

Purpose of this document

This document pulls together all the services operating in Lambeth who can provide support to adults at risk and their carers. The following services may be able to help you if you are worried about possible abuse and neglect, or may be able to help you through the process of raising a safeguarding concern with the local authority.

How to use this document

The services listed below have been divided in to different categories to help you find the right support. For each service, you will find their contact details and an outline of the work they do and how they can help you with adult safeguarding.

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Lambeth Health and Social Care Teams

| Lambeth Initial Contact Service | |
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| Telephone number: | 020 7926 5555 |
| Email address: | adultsocialcare@lambeth.gov.uk (adultsocialcare@lambeth.gcsx.gov.uk for secure email) |
| Web address: | www.lambeth.gov.uk |
| Opening hours: | Core hours are 09:00 to 17:00, Monday to Friday. For out of hours services please call 020 7926 5555. |
| Referral criteria: | Please contact the Initial Contact Service to report safeguarding concerns to Lambeth Adult Social Care. You can also report safeguarding concerns online . |

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| Description of services/how can they help: | <p>After talking with the person at risk of abuse or neglect, a social worker will make enquiries about the circumstances of the abuse or neglect. They may talk to other people, such as family members, staff, GPs, friends and possibly the police. If the police say that a crime has been committed, then they may investigate what has happened. Those working with the adult at risk will support them to decide what they want to happen and then concentrate on improving the situation for that person, and address what has caused the abuse or neglect.</p> <p>They Initial Contact Service may also signpost your referral to other sources of support within Lambeth Adult Social Care. For instance, they may refer you for a Carer's Assessment to see what support you may be entitled to.</p> |
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Lambeth Integrated Referral Hub (IRH) for Early Help and Child Protection referrals

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| Telephone number: | 0207 926 3100 |
| Email address: | helpandprotection@lambeth.gov.uk Secure email: help.protection@lambeth.cjsm.net |
| Web address: | Forms and Further Information |
| Opening hours: | Core hours are 09:00 to 17:00, Monday to Friday. For out of hours services please call 020 7926 5555. |
| Referral criteria: | A single referral form: Two forms are in place to make referrals for help and protection, the Child Assessment Framework (CAF) and the Multi Agency Referral Form (MARF). The MARF has been reviewed and updated and will now be the primary referral form for all immediate help and protection (T3/ T4) requests. However, where schools, health and other services have already begun support with families (as part of a tier 2 offer) and an assessment framework is being used (potentially a CAF, which is a useful assessment tool to use with families), then it is important that the assessment currently in use is attached to the MARF to provide increased oversight and rationale for enhanced services from the local authority. |
| Description of services/how can they help: | Joint decision making – Contacts made by professionals to the Integrated Referral Hub will be researched by a multi-agency team when a clear threshold decision cannot be determined from the information received/ available. Daily multi-agency meetings will take place between key agency partners to ensure joint decisions are made to determine which service is best placed to respond to the child's needs (for example universal services for tier 2, Early Help-tier 3 or Child Protection-tier 4). Partners are encouraged to recommend cases for multi-agency research. |

Other Lambeth Council Services

| Every Pound Counts | |
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| Telephone number: | 020 7926 5555 |
| Email address: | everypoundcounts@lambeth.gov.uk |
| Web address: | www.lambeth.gov.uk/everypoundcounts |
| Opening hours: | Advice line opening times are Monday - Wednesday – Friday, 1pm - 4pm |
| Referral criteria: | Referrals can be made by staff working in the following service areas: <ul style="list-style-type: none"> • social care |

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| | <ul style="list-style-type: none"> • health • housing • organisations commissioned by Lambeth Council to provide support for vulnerable Lambeth residents needing help to claim additional benefit entitlement. <p>Every Pound Counts is available to the following Lambeth residents:</p> <ul style="list-style-type: none"> • people over pension age • people with disabilities • people with sensory impairments • people experiencing long term ill health • carers • people caring for a disabled child or a child with significant long term ill health, including children with long term developmental conditions and behavioural conditions. • people receiving treatment support from Lambeth Drug and Alcohol Treatment services <p>To arrange for an adviser to provide a welfare benefits check or provide benefit advice, please fill in this referral form for the customer and return to the Every Pound Counts service.</p> |
| Description of services/how can they help: | <p>The Every Pound Counts welfare benefits take up service offers free, confidential benefits advice to older people, disabled people, and their carers, helping them claim additional benefit income. By signing this form you agree to accept advice from the service, which will help you to access additional income through claiming new or additional benefits and Tax Credits.</p> <p>The service is run by Lambeth Council in partnership with local independent advice agencies Lambeth Law Centre and Resolve.</p> |

