf People (RAD)	Advice surgery	All deaf and hearing impaired people	0791 263 0786 / self-referral to general services via online form Disability Advice Service Lambeth Runs weekly advice surgery on Wednesdays, 10:00-16:00, 336 Brixton Road, SW9 7AA - Wed 10:00-16:00, make appointment by texting: 07912630786 / emailing RAD
British Tinnitus Association	Support group	All with tinnitus	Helpline: 08000180527 Support Group: Dragonfly Lifestyle, 6 Turnpin Lane, Greenwich Market, SE10 9JA – every other month, 07377722757
Face Blind UK	Support group	All suffering from faceblindness	Birkbeck University, Henry Welcome Building, Malet Street, WC1H 0AA – information about group
SELVIS	Support incl. independence and economic wellbeing	All with sight loss in South East London	020 3815 3660 / fill out form
Deaf Umbrella Training CIC	3 weeks employment training delivered in sign language, 3 days a week; 12 week programme boost; 1-1 support worker	Those with hearing difficulties Referral by Disability Employment Advisor	For info: 0333 700 7474 / text: 07786 965998 Give code KNN/21601 to Disability Employment Advisor Hudson Building, 1 Deals Gateway Blackheath Rd, London SE10 8EA, UK Mon-Fri 09:00-17:00



Debt

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
National Debtline	Helpline	All	0808 808 4000 – free, Mon-Fri, 09:00-20:00; Sat, 09:30-13:00
Stepchange	Helpline	All	0800 138 1111
Shelter	Helpline	All	Public advice line: 0344 515 1540 For under 25s: 0344 515 1540
NHS stress line	Helpline	All	0300 123 2000 – 7 days, 08:00-22:00
Southwark Legal Advice Network	Legal advice	All	0344 499 4134 (unusual hours) You and Your Money booklet
TaxAid	Advice on tax to those on low incomes (up to £20k a year)	All	0345 120 3779 – Mon-Fri 10:00-12:00
Debt Advice Foundation	Helpline	All	0800 043 40 50 – Mon-Fri 08:00-20:00, Sat 09:00-15:00
LOCAL			
Christians Against Poverty	Online money management Debt Centres Job Clubs Release courses: 8-week programme to break free from life-controlling habits Life Skills course	All affected by debt	Peckham Debt Centre/Southwark Debt Centre : 08003280006 – free, Mon-Fri, 08:30-17:00; SE15 2JB – call for appointment Southwark Life Skills course: beverleyonyinah@caplifeskills.org Rye Lane Release course: dejiayorinde@capreleasegroups.org
Blackfriars Advice Service	1-1 appointments, community discussions and workshops	All	020 7358 7035 6-8 Westmoreland Road, SE17 2AX
Creation Trust	Support with landlords	Residents of Aylesbury Estate	02077038923 The Cabin, 1 Beaconsfield Road, SE17 2EN – Mon-Fri 09:30-17:00
Citizens' Advice	Drop-in support and advice	All	08444 111 444 97 Peckham High Street, SE15 5RS
Money A+E	Money advice and educational services incl. workshops, mentors and 1-1s	Hard to reach/BAME communities	Book an appointment with a Lambeth Money Coach: 0208 616 3750 / 07724277762 General info: 0208 6163750 / 07947080893
Advising Communities	Booked Appointments Monday and Tuesday at Peckham	All	0203 752 5520 Drop in sessions 6-8 Westmoreland Road, SE17 2AX
Southwark Emergency Scheme	Support vulnerable customers in need of food, utilities and large items	All	Southwark Council applications by phone or online application. 0207 525 7525

[Return to list](#)

Domestic/sexual violence

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Refuge	National helpline and outreach services	Women	0808 2000 247 – free, 24hr
Solace	Range of support services Leaflet and Referral Form	Women, with specialist services	Rape crisis: 0808 801 0305 Advice and information: 0808 802 5565 Southwark centre: 020 7593 1290
South London Rape Crisis	Face-to-face and group therapy incl. for parents, partners and friends of survivors Advocacy for legal system	Women and girls 14+	Helpline: 0808 802 9999 – 7 days, 12:00-14:30; 19:00-21:00 ; Mon-Fri 15:00-17:30 South London centre: 0208 683 3366, CR9 2AW
Woman's Trust	Counselling and support groups	Women and girls	020 7034 0303/0304, Mon-Fri 09:30-17:00
Rights of Women	Free legal advice	Women and girls	020 7251 6577 – Mon 11:00-13:00; Tues-Thurs 14:00-16:00
170 Community Project	Support and advice	Women and girls	020 7732 9716 170 New Cross Road SE14 5AA
Daughter Arise	Support group / Workshops / Support line / Mentoring service / Practical advice	Female survivors of sexual/emotional/physical abuse, and their families	Support group: St Pauls Community Centre, 24 Blenheim Gardens, SW2 5BZ – 2 nd Wednesday of month, 19:30-21:30 Support line: Tues-Wed, 17:00-19:00 – contact by info@daughterarise.org.uk
LGBT Domestic Abuse Partnership	Support and advice	LGBT experiencing/at risk	0207 704 2040
Mankind	Helpline for men	Men experiencing/at risk	01823 334 244, Mon-Fri 10:00-16:00
Men's Advice Line	Helpline for men	Men experiencing/at risk	0808 801 0327 – Mon-Fri 9:00-17:00
Domestic Violence Intervention Project	Support groups and helpline	Varies by service	Support groups for men and women: 020 7633 9181 Helpline for young people wanting to change behaviour: 020 8741 8020
Action on Elder Abuse	Helpline for elder people	Elder people experiencing/at risk	080 8808 8141 – free
Starfish Project (Bede House)	Tailored safety plan; understand legal rights; gather information; rebuild confidence Leaflet	Female survivors	02072379162 – for info; to join support group; to arrange counselling 351 Southwark Park Road, SE16 2JW Mon-Fri 09:30-16:00
Grace House	Supported housing 12-24 week residential service	18+ women with substance misuse problems and complex needs incl. domestic abuse	Grace House leaflet - accepts multi-agency referrals / call 02079165013/ 07718563243
Survivors' Network	Support	Female survivors of sexual violence at any point	Helpline: 01273 720110 – Wed 19:00-21:00 Helpline for trans/non-binary survivors: 01273 204050 – Sundays 13:00-17:00
NAPAC	Support	Survivors of child abuse	0808 801 0331 – Mon-Thurs 10:00-21:00, Fri 10:00-18:00
Safeline	Range of support Telephone and online counselling for 18+ : self-referral by email / phone / instant messenger	Those affected by rape/childhood sexual abuse	Helpline for all: 0808 800 5008 Male Helpline: 0808 800 5005 Helpline for under 18s: 0808 800 5007 Mon 10:00-16:00, Tues 08:00-20:00, Wed 10:00-16:00, Thurs 08:00-20:00, Fri 10:00-16:00, Sat 10:00-12:00
Mozaic Women's Wellbeing Project	Support, advocacy and referrals to other services incl. refuge spaces and counselling Use of language line and face to face interpreters	Women experiencing violence Self-referral or by JCP	0207 188 7710 / MozaicReferrals@gstt.nhs.uk Mon-Fri 09:00-17:00 St Thomas' Hospital, Westminster Bridge Road, SE1 7EH

