

Complex Needs Streatham JCP Site Action Plan



Department
for Work &
Pensions



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 awareness on complex needs
 - Support offered by our assisted services team
 - Leads dedicated to specific complex claimant groups
 - A comprehensive list of locally-available support
- ▶ 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**.

Right-click [here](#) to access the Complex Needs Action Hub.

Key definitions

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

Complex needs regularly encountered at Streatham JCP

Below are some of the life events and personal circumstances encountered at Streatham JCP 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 or gambling

I have no digital skills

I am homeless or estranged

I have a mental health condition

I have anger management issues

I am in debt

I have a learning disability

Modern Slavery

Mobility Issues restrict me

I am deaf/blind

I have suffered bereavement

Prison leaver or Criminal Record

I am suicidal

Work

I have just left care/I'm a young carer

I have suffered domestic or sexual abuse

I can't read/write or speak English

I am terminally ill or having medical treatment

I'm having gender reassignment

I'm a Victim of Crime /in witness protection



Addiction

ORGANISATION	SERVICES	CONTACT
CRISIS		
Alcohol	Drinkline	0300 123 1110 (helpline, free, 7 days a week, weekdays 9am-8pm, weekends 11am-4pm)
Addiction Helper	Advice on NHS treatments	0800 915 9400 – free callback service , 24hr 24 hours
Drugs		
Frank	National advice service	0300 123 6600
Release	Legal advice on drugs	020 7324 2989 – free
City Roads Crisis Intervention	Support for users in crisis	020 7278 8671- 24hr
Gambling		
CNWL National Problem Gambling Clinic	Support and advice for gambling addictions	020 7534 6699
Gambling Therapy	Therapy for gambling addictions	Free online service
GamCare	Helpline, counselling, online service Livechat	0808 8020 133 – free, 08:00-00:00, 7 days a week
FOR RELATIVES		
Families Anonymous	Support and advice for those with relatives with addictions	0845 1200 660 Online forum
Cruse	Support and advice for those suffering from addiction-related bereavement	0808 808 1677
Alateen	Support and advice for young relatives of alcoholics	020 7593 2070
NACOA	Helpline for children of alcoholics	0800 358 3456 Online forum: http://www.nacoa.org.uk/messageboards/



Addiction: local services

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
<u>Aurora Project</u>	Peer Mentoring to individuals in treatment for substance and alcohol use within Lambeth& Wandsworth.	All	140 Stockwell Road, Brixton London, SW9 9TQ. Opening Hours: 10am - 5pm, Mon. - Fri.
<u>Lorraine Hewitt House</u>	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.	18+ Lambeth residents	Lorraine Hewitt House 12-14 Brighton Terrace SW9 8DG Opening hours: 9.00 AM - 4.45PM Mon - Fri Self-referral drop in Tel: 0203 2281 500
<u>The Harbour</u>	A full group programme e.g. Relapse Prevention, SMART Recovery, Women's Group	All	Community Link Team 245 Coldharbour Lane Brixton, SW9 8RR Tel: 0207 095 1980



Anger management

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
LOCAL			
Lambeth and Southwark Mind	Range of services: workshops, groups, 1-1, telephone support, vocational support and peer support	18+ Lambeth Southwark residents registered with GP	<p>If you would like to get in touch with a staff member, you can find their email address on our staff page, or you can call us on 0207 501 9203 and select the option of the person you would like to speak to. You can also email us, write to us or visit our office:</p> <p>4th Floor 336 Brixton Road London SW9 7AA</p>
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



Social care/Care leavers

ORGANISATION	SERVICES	CONTACT
Lambeth Social Services	Children and Young People's Service	International House Canterbury Crescent Brixton London SW9 7QE Telephone: 020 7926 5555
Lambeth Social Services	Families Information Services	International House Canterbury Crescent Brixton London SW9 7QE Telephone: 020 7926 5555



Adults in care/carers

ORGANISATION	SERVICES	ELIGIBLE	CONTACT
Lambeth Social Services	Adult Social Care	Adults	Lambeth Adult Social Care Services Phoenix House 10 Wandsworth Road London SW8 2LL Telephone: 020 7926 5555
Carers UK	Support and advice		020 7378 4999 – free, Mon-Fri, 10:00-16:00

Deaf/blindness

[DWP guidance for blindness](#)

[DWP guidance for deafness](#)

