

External Support

Local and UK-wide services and essential resources available



- Elder support
- Enterprise and career help
- SEND support
- Refugee and Asylum support
- Women's support
- Advice
- Mental Health support
- Emergency Helplines

Elder support

Organisation	About	Criteria	Borough	Contact
<u>The Silver line</u>	Telephone helpline for older people, battling isolation	Open 24/7	UK-wide	080 0470 8090 info@thesilverline.org.uk
<u>Clear Community</u>	IT and device support (Whatsapp and NHS app)	Drop-in sessions and contact form on website	Across South East London	030 0102 4418
<u>Time and Talents</u>	Neighbourhood Care scheme with in-person visits,	Must submit a referral form on website	Southwark	020 7231 7845 info@timeandtalents.org.uk
<u>Southwark Pensioners</u>	IT help, Over 50s advice, campaign for pensioners rights	Open weekdays (9AM-5PM)	Southwark	020 7708 4556 info@southwarkpensioners.org.uk
<u>Waterloo Action Centre</u>	Advice, sports, socials, IT help	Aimed at over 60s	Lambeth	020 7261 1404 office@waterlooactioncentre.co.uk

Enterprise & Career

Organisation	About	Criteria	Borough	Contact
<u>Family Fund</u>	Grants, advice, and mental health support	Families with low income (check eligibility here)	UK-wide	019 0455 0055 (open 9.30-5)
<u>DASL Lambeth</u>	Inclusive sports, social events, and advice	Disabled people living in Lambeth	Lambeth	020 7738 5656 enquiry.line@disabilitylambeth.org.uk
<u>Relay UK</u>	Talk/type relay service for those with hearing difficulties	Accessible digitally via the app	UK-wide	080 0731 1888 relay.uk.helpdesk@bt.com

SEND Support

Organisation	About	Criteria	Borough	Contact
<u>Family Fund</u>	Grants, advice, and mental health support	Families with low income (check eligibility here)	UK-wide	019 0455 0055 (open 9.30-5)
<u>DASL Lambeth</u>	Inclusive sports, social events, and advice	Disabled people living in Lambeth	Lambeth	020 7738 5656 enquiry.line@disabilitylambeth.org.uk
<u>Relay UK</u>	Talk/type relay service for those with hearing difficulties	Accessible digitally via the app	UK-wide	080 0731 1888 relay.uk.helpdesk@bt.com

Refugee & Asylum Support

Organisation	About	Criteria	Borough	Contact
<u>Waterloo Community Counselling</u>	Multi-ethnic counselling in over 23 languages (psychology / advice)	Must submit referral on website	Lambeth – Waterloo	0207 928 3462 info@waterloocc.co.uk
<u>Talking Bubble</u>	Mutual befriending service with bilingual volunteers	Must submit referral on website	Across London	0787 8666 889 talkingbubble@dialoguesociety.org

Women's Support

Organisation	About	Criteria	Borough	Contact
<u>Young Women's Trust</u>	Free CV coaching and support for unemployed women	18-30 Women (Trans & Non-binary inclusive) earning below £40k yearly	Across England & Wales	080 8808 8099 services@youngwomenstrust.org
<u>Pecan</u>	Many different programs working with local employers	Open to parents, carers, and over 50s	Across South London	020 7732 0007 employment.support@pecan.org.uk

Advice

Organisation	About	Criteria	Borough	Contact
<u>Citizens Advice</u>	Offers various advice (debt, housing, benefits, immigration, employment) and has the Family Financial Resilience Partnership (FFRP) to help low-income families with children access free, high-quality social welfare advice	Those living or working in Southwark	Southwark – offices at Peckham & Walworth	080 8278 7849 Advice@CitizensAdviceSouthwark.org.uk
<u>Waterloo Action Centre</u> (Legal advice service)	Urgent advice on legal matters from professional lawyers by pre-appointment through website	Must be resident of various South London boroughs (check site)	Lambeth – Waterloo	Via form on website
<u>City Hope Church</u>	Debt counselling through Christians Against Poverty charity. Life skills and budgeting advice in-person	Make an appointment with Christians Against Poverty by calling	Southwark – Bermondsey	0800 328 0006 hello@cityhope.london

Organisation	About	Criteria	Borough	Contact
<u>Oasis Debt Advice</u>	Free and independent advice services regarding issues around debt, benefits, housing, employment and immigration. Drop-ins available	Immigration advice for Lambeth & Southwark residents	Lambeth – Waterloo	020 7921 4205 Advice@OasisWaterloo.org
<u>Waterloo Action Centre</u> (Welfare Benefits advice)	Welfare advisors providing housing & council tax support, benefits advice, and further referrals	Over 60s or disabled only, must live in SE1 or SE11, appointment only	Lambeth – Waterloo	020 7261 1404 office@waterlooactioncentre.co.uk
<u>Manna Society</u>	Advice, food service and support for people experiencing housing insecurity	Call 020 7403 1931 to register for advice (Monday–Friday, 2–4pm)	Southwark – Bermondsey	0207 357 9363 mail@mannasociety.org.uk