[Return to list](#)

Ethnic/cultural groups

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Southwark Cyprus Turkish Association	Translation services and English classes Skills training for young people Day and home care for older people	Turkish/Cypriot	0207 701 7375 152 Old Kent Road, SE1 5TY Mon-Fri 10:30-17:00
Latin American Disabled People's Project	Support and advocacy	Disabled people from Latin America, Europe and Africa	0800 141 2287 Unit 7, Kennington Workshop, 42 Braganza Street, SE17 3RJ Mon-Fri 09:30-17:00
Afro-Asian Advisory Service	Immigration advocacy	All nationalities	08456185385 – Mon-Fri, 14:00-17:00, to book appointment 53 Addington Square, SE5 7LB
Blackfriars Advice Centre	Outreach services to Bengali, Somali and Irish communities Rights Reach project with new migrant communities	All nationalities	02073587034 Cambridge House, 1 Addington Square, SE5 0HF
Southwark Day Centre for Asylum Seekers	Intro English and computer classes, with crèche service Support and advocacy	Asylum seekers	020 7277 9799 / 02077320505 Peckham Settlement, Goldsmiths Road, SE15 5TF Wed 13:30-16:00
Southwark Law Centre	Representation in immigration by referral only	Immigrants	02077322008
Southwark Refugee Project	Support and advice for refugees and asylum seekers, plus education and training support	Refugees and asylum seekers	02077034046 161 Sumner Road, SE15 6JL
Southwark Vietnamese-Chinese Community	Day centre, advice and language support for community, esp. refugees	Vietnamese-Chinese	02072775425 Troytown Community Centre, Nigel Road, SE15 4NS
East European Resource Centre	Information, advice and advocacy	Eastern European migrants	Refer client: 'information redacted'
Latin American Women Rights Services	Support, advice, advocacy	Latin American women	02073587028 1 Addington Square, SE5 0HF
Maroon Mental Health Resource Centre	Mental health support	African-Caribbean people	020 7708 1524 Mon-Fri 10:00-15:30 Unit 3 & 5, Addington Loft, 1 Betwin Road, SE5 0SH
AAINA	Support incl. playscheme for children	South Asian and Muslim women	0207 7083151 / 020 7358 0697 Unit 9 Sojourner Truth Centre, Sumner Road, SE15 6JL
Vietnamese Mental Health Services	Support and advice	Vietnamese people with mental health problems	020 7234 0601 – Mon-Fri 09:00-17:00 Online referral form
Elevate	1-1 advice to refugees incl. employability support, and ESOL classes	25+ unemployed	0207 922 1230 / elevate@groundwork.org.uk
Advising Communities	Drop-in advice sessions Book an appointment as a Spanish speaker: 020 3752 5526 Mon 10:00-13:00 Book an appointment with interpreter: multilingualadvice@advising.london	Leaflet All	6-8 Westmoreland Road, SE17 2AX Drop-in Mon 09:00-12:00, 13:00-16:00; Wed 09:00-12:00; Thurs 09:00-12:00, 13:00-16:00

Gender reassignment

ORGANISATION	SERVICES	CONTACT
Mermaids	Support and advice	0344 334 0550 – Mon-Fri, 09:00-21:00
Beaumont Society	Support and advice	01582 412220 – 24/7
Stonewall	Support and advice	08000 50 20 20 – Mon-Fri, 09:30-17:30
Survivors' Network	Support for trans/non-binary survivors of sexual violence at any point	Helpline: 01273 204050 – Sundays 13:00-17:00

General support

1/2

ORGANISATION	SERVICES	CONTACT
Samaritans	Support and advice on all vulnerabilities	116 123 – free 1-5 Angus Street, SE14 6LU
Citizens' Advice	Support and advice on a huge range of issues Money management training sessions	08444 111 444 Drop in Mon, Wed, Fri 10:00-13:00 Telephone advice: 03444994134 – Mon-Fri, 09:30-16:00 97 Peckham High Street, SE15 5RS
Community Southwark	Information on available services	Website
Cambridge House Law Centre	Free legal services and employment advice	0207 358 7025 1 Addington Square, London SE5 0HF
Southwark Pensioners Centre	Support and advice for elder people	02077084556 305-307 Camberwell Road, SE5 0HQ
Southwark Works	Employment support for troubled families, benefit cap clients, gang members, ex-offenders, substance issues, single parents, people with disabilities and health issues	0800 0520 540 Elephant & Castle Shopping Centre Mon-Fri 10:00-12:00, 14:00-16:00
Local Support Team	Benefit support Home visits for vulnerable people	Please complete referral form to arrange Face to face appointments, home visit, telephone advice and drop-in service
Money Advice Service	Financial support and advice Online, phone and face to face	03005005000
South London & Maudsley NHS (SLAM)	Mental health advice and treatment Helpline	020 3228 6000 - 24hr
Change, Grow, Live	Support for those affected by substance misuse, homelessness, poverty, unemployment, domestic abuse, mental health issues, offending	0208 6292348 146 Camberwell Road, SE5 0EE Self-referral via form
Advising Communities	Drop-in advice sessions on critical problems: debt, housing, benefits, employment, immigration Interpretation services Leaflet	0203 752 5520 6-8 Westmoreland Road, SE17 2AX Drop-in Mon 09:00-12:00, 13:00-16:00; Wed 09:00-12:00; Thurs 09:00-12:00, 13:00-16:00
Birth Companions	Support for women experiencing significant disadvantage during pregnancy, birth and early parenting	Community Link service: 07896 112 460