ORGANISATION	SERVICES	CONTACT
HELPLINES		
DeafPlus	Support and employment advice	http://www.deafplus.org/what-we-do/bsl-advice-helpline/ Unusual hours
Action on Hearing Loss	Support and advice	Telephone: 0808 808 0123 / Textphone: 0808 808 9000 / Text: 0780 000 0360
Hearing Link	Support and advice	Telephone: 0300 111 1113 / Text: 07526 123255 Mon-Fri, 10:00-14:00
Sense	Support and advice for deafblind people	Telephone: 0300 330 9256 or 020 7520 0972 / Textphone: 0300 330 9256 or 020 7520 0972
SignHealth: DeafHope	Sign-language service for deaf women and children suffering from abuse	Text: 07970 350366 Voice/minicom: 020 8772 3241



Deaf/blindness: local info

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	HELPLINE AND MEETING LOCATIONS
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	<p>0791 263 0786</p> <p>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</p> <p>Self-referral to general services via online form</p>
British Tinnitus Association	Support group	All with tinnitus	<p>Helpline: 08000180527</p> <p>Support Group: Dragonfly Lifestyle, 6 Turnpin Lane, Greenwich Market, SE10 9JA – every other month</p> <p>07377722757</p>
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	<p>020 3815 3660</p> <p>Fill out form</p>



Debt

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
LOCAL			
<u>Brixton Advice Centre</u>	They provide a free legal advice clinic every other Thursday evening. Advice is given on a first come first served basis	All affected by debt	Brixton Advice Centre 167 Railton Road Brixton London SE24 0L Open Monday to Thursday between 10am and 3pm, and provide a legal advice clinic every other Thursday evening between 6.30 and 7.30pm
<u>Lambeth Council</u>	You can talk to advisers over the phone, using web chat or by email. They will help you work out what you need to do next in your particular circumstances.	All affected by debt	Do it online <u>One Lambeth Advice</u> You can also phone us on 0800 254 0298 .
<u>Citizens' Advice</u>	Support and advice	All	0344 243 8430 Barrhill Rd, London SW2 4RJ Drop=in
HELPLINES			
<u>National Debtline</u>	Helpline		0808 808 4000 – free, Mon-Fri, 09:00-20:00; Sat, 09:30-13:00
<u>Stepchange</u>	Helpline		0800 138 1111
<u>Shelter</u>	Helpline		Public advice line: 0344 515 1540 For under 25s: 0344 515 1540
<u>NHS stress line</u>	Helpline		0300 123 2000 – 7 days, 08:00-22:00
<u>Southwark Legal Advice Network</u>	Legal advice		0344 499 4134 (unusual hours) <u>You and Your Money booklet</u>
<u>TaxAid</u>	Advice on tax to those on low incomes (up to £20k a year)		0345 120 3779 – Mon-Fri 10:00-12:00
<u>Debt Advice Foundation</u>	Helpline		0800 043 40 50 – Mon-Fri 08:00-20:00, Sat 09:00-15:00

Domestic/sexual violence

1/2

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Refuge	National helpline and outreach services	Women suffering from domestic/sexual violence	0808 2000 247 – free, 24hr
Solace	SASS: advocacy for 16+ adults Sanctuary scheme: to prevent homelessness as a result of abuse Family and Children's Support: therapeutic support for young people incl. support group for mothers WRAP: support groups for women affected by abuse Peer support: survivors trained to offer 1-1 support to women experiencing abuse Perpetrator intervention: to help them change Counselling: for 16+ women Legal advice and representation Silver Project: support for 55+ women Irish and Irish Traveller service	Range of services differ	Lambeth Contact 0808 802 5565
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		020 7034 0303/0304, Mon-Fri 09:30-17:00
Rights of Women	Free legal advice		020 7251 6577 – Mon 11:00-13:00; Tues-Thurs 14:00-16:00

Domestic/sexual violence

2/2

ORGANISATION	SERVICES	CONTACT
LGBT Domestic Abuse Partnership	Support and advice	0207 704 2040
Mankind	Helpline for men	01823 334 244, Mon-Fri 10:00-16:00
Men's Advice Line	Helpline for men	0808 801 0327 – Mon-Fri 9:00-17:00
Domestic Violence Intervention Project	Support groups and helpline	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	080 8808 8141 – free
Bede House	Support and advice	02072379162 351 Southwark Park Road, SE16 2JW

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



Homeless/estranged

ORGANISATION	SERVICES	CONTACT
No Second Night Out	Support and advice	0300 500 0914
StreetLink	To report sleeping rough	0300 500 0914 or online
Shelter	Support and advice Interpretation and translation services	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	0844 251 0111
Stand Alone	Support groups	Register for support group
Buttle UK	Support and advice	020 7828 7311
Single Homeless Project	Support for single homeless people	020 7520 8660
Southwark Housing Advice Service	Support and advice	020 7525 5950 Mon-Fri 09:00-17:00 25 Bournemouth Road SE15 4UJ
Start Team (part of SLAM)	Assessment, treatment and support for rough sleepers with severe mental health problems	0203 228 5911 1 St Giles House, St Giles Road, SE5 7ED

