

Signposting directory

information on local
services, facilities
and resources



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2. Your nearest Jobcentre Plus
3. Independent welfare benefits advice and help with money or debt
4. Legal help including dealing with immigration issues
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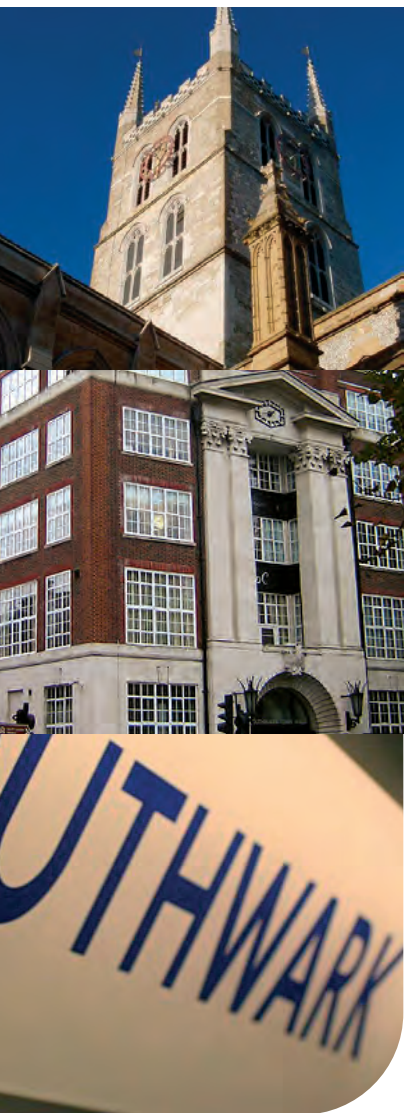
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SELECTED SERVICES

Main contact

Southwark Council
Town Hall, Peckham Road, London SE5 8UB
Main switchboard: 020 7525 5000
Textphone/minicom 020 7525 3559

One-stop shops

The Council has three one stop shops.

Bermondsey One Stop Shop
17 Spa Road, Bermondsey, London SE16
Open: Monday to Friday, 9am to 5pm

Walworth One Stop Shop
Wansey Street, London SE17
Open: Monday to Friday, 9am to 5pm

Peckham One Stop Shop
Ground Floor, Peckham Library, 122 Peckham Hill
Street, London SE15
Open: Monday to Friday, 9am to 5pm and Saturdays,
9am to 1pm

SERVICE NUMBERS

Housing & Council Tax Benefit Enquiries

Contact the Council by telephone: 020 7525 1880
(Mon to Fri, 8am to 6pm)
By post: The Benefit Section, Liberata (L B Southwark)
P.O.Box 782, Bromley BR1 3YE
In person at one of the One Stop Shops
By email: souhousingbenefitsuk@liberata.com

Other Council Tax Enquiries

tel: 020 7525 1850 or contact as for Council Tax Benefit enquiries.

Parking Permits

Download a resident parking permit application form here >>, pick up a resident parking application form up from the parking shop, or call 0870 600 6768 to have a form posted to you.

The parking shop, 364 Old Kent Road, London SE1 5AA

Blue Badge applications

tel: 020 7525 2141 to request an application form.

Bulk refuse collection

Southwark residents can have bulky waste such as old furniture, fridges and other large household items collected free of charge. To arrange an appointment for collection please contact us on 020 7525 2000 or request a bulky collection appointment online [here >>](#)

Pest control

Call the environment call centre on 020 7525 2000. The line is open 24 hours a day. The pest control service teams work Monday to Friday from 8am to 5pm.

Recycling

For further information on Southwark's recycling services contact: Recycling unit tel: 020 7525 2000
email: environment@southwark.gov.uk
30-34 Penrose Street, London SE17 3DW

[click here >> for the Council's a to z of services](#)

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LOCAL OFFICES

London Bridge Jobcentre Plus
Coburg House
63-67 Newington Causeway
London
United Kingdom
SE1 6LS
Telephone: 020 7805 3100
Textphone: 020 7805 3217

Camberwell Green Jobcentre Plus
1-6 Camberwell Green
Camberwell
London
United Kingdom
SE5 7AF
Telephone: 020 7805 3300
Textphone: 020 7805 3347

Kennington Park Jobcentre Plus
206-210 Kennington Park Road
Kennington
London
United Kingdom
SE11 4DE
Telephone: 020 7820 5802
Textphone: 020 7820 5817

Jobcentre Plus is the government agency with responsibility for delivering the national employment service and the social security office in the United Kingdom administering a range of welfare benefits. They are often operated from a high street shop location.