General support

2/2

ORGANISATION	SERVICE	WHO'S ELIGIBLE?	CONTACT
Southwark Wellbeing Hub	Advice on money, health skills and work , transport, advocacy, care, leisure	All	<p>Mondays: Dragon Café 2-4pm Crypt of St George the Martyr Church, Borough High Street, SE1 1JA</p> <p>Tuesday: Pembroke House, 2-5pm 80 Tatum Street, SE17 1QR AND East Street Surgery 2-5pm, 301 East St, Walworth, SE17 1QR</p> <p>Wednesday: Docklands Settlement 2-5pm, Rotherhithe Centre, 400 Salter Road, SE16 5LJ</p> <p>Thursdays: Bermondsey Health Centre 10-12pm 108 Grand Road, SE1 3BW</p> <p>Nunhead Surgery 2-5pm 58 Nunhead Grove SE15 3LY</p> <p>Friday: LESOCO 11am-1pm 25 The Cut, SE1 8LS AND Inspire Café 12-3pm The Crypt At St Peters, Liverpool Grove, SE17 2HH</p>
Copleston Centre	Support and advice incl. mental health projects, counselling by appointment	All	<p>020 7732 3435</p> <p>Copleston Road, SE15 4AN</p> <p>Drop-in Tues 10:00-12:00</p> <p>Asylum seekers drop-in Tues 12:00-17:00</p>
Deptford Reach	Drop-in support and advice for	Those affected by homelessness, mental illness, drug or alcohol abuse	<p>020 8692 6548</p> <p>64 Speedwell Street, SE8 4AT – Mon-Thurs 09:00-14:00</p>
Divine Rescue	<p>Free legal support</p> <p>Keyworkers assess clients' needs and cater support incl. referrals to housing; benefits guidance; support with bereavement</p> <p>Employment training incl. self-esteem; basic ICT; preparing for work</p> <p>Free meals in office</p>	People in need, incl. homeless, ex-offender, sex-offenders, personal crisis	<p>020 3489 1765</p> <p>1 Thurlow Street, Southwark</p> <p>London</p> <p>SE17 2US</p> <p>Mon-Fri 09:00-16:00</p> <p>Legal support: Wed 10:00-14:00</p> <p>Keyworkers: drop-in / by appointment</p>
Southwark Pensioners Centre	<p>Groups: exercise, creative, social activities, IT skills</p> <p>Advice incl. housing, benefits, debt</p> <p>Occasional home visits</p>	<p>Moving On: support group for older women with physical disabilities/social isolation, by SLAM referral</p> <p>Eye to Eye: 50+ visually impaired</p>	<p>Advice sessions: call 02077084556 to make a Mon, Wed and Fri 09:30-16:30 appointments</p> <p>Darwin Court, 1 Crail Row, SE17 1AD</p> <p>Eye to Eye: every other Tuesday, 14:00-16:00</p> <p>Moving On: Fridays, 14:00-16:00</p> <p>020 7708 4556</p> <p>305-307 Camberwell Road, SE5 0HQ</p>
Blackfriars Settlement	<p>One-off legal advice on contract disputes, debt, employment and housing</p> <p>Older people's services</p>	Differ by service	<p>Make an appointment: 020 7928 9521</p> <p>1 Rushworth St, London SE1</p> <p>Wednesday evening by appointment</p> <p>Information on older peoples services / call 020 7928 9521</p>
Age UK Lewisham and Southwark	<p>Information, advice, advocacy – to maximise independence</p> <p>Stones End Day Care centre</p> <p>Home visits for mobility difficulties</p> <p>Healthy Living Centre</p>	50+ Southwark residents	<p>For advice or to book appointment: 020 7358 4077 – Mon-Fri 10:00-13:00</p> <p>For info about Day Care centre: 020 7358 4052</p> <p>11 Scovell Road London SE1 1QQ</p> <p>Healthy Living Centre – for info: 020 7237 0860</p> <p>95 Southwark Park Rd, London SE16 3TY</p>
Pecan	1:1 employment support, food bank, National Careers Service advice	Troubled families	0207 732 0007 / 'information redacted'

Homeless/estranged

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
No Second Night Out	Support and advice	Homeless	0300 500 0914
StreetLink	To report sleeping rough	Homeless	0300 500 0914 or online
Shelter	Support and advice Interpretation and translation services	Homeless	0808 800 4444 - free, Mon-Fri, 09:00-17:00; Sat-Sun, 08:00-20:00 Public advice line: 0344 515 1540 For under 25s: 0344 515 1540
Crisis	Support and advice	Homeless	0844 251 0111
Stand Alone	Support groups	Homeless	Register for support group
Buttle UK	Support and advice	Homeless	020 7828 7311
999 Club	Immediate support	Homeless in crisis	020 8694 5797 21 Deptford Broadway SE8 4PA Mon-Fri 09:00-17:00
Single Homeless Project	Support	Single homeless people	020 7520 8660
Southwark Housing Advice Service	Support and advice	Homeless /those with housing difficulties	020 7525 5950 – gMon-Fri 09:00-17:00 25 Bournemouth Road SE15 4UJ
Start Team (part of SLAM)	Assessment, treatment and support	Rough sleepers with severe mental health problems	0203 228 5911 1 St Giles House, St Giles Road, SE5 7ED
Beyond Food Community Interest Company	Employment support FreshLife : inspirational workshops Out Front course : 4 weeks in restaurant, 2 weeks training, professional development workshops – aim for interview with outside employer by end	FreshLife: 18+ at risk of or experiencing homelessness Out Front: 18+ currently unemployed, in receipt of benefits, 'work ready'	Out Front: 02074030144 FreshLife: 07805 688 293 To be added to database as support worker: form
Salvation Army	Range of support and access to other services Springfield Lodge : lifehouse providing holistic care, training, 1-1 support worker	All Springfield Lodge: 16-21 year olds	Local church: 020 7639 7292 / Nunhead Salvation Army Church, SE15 3QH Springfield Lodge: Camberwell



Housing difficulties

[List of local emergency accommodation](#)

ORGANISATION	SERVICES	CONTACT
<p>Southwark Council</p> <p>Temporary accommodation</p> <p>Supported housing</p>	<p>Support and advice on housing</p> <p>Programme for supporting vulnerable people</p>	<p>Temporary accommodation: 0207 525 7526 / 0207 525 4170</p> <p>housing.options@southwark.gov.uk</p> <p>Placements team: 0207 525 3506</p> <p>Info on supported housing: 0207 525 1302</p> <p>Helpline for those harassed/threatened by private landlord: 020 7525 4113 – 24/7</p>
First Stop	Housing advice for older people	0800 377 7070 – Mon-Fri 09:00-17:00
Three Cs	Care for people in supported living	02082694340 3rd Floor, Norman House, 110-114 Norman Road, Greenwich, SE10 9QJ
Choice Support	Care for adults with disabilities	0207 261 4100 100 Westminster Bridge Road, SE1 7XA
Shelter	Support and advice on housing Interpretation and translation services	0808 800 4444 For under 25s: 0207 525 1302 Mon-Fri 09:30-13:00 and 14:00-18:00, Sat 10:00-14:00
Age UK	Housing advice for older people	02077019700 Stones End Day Centre, 11 Scovell Road, SE1 1QQ
Faces in Focus	Advice and advocacy on housing difficulties	02074032444 102 Harper Road, SE1 6AQ
Southwark Housing Options	Support and advice	02075255950 Mon-Fri 09:00-17:00 25 Bournemouth Road SE15 4UJ
Southwark Law Centre	Representation of those with housing difficulties, by referral only	02077322008
Sustain	Support for those at risk of losing home	02075254126 17-19 Bournemouth Road Mon-Fri 09:00-17:00
Southwark Tenancy Support Service	Support in sustaining tenancies	08008401203 55 Bondway, SW8 1SJ Drop-in Mon-Fri 09:00-17:00, Sat 10:00-16:00, until 20:00 on Thurs
Vision Housing	Housing support for those with complex needs	For support: 0207 099 6727