Housing difficulties

[NHS list of local supported housing services](#)

ORGANISATION	SERVICES	CONTACT
Lambeth Council	Support and advice Emergency and temporary housing Help for vulnerable adults	Brixton Customer Centre Olive Morris House 18 Brixton Hill London SW2 1RD Telephone: 020 7926 4200
First Stop	Advice for older people	0800 377 7070 Mon-Fri 09:00-17:00
Ace Of Clubs	<ul style="list-style-type: none"> •Lunch •Showers and laundry •Clothing store •Nurse •General advice on benefits, housing, rough sleeper referrals and other assistance 	St Alphonsus Road Clapham SW4 7AS Telephone: 020 7720 2811 or 020 7720 0178
Manna Centre	<ul style="list-style-type: none"> •Breakfast and lunch •Hot showers •Housing and welfare advice •Access to computers 	Email: mail@mannasociety.org.uk Phone: 0207 357 9363 (Monday to Friday)
Shelter	Support and advice 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
Lambeth Safer Streets Team	Rough sleeping in very cold weather	Lambeth Safer Streets Team Telephone: 020 7501 0601 Email: sstlambeth@cri.org.uk



Learning disabilities

ORGANISATION	SERVICES	CONTACT
Mencap	Support and advice	02088081111 – Mon-Fri 09:00-17:00
British Institute of Learning Disabilities (BILD)	Support and advice	01562723010
Disability Law Service	Legal advice	02077919800 Online advice
Scope	Support and advice	0808 800 3333 – free, Mon-Fri 09:00-17:00
Bede: Learning Disabilities Project	Programme	020 7237 8930 Abbeyfield Road SE16 2BS
PLUS	Varied support for adults	020 8297 1250
St George's Pop-In	Drop in for adults with social activities and employment training	stgeorgespopin@gmail.com Trinity College Centre 1 Newent Close, SE15 6EF
Disability Advice Service Lambeth	Support and advice in Southwark	020 7738 5656 336 Brixton Road, SW9 7AA
Contact a Family Southwark	Support and advice for parents of children with learning disabilities	020 7326 5156 336 Brixton Road, SW9 7AA
Living Well Network Hub (local)	•Face-to-face: advice and signposting, one-to-one support for up to 12 weeks, referral to a partner organisation within network – SLaM, Certitude, Look Ahead, Thames Reach, Clapham Family Practice, Lambeth Council.	Location: 336 Brixton London SW9 3AA Open: Mon-Fri, 9am-5pm Tel: 0203 691 5080 slm-tr.lwnhub@nhs.net



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

ORGANISATION	SERVICES	CONTACT
Rightfully Yours	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



Modern slavery/human trafficking

ORGANISATION	SERVICES	CONTACT
Unseen	Modern Slavery Helpline and online report form	08000 121 700
Salvation Army	24/7 helpline	0300 3038151
Citizens' Advice	Support and advice	0344 243 8430 Barrhill Rd, London SW2 4RJ Drop=in

ORGANISATION	SERVICES	CONTACT
Empower Project	Employment support, incl. training	020 7732 0007 / 07961 500 627 Mon-Fri 09:30 – 17:00 SE1 6TE
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
Startup	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



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

Self-harm/suicide

ORGANISATION	SERVICES	CONTACT
Samaritans	Emergency support and advice	116 123
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
Selfharm 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

Terminal illnesses/medical treatment

1/2

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 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

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
Independent Police Complaints Commission	Reporting	0300 020 0096 – Mon-Fri, 09:00-17:00



Interview techniques

- ▶ Some claimants are happy to share or will have identifiable needs, 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 gauge whether a claimant is homeless
 - *Where are you currently sleeping?*
 - ▶ To gauge whether a claimant has a mental or physical disability
 - *Is there anything that has stopped you from employment in the past?*
 - ▶ To gauge whether a claimant has a type of addiction
 - *Is there anything you feel is holding you back from employment?*
 - ▶ To gauge 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 gauge whether a claimant has family members with complex needs
 - *Do you feel especially responsible for any family members?*
 - ▶ To gauge 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 the conditions of your claimant agreement doesn't account for?*
 - *Is there any other support that you feel you would benefit from?*
 - *Is there anything you don't feel comfortable discussing here/with me?*
- 