

Extract from the 2005 Edition of the Southwark Mind Services Directory

Published by Southwark Mind ©2005

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Visit the fully searchable online version of this directory at
<http://www.southwarkmind.org.uk/searchframe.html>
where you can search by Category, by Keyword and by Postcode

To add details of your project to our database for inclusion in any
future updates phone or email us and ask for a questionnaire form.

Compiled and produced by Alex Clark



CHAPTER 1: INFORMATION AND ADVICE SERVICES

The entries in this chapter are a mix of general and specialist services that can give advice on welfare and benefit rights, housing rights, community care issues, debt and money management issues and some legal advice services. For legal advice on immigration issues see Language and Refugee Services.

Almost all are open access, which means anybody can use the service, and most are in Southwark.

Many of these services run a drop-in session (see ***Opening Hours*** for times) however we recommend you phone first to make an appointment as these services are always busy and otherwise you can wait a long time to be seen.

We have also included entries for several specialist mental health legal advice services at the end of this chapter, including entries for the **MIND Legal Advice Line**, which is open to everybody, and an office of the **Law Society** that can provide details of solicitors experienced in mental health issues, including arranging representation at reviews and tribunals etc.

For specialist advice on a range of mental health matters also see entries for **Lambeth MIND** in User Organisations who run a helpline most days and can provide advice on services in Lambeth, Southwark and other areas, and **Greenwich Mind** in Community Mental Health Centres who run an information and counselling helpline for people in and around the South Southwark/Greenwich/Lewisham areas.

Advice Services

Bermondsey First Stop Shop

Address1: Central Reception

Address2: 19 Spa Rd

Town/City: London

Postcode: SE16 3QN

Description: Walk-in service providing advice on housing benefit and council tax issues as well as advice on other council services and welfare rights issues. Can refer to other relevant services. Busy office, first come first served.

Additional Info: No telephone enquiries, walk-in service only

Opening Hours: Mon-Fri: 8:30am-5pm

Travel: Tube: Bermondsey / Buses: 1, 78, 188

Referral: Open access

Criteria/Catchment: Southwark residents

Disabled Access - ramps, wide doorways, disabled toilet

Blackfriars Advice Centre

Address1: 199 Walworth Road

Town/City: London

Postcode: SE17 1RL

Phone: 0207 701 3999

Other Numbers: Fax: 0207 701 0882

Description: Open access advice centre offering housing and benefits advice, general legal advice etc. Limited opening hours, telephone advice line open Monday, Wednesday and Friday afternoons, phone the advice line to make an appointment.

Opening Hours: Advice line: Mon, Wed, Fri 2:30-4:30pm, phone first to make an appointment.

Travel: BR and Tube: Elephant and Castle / Buses: 12, 35, 40, 45, 68, 148, 171, 176, 468

Referral: Open access

Disabled Access - ramps, wide doorways, disabled toilet

Cambridge House Law Centre

Address1: 137 Camberwell Rd
Town/City: London
Postcode: SE5 0HF

Phone: 0207 703 3051
Other Numbers: Fax: 0207 277 0401
Email: lawcentre@cambridgehouseandtalbot.org.uk
Website: <http://www.cambridgehouseandtalbot.org.uk>

Description: Legal advice in the areas of housing (not leaseholders or mortgages), employment rights and welfare benefit appeals. Appointments only. Phone for details.

Opening Hours: Mon-Fri 10am-1pm and 2-4:30pm

Travel: BR and Tube: Elephant and Castle then bus / Buses: 12, 35, 40, 42, 45, 68, 171, 176, 468

Referral: Open access

Criteria/Catchment: Must live or work in Southwark.