Information on
discretionary housing
payments

[Return to list](#)

Learning disabilities

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Mencap	Support and advice	All	0208 808 1111 – Mon-Fri 09:00-17:00
Disability Law Service	Legal advice	18+	02077919800 / online advice
Scope	Support and advice	18+	0808 800 3333 – free, Mon-Fri 09:00-17:00
Bede: Learning Disabilities Project	Support programme incl. Volunteering and activities Bede Plus: 12-week employment training programme Bede Café: training	18+ with learning disabilities	020 7237 8930 Abbeyfield Road ,SE16 2BS
PLUS	Varied support	18+	020 8297 1250
St George's Pop-In	Drop in for adults with social activities and employment training	18+	stgeorgespopin@gmail.com Trinity College Centre 1 Newent Close, SE15 6EF
Disability Advice Service Lambeth	Support and advice	All, incl. Southwark residents	020 7738 5656 336 Brixton Road, SW9 7AA
Contact a Family Southwark	Support and advice	Parents of children with learning disabilities	020 7326 5156 336 Brixton Road, SW9 7AA
Remploy	Mental Health Support service: work-focused support for 6 months; personalised support plan; ideas for workplace support; advice for employer Face to face employment support in branch	Mental health service: those in permanent or temporary employment (attending work or signed off) with a mental health condition (diagnosed or undiagnosed) resulting in workplace absence/causing difficulties in remaining Employment support: all with disabilities	Mental health support: call 0300 4568114 / email vocationalrehabilitation@remploy.co.uk Leaflet Chat to an online advisor Drop in to London branch: 1st Floor, Delta House, 4-10 North Road, London, N7 9EY / call 0300 456 8035
Toucan	Support in using personal budget to find employment	18+ with learning disabilities	Call to arrange: 020 3751 9681 Thamesreach Employment Academy, 29 Peckham Rd, SE5 8UA
Leonard Cheshire	Southwark Advice Plus service incl. assistance with online benefit applications ; housing and debt advice	Disabled adults	Email referral form to southwarkadviceplus@leonardcheshire.org 29 Peckham Road, SE5 8UA 020 7112 1489 / 07951 530 032

Limited English/illiteracy

ORGANISATION	SERVICES	HELPLINES/LOCATION
Southwark Refugee Communities Forum	ESOL classes Drop in or call	020 7277 4400 81 Camberwell Church St, SE5 8RB – Mon-Fri 10:00-16:00
Refugee Women's Association	English language courses – free, incl. travel expenses and childcare costs	020 7923 2412 – Mon-Fri 09:30-17:30
Refugee Council	Support and advice	020 7346 1047 Employment support: 020 4346 1047
Groundwork London	Employment training	020 7922 1230 18-21 Morley Street, SE1 7QZ
Southwark Adult Learning Centre	ESOL and IT courses	020 7358 2100 Thomas Carlton Grove, Alpha Street, SE15 4NX Mon-Fri 09:00-17:00
Southwark Day Centre for Asylum Seekers	Intro English and computer classes, with crèche service	020 7277 9799 Peckham Settlement, Goldsmiths Road, SE15 5TF Wed 13:30-16:00
Southwark Refugee Advice Project at Citizens Advice	Support and advice	02077320505 100 New Kent Road, SE1 6TU – Drop-in Thurs 12:30-16:30
Creation Trust	Free ESOL courses	The Cabin, 1 Beaconsfield Road, SE17 2EN 0207 703 8923
English MyWay	24 week blended learning programme	0208 6922277 / dtc@actionforcd.org Docklands Training Centre, 9 Deptford Church Street, Deptford Bridge, SE8 4RX
Blackfriars Advice Centre	Language courses	02073587034 Cambridge House, 1 Addington Square, SE5 0HF
Blackfriars Settlement	ESOL courses – free/funded for many 19+; call to check eligibility	Attend assessment and interview for class placement – for info: 0207 960 4607 or 07809 377 464 1 Rushworth Street, London SE1
Daughters of Divine Love	ESOL courses and further training, for all	020 7277 0761 46 Latimer Street, SE17 2YF
Lewisham Southwark College	ESOL courses	For info: 020 3737 3000 Lewisham Southwark College, Lewisham Way, SE4 1UT
London Learning Consortium	ESOL courses	For info: 020 8774 4040
Twin Employment & Training	ESOL courses for unemployed/NEET 16+	Register interest via form



ORGANISATION	SERVICES	CONTACT
Samaritans	Helpline for support and advice	116 123 – free, 24hr
SANE	Helpline for support and advice	0300 304 7000 – 7 days 16:30-22:30
Mind	Support, advice and information	0300 123 3393, Mon-Fri 09:00-18:00 Athena peer support Project : 07961 108 588 Friends in Need Depression self help group : 07530 241637, Cambridge House, 1 Addington Square, London SE1 0HF
Solidarity in Crisis	Support in crisis	0300 123 1922 – free, Mon-Fri 18:00-00:00, Sat-Sun 12:00-00:00
On Uncommon Ground	Support for young LGBT people	07584070710
Disability Advice Service Lambeth	Support and advice in Southwark	020 7738 5656 336 Brixton Road, SW9 7AA
Southwark Wellbeing Hub	Support and advice Drop-in	0203 751 9684 Drop in Mon-Fri 12:00-16:30, open Mon-Fri 09:00-17:00 Thames Reach Employment Academy, 29 Peckham Road, SE5 8UA
Bipolar UK	Support and advice Support groups	0333 323 3880, Mon-Fri 09:00-17:00 Youth group : SW1V 1RB
St Giles House	Support and advice	02032281800 121 St Giles Road, SE5 7UD
Anxiety UK	Support and advice for those with anxiety	08444 775 774 – Mon-Fri 09:30-17:30
Talking2Minds	Support for anyone who has experienced trauma and is displaying PTSD symptoms, incl. diagnosed	For info: 0791 712 6708 / form
Positive Outcomes for Dissociative Disorders	Support for those with dissociative identity disorders	Helpline: 0800 1814420 – Tues 11:00-17:00