Regulatory Bodies

| Care Quality Commission (CQC) | |
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| Telephone number: | 03000 616161 |
| Email address: | enquiries@cqc.org.uk |
| Web address: | http://www.cqc.org.uk/ |
| Opening hours: | |
| Referral criteria: | Contact to report safeguarding concerns which relate to a regulated provider e.g. nursing home |
| Description of services/how can they help: | <p>CQC are the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.</p> <p>To raise a concern about a service, members of the public can complete an online form. It is important to also notify the relevant local authority.</p> <p>The CQC website also provides advice on whistleblowing for staff.</p> |

Safeguarding Adults; Support services

| Action on Elder Abuse | |
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| Telephone number: | 080 8808 8141 |
| Email address: | enquiries@elderabuse.org.uk |
| Web address: | http://elderabuse.org.uk |
| Opening hours: | 09:00 to 17:00, Monday to Friday |
| Referral criteria: | Action on Elder Abuse offer services to support victims and others who are concerned about or have witnessed abuse, neglect or financial exploitation |
| Description of services/how can they help: | Action on Elder Abuse (AEA) is a specialist organisation focused exclusively on the issue of elder abuse. You can report concerns about elderly abuse to their hotline. In London, they also run a South London Elder Abuse Recovery Service (EARS) where volunteers provide support for older people affected by abuse. This can range from weekly telephone calls, to acting as escorts to hospital appointments or therapeutic activities. |

| RESPOND | |
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| Telephone number: | 0808 808 0700 |
| Email address: | helpline@respond.org.uk |
| Web address: | www.respond.org.uk |
| Opening hours: | - |
| Referral criteria: | Please see website for full details of the various services offered. |
| Description of services/how can they help: | Respond works with children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others, through psychotherapy, advocacy, campaigning and other support. Respond also aims to prevent abuse by providing training, consultancy and research |

| UK Modern Slavery and Human Trafficking Centre | |
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| Telephone number: | 0370 496 7622 |
| Email address: | UKHTC@soca.x.gsi.gov.uk |
| Web address: | www.nationalcrimeagency.gov.uk |
| Opening hours: | |
| Referral criteria: | If someone has disclosed that they have been trafficked OR there are indicators that someone has been trafficked (consent required if not an adult at risk) or if you are concerned that slavery is happening. Online referral form: available here . |
| Description of services/how can they help: | The Modern Slavery Human Trafficking Unit (MSHTU) is part of the Organised Crime Command in the National Crime Agency. They work within the UK and internationally to combat modern slavery crimes. They collaborate with partners including police forces, the Home Office and other government departments, the UK Border Force and UK Immigration Enforcement, the Gangmasters Labour Abuse Authority (GLAA), international agencies, non-governmental organisations (NGOs) and many charitable and voluntary expert groups. |

| Modern Slavery Helpline | |
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| Telephone number: | 0800 0121 700 |
| Email address: | https://modernslavery.co.uk/contact.html (online form) |
| Web address: | www.modernslaveryhelpline.org |
| Opening hours: | |
| Referral criteria: | If you think slavery is happening you can contact the helpline to seek advice and report your concerns; do not attempt to let the victim know that you have reported it or confront the traffickers. You need to ensure their safety and yours. If you feel you are in a situation of slavery, you can contact the helpline for support. |
| Description of services/how can they help: | <p>Helpline</p> <ul style="list-style-type: none"> • Potential victims will have the chance to speak to fully trained call handlers who can help them access relevant services, including Government-funded support through the National Referral Mechanism • Statutory agencies can call to gain support in dealing with potential victims, and to receive guidance in accessing all the information and tools available through the associated Resource Centre • Businesses can call for information, advice and also to report any concerns they have about potential instances of modern slavery in their operations • Members of the public and those delivering services on the front-line can also report any modern slavery suspicions or concerns about individuals, premises or locations |

Independent Advocacy support

| Disability Advice Service Lambeth (DASL) | |
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| Telephone number: | 020 7501 8966 |
| Email address: | advocacy@disabilitylambeth.org.uk |
| Web address: | www.disabilitylambeth.org.uk |
| Location: | 336 Brixton Rd, London SW9 7AA, United Kingdom |
| Opening hours: | 09:00 – 17:00, Monday to Friday |
| Referral criteria: | <p>Independent, confidential and free advocacy support is available for people aged 18 and over who have a difficulty speaking up for themselves and who are eligible for the Independent Living and Carers Partnership (ILCP) range of services by living in Lambeth and who are:</p> <ul style="list-style-type: none"> • an older person (55+) or a carer, • are a Disabled person with a physical or sensory impairment or who have a learning disability or long term condition <p>People who have been assessed by Lambeth Council as meeting the eligibility criteria for advocacy support under the Care Act 2014.</p> <p>DASL has an open referral process: referrals can be made using the DASL Advocacy Referral Form.</p> |