Citizens Advice Bureau - Bermondsey

Address1: 8 Market Place
Address2: Southwark Park Rd
Town/City: London
Postcode: SE16 3UQ

Phone: Advice line: 0870 121 2016
Other Numbers: Fax: 0207 231 4410
Email: advice@southwarkcabservice.org.uk

Description: Free confidential and impartial service offering advice on a range of subjects including welfare and benefit rights, housing rights, employment rights, immigration rights etc. Walk-in sessions and telephone advice service. Some Legal Aid work undertaken on welfare and immigration issues. Busy office, bring all relevant paperwork.

Opening Hours: Walk-in sessions: Tues & Thurs 10am-12noon.
Advice line: Mon, Wed 10am-12noon, Thurs 1-3pm

Travel: BR: South Bermondsey / Tube: Bermondsey / Buses: 1, 380, P13

Criteria/Catchment: Southwark residents only.

Disabled Access - ramps, wide doorways, disabled toilet

Citizens Advice Bureau - Croydon

Address1: Strand House, Zion Road

Address2: Thornton Heath

Town/City: Croydon

Postcode: CR7 8RG

Phone: 0208 684 2236

Other Numbers: Fax: 0208 683 5204

Website: <http://www.croydoncab.org.uk>

Description: Free confidential and impartial service offering advice on a range of subjects including welfare and benefit rights, housing rights, employment rights, immigration rights etc. Busy office, phone first to make an appointment.

Opening Hours: Phone during office hours

Travel: BR: Thornton Heath

Referral: Open access

Citizens Advice Bureau - Peckham

Address1: 97 Peckham High Street

Town/City: London

Postcode: SE15 5RS

Phone: Advice line: 0870 121 2016

Other Numbers: Fax: 0207 732 2497

Email: advice@peckhamcab.org.uk

Website: <http://www.southwarkcabservice.org.uk>

Description: Free confidential and impartial service offering advice on a range of subjects including welfare and benefit rights, housing rights, employment rights, immigration rights etc. Walk-in sessions and telephone advice service. Very busy office, bring all relevant paperwork.

Opening Hours: Walk-in sessions: Mon, Weds, Fri 10am-12noon.
Advice line: Mon, Wed 10am-12noon, Thurs 1-3pm

Travel: BR: Peckham Rye / Buses: 12, 36, 63, 171, 312, 381, P13

Referral: Open access

Criteria/Catchment: Southwark residents only.

Disabled Access - ramps, wide doorways, disabled toilet

Consumer Direct

Phone: 08454 04 05 06

Other Numbers: Textphone: 0845 128 1384

Website: <http://www.consumerdirect.gov.uk>

Description: National consumer advice helpline providing free advice on billing and warranty disputes, returning misrepresented, faulty or damaged goods and poor workmanship issues etc. Specially trained advisors, language services available on request. Phone for further details.

Additional Info: Funded by the Department of Trade and Industry

Opening Hours: Mon-Fri 8am-6:30pm, Sat 9am-1pm

Travel: Telephone helpline and internet service only

Referral: Open access

Criteria/Catchment: National helpline

Croydon Housing Aid Society

Address1: The Old House

Address2: 2 Wellesley Court Road

Town/City: Croydon

Postcode: CR0 1LE

Phone: 0208 688 7900

Other Numbers: Fax: 0208 686 6591

Email: info@croydonhousingaid.co.uk

Website: <http://www.croydonhousingaid.co.uk>

Description: Free, independent, confidential advice on any housing or accommodation related matter for people living or working in Croydon.

Opening Hours: Mondays and Wednesdays 9:30am-12:30pm, Tues and Thurs 9:30am-4pm

Travel: BR: East Croydon

Referral: Self or any other source

Criteria/Catchment: For people living or working in Croydon

DASL (Disability Advice Service Lambeth)

Address1: 336 Brixton Road

Town/City: London

Postcode: SW9 7AA

Phone: 0207 738 5656

Other Numbers: Fax: 0207 924 9621

Email: dasl@dial.pipex.com

Description: Info and advice project mainly for disabled people, but also for mental health users and people with learning disabilities. Housing, benefits and community care advice, mobility, education and health advice etc.

Special Interest Activities: Direct payments support service for Lambeth users.