ORGANISATION	SERVICES	CONTACT
Local Support Team	Advice on benefits for those accessing a SLAM service	02075257434 / 02075253393
Rethink Mental Illness	Support and advice	0300 5000 927 – Mon-Fri 09:30-16:00 89 Albert Embankment, SE1 7TP Mon-Fri 10:00-14:00
South London & Maudsley Clinic (SLAM)	Support and advice	0800 731 2864 – 24hr
Mosaic Clubhouse	Evening sanctuary for those with mental health conditions	020 7924 9657 Wed-Sun 18:00-02:00 5 Effra Road, SW2 1BZ
PAPYRUS	Hopeline	0800 068 4141 Mon-Fri 10:00-22:00, Sat-Sun 14:00-22:00
Southwark Social Services Community Mental Health Team	Assessment and treatment	020 7525 1881 20-22 Lordship Lane, SE22 8HN Out of hours emergencies: 020 7525 5000.
Amadeus House Hearing Voices Group	Support group for those with mental illnesses	0121 522 7007
London BDP Carers Group	Support group for those caring for people living with borderline personality disorder	07955 097121
Rethink Mental Illness: support for siblings	Support group for those 18+ with a sibling affected by mental illness	0121 522 7007
No Panic	Support for sufferers of panic attacks and OCD incl. courses and helpline	0844 967 4848 – Mon-Fri 10:00-22:00 For 13-20 year olds: 0330 606 1174 Mon-Fri 15:00-18:00
OCD Action	Support for those with OCD incl. treatment and online resources	0845 390 6232 – Mon-Fri 09:30-17:00
Anxiety UK	Support for those with anxiety	Infoline: 08444 775 774 – Mon-Fri 09:30-17:30
Blackfriars Settlement	Range of personal development programmes	020 7928 9521 Attend sessions: see timetable



Modern slavery/human trafficking

ORGANISATION	SERVICES	CONTACT
Unseen	Modern Slavery Helpline and online report form	08000 121 700
Salvation Army	24/7 helpline: access to specialist support, safehouse, counselling, medical treatment, education for children, interpretation services	0300 3038151
Citizens' Advice	Support and advice	0844 499 4134 97 Peckham High Street, SE15 5RS
Crime stoppers	Helpline	0800555111
Helen Bamber Organisation	Counter –trafficking, welfare housing, therapy, healthcare, legal and intergation.	0203 058 2020 15, Bruges Place, NW1 OTF

[SPOT THE SIGNS](#)

[Return to list](#)

Mobility issues

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Southwark Resource Centre	Employment and skills training	All	0207 525 5219 – Mon-Fri 09:00-16:00 10 Bradenham Close, SE17 2QB
Southwark Disablement Association	Support and advice	All	020 7701 1391 10 Bradenham Close, SE17 2QB
Stroke Association	Support and advice Lewisham family and carer support service : 07515596707	Stroke sufferers/family and carers	Helpline: 03033033100 Mon, Thurs, Fri 09:00-17:00; Tues-Wed 08:00-18:00; Sat 10:00-13:00 0207 566 0300 Stroke Association House, 240 City Road, EC1V 2PR
Disability Rights UK	Support and advice Helpline	All	Equality Advisory & Support Service : 0808 800 0082 / textphone: 0808 800 0084 Mon-Fri 09:00-19:00, Sat 10:00-14:00 Personal budgets helpline : 0300 555 1525 Tues and Thurs 09:30-13:30
Contact a Family Southwark	Support and advice	Parents of children with learning disabilities	020 7326 5156 336 Brixton Road, SW9 7AA
Southwark Advice Plus	Support and advice	18+	For appointments: 02071121489 / 07951530032 Drop-in: Ability Media Centre, 56 Southwark Bridge Road, SE17 2QS: Wed 13:00-17:00 Drop-in: Southwark Resource Centre, 10 Bradenham Close, SE17 2QB: Tues 09:30-13:00
ACE	Employment advice and in-work support	25+, out of work for previous 18 months, London borough resident, with disability or long term health condition	ACE@groundwork.org.uk
Moving Up: Trailblazers Work Experience Project (Muscular Dystrophy UK)	Training, mentoring and work experience in Muscular Dystrophy's London office, plus general employment support	16-30 year old disabled people	Contact 020 7803 4889 / 'information redacted' / fill in form Leaflet



Prison leavers/criminal record

1/2

ORGANISATION	SERVICES	CONTACT
Empower Project	Employment support, incl. training for 16-65 year olds	020 7732 0007 / 07961 500 627 Mon-Fri 09:30 – 17:00 Southwark Works: Unit 239, Shopping Centre, Elephant & Castle, SE1 6TE / Pecan Offices: 121A Peckham High St, SE15 5SE
GROW	Employment support for young people	020 7708 8000 / 020 7708 8000 / GROWproject@stgilestrust.org.uk
St Giles' Trust	Support and advice	020 7708 8000 64-68 Camberwell Church Street, SE5 8JB
Bounce Back	Practical training courses for young people	020 7735 1256 Pop Brixton Unit L05 and L10, 49 Brixton Station Road, SW9 8PQ
Catch 22: Offender Management and Resettlement	Support for adult male prisoners from entry to prison to transition back into community life	0208 3317418
Revolving Doors	Support and advice for those with mental health problems Support forum	020 7407 0747
Clinks	Information	Directory of services
Bridging the Gap	Support and advice	020 8090 1486
Start-up	Mentoring programme plus financial support for those seeking self-employment	01844 279548 Women's programme
NACRO Resettlement	Advice on and advocacy for barriers to employment	Resettlement advice: 0300 123 1999
PECAN	Employment advice for those with criminal record	020 7732 0007 121 Peckham High Street, SE15 5SE



Prison leavers/criminal record

2/2

ORGANISATION	SERVICES	CONTACT
Unlock	Support, advice and advocacy	Self-help information and online forum Helpline: 01634 247350 – Mon-Fri 10:00-16:00
Offenders' Families Helpline	Helpline for those with relatives in criminal justice system	0808 808 2003 – free, Mon-Fri 09:00-20:00, Sat-Sun 10:00-15:00
PACT	Helpline for those with relatives in criminal justice system	0808 808 3444
Reunite	Support when a mother is released from prison	020 7199 8390 Unit 311, The Blackfriars Foundry, 156 Blackfriars Road, SE1 8EN
Langley House Trust	Support and advice incl. 4 London residential projects Pathways to Change programme with Kainos Community : 6-month programme for 18+ males	0208 253 0450 Make a referral Pathways to Change: 01962 712163
Foundation 4 Life	Workshops for young people offending/at risk of re-offending incl. employment support	+44 208 662 4480 Pathfinders peer mentoring: +44 208 662 4480
Women in Prison	Support and advice Employment Programme The Beth Centre , Lambeth: safe space for support CARE programme : support groups and mentoring for women with history of violence	0207 359 6674 Beth Centre: Hudson House. 1 Stockwell Green, Stockwell, SW9 9JF 0203 869 2170 / send referral form to beth.referrals@wip.cjsm.net elf-refer drop-in: Wed 10:00-16:00, Fri 13:00-16:00 CARE: Unit 10, the Ivories, 6 Northampton Street, N1 2HY 0800 953 0125
BLAST	Training and mentoring programmes for ex-offenders	+44 (0) 1753 891829
Prosper 4 Group	Employment support for ex-offenders	0203 021 4780
Vision Housing	Housing support for ex-offenders	For support: 0207 099 6727