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| <p>Description of services/how can they help:</p> | <p>Disability Advice Service Lambeth (DASL) is a Disabled People's Organisation which works with disabled people, including those with mental health support needs, older people and carers, mainly in the London Borough of Lambeth.</p> <p>DASL offers a range of services including independent advocacy support to help people speak up and exercise their rights in relation to a number of issues including keeping safe from abuse. DASL supports people to understand and be involved in safeguarding process.</p> <p>The advocacy service supports people who are eligible for independent advocacy under the Care Act 2014 duties and supports people during safeguarding processes undertaken by Lambeth Council.</p> <p>As part of the Lambeth Disability Hate Crime Partnership, DASL provides a Hate Crime Advocacy and Outreach service. DASL provides support to Disabled people in Lambeth both to report disability related hate crime and during processes in relation to this. DASL works to raise awareness of hate crime against Disabled people and works with others to prevent this happening. We are 336, Lambeth's Disability Hub, is the borough's Hate Crime Reporting Centre for Disabled People.</p> <p>DASL also provides a range of other services that can offer Disabled, Older people and carers information, advice and support in relation to a number of issues including abuse and safeguarding.</p> |
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| POhWER Independent Mental Capacity Advocacy (IMCA) | |
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| Telephone number: | 0300 456 2370 |
| Email address: | pohwer@pohwer.net |
| Web address: | www.pohwer.net |
| Opening hours: | 08:00 – 18:00, Monday to Friday |
| Referral criteria: | <p>Information and advice service is available to anyone who needs information, advice, signposting to other services or a referral to one of POhWER's advocacy services.</p> <p>Referrals for Deprivation of Liberty Safeguards IMCA's need to be made via LB Lambeth.</p> |
| Description of services/how can they help: | <p>The Independent Mental Capacity Advocate (IMCA) service supports someone assessed as not able to make certain decisions about their lives for themselves and who has no suitable family or friends to speak for them.</p> <p>Referrals can only be made by Professionals.</p> |

| Community Support Network, South London | |
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| Telephone number: | 020 7274 4490 |
| Email address: | info@csnsl.org.uk |
| Web address: | www.csnsl.org.uk |
| Location: | 336 Brixton Rd, London SW9 7AA, United Kingdom |
| Opening hours: | 09:00-17:00, Monday to Friday |
| Referral criteria: | CSN provides advocacy services for Lambeth residents whose primary need is mental health, and take referrals from service users, carers, and professionals. |

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| Description of services/how can they help: | <p>CSN has the following services, funded by NHS Lambeth Clinical Commissioning Group, South London and Maudsley NHS Foundation Trust and NHS England Clinical Commissioning Group:</p> <ul style="list-style-type: none"> • Care Act advocacy <ul style="list-style-type: none"> ○ Advocacy to assist with the process of FACE & OT (Occupational Therapy) assessments and with Safeguarding Concerns. Provided to Lambeth residents whose primary need is mental health. • In-patient advocacy <ul style="list-style-type: none"> ○ Provided on Luther King, LEO (Lambeth Early Onset Unit), Lambeth Triage Ward, Nelson, Tony Hillis Unit & Eden Wards at Lambeth Hospital, Greenvale Specialist Care Unit (older adults), Ward AL1 (Maudsley Hospital) and Chelsham House (Bethlem Royal Hospital). • Community advocacy <ul style="list-style-type: none"> ○ Provided to people who have recently been discharged from section of the Mental Health Act 1983, as amended 2007. Priorities are people who are detained in the community on Community Treatment Orders, also known as Supervised Community Treatment. Advocacy services prioritise women, people who are new to advocacy or new to mental health services, those for whom English is not their first language and others with communication difficulties. • Forensic advocacy <ul style="list-style-type: none"> ○ Forensic: is for people with mental health problems who have also committed a criminal offence, which may have been connected to their mental health problems. Alternatively, they may have developed mental health problems following imprisonment. |
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| SignHealth's Advocacy Service | |
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| Telephone number: | 01494 687606 |
| Email address: | advocacy@signhealth.org.uk |
| Web address: | www.signhealth.org.uk/our-projects/advocacy/ |
| Opening hours: | - |
| Referral criteria: | Referrals can be made using this form . SignHealth accept self-referrals. |
| Description of services/how can they help: | SignHealth's Advocacy service helps Deaf people to understand the complex dealings of government departments and the legal system. For many Sign Language users English is a second language, and Deaf people can struggle to understand complex documents and ideas which are written in English. Advocates help Deaf people to understand what is happening, and the choices they have. It does not give advice on which choice a Deaf person should make. |

| Ask Erwin | |
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| Telephone number: | 020 7564 8760 |
| Email address: | Info@askerwin.org |
| Web address: | www.askerwin.org |
| Location: | 64 Railton Rd, Brixton, SE24 0LF |