Opening Hours: Phone Mon-Fri 11am-1pm for appointment

Travel: Tube: Brixton or Oval then bus / Buses: 3, 109, 133, 159 stop outside door

Referral: Self referrals accepted from disabled people, otherwise through agencies

Criteria/Catchment: Lambeth residents with physical disability, mental health problems or learning difficulties.

Disabled Access - ramps, wide doorways, disabled toilet

Haddon Hall Debt Advice Centre

Address1: Haddon Hall Baptist Church
Address2: 22 Tower Bridge Road
Town/City: London
Postcode: SE1 4TR

Phone: 0207 252 2521
Other Numbers: Fax: same as phone
Email: debtadvice@haddonhall.net

Description: Free, confidential money advice, help with creditor negotiations and budget education. Offer help and advice on debt problems to enable you to be free from the worries of debt and unexpected bills. Phone to make an appointment.

Additional Info: Limited disabled access - ramps to main entrance and wide doorways

Opening Hours: Phone office to make appointment for advice sessions on Monday evenings from 7:30pm-9pm

Travel: BR and Tube: Elephant and Castle / Buses: 1, 42, 188

Referral: All enquiries and self-referrals accepted

Homeworkers Helpline

Address1: Unit 26, 30/38 Dock Street
Town/City: Leeds
Postcode: LS10 1JF

Phone: Helpline: 0800 174 095
Other Numbers: Admin: 0113 245 4273 Fax: 0113 246 5616
Email: admin@homeworking.gn.apc.org
Website: <http://www.homeworking.gn.apc.org/>

Description: Free helpline offering information and advice on employment rights and tax and National Insurance advice for people working from home. Some employment rights casework undertaken, can advise on legal issues. Also campaign for better working conditions for homeworkers. Phone for further details.

Additional Info: Run by National Group on Homeworking

Opening Hours: Helpline: Mon-Fri 9:30am-5pm

Travel: BR: Leeds

Referral: Self or any other source

Mental After Care Association (MACA)

Address1: 1st floor, Lincoln House

Address2: 296-302 High Holborn

Town/City: London

Postcode: WC1V 7JH

Phone: 0207 061 3400

Other Numbers: Fax: 0207 061 3401

Email: maca@maca.org.uk

Website: <http://www.maca.org.uk>

Description: Mental Health charity providing various services including info service, advocacy, assertive outreach and community support, employment schemes, forensic services, respite breaks for carers, social clubs and supported accommodation. Phone for details of projects in your area.

Additional Info: MACA works for positive change in mental health legislation and practice

Opening Hours: Phone during office hours

Travel: Tube: High Holborn

Referral: Self referrals accepted for many MACA projects

Mind - Head Office

Address1: Granta House, 15/19 Broadway

Address2: Stratford

Town/City: London

Postcode: E15 4BQ

Phone: Office: 0208 519 2122

Other Numbers: InfoLine: 0845 766 0163 Fax: 0208 522 1725

Email: contact@mind.org.uk

Website: <http://www.mind.org.uk>

Description: Head office of MIND, the National Association for Mental Health. Run information line providing advice on all mental health matters, network of local support groups in England and Wales, extensive publications list, legal advice service, campaign on mental health issues etc.

Special Interest Activities: Mind InfoLine is a confidential service run by specially trained staff providing information, advice and support, access to a database of services and contacts, info on drug treatments, alternative therapies, advocacy etc.

Additional Info: Also see entry for Mind Legal Advice Line in Mental Health Legal Services

Opening Hours: Office: Mon-Fri 9:15am-5:15pm InfoLine: Mon-Fri 9:15am-5:15pm Legal Advice Line: Mon, Wed, Fri 2-4:30pm

Travel: BR, Tube and Bus: Stratford

Referral: Open access

Criteria/Catchment: England and Wales

Disabled Access - ramps, wide doorways, disabled toilet

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Mind in Croydon

Address1: 26 Pampisford Road
Town/City: Purley
Postcode: CR8 2NE

Phone: 0208 668 2210
Other Numbers: Fax: 0208 763 2084
Email: admin@mindincroydon.org.uk
Website: <http://www.mindincroydon.org.uk>

Description: Local Mind organisation providing a Social Club, Advocacy, Counselling and Advice service, Furniture service, Welfare Benefits advice and access to work schemes etc for mental health users. Phone for further details.

