

Complex Needs Croydon Site Action Plan



Complex needs regularly encountered at Croydon

Below are some of the life events and personal circumstances encountered at Croydon 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

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

I am a carer

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

I am in debt

I have suffered domestic/sexual violence

I am a victim of crime

General

I'm having gender reassignment

I am terminally ill or having medical treatment



Addiction

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Frank	National advice service	All	0300 123 6600 frank@talktofrank.com
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/
UK Smart Recovery	Science based program to help with self management and recovery training.	Any type of addictive behaviour.	www.smartrecovery.org.uk
Turning Point : Young Peoples Substance Misuse Service	Offers support to youth addicted to drugs and alcohol, Individual recovery plans. Support for families and those affected	Young people (Under 18) living in the borough of Croydon.	Turnaround Centre, 51-55 South End, Croydon CR0 1BF 0300 123 9288 www.turning-point.co.uk croydonrecoverynetwork@turning-point.co.uk
Turning Point : Recovery Network	Offers support to adults addicted to drugs and alcohol, individual recovery plans. Support for families and those affected.	Anyone 18+ registered with a GP in Croydon	Initial Referrals: Lantern Hall, 190 Church Rd, Croydon CR0 1SE 0300 123 928 www.turning-point.co.uk croydonrecoverynetwork@turning-point.co.uk
Narcotics Anonymous	Support meetings for those with drug addictions, Smartphone APP (Megameeting)	Drug addicts with a desire to stop using.	NA Helpline: 03009991212 – Open 10am-12pm 7 days a week. Meeting@ukna.org , www.ukna.org/online/onlinemeeting UK Public Information Committee 202 City Road, London EC1V 2PH
Croydon PLUG (Peer Led User Group)	Support for those who have finished treatment for drugs/alcohol	Anyone, no referral. Walk in service.	0786 846 5752 or 0790 895 2522 www.croydonplug.org.uk East Croydon United Reform Church, Addiscombe Grove, CR05LP
PLUGETTES (associated with PLUG above)	Support for women BY women. (drugs and/or alcohol	Anyone, no referral. Walk in service.	Call Sue: 0796 161 1650 Lantern Hall, 190 Church Road, Croydon CR01SE
Alcoholics Anonymous	Open support meetings	Current and ex alcoholics	www.alcoholics-anonymous.org.uk 0207 833 0022 or 0845 769 7555 Phone lines open 10am-10pm daily
South London YMCA: Keystone House	Abstinence based hostel: 6 month programme. Will then move onto second stage if successful	Drug addicts/ Alcoholics	0208 662 1171 or 0207 101 9960 Emma.samuel@slymca.org.uk enquiries@slymca.org.uk



Anger management

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Croydon Drop In	Counselling, advice, advocacy and outreach health education. "Talk Bus".	Young people ages 11-25. Self referral.	02086800404 enquiries@croydondropin.org.uk www.croydondropin.org.uk 132 Church Street, Croydon CR0 1RF
Off the Record:	Workshop service: informal group talks about issues they are facing in their lives. Counselling service: confidential for young people	11-19 years old Young People	020 8251 0251 info@offtherecordcroydon.org www.offtherecordcroydon.org 72 Queens Road, Croydon, CR0 2PR
Mind	Support and advice, counselling, group therapy.	All	020 8763 2064 www.mindincroydon.org.uk counselling@mindincroydon.org.uk



Bereavement

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
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
Woodside Bereavement Service	One to one support from bereavement counsellors	Any person, any age	020 8662 1648 wbs@thelisteningear.org.uk www.thelisteningear.org.uk
Cruse in Croydon	Counselling and support, home visits	Anyone who lives within the borough of Croydon	24 hour line: 020 8916 0855 www.crusecroydon.org.uk info@crusecroydon.org.uk
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
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



People in care / care leavers

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Coram Voice	Support	Young people in Care/Care Leavers	0808 800 5792 – free, Mon-Fri, 09:30-18:00; Sat 10:00-16:00 Interpreters available
Turnaround Centre	Support	Young people in Care/Care Leavers	Telephone: 020 8760 5530 Address Line: Croydon Turnaround Centre 51/55 South End Croydon CR0 1BF

Carers

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Croydon Carers Information Service	Support and advice	All carers	24 George St, Croydon 020 8649 9339
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, drop-in for advice and counselling	Young carers 11-25 year olds	24 George St, Croydon 020 8649 9339