Self-harm/suicide

Six Point Suicide Plan

ORGANISATION	SERVICES	CONTACT
Samaritans	Emergency support and advice	116 123
Well Being Hub	Drop- in 12pm-4.30pm Mon-Fri link to Southwark Mental Health services all ages	0203 751 9684 southwarkhub@together-org
HopeLine UK	Emergency support and advice	08000684141 – Mon-Fri 10:00-22:-00, Sat-Sun 14:00-22:00
The Mix	Employment support	08088084994 Online chat
PECAN	1-1 support for unemployed people with mental health issues	020 7732 0007 121a Peckham High Street, SE15 5SE
Lifesigns	Support and advice	Online forum
Self harm UK	Support and advice	
Maytree Suicide Respite Centre	Respite centre for those suffering from suicidal thoughts	020 7263 7070
PAPYRUS	Helpline for young people thinking about suicide	0800 068 41 41 – Mon-Fri 10:00-22;00, Sat-Sun 14:00-22;00
Campaign Against Living Miserably (CALM)	Helpline for young men	0800 58 58 58
Mind	Information	Directory
SupportLine	Helpline and information	01708 765200

[Return to list](#)

Terminal illnesses/medical treatment

ORGANISATION	SERVICES	CONTACT
Marie Curie	Helpline and support Online community	0800 0902 309 Mon 08:00-18:00, Sat 11:00-17:00
Turn2us	Information on benefits and support	Find an advisor
Age UK	Helpline and support	0800 678 1174
Disability Rights UK	Support and advice Helpline	Equality Advisory & Support Service : 0808 800 0082 / textphone: 0808 800 0084 Mon-Fri 09:00-19:00, Sat 10:00-14:00 Personal budgets helpline : 0300 555 1525 Tues and Thurs 09:30-13:30
Sue Ryder	Care services	Online community and information
Lighthouse South London	Support and advice for those living with and affected by HIV	02078031660 14-15 Lower Marsh Street, SE1 7RS
Terence Higgins Trust	Legal advice for those living with and affected by HIV (excl. commercial, criminal and family law)	0808 802 1221
Zimbabwean HIV/AIDS Forum	Support and advice for Zimbabwean people affected by HIV/AIDS	020 7732 0604 PO Box 10047, SE15 2LY
WiseGem	Support and advice for young parents and partners, incl. those affected by STIs	07944 290423 Sojourner Truth Community Centre, 161 Sumner Road , SE15 6JL
Ernest Foundation	Support and advice for African people affected by HIV/AIDS	020 7635 9607 / 07794 513 215 45 Cardiff House, SE15 6TT
Southwark Child Health Directorate	Support and advice for children and families affected by HIV/AIDS	020 3049 8006 Children & Young Peoples Development Centre: 27 Peckham Road, SE5 8UH
Southwark Families HIV Team	Social work team for children and families affected by HIV/AIDS	020 3049 8250 – Mon-Fri 09:00-17:00 Sunshine House, 27 Peckham Road ,SE5 8UH
CASCAID (part of SLAM)	Psychiatric support and advice for those who are HIV positive with mental health problems	020 3228 5121 The Community Link Centre , The Maudsley Hospital, Denmark Hill, SE5 8AZ

Worklessness/employment support

1/2

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Pecan	Employment support 1:1 caseworkers Advocacy and practical support Basic skills training Foodbank	Troubled families	121a Peckham High St, London, SE15 5SE Mon-Fri 09:30-17:00
Families Matter	Employment support	Single parents/troubled families	leigh@southwarkworks.org.uk
InSpire	Training for employment	18+	020 7740 6868
Creation Trust: SE17 Working	Employment support	18+	02077038923 The Cabin, 1 Beaconsfield Road, SE17 2EN info@creationtrust.org
Southwark Council	Adult learning service	18+	020 7358 2100 Thomas Calton Centre, Alpha Street, Peckham, SE15 4NX
Working Capital	Support from Case Worker to get into work while considering personal needs 6 month further support after finding work	18+	03304142503
Young Mums Support Network: Ready Steady Work	Practical advice on benefits CV workshop Access to job opportunities	Long-term unemployed mums Self-referral	Fill out form / email info@ymasn.co.uk 07946308717
Young Women's Trust	Employment coaching at flexible times by telephone	16-30 year old women	Sign up: 0808 808 8099 / 07400 553 880 / fill out form
Gingerbread	Employment training programmes	Single parent families	Helpline: 0808 802 0925 – Mon 10:18:00, Tues/Thurs/Fri 10:00-16:00, Wed 10:00-13:00/17:00-19:00 For info about training: 02074285413
Seetec	Skills training and courses Employment support : action plan; guidance; support when in work; access to services	All seeking employment	For info: 08453306573 For info about training: 0800 65 25 414 Employment support onsite: 4th and 5th Floor, 80 - 82 Lewisham High Street, SE13 5JH Mon-Thurs 09:00-17:00, Fri 09:00-16:30



Worklessness/employment support

2/2

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Smart Works	Free clothes and job interview training	Any woman with a confirmed job interview for paid position/year-long apprenticeship	JCP refers to make an appointment : 0207 288 1770 (North London) / 0208 962 6586 (West London) Mon-Thurs 09:00-17:00, Fri 09:00;16:30
Twin Employment & Training	Employment support: workshops, access to business partners, support	18+	Register interest via form
Step Up	Employment support for those in work	Those working at least 14 hours per week, for at least 1 hour, earning less than £9.75 per hour	07760 615 331 / register interest via form The Employment Academy, 29 Peckham Road, SE5 8UA
Peabody	1-1 advice finding a job/training Computer facilities and workshops	16+ unemployed	020 3828 4818 Southwark Learning Centre: 1 Crail Row, SE17 1AD,
Renaissi Journey2Work	Employment support : advice and training	50+ Southwark/ Lewisham/ Lambeth residents	02034180423 The Stableyard, Broomgrove Rd, SW9 9TL, UK
Specialist Family Focus Team (Southwark Council)	Programme to support challenged families: group sessions and information 13 3-hour sessions Free crèche available	Parents with children aged 10-17 with issues around behaviour/family breakdown Referral only	For info: 020 7525 1614 / 'information redacted'