Opening Hours: Phone during office hours

Travel: BR: Purley

Referral: Open access

National Debtline

Address1: The Arch, 48/52 Floodgate Street
Town/City: Birmingham
Postcode: B5 5SL

Phone: Freephone 0808 808 4000
Other Numbers: Admin: 0121 703 6913 ext 3 or 4
Email: Email from website
Website: <http://www.nationaldebtline.co.uk>

Description: National telephone helpline for people with debt problems. Information and advice, can send free info pack. Confidential, independent service.

Additional Info: Helpline number has TypeTalk facility

Opening Hours: Mon -Fri 9am-9pm, Sat 9:30am-1pm, 24-hour Voicemail service

Referral: Open access

Peckham One Stop Shop

Address1: Peckham Library
Address2: 122 Peckham Hill Street
Town/City: London
Postcode: SE15 5JR

Description: Walk-in info shop providing information and advice on council services and welfare rights issues. Staff can refer you on to relevant services. Busy office, so bring a newspaper or a friend and catch up on the gossip while you wait.

Additional Info: No telephone enquiries, walk-in service only

Opening Hours: Mon-Fri 9am-5pm

Travel: BR: Peckham Rye / Buses: 12, 36, 63, 78, 171, 177, 343

Referral: Open access

Criteria/Catchment: Must be Southwark resident

Disabled Access - ramps, wide doorways, disabled toilet

Release - Legal Emergency and Drug Service

Address1: 388 Old St
Town/City: London
Postcode: EC1V 9LT

Phone: Helpline: 0845 4500215
Other Numbers: Office: 0207 729 9904 Fax: 0207 729 2599
Email: ask@release.org.uk
Website: <http://www.release.org.uk>

Description: National Drug and Legal Helpline for anybody using illegal or prescribed drugs and friends and families of drug users. Legal advice, Criminal law, specialist advice on drugs law, advice on criminal proceedings etc. Phone for further details.

Special Interest Activities: Heroin Helpline: 0207 749 4053

Opening Hours: Helpline: Mon-Fri 10am-5:30pm. Telephone advice service only. Office not open to the public.

Referral: Open access

Criteria/Catchment: National organisation

Rethink - Head Office (Formerly National Schizophrenia Fellowship)

Address1: 30 Tabernacle St
Town/City: London
Postcode: EC2A 4DD

Phone: Advice Line: 0208 974 6814 Switchboard: 0845 456 0455
Other Numbers: Admin: 0207 330 9100 Fax: 0207 330 9102
Email: info@rethink.org
Website: <http://www.rethink.org>

Description: Head office of national campaigning charity which aims to help people affected by severe mental illness and their families recover a meaningful life. Run various services, network of user support groups and carer support groups etc. Phone them for details of your local group. Also see related entries for other Rethink projects.

Additional Info: See other Rethink entries in Self Help and carers project in Carers section

Opening Hours: Office: Mon-Fri 9am-5:30pm Advice Line: Mon, Wed, Fri 10am-3pm, Tues, Thurs 10am-1pm: 0208 974 6814

Travel: This office does not encourage personal callers but can provide information over the phone or by email

Referral: Open access

Criteria/Catchment: National service for people with mental health problems, their carers, friends and family

Disabled Access - ramps, wide doorways, disabled toilet

Rethink - National Advice Service

Address1: 28 Castle St
Town/City: Kingston on Thames
Postcode: KT1 1SS

Phone: Advice Line: 0208 974 6814 Switchboard: 0845 456 0455
Other Numbers: Fax: 0208 547 3862
Email: advice@rethink.org
Website: <http://www.rethink.org>

Description: Information on all aspects of mental health treatment and care, access to available support services, welfare benefits advice, education and employment opportunities etc. Also advocacy and representation arranged for people with mental health problems. Phone for further details.