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| Opening hours: | 14:30 to 17:30, Tuesday and Thursday |
| Referral criteria: | Information service free to access for all. |
| Description of services/how can they help: | <p>Information support line offers advice and information in understanding the Care Act 2014 and Mental Capacity Act 2005. It is also possible to an appointment to talk to a case worker.</p> <p>The charity provides a small amount of advocacy to individuals who do not meet the criteria for local statutory advocacy. They are also available to provide spot purchase, issue based advocacy to Statutory Organisations</p> <p>Brain Tumour Support Group; Monthly support group on the third Wednesday of the month, organised in association with The Brain Tumour Charity.</p> |

| People First Lambeth | |
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| Telephone number: | 020 7274 5484 |
| Email address: | info@peoplefirstltd.com |
| Web address: | http://peoplefirstltd.com/ |
| Location: | People First, 336 Brixton Road, London, SW9 7AA |
| Opening hours: | - |
| Referral criteria: | People First (Self Advocacy) is a user-led organisation run by and for people with learning difficulties |
| Description of services/how can they help: | <p>People First is an organisation run by and for people with learning difficulties. The organisation aims to speak up and campaign for the rights of people with learning difficulties, and aim to support self-advocacy groups across the country in their work.</p> <p>People First provide a telephone service (020 7274 5484) which support people with learning difficulties and their carers with a range of issues including: hate crime; using Access to Work; debt; getting advocacy and support; understanding changes to benefits; accessing services; getting accessible information; making complaints; and accessing employment, voluntary roles and education.</p> <p>Depending on what problem you need support with, People First staff will:</p> <ul style="list-style-type: none"> • Offer advocacy: this means they can get in touch and speak to organisations for you, to find out the choices that you have and the way that you can move forward. • Signpost: this means they will find the right organisation to support you to deal with the problem. • Give advice: they will use their experience to give you accessible information, so that you can deal with the problem |

| London Independent Health Complaint advocacy | |
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| Telephone number: | 0203 553 5960 |
| Email address: | LondonIHCAS@pohwer.net |
| Web address: | https://www.pohwer.net/london-ihcas |
| Opening hours: | |
| Referral criteria: | <p>This service works with people who have:</p> <ul style="list-style-type: none"> • Mental health issues |

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| | <ul style="list-style-type: none"> • Learning difficulties • Challenging behaviours • Sensory disabilities • Little or no English and different cultural backgrounds • Suffered a bereavement <p>Or anyone else who needs help with their NHS complaint.</p> |
| Description of services/how can they help: | <p>Independent Health Complaints Advocacy is free, independent of the NHS and confidential. We can help you to use the NHS complaints process which covers all NHS funded treatment This service can:</p> <ul style="list-style-type: none"> • Give you information about how to complain including who to complain to • Explain the complaints process and your options at each stage of the process • Signpost you to other organisations who can help you if we can't • Send you an information pack to help you make your complaint yourself • Provide you with an advocate to support you if you need more help |

Domestic Violence

| Gaia Centre | |
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| Telephone number: | 0207 733 8724 |
| Email address: | lambethvawg@refuge.org.uk |
| Web address: | http://refuge.org.uk/what-we-do/our-services/gaia-centre-lambeth/ |
| Opening hours: | 08:00-18:00 (with additional out-of-hours on-call service provided via same contact number) |
| Referral criteria: | Females over the age of 13 and males over the age of 16 who live in Lambeth, who are currently experiencing, or who have experienced gender based violence (domestic abuse, forced marriage, honour based violence, Female Genital Mutilation, prostitution, trafficking, stalking and sexual violence). |
| Description of services/how can they help: | <p>The Gaia Centre provides one-to-one confidential and bespoke support services for females aged 13+ and males aged 16+ who live in Lambeth and who have experienced or who may be at risk of gender based violence, including: domestic, sexual, financial and emotional abuse, stalking, prostitution, female genital mutilation, forced marriage, 'honour'-based violence and trafficking.</p> <p>The new services include:</p> <ul style="list-style-type: none"> • Independent Gender Violence Advocacy for those at high risk of homicide/ serious harm • Community Outreach Workers • Peer support scheme • Volunteer opportunities • Early intervention scheme to reach out to and support 14-16 year-old girls • Group support sessions • Sanctuary scheme (to support survivors to stay safe at home and avoid homelessness) <p>The service is free and staffed by female members of staff only. Children are welcome.</p> |