Victims of crime

ORGANISATION	SERVICES	CONTACT
Victim Support	Advice; victim assessment and referral service	Helpline: 08 08 16 89 111 – free, Mon-Fri 09:00-21:00; Sat-Sun 09:00-19:00 Live chat : Mon-Fri 09:00-17:00 Young people: 0808 178 5184 South London: 0808 168 9291 – free, Mon-Fri 08:00-20:00; Sat 09:00-17:00 Southwark: 020 7277 1433, Mon-Fri 09:00-17:00
Independent Police Complaints Commission	Reporting	0300 020 0096 – Mon-Fri, 09:00-17:00

Young people

1/2

ORGANISATION	SERVICES	WH'O'S ELIGIBLE?	CONTACT
InSpire	Activities and support	Young people	020 7740 6868 Liverpool Grove, SE17 2HH
GROW	Employment support	16-24 year olds	020 7708 8000 / 020 7708 8000 / GROWproject@stgilestrust.org.uk 64-68 Camberwell Church Street, SE5 8JB
Move in the right direction	Employment support programme	Disabled young people	02037573422 / 02037573073
Toucan	1:1 employment support programme	Disabled young people	Unit 14 O-Central, 83 Crampton Street, London, SE17 3BQ 0203 751 9681, 0203 664 9523, 020 664 9522
Spear	6-week employment support programme	Young people	020 3327 0185 Spear Clapham Junction, St Marks, Battersea Rise, SW11 1EJ
Cambridge House Stand-Up Programme	Support programme	Young people	0207 358 7000 1 Addington Square, SE5 0HF
Disabled Students Helpline	Support and advice	Disabled young people	0800 328 5050 Tues and Thurs 11:00-13:00
Faces in Focus	Counselling service and volunteering opportunities	Young people	02074032444 102 Harper Road, SE1 6AQ
Volunteer Centre Southwark	Access to volunteering opportunities	Young people	Contact Community Southwark: 020 7358 7020 Mon-Fri 09:00-17:00 Drop in: 1 Addington Square, Camberwell, SE5 0HF
Youth Adventure Project (Bede House)	Range of youth groups incl., trips away	8-19 year olds	For info: 020 7231 6027
Blackfriars' Settlement	Range of activities	11-21 year olds, 11-25 with disabilities	Activity timetable For info: 020 7928 9521



Young people

2/2

ORGANISATION	SERVICES	WH'O'S ELIGIBLE?	CONTACT
Let Me Play	Support programme and 1-1 keyworker to help progress into education or apprenticeships	16-24 NEET young people	For info and to refer a young person: 'information redacted'
Prince's Trust	Range of different employment support 12-week personal development programme	16-25 year olds	0800 842 842 – free / text 'call me' to 07983 385418
Seetec	Face-to-face employment support programme	16-18 year olds	For info: 0808 164 2551
Yuva	Support to change abusive behaviour of young people	11-25 year olds who have been abusive to parents/carers/close relationships Parents/carers of young people	020 8222 8281 – Mon-Fri, 09:00-17:00 07501722609 / 0748492004 Family Lives: 0808 800 2222 – 24/7 support for anyone caring for children
YoungMinds	Range of support	Young people and parents	Parents' helpline: 0808 802 5544 – Mon-Fri, 09:30-16:00
Childline	Support and advice	Young people in crisis	0800 1111 / 1-1 counsellor chat / email
Child and Adolescent Mental Health Services	NHS services for assessment and treatment	Young people with emotional, behavioural or mental health difficulties	Local service finder
Faces in Focus	Drop-in for information, advice and counselling	11-25 year olds	020 7403 2444 102 Harper Road, SE1 6AQ,



Support for staff: Interview Techniques

- ▶ Some claimants will have identifiable needs or are happy to share, but others will be less prepared to disclose.
 - They may be unaware of their condition.
 - They may feel that disclosure could jeopardise their search for work.
 - They may feel that the environment is not sufficiently private.
- ▶ Engaging with a vulnerable claimant requires skill in **building trust**. The most effective way to get the required information is through **tactful and specific questions**.
- ▶ To assess whether a claimant is homeless
 - *Where are you currently sleeping?*
- ▶ To assess whether a claimant has a mental or physical disability
 - *Is there anything that has stopped you from gaining employment in the past?*
- ▶ To assess whether a claimant has a type of addiction
 - *Is there anything you feel is holding you back from employment?*
- ▶ To assess whether a claimant is in financial difficulty
 - *Is there anything stopping you from keeping up payments?*
 - *Is there a particular reason your benefits aren't covering your expenses?*
- ▶ To assess whether a claimant has family members/dependents with complex needs
 - *Do you feel especially responsible for any of your family members?*
- ▶ To assess whether a claimant has had a specific experience preventing them from seeking work e.g. domestic abuse, victim of crime
 - *Is there anything that you feel that your claimant commitments does not take into account?*
 - *Is there any other support that you feel would benefit you?*
 - *Is there anything you don't feel comfortable discussing here/with me , would you like to go into a private room to discuss ?*

Support for staff: Dealing with Disclosures

- ▶ 6-point Suicide Plan:
- ▶ Emergency helplines for specific crises can be found under named slides
- ▶ It is crucial that staff are supported after hearing a disclosure
 - Through communicating their experience with colleagues
 - Through seeking external support if necessary
 - Samaritans helpline: 116 123

**Lifestyle
Diseases/Chronic
Health Conditions
Toolkit**

**Healthy Lifestyle
Toolkit**

**Mental Wellbeing
Toolkit**

**Physical Safety
Toolkit**

**Social
Connectivity
Toolkit**

**Musculoskeletal
Conditions Toolkit**

**Financial
Wellbeing Toolkit**

Support for staff: Helping customers in denial about mental health issues

- ▶ *Discuss how they manage their day to day activities ?*
- ▶ *What problems do they encounter , offer support and signpost to appropriate provision.*
- ▶ *Arrange to interview them in a private room , it may make it easier for them to express themselves than in an open plan environment.*
- ▶ *Look for Community Activities that supports people with mental health issues.*

Visiting Officers Referral Process

More information:

- [Overview of Core Visits](#)
 - [DWP Visiting](#)

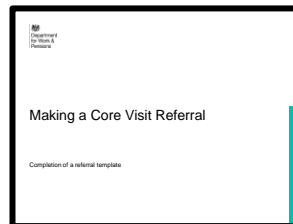
The DWP Visiting Service provides home visits (or occasionally visits to an alternative agreed address) to claimants who are **unable to complete their business transactions through any other channel**, for reasons including:

- ▶ Their vulnerability
- ▶ The complexity of the transaction they require
- ▶ A legislative requirement that certain activities must be handled face to face

The DWP Intranet provides a [list of circumstances](#) in which a referral is appropriate

How to make a referral:

- **Step-by-step guide and link to form:**



- Ensure all mandatory boxes on the form are completed fully, as otherwise the referral will be returned
- Send the completed form to the email obtained from the [DWP Visiting Referral Tool](#)

How to track a referral:

For the claimant	For the JCP
They will receive regular email updates and a visit should be arranged.	Upon accepting the referral (generally on the same day), DWP Visiting will email the JCP.
If the visit is outstanding after 21 days, they can contact the Visiting Team using the details in the DWP Referral Tool.	The referral should be cleared within 10 working days. DWP Visiting will send a written report detailing the outcome of the visit to the JCP.