Advice

Mental Health

Organisation	About	Criteria	Borough	Contact
<u>Blackfriars Settlement</u>	Mental Health & Wellbeing Service, offering art, creative writing, discussion, music appreciation groups, and computer sessions	Open to all	Waterloo	020 7928 9521 / wellbeing@blackfriars-settlement.org.uk
<u>Talking Therapies Southwark</u>	NHS Talking therapy services for people in Southwark, Spanish-speaking option available	Over 16s (Email, Call, Go to GP, or submit form <u>here</u> for self-referral)	Southwark	02032282194 / slm-tr.SPTS@nhs.net / talk to your GP
<u>The NEST Southwark</u>	Non-clinical intervention: youth work, person-centred counselling, psychological wellbeing practices and traditional talking therapies via 1:1 sessions, group work, virtual resources and peer mentoring	*Currently operating on a waitlist as of (22/06/2023), but free advice over the phone for next steps is available*	Southwark	thenest@groundwork.org.uk 020 8138 1805 (free phone)

Organisation	About	Borough	Contact
<u>South London Listens</u> (Forum)	Forum between the NHS, local authorities & community to represent the impact of COVID-19, particularly on mental health and access to services	Across South London	020 3751 9684 / southwarkhub@together-uk.org
<u>Qwell</u>	Confidential and anonymous chat service, no referral needed. Community support programmes to connect with others who are struggling / have past experience	Southwark, Lambeth, & Lewisham	See website
<u>Mosaic Clubhouse</u>	Supports adults living with mental illness move forward in their recovery. Provide a structured and welcoming environment to rebuild routine, develop practical skills and reconnect with their community	Lambeth	Infohub@mosaic-clubhouse.org / 0207 924 9657
<u>The Mix</u>	Helpline for under-25s and online support for not just crisis but general life advice e.g. relationships, neurodiversity, interactions with the police etc. Online group support/chat on Mons and Thurs. Helpline open 4-11pm Mon-Sat	UK-wide	020 7009 2500 (general contact no.) 0808 808 4994 (helpline)/ counselling@themix.org.uk

Organisation	About	Borough	Contact
<u>South East London Mind</u>	Confidential telephone line, one-stop shop for signposting to local well-being activities and crisis services. No formal legal advice	Lambeth & Southwark	informationservice@lambethandsouthwarkmind.org.uk
<u>Waterloo Community Counselling</u>	Low-cost counselling service, Multi-Ethnic Counselling, free mother-tongue counselling to migrants, refugees in over 30 different languages and dialects	Waterloo	info@waterloocc.co.uk / 0207 928 3462
<u>Talking Bubble – The Dialogue Society</u>	Mutual befriending service for lonely people in London for whom English is not their first/home language. Bilingual volunteers check in and combat loneliness	UK-wide	talkingbubble@dialoguesociety.org / https://www.talkingbubble.org/apply/
<u>Switchboard</u>	LGBTQI+ helpline with specific sexual and mental health support, including identity crises, and service referral for vulnerable cases.	UK-wide	hello@switchboard.lgbt / 0800 0119 100
<u>The Dragon Café / 'Mental Fight Club'</u>	An arts café offering arts therapy and conversation. A gentle introduction to support	Waterloo	info@mentalfightclub.art

Emergency Helplines

Organisation	About	Borough	Contact
<u>Childline</u>	24/7, midnight to 7:30AM calls limited to 15 minutes	UK-wide	0800 1111
<u>Samaritans</u>	Open 24/7	UK-wide	116 123
<u>SLaM Crisis Line 24/7</u>	Over-18s crisis support line, open 24/7, text crisis service available (via WhatsApp – link on website)	South London & Maudsley	111 (press 2)
<u>The Calm Zone</u>	5PM–12AM, daily. Webchat and helpline services	UK-wide	0800 58 58 58
<u>Shout</u>	24/7 text service, ideal for younger people	UK-wide	85258 – Text "SHOUT"
<u>South London Listens – NHS Help</u>	Open 24/7, NHS-trained staff Choose option 1 after calling	Southwark, Lambeth, Lewisham & Croydon line	0800 731 2864

Organisation	About	Borough	Contact
<u>Nightline</u>	Especially for students and those in higher education, helpline	UK-wide	listening@nightline.org.uk / 0207 631 0101
<u>SANEline</u>	Wellbeing helpline, open 4-10pm	UK-wide	support@sane.org.uk / 0300 304 7000
<u>Stay Alive app</u>	Suicide prevention resource app for the UK, Fast-track access to national crisis helplines	UK-wide	See website
<u>Papyrus Hopeline</u>	Suicide prevention for younger people Live webchat also available via website	UK-wide	0300 102 2470 / pat@papyrus-uk.org Text HOPE to 88247
<u>Rape Crisis England & Wales Helpline</u>	Open 24 hours	England & Wales	0808 500 2222
<u>Havens</u>	Specialist centres in London for survivors of sexual violence. Open 24 hours	London (centres)	020 3299 6900
<u>National Domestic Violence Helpline</u>	Open 24 hours, BSL available 10AM-6pm Mon-Fri	UK-wide	0808 2000 247

Emergency Helplines