| RESPEITO | |
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| Telephone number: | n/a |
| Email address: | info@respeito.org.uk |
| Web address: | www.respeito.org.uk |
| Opening hours: | n/a |
| Referral criteria: | RESPEITO provide a free confidential services for men, women, and young people on issues related to family conflict, who might be at risk of domestic abuse, and those affected by it. |
| Description of services/how can they help: | <p>RESPEITO is a non-profit organisations dedicated to reducing and preventing domestic abuse in the Portuguese-speaking community in the UK.</p> <p>RESPEITO can help by:</p> <ul style="list-style-type: none"> • Providing information in the Portuguese language relating to matters of domestic conflict, so that people can make informed decisions, feel valued and supported. • Signposting and enabling access to support and services available, with an interpreter. • Delivering educations workshops • Providing translation and interpreting services for organisations |

| DeafHope | |
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| Telephone number: | 020 8772 3241 (voice/text phone) (SMS/Text: 07970 350366) |
| Email address: | deafhope@signhealth.org.uk |
| Web address: | www.signhealth.org.uk/our-projects/deafhope-projects/deafhope-service/ |
| Location: | DeafHope, Falcon Mews, 46 Oakmead Road, Balham, London SW12 9SJ |
| Opening hours: | n/a |
| Referral criteria: | <p>Deaf women can refer themselves to the service in the London area, by contacting direct.</p> <p>If you are a professional and want to refer someone to the service, please contact us or complete form found on DeafHope website.</p> |
| Description of services/how can they help: | <p>DeafHope is SignHealth's Domestic Abuse service. It is the only service of its kind in the UK which is based in sign language.</p> <p>DeafHope provide practical and emotional support to Deaf people who are experiencing domestic abuse, and to those who have survived it. The team help people to make choices and to stay safe.</p> <p>Support can include one-to one advice from qualified Deaf IDVAs (Independent Domestic Violence Advocates) and our Children & Families Worker. From point of contact, the team creates a support plan, developing coping strategies until the client feels ready to move on with their lives independently. Throughout this process, DeafHope ensure that clients are able to navigate statutory services such as immigration, the police and courts, housing, and social services. They also offer survivor workshops and support in obtaining referral for therapy delivered in British Sign Language</p> |

Mental Health services, advice and support

| Mosaic Clubhouse | |
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| Telephone number: | 020 7924 9657 |
| Email address: | infohub@mosaic-clubhouse.org |
| Web address: | https://www.mosaic-clubhouse.org/ |
| Opening hours: | 09:00 to 17:00, Monday to Friday (Evening Sanctuary 18:00 to 02:00, Wednesday to Sunday) |
| Description of services/how can they help: | <p>Referrals to Mosaic Clubhouse can be made by from Health Care Professionals, Voluntary Organisations, Social Services, SLaM Recovery Services or by self-referral.</p> <p>Referrals to the Evening Sanctuary can only be made by:</p> <ul style="list-style-type: none"> • Psychiatric liaison teams in local A&E departments • Lambeth Home Treatment Team • Community Mental Health Teams • Street Triage • The Living Well Network Hub • South London & Maudsley NHS Trust 24 hour mental health line • GPs <p>People can be referred up until midnight.</p> |
| Description of services/how can they help: | <p>Mosaic Clubhouse is free for Lambeth residents who suffer from an enduring mental illness and are aged 16-65 and who would benefit from support and opportunities.</p> <p>The Sanctuary is an out-of-hours support service in a non-clinical space, targeted at Lambeth residents over 18 years of age who live with a mental health condition.</p> |

| Lambeth and Southwark MIND | |
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| Telephone number: | 020 7501 9203 |
| Email address: | eneralenquiries@lambethandsouthwarkmind.org.uk |
| Web address: | https://www.lambethandsouthwarkmind.org.uk/ |
| Opening hours: | 10:00 to 17:00, Monday to Thursday |
| Referral criteria: | <p>Lambeth and Southwark MIND can provide information and advice to Lambeth and Southwark residents of all ages.</p> <p>The psychotherapy service is available to residents aged 18 and over of Lambeth and Southwark who are experiencing difficulties with mental health. You can apply through self-referral or you can request to be referred by your GP.</p> |
| Description of services/how can they help: | <ul style="list-style-type: none"> • Information service which provides confidential telephone and email support to help people make an informed decision when choosing a mental health service • Psychotherapy service offers individuals access to long-term therapeutic support • Peer support groups: <ul style="list-style-type: none"> ○ Peer Support Group; for anyone aged 18 or above experiencing mild to moderate mental health difficulties, isolation or loneliness. |