[Return to list](#)

Local services: improving the digital capability of customers

ORGANISATION	SERVICES	CONTACT
Inspire	Free 8-week computer classes	020 7740 6868
Peckham Library	Free computer classes Free help with online job hunting	Drop in to book or call 020 7525 2000 122 Peckham Hill Street, SE15 5JR
Learn MyWay	Free online digital skills course	Website
Online Centres Network	Local digital support	Find a centre
Blackfriars Settlement	Beginners IT course for 19+ Southwark residents	To register interest: 020 7960 4607 / 07809 377 464 1 Rushworth Street, SE1 ORB
Age UK Lewisham and Southwark	Digital support, incl. with benefit claims, for 60+ Lewisham residents	10 Catford Broadway, London, SE6 4SP Tues 10:00-14:30

Housing difficulties: list of emergency accommodation

ORGANISATION	SERVICES	ADDRESS	CONTACT
Emmaus Greenwich	20+ single adults Willing to work at least 40 hours per week as a product volunteer Priority for Greenwich residents Phone before approaching	226 Elmley Street, SE18 7NN	020 8316 5398
Missionaries of Charity	20-30 year old men with no recourse to public funds Phone 08:30-11:30 (excl. Thursday) Must arrive by 8pm	112-116 St George's Road, SE1 6EU	020 7401 8378
Salvation Army: Booth House Social Service Centre	18+ men Self-referrals for one night only Phone after 12 noon Proof of identity needed	153-175 Whitechapel Road, E1 1DN	02073929490
Salvation Army: Edward Alsop Court	19+ men sleeping rough Self-referral for one night only Phone before 9am Priority to Westminster residents Proof of identity needed	18 Great Peter Street, SE1P 2BT	020 7233 0296

Key definitions

TERM	MEANING
TEMPORARY ACCOMODATION	<p>Living provision for unintentionally homeless households in priority need. Circumstances may include:</p> <ul style="list-style-type: none">• Waiting for the completion of inquiries into an application• Waiting for secure accommodation to become available <p>Includes: private sector rented housing, social housing, hostels.</p>
SUPPORTED HOUSING	<p>Housing provided alongside care or supervision to help people live as independently as possible. Includes: hostels, refuges, supported living complexes, sheltered housing.</p>

Discretionary Housing Payments

You will have noticed that some claimants are experiencing a shortfall in their rent payments, struggling and getting into arrears.

These claimants can use the **Discretionary Housing Payment** form to get support from the council.

The postal address and email details are on the form, but please ensure that the claimant is aware of where to return it when completed.

[More information on DHPs](#)


[Return to list](#)

The Peckham Plan

Date	Issue	Resolution	Update/ Status Rating	By whom	Date of Review
25.5.2017	<i>How do we effectively support and build relationships with Vulnerable Claimants following a home visit with visiting officer?</i>	We liaise with the Visiting Officer to ensure that all information is gathered. We will arrange for VO to come to a meeting to raise awareness	To discuss further at meeting on 13/7/17		
25.5.2017	<i>If we have a question about a complex need and we cannot find the answer how do we resolve it?</i>	We raise an ACT and send it to the site SIL		All staff	
25.5.2017	<i>How do we ensure that Service Centre Colleagues and Work Coaches / Job Centre Colleagues work together and have knowledge to support Vulnerable Claimants?</i>	SILs in Jobcentre and Service Centre to encourage regular sharing of materials, good practice and knowledge between Service Centre and Jobcentre colleagues via digital channels for personal development, effective case management and to drive customer service improvements.	We have received visits from our Canterbury Centre colleagues to build relationship. We will have two direct teams who manage Peckham. We have implemented weekly telekits with managers from Canterbury and ourselves Friday mornings. We raised issues and discuss case studies.		



The Peckham Plan

Date	Issue	Resolution	Update/Status rating	By whom	Date of review
25.5.2017	<i>How do we support customers that threaten to commit suicide?</i>	<p>Apply six point plan. Ensure Canterbury are aware of what services are available locally (above) so that they can signpost claimants if they are invoking the 6 point plan. Ensure that we work together with Canterbury to ensure claimant is getting the support that they need.</p>  <p>Six Point Suicide Plan</p>	Ensure all staff have the six point plan on their desktop and go through the plan again at office meeting to ensure that all staff are aware of the plan and comfortable with what they need to do.	All staff and Managers	
25.5.2017	<i>How do we support customers who need to make a claim and cannot use computers?</i>	We currently have work experience who are helping to assist us with this and usually have enough ASM's to assist too	We must monitor how many customers need this help and where appropriate we will introduce a booking system if volumes become unmanageable. CAB are based on the ground floor so they can offer help to support claimants when making a claim on Monday and Tuesday afternoons	Service Delivery TL	3.7.17



The Peckham Plan

Date	Issue	Resolution	Update/ Status Rating	By whom	Date of Review
25.5.2017	<i>How do we support vulnerable customers who do not have a work coach assigned to them?</i>	We see them at FOH on and UC enquiries currently. This is a walk in service.		Information Redacted	
25.5.2017	<i>How can we ensure that we build working relationships with our LA?</i>	Leads to share knowledge and contacts with FOH colleagues and to update all at team meetings. Ran a pilot with LA and Service centre so that we can support claimants who have not had there SRS to do cleared and are at threat of eviction. We can work directly with Blackpool to see if the SRS as been returned and staff in the office can action the SRS. Southwark are pilot the housing portal which should help to speed up SRS being cleared.	Lead is based at FOH so that support can be given to vulnerable customer who have housing issues. Housing confident workshop has been done with staff with LA staff there to help raise awareness. Will clear SRS for vulnerable claimants is SRS as been returned and with Blackpool	Information Redacted	
7/7/17	<i>* Further information to be added to this document including details of the staff awareness session held on 28 June *</i>	Meeting booked for 13/7/17 to finalised this document		Information Redacted	

Version	Author	Date Amended	Reason for review	Signed off by	Next Full Review
1	Information Redacted	7/7/17	Update to new template to include complex needs picture and local support templates. Staff exercise to be included		13/7/17
2	Information Redacted	07/08/17	<ul style="list-style-type: none"> • Compiled information on local service provision for all vulnerabilities • Filled in support for staff incl. interview techniques and well-being • Formatted to make navigation quick and easy • Added misc. information 		
3	Information Redacted	20/11/2017	Update office leads and organisations contact details.		
4	Information Redacted	2/02/2018	Updated page 13 ,19, added Sustain referral form and reviewed items.		