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
Disability Croydon	Range of support and advice	Those with physical and mental disabilities	Our current location is in New Addington . We are based in the Old Housing Office, on Central Parade next to the Leisure centre . Our office hours are 10am – 2pm Monday, Tuesday and Wednesday, please contact the office before coming in to ensure a member of staff is there to meet you. Our Telephone number is 020 8688 3622 Our contact Email is dcsupport@disabilitycroydon.org.uk
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

Local Food Hubs

Organisation and Days Open	SERVICES	ELIGIBILITY	Contact details
The Salvation Army (Monday to Wednesday)	Food parcel	Those with a ticket.	Croydon Citadel Corps, Booth Road, Croydon, Surrey, CR01XY
Nightwatch Soup Kitchen	Food, hot drink	Rough sleepers	Queens Gardens, every night of the year. 9.15pm-10pm
East Croydon United Reformed Church (Thursdays)	Hot meal, socialising	Those who need to eat	Addiscombe grove, just past Lebannon road tram stop. 12pm-3pm.
Norwood Food Bank (Fridays)	Food and drink	Those with a ticket	St Lukes Church, Knights Hill, West Norwood 10am-1pm

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	24 Fernhurst Rd, Croydon CR0 7DG 0800 328 0006
Citizens' Advice	Drop-in support and advice	All	Access Croydon, Bernard Wetherill House, Croydon Tuesday-Thursday
Money Advice	Money advice and personal budgeting support	All	Access Croydon, Bernard Wetherill House, Croydon

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	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
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	Differ 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
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



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

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	48 - 50 Portland Road South Norwood SE25 4PQ Drop - in for advice Tuesdays, Wednesdays & Thursdays 10 am - 1pm
Croydon Works	Support and advice on barriers to employment and job brokerage	Bernard Weatherhill House 8 Mint Walk Croydon CR0 1EA info@croydonworks.co.uk 0208 604 7471
Money Advice Service	Financial support and advice Online, phone and face to face	03005005000
South London & Maudlsey NHS (SLAM)	Mental health advice and treatment Helpline	020 3228 6000 - 24hr

Housing difficulties

[List of local emergency accommodation](#)

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Shelter	Helplines. Advice sessions at Mind in Croydon (Orchard House) for housing issues on Thursday afternoons.	Anyone who is homeless or has housing problems	London advice line: 0344 515 1540, National Helpline: 080 8800 4444 info@shelter.org.uk www.shelter.org.uk For appointments with shelter at Mind please contact Mary on 0208 253 8211
Support Needs Assessment & Placement Team (SNAP)	Access to supported housing services where appropriate, or signposting and onward referrals to other appropriate services	Vulnerable young people or adults, including homeless people, with a history of offending or those with mental health issues.	020 8760 5498 – SNAP Duty Co-ordinator snap@croydon.gov.uk www.croydon.gov.uk Bernard Weatherhill House 8 mint walk, CR01EA
Hestia: Croydon Generic Floating Support Service	Provide care homes for those who need 24 hour support or shared houses .	Those who have become homeless as a result of their mental health condition	allcroydongenericsfs@hestia.org www.hestia.org 020 8667 2100
Migrant Help	Support and information/advice.	Migrants in the UK	01304 203 977 www.migranthelp.org
Refugee Action	Help and advice	Those who have fled persecution, violence and harassment	0808 800 0007 (Monday to Friday 9am-5am) www.refugee-action.org.uk
Asylum Help	Guidance on how to claim asylum, financial support, finding legal representation, accessing health care, accommodation support and other issues.	Asylum seekers	0808 8000 630 or own language number (Monday to Friday 8.30am-7pm) www.asylumhelpuk.org
Croydon Reach Rough Sleeper Service- Thames Reach	Outreach, hostel resettlement, hospital discharge scheme for rough sleepers in Croydon.	Rough sleepers in Croydon	020 7870 8855 Croydon_reach@thamesreach.org.uk www.thamesreach.org.uk
Crisis	Help and advice	Single homeless people	0300 636 1967 enquiries@crisis.org.uk www.crisis.org.uk Crisis, 66 Commercial Street, London E16LT
Street Link	Support	Homeless people, rough sleepers	0300 500 0914 info@streetlink.org.uk www.streetlink.org.uk
Night Watch	First line contact , outreach, provide urgent and necessary items of food, clothes, toiletries etc. Stabilisation, training education	Rough sleepers	www.croydonnightwatch.org.uk info@croydonnightwatch.org.uk Queen's Gardens, Park Lane Central Croydon Postal address: PO BOX 9576, London, SE23 3ZH
CAYSH – DROP IN ZONE	Housing advice, referrals, support groups e.g careers/employment , education welfare, cultural, etc	14-21 year olds should visit drop in zone 22+ visit Taberner House between 9.30am-4.45pm	Drop in zone, Croydon Turnaround Centre 51/55 South End Croydon CR01BF. (Monday to Friday 10am-6pm) 020 8760 5530 www.caysh.org diz@caysh.org