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| | <ul style="list-style-type: none"> ○ Open Minds; for anyone aged 18 or above experiencing difficulties with mental health and are currently or have previously been in contact with mental health services ○ Kindred Minds; drop-in group for people aged 18 and above from a Black and/or Minority Ethnic (BME) background experiencing difficulties with mental health ○ Hearing Voices; for anyone aged 18 or above who is a voice hearer or suffers with paranoia ○ Friends in Need; for anyone aged 18 or above experiencing difficulties with depression and/or anxiety. |
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| Community Support Network, South London | |
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| Telephone number: | 020 7274 4490 |
| Email address: | info@csnsl.org.uk |
| Web address: | www.csnsl.org.uk |
| Location: | 336 Brixton Rd, London SW9 7AA, United Kingdom |
| Opening hours: | 09:00-17:00, Monday to Friday |
| Referral criteria: | CSN provides advocacy services for Lambeth residents whose primary need is mental health, and take referrals from service users, carers, and professionals. |
| Description of services/how can they help: | See above. |

Support for substance misuse

| Aurora Project LAMBETH | |
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| Telephone number: | 020 7733 8221 |
| Email address: | support@auroraprojectlambeth.org.uk |
| Web address: | www.auroraprojectlambeth.org.uk/ |
| Location: | 140 Stockwell Road, Brixton, London, SW9 9TQ. |
| Opening hours: | 10am - 5pm, Mon. - Fri. |
| Referral criteria: | <p>Aurora Project Lambeth is a service designed to work in partnership with key workers and other professionals in the Lambeth Treatment Consortium to offer clients a peer mentoring service, offering them the support that they may need from volunteers that have been through the treatment system themselves.</p> <p>To refer a client today simply fill out a referral form in PDF format available here or in Word format available here.</p> |
| Description of services/how can they help: | <p>Aurora Project Lambeth is a Registered Charity offering *Peer Mentoring to individuals in treatment for substance and alcohol use within Lambeth& Wandsworth. Aurora Project was set up by a group of individuals with experience of seeking treatment for substance or alcohol use and is governed by a board of trustees. This small organisation offers a unique service for clients, offering them the chance to get support and advice from people who have been through treatment themselves.</p> <p>*Peer Mentoring is a form of mentorship that usually takes place between a person who has lived through a specific experience (peer mentor) and a person who is new to that experience</p> |

Community Support and voluntary organisations

| Age UK Lambeth | |
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| Telephone number: | 020 7346 6800 |
| Email address: | info@ageuklambeth.org |
| Web address: | www.ageuk.org.uk/lambeth |
| Location: | Main Office: 336 Brixton Road, London, SW9 7AA Vida's Centre: 2B Saltoun Rd, London, SW2 1EP |
| Opening hours: | Café at Vida's runs Tuesday, Wednesday and Friday, 10am until 3pm |
| Referral criteria: | |
| Description of services/how can they help: | <p>Age UK Lambeth offers a wide range of support services including;</p> <ul style="list-style-type: none"> • Age UK Lambeth can assist with welfare benefits claims, housing issues, community care, financial management and tax, utilities, consumer issues, tradespeople and services, transport, debt and social and leisure activities. • Lambeth Safe and Independent Living (SAIL) enables organisations and individuals working in the community to signpost people for further support • MYsocial, a social membership service • At Home With Age UK Lambeth provides practical help and the HandyFix team carries out minor repairs, improvements or adaptations. Age UK Lambeth have also developed an online directory to protect older people from rogue traders; Trusted Traders. • Befriending Service for older people who may feel socially isolated and lonely. The main target client group is formed by the 40% of Lambeth residents (9,800) aged over 55 who live alone. • The Hospital 2 Home service helps older people to return home and stay supported after they have been in hospital, with a focus on identifying and solving the practical problems that often hold up timely discharge of patients <p>For a full list of the services provided by Age UK Lambeth and for more information, please visit the website.</p> |

| Alzheimer's Society | |
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| Telephone number: | 020 7735 5850 |
| Email address: | southwarkandlambeth@alzheimers.org.uk |
| Web address: | www.alzheimers.org.uk |
| Location: | Ground Floor 6 Sancroft Street, SE11 5UD |
| Opening hours: | Please contact for more information on individual services. |
| Referral criteria: | <p>Alzheimer's Society Lambeth can provide support for:</p> <ul style="list-style-type: none"> • Carer's of people with Dementia • People with Dementia and their carers, family and friends • Residents of London Borough of Lambeth |