Special Interest Activities: Volunteers always needed for the Advice line - apply here.

Additional Info: See other Rethink entries in Self Help and carers project in Carers section

Opening Hours: Advice Line: Mon, Wed, Fri 10am-3pm, Tues, Thur 10am-1pm: 0208 974 6814

Travel: This office does not encourage personal callers but can provide information over the phone or by email

Referral: Open access

Criteria/Catchment: National service for people with mental health problems, their carers, friends and family

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South East London Community Advice Service (SELCAT)

Address1: Unit 5, I Bethwin Road

Town/City: London

Postcode: SE5 0YJ

Phone: 0870 765 2224

Other Numbers: Admin: 0207 703 5511 Fax: 0870 765 2225

Description: Free, independent, confidential advice on housing issues, educational opportunities, benefits advice and debt management, immigration and settlement procedures and other social welfare issues. Interpretation and language services available by arrangement. Phone for further details.

Special Interest Activities: Language services by arrangement, specialist services for refugees and asylum seekers.

Opening Hours: Mon, Tues, Thurs and Fri 9:30am-5:30pm

Travel: BR: Elephant and Castle then bus / Buses: 12, 35, 40, 42, 68, 148, 171, 176, 468

Referral: Open access

Southwark Consumer and Money Advice Centre

Address1: Chaplin Centre

Address2: Thurlow Street

Town/City: London

Postcode: SE17 2DG

Phone: 0207 525 2000 (Call Centre).

Let them know if you want money/debt advice or consumer advice

Description: Advice on consumer rights issues, financial advice and legal advice about what to do when things go wrong and you have to take a trader to court to get your money back, or you receive a summons yourself for outstanding debts. Money/debt advice, advice on dealing with creditors and collection agencies, help with bankruptcy proceedings in the High Courts etc.

Special Interest Activities: Languages available by arrangement, home visits by special request. Phone for details.

Opening Hours: Clients seen by appointment only

Travel: BR or Tube to Elephant and Castle then bus / Buses: 12, 35, 40, 45, 148, 171, 176, 468 to Walworth Road, 42 and 343 to door

Referral: Self-referrals through the Call Centre on 0207 525 2000

Criteria/Catchment: Living in Southwark or have a complaint about a Southwark trader.

Disabled Access - ramps, wide doorways, disabled toilet

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Southwark Law Centre

Address1: Hanover Park House

Address2: 14/16 Hanover Park

Town/City: London

Postcode: SE15 5GH

Phone: 0207 732 2008

Other Numbers: Fax: 0207 732 2034

Email: general@southwarklawcentre.org.uk

Website: <http://www.lawcentres.org.uk>

Description: Free legal casework and representation service. Specialise in Housing, Employment, Benefits and Immigration law. Referrals accepted from other advice agencies, solicitors, councillors, MP's and various local community organisations. Phone for details.

Additional Info: Limited disabled access, home visits for housebound by arrangement.

Opening Hours: Office: Mon-Fri 10am-1pm and 2pm-5:30pm. Appointments only.

Travel: BR: Peckham Rye / Buses: 12, 36, 37, 63, 78, 171, 312, 345, 343, P12, P13

Referral: Recognised referral agencies only. Phone for details.

Criteria/Catchment: Must live or work in Southwark.

Southwark Mediation Centre

Address1: 92 Camberwell Rd
Town/City: London
Postcode: SE5 0EG

Phone: 0207 708 4959
Other Numbers: Fax: 0207 708 5568
Email: adnin@southwarkmediation.co.uk

Description: Mediation involves a neutral third party helping to guide people in dispute towards a solution. The main areas of work are related to housing or noise problems, or issues concerning racial abuse, homophobia or other forms of discrimination. This project also offers mediation in school disputes.