Learning Disabilities

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
Mencap	Support and advice	All	02088081111 – Mon-Fri 09:00-17:00
British Institute of Learning Disabilities (BILD)	Support and advice	All	01562723010
Disability Law Service	Legal advice	18+	02077919800 / online advice
Scope	Support and advice	18+	0800 800 3333 – free, Mon-Fri 09:00-17:00
Remploy	<p>Mental Health Support service: work-focused support for 6 months; personalised support plan; ideas for workplace support; advice for employer</p> <p>Face to face employment support in branch</p>	<p>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</p> <p>Employment support: all with disabilities</p>	<p>Call 0300 4568114 / Email vocationalrehabilitation@remploy.co.uk</p> <p>Drop in to London branch: 1st Floor, Delta House, 4-10 North Road, London, N7 9EY / call 0300 456 8035</p>

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	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
BIPOLAR UK (Formally manic depression fellowship)	Support and information, recovery promotion, advocacy against discrimination, promotion of social inclusion. NO REFERRAL NEEDED!	Individuals affected by bipolar disorder	020 8676 9162 – please call after 6pm The primary room , United Reformed Church Addiscombe Grove, East Croydon
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
Croydon Voices forum	Mutual support group , Self help	Those with schizophrenia and similar illnesses	020 8464 7052 – RING BEFORE HAND voicesforumofcroydon@Gmail.com Town Hall, Katherine Street, Croydon & St Albans Church, Whitehorse Lane, Croydon
Beating the Blues	Cognitive behavioural therapy	Mild – moderate depression and anxiety sufferers.	www.beatingtheblues.co.uk
Depression Alliance and Wellbeing Group	Local events, self help group	Those with depression and anxiety	Call Dallas- 07530356634 East Croydon Medical Centre (EDMC) 59 Addiscombe Road Croydon CR06SD (Short walk from Lebanon Road Tramp Stop)
Talking2Minds	Support	anyone who has experienced trauma and is displaying PTSD symptoms, incl. diagnosed	For info: 0791 712 6708 / form
Positive Outcomes for Dissociative Disorders	Support	Support for those with dissociative identity disorders	Helpline: 0800 1814420 – Tues 11:00-17:00



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 0800 731 2864 – 24hr
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
Croydon Social Services Community Mental Health Team	Assessment and treatment	Access Croydon, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA. Opening hours: Monday to Friday, 9am to 4pm. Out of hours emergencies: 020 8726 6000
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



Disabilities / Disorders

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
SUN Project	One to one support, teach coping skills. Self referrals.	Those with long standing emotional and behavioural problems.(with or without a diagnosis of Personality Disorder).	0203 228 8541 Sheila.banks2@slam.nhs.uk CVA Resource Centre 82 London Road, Croydon CR02TB
Eating Disorders Association (BEAT)	Helpline, information	Those with eating disorders and their families, 18+	0845 634 1414 0845 634 7650 – under 25's help@b-eat.co.uk
Burgess Autistic Trust	Parent support group, social evenings, presentations by speakers and lessons on how to help the person with autism	Parents and carers	020 8464 2897 hannahbowley@burgessautistictrust.org.uk
National Autistic Society	Advice and information, workshops for parents and carers, events and activities, support, help to campaign for change.	Those with a diagnosis of autism members of their family, carers	07833 293263 Branch Officer croydonbranch@nas.org.uk