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| Description of services/how can they help: | <p>Carer's Support Group: This peer support group gives you the opportunity to meet with others who understand some of what you are going through. Run by a facilitator, the sessions offer a chance for people affected by dementia to ask questions, get information and share experiences in a safe and supportive environment.</p> <p>Dementia Advisor: Our Dementia Adviser service offers information about all aspects of living with dementia and supports you to access services. People with dementia, their carers or people who are worried about their memory can contact our dementia advisers whenever they need further information or support to find other services.</p> |
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| Latin American Disabled People's Project | |
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| Telephone number: | General information: 0207 793 8399 For advice and representation relating to disability, benefits, health or housing: 0800 141 2287 |
| Email address: | ladppadvice@ladpp.org.uk |
| Web address: | www.ladpp.org.uk |
| Location: | Unit 7 of the Kennington Workshop, 42 Braganza Street, Kennington London , SE17 3RJ |
| Opening hours: | Monday to Friday, 9:30 am - 5 pm |
| Description of services/how can they help: | <p>Latin American Disabled People's Project (LADPP) work and join efforts to improve the quality of life and independence of disabled Spanish and Portuguese speaking people living in London - as well as that of their carers, families and communities. They do this through the provision of all our services, projects, information, training, advice, advocacy, social and cultural events, and volunteering opportunities.</p> <p>Typically, most members: Are asylum seekers, refugees and migrants.</p> <ul style="list-style-type: none"> - Live in households in receipt of means-tested benefits. - Haven't acquired basic knowledge of the English language. <p>And would have:</p> <ul style="list-style-type: none"> - Community integration difficulties - Physical disability - Learning impairment - Mental health problem - Chronic or terminal illness - Poverty or risk of poverty |

| Lambeth & Southwark Mencap | |
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| Telephone number: | 020 8655 7711 |
| Email address: | info@lsmencap.org.uk |
| Web address: | www.lsmencap.org.uk |
| Location: | 43 Knights Hill, West Norwood, SE27 0HS |
| Opening hours: | Mon-Fri, 9am-5pm |
| Referral criteria: | LSM has an open referral process for people across London over the age of 16, and welcomes referrals from health and social services professionals, |

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| | other organisations, family/carers, and self-referrals from service users themselves. |
| Description of services/how can they help: | <p>LSM provides support and activities for adults with learning disabilities, including autism, through:</p> <p>An outreach support service for adults living independently in the community or with their family/carers.</p> <p>CQC registered domiciliary care for a few hours per week or 24/7.</p> <p>Day activities including group activity in a community centre, as well as more bespoke one-to-one or small group projects.</p> <p>Supported activities in the community including bowling, cinema, theatre, pottery, picnics, dances, meals in restaurants, cooking and swimming to enjoy community amenities, develop confidence and social skills, and make friends.</p> <p>Respite holidays including day trips, short breaks, and longer trips throughout the UK and abroad.</p> <p>Profound and Multiple Learning Disabled services transforming the lives of adults with PMLD and complex needs through therapeutic and developmental activities.</p> <p>Social Clubs: Autism Social Club and Club 25+. These regular clubs enable adults with learning disabilities an opportunity to socialise with their peers, reducing the risk of loneliness.</p> |

| London Fire Brigade, Home Fire Safety Visit | |
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| Telephone number: | 0800 028 44 28 For urgent, out of hour referrals, please contact 0208 555 1200 |
| Email address: | |
| Web address: | www.london-fire.gov.uk |
| Location: | - |
| Opening hours: | - |
| Referral criteria: | Home Fire Safety Visits are available to all London residents |
| Description of services/how can they help: | <p>During a home fire safety visit, firefighters will visit you in your home and provide you with bespoke advice, based on your household and lifestyle, to minimise the risk of a blaze.</p> <p>Crews may suggest moving items or furniture as part of any safety recommendations made during the home fire safety visit, if they identify them as hazards. Firefighters may assist in moving furniture but this will be at their own discretion and only with your permission.</p> <p>Crews may fit free smoke alarms in your property during the assessment.</p> <p>Home fire safety visits can take place any day of the week, at any time that is convenient for you. The assessment takes as long as necessary but first-time visits are allocated up to 90 minutes.</p> |

| Carer's Hub | |
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| Telephone number: | 0207 5018970 |
| Email address: | connect@carershub.org.uk |
| Web address: | http://carershub.org.uk/ |
| Location: | 336 Brixton Road, Brixton, London SW9 7AA |