Special Interest Activities: Training is provided to volunteers and other organisations. Phone for details.

Additional Info: Disabled people can be seen at a nearby centre. Volunteers welcome, training provided.

Opening Hours: Mon-Fri 9:30am-5:30pm by appointment only

Travel: BR and Tube: Elephant & Castle then bus / Buses: 12, 35, 40, 42, 45, 68, 148, 171, 176, 468

Referral: Self (fees charged) or through housing department, Police, Noise Team or Youth Offending Team.

Criteria/Catchment: Open to anybody experiencing problems or tension as long as the parties involved in the dispute are prepared to come to an agreement

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Southwark Race and Equalities Council

Address1: 3rd floor, 36A Rye Lane

Address2: Peckham

Town/City: London

Postcode: SE15 5BS

Phone: 0207 635 8882

Other Numbers: Fax: 0207 635 9990

Description: Race equality council providing a wide range of resources and services aimed at supporting and empowering individuals, groups and communities fighting discrimination. Education and employment rights, housing/benefit rights etc. Phone first for appointment

Special Interest Activities: Black and Asian women's network, Southwark Ethnic Alliance, BME Health and Social Care, Saturday school

Additional Info: Saturday school 11am-1pm: English, Maths and other subjects for 5-16 year olds

Opening Hours: Mon-Fri 9:30am-5:30pm

Travel: BR: Peckham Rye / Buses: Any bus to Peckham Bus Garage

Referral: Open access

Criteria/Catchment: Residents of Southwark

Black and Asian sessions/services

Women Only sessions/services

Disabled Access - ramps, wide doorways, disabled toilet

Walworth One Stop Shop

Address1: 151 Walworth Rd
Town/City: London
Postcode: SE17 1RY

Other Numbers: Fax: 0207 525 2002

Description: Walk-in info shop providing information and advice on council services and welfare rights issues. Staff can refer you on to relevant services at this busy local office, bring a newspaper to do the crossword puzzle while you wait.

Additional Info: No telephone enquiries, walk-in service only

Opening Hours: Mon-Fri 9am-4:30pm

Travel: BR, Tube and Bus: Elephant and Castle then 5 min walk or 12, 35, 40, 45, 171, 176, P5 to door

Referral: Open access

Criteria/Catchment: Must live, work or study in Southwark

Disabled Access - ramps, wide doorways, disabled toilet

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Specialist Mental Health Legal Services

Mind - Legal Advice Line

Address1: Granta House, 15/19 Broadway
Address2: Stratford
Town/City: London
Postcode: E15 4BQ

Phone: 0208 519 2122 x299
Other Numbers: Fax: 0208 522 1725

Description: Specialist legal advice line for mental health users, carers, advocates and other professionals. Run by trained staff with support from qualified solicitors. Limited service, open Monday, Wednesday and Friday afternoons only.

Additional Info: Also see entry for MIND Head Office in Advice

Opening Hours: Legal Advice Line: Mon, Wed, Fri 2-4:30pm

Travel: BR, Tube and Bus: Stratford

Referral: Open access

Disabled Access - ramps, wide doorways, disabled toilet

The Law Society

Address1: Ipsley Court, Berrington Close
Town/City: Redditch
Postcode: B98 OTD

Phone: General Info Line: 0870 606 6575
Professionals Line: 0870 606 2555
Other Numbers: Admin: 01527 517141 Fax: 01527 500018
London Law Society: 0207 242 1222

Email: info.services@lawsociety.org.uk

Website: <http://www.lawsociety.org.uk>

Description: Names and addresses of solicitors and chambers who are accredited by the Law Society as competent to represent users at mental health tribunals. Can refer on to accredited mental health legal specialists. Phone for details.

Opening Hours: Mon-Fri 8:30am-5:00pm

Referral: Open access