Gender Re-assignment & LGBT

ORGANISATION	SERVICES	WHO'S ELIGIBLE	CONTACT
Mermaids	Support and advice	LGBT community	0344 334 0550 – Mon-Fri, 09:00-21:00
Beaumont Society	Support and advice	LGBT community	01582 412220 – 24/7
Stonewall	Support and advice	LGBT community	08000 50 20 20 – Mon-Fri, 09:30-17:30
Survivors' Network	Support and advice	trans/non-binary survivors of sexual violence at any point	Helpline: 01273 204050 – Sundays 13:00-17:00
The Outcrowd	Social group, meetings	Lesbians, gays, bisexuals, transgender, those questioning their sexuality or gender identity. 18+	07827289312 info@outlinesurrey.org www.outcrowd.org
Four in Ten	Support, advice, meetings	Those who are LGBT and live with a mental health condition	07580617885- Monday, Tuesday, Friday. fourinten@gmail.com Jane Field Room, Maudsley Hospital, Camberwell SE58AZ

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	020 8684 2236 48-50 Portland Rd, London SE25 4PQ
Crimestoppers	Helpline	0800555111

[SPOT THE SIGNS](#)

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Support for Veterans

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
SSAFA	Financial, practical and emotional assistance.	Anyone currently serving, or has ever served in the Army, Navy or RAF, and their families	0845 1300 975 London.se@ssafa.org.uk www.ssafa.org.uk SSAFA Forces Help, 19 Queen Elizabeth Street, London, SE1 2LP
Combat Stress	Advice, support and counselling	Veterans with mental health complex and long term. Those with PTSD	0800138 1619 www.combatstress.org.uk contactus@combatstress.org.uk
Veterans Gateway	Online support website for signposting for local support	Veterans and their families, anybody.	www.veteransgateway.org.uk

Mobility issues

ORGANISATION	SERVICES	WHO'S ELIGIBLE?	CONTACT
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
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	Leonardcheshire.org
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 / i.baylis@musculardystrophy.org / fill in form Leaflet

Prison leavers/criminal record

1/2

ORGANISATION	SERVICES	CONTACT
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

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
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
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

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
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

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
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

Victims of crime

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

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: marylin@letmeplay.co.uk / 020 3475 7511
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



Local services: improving the digital capability of customers

ORGANISATION	SERVICES	CONTACT
Inspire	Free 8-week computer classes	020 7740 6868
Croydon Library	Free computer classes Free help with online job hunting	Croydon Clock Tower, Katharine Street · 020 3700 1034
Learn MyWay	Free online digital skills course	Website
Online Centres Network	Local digital support	Find a centre

Walk-in Services (Food)

ORGANISATION	SERVICES	CONTACT
The Wells	Drop In Centre	Salvation Army - Mondays 11am to 2:30pm Lunch, benefit/housing advice and homeless health team. Booth Road, Croydon CR0 1XY, 0208 680 9924
Rainbow Centre	Drop In Centre	141 Brigstock Road, Thornton Heath, 0208 251 8280 Monday – Friday 9am- 17:00pm appointments only.
The Link	Drop In Centre	Thursdays 7pm – 9:30pm drop-in refreshments . Recreational activities (pool, table tennis, Scrabble) Blankets and sleeping bags available . East Croydon United Reform Church.
Croydon Tabernacle	Drop In Centre	Full English Breakfast 8am – 9am, 38-40 Parson Mead, Croydon CR0 3SL
St Mildred's Church	Drop In Centre	Sunday Lunch/snacks served 1pm to 6pm at 30 Bingham Road, Croydon, CR0 7EB
House of Ministries International	Food Parcels	1 st & 3 rd Sunday of the month 10am - 1pm, Tins packets, pasta , cereal, household goods and more available enough for 2 days. 106 Beddington Lane Croydon CR0 4TB
Croydon Refugee Day Centre	Food Parcels , Clothing , English Classes	Tuesday s 10am – 12pm , Refugees/asylum seeker Refreshments, hot meals, toiletries, household goods, clothing, Food parcels. West Croydon Baptist Church, Corner of Whitehorse Road, St James Road, West Croydon.
West Croydon Methodist Church	Takeaway Meals	Wednesday 10am – 1pm , Breakfast , Lunch, pack lunch, clothing and toiletries available . 93 London Road, Croydon, CR0 2RF (next to Lidl)

**Thank you for
using the Complex
Needs Plan 😊**