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| Opening hours: | Monday to Friday, 9am to 5pm |
| Referral criteria: | Carer's Hub accept self-referrals and referrals from professionals. To refer, please complete a referral form . |
| Description of services/how can they help: | <p>Carer's Hub offer support to unpaid carers in Lambeth. If you help to look after a family member, partner, friend or neighbour then Carer's Hub offer a range of projects and services which may be of interest. They can also provide information and support to carers in relation to safeguarding concerns, via 1-1 support.</p> <p>Specialist services provided by the Carers' Hub Lambeth include:</p> <p>Mental Health Service - 020 7501 8974</p> <p>Learning Disability Service - 0207 5018971</p> <p>Young Carer's Service – 0207 5018972</p> <p>Adult Carer's Service - 0207 5018970</p> |

| Lambeth Hate Crime Reporting Centre | |
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| Telephone number: | 020 7642 2054 |
| Email address: | hatecrime@disabilitylambeth.org.uk |
| Web address: | www.disabilitylambeth.org.uk/dasl/hatecrime/ |
| Location: | 336 Brixton Road, Brixton, SW9 7AA |
| Opening hours: | DASL's Hate Crime Advocacy and Outreach Worker is Cheryl Lewis; Cheryl is available on Mondays, Tuesdays, Wednesdays and Thursdays from 10.30am - 6pm. At other times you can leave a voicemail message or send an email and Cheryl or another member of DASL's staff will get in touch with you |
| Referral criteria: | The Lambeth Hate Crime Reporting Centre provides a service for people who have a disability and have been affected by a hate crime or hate incident of any kind and would like to talk to someone about it. |
| Description of services/how can they help: | The Hate Crime Reporting Centre offers a safe place to talk about what happened and receive confidential support, advice and information. The advocacy worker can also assist you to report the incident to the Police if you wish to and can be by your side throughout the whole process. They can also act on your behalf to help you get practical support surrounding your safety and your wellbeing. |

| Parkinson's UK – Southwark and Lambeth Group | |
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| Telephone number: | 0344 225 3705 Free national helpline: 0808 800 0303 |
| Email address: | vc.south3@parkinsons.org.uk |
| Web address: | www.parkinsons.org.uk |
| Location: | Chatsworth Baptist Church, Chatsworth Way, West Norwood, SE27 9HN |
| Opening hours: | Fourth Wednesday of the month, 2pm-4pm |
| Referral criteria: | N/A |
| Description of services/how can they help: | The group offers information, friendship and support to local people with <u>Parkinson's</u> , their families and carers. They also organise regular events and social activities, with the opportunity to meet other people affected by Parkinson's in the local area. |

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| | <p>People can also contact Parkinson's UK's Peer Support service to talk to a trained volunteer about anything to do with Parkinson's.</p> <p>This might be:</p> <ul style="list-style-type: none"> • personal experience of <u>treatments</u> • ways of coping with <u>Parkinson's</u> • ways of <u>caring for someone with Parkinson's</u> |
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| Multiple Sclerosis Society | |
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| Telephone number: | 0808 800 8000 |
| Email address: | helpline@mssociety.org.uk |
| Web address: | www.mssociety.org.uk |
| Opening hours: | Helpline open Monday to Friday, 9am to 7pm |
| Referral criteria: | N/A |
| Description of services/how can they help: | <p>MS Society can provide support which includes:</p> <ul style="list-style-type: none"> • Emotional support • Practical and financial support including benefits guidance • Help to get the right care and navigating the social care system <p>They also offer support to:</p> <ul style="list-style-type: none"> • Healthcare professionals • Carers and families |

| South London Cares - Lambeth & Southwark | |
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| Telephone number: | 0207 118 0404 |
| Email address: | Contact them here. |
| Web address: | https://southlondoncares.org.uk/home |
| Opening hours: | n/a |
| Referral criteria: | Older neighbours 65 years old and over to their social clubs or one-to-one friendship matching programme – referral form here. |
| Description of services/how can they help: | <p>South London Cares is a community network of young professionals and older people which aims to:</p> <ul style="list-style-type: none"> • Reduce isolation and loneliness amongst older people and young professionals alike; • Improve the connection, confidence, skills, resilience and power of all participants so neighbours can feel part of our changing city rather than left behind by it; • Bring people together to reduce the gaps across social, generational, digital, cultural and attitudinal divides. |

| Opening Doors London | |
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| Telephone number: | 020 7239 0400 |
| Email address: | Make contact here. |
| Web address: | openingdoorslondon.org.uk |
| Opening hours: | n/a |

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| Referral criteria: | <p>Membership is open to anyone who identifies as:</p> <ul style="list-style-type: none"> • Over 50 • Lesbian, gay, bisexual, trans + |
| Description of services/how can they help: | <p>Opening Doors London (ODL) is the biggest charity providing information and support services specifically for older Lesbian, Gay, Bisexual and Trans (LGBT+) people in the UK.</p> <p>Opening Doors London supports the older LGBT+ community live full, vibrant and respected lives free from isolation, loneliness, discrimination and prejudice.</p> <p>Professionals can also sign up to a mailing list to receive monthly events listings, news and information so you can refer the project to members of the older LGBT* community.</p> |