Jobcentre Plus typically provides resources to enable the unemployed find work, including posting vacant job listings using a computer system called LMS (Labour Market System) which can be accessed by customers through Jobpoints (touch-screen computer terminals) as well as providing job-search help and information about training opportunities for those who have been registered as unemployed for some time. Part of the agency is engaged in administering claims for unemployment benefits such as Jobseeker's Allowance.

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Click here >> for on-line information about Jobcentre Plus services.



SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

General advice and information on all subjects including consumer, employment, housing, debt, health, education, community care, family and specialist advice in immigration and welfare benefits.

Bermondsey Citizens Advice Bureau (CAB)

8 Market Place, Southwark Park Road, London SE16 3UQ tel: 0870 121 2016*
email: bermondsey@southwarkcabservice.org.uk
Open: Walk-in: Tue & Thur, 10 - 12noon
tel advice line: Mon & Wed: 10.00 - 13.00
*calls are charged at the national rate.

Peckham Citizens Advice Bureau

97 Peckham High Street, London SE15 5RS
tel: 0870 121 2016* email: admin@peckhamcab.org.uk
Drop in open Mon, Wed & Fri: 10.00 - 1200; Tue 1-3pm, Thur 11-1pm tel advice line open Mon & Wed 10.00 - 13.00 *calls charged at national rate.

Evening appointments: Tuesday 5-7.00 pm To book appointment phone 020 7525 9225 and leave contact details. Advice for Vietnamese & Cantonese Speakers at Peckham CAB by appointment. To book appointment phone 020 8671 2022 and leave clear message.

Website: www.southwarkcabservice.org.uk

LOW COST FINANCE

Southwark Credit Union

Southwark Credit Union (SCU) is a community-based financial co-operative. The credit union's mission is to

provide its members with access to reasonably priced financial services and encourage the development of good financial practice.

Southwark Credit Union Limited, 79 Denmark Hill, Camberwell London SE5 8RS tel: 0207 787 0770 email: info@creditunion.co.uk

Change

Coming soon to this borough...
A low cost alternative to doorstep loan sharks and financial literacy/skills development courses.
[Click here >>](#) for details

BASIC BANK ACCOUNTS

Basic bank accounts are offered by many high street banks and can be opened by most people.

[Click here >>](#) for the Financial Services Authority's advice on choosing a bank

[or here >>](#) for the CAB version

see also
National Debtline, telephone helpline: 0808 808 4000 or email advice@nationaldebtline.co.uk web: www.nationaldebtline.co.uk

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LEGAL HELP

Southwark Law Centre

Hanover Park House, 14-16 Hanover Park, Peckham London SE15 5HG

tel: 0207 732 2008 fax: 0207 732 2034

Email: general@southwarklawcentre.org.uk

Specialist casework and representation service in civil legal matters relating to housing, employment, welfare rights, and asylum & immigration.

Referrals: From other organisations only.

Languages spoken: Turkish, Spanish and Greek.

Open: Mon to Fri 10am to 1pm; 2pm to 5.30pm

Blackfriars Advice Centre

199 Walworth Road, London SE17 1RL

tel: 020 7701 3999 fax: 020 7701 0882

centre@blackfriars-advice.com

BAC offers a range of generalist advice plus special sessions for members of the Irish and Bangladeshi communities and people with mental health problems. Areas of advice: Education, employment, immigration, debt, housing, utilities, taxation, welfare rights/benefits. Reception service offers help with form-filling, letter writing and job applications. Languages Spoken: Bengali and Yoruba.

Open: Walk-in: Mon, Tues, Wed, Fri: 10am - 12pm, Wed 2pm - 4pm Advice lines: Tues, Thurs, Fri: 2.00 to 4.00pm, Appointments: Mon, Tues, Thurs, Fri: 10am to 4.30pm

Cambridge House Law Centre

137 Camberwell Road, London SE5 0HF

tel: 020 7703 3051/7701 9499 fax: 020 7277 0401

CHLC offers a specialist legal advice service in housing, employment and welfare rights matters.

Languages spoken: Bengali, Hindi, Urdu

Open: Mon to Fri 9.30am to 1pm & 2 to 5pm. Walk-in for general information or to make an appointment with a solicitor.

Multi-Lingual Community Rights Shop

213 Camberwell Road, London SE5 0HG

tel: 020 7703 4442 fax: 020 7703 8343

email: mlcrs@onetel.net.uk

Provides free, independent and confidential advice and information services to people from black and ethnic minority, asylum seekers and refugee communities whose first language is not English. Serves people who work/live in Southwark, Lambeth and Lewisham boroughs and other South-East London boroughs.

[Click here >> for help yourself legal info on the web from Community Legal Service Direct.](#)

See Also

The Law Society of England and Wales
www.lawsociety.org.uk
 who provide advice on choosing a solicitor and promote access to justice for all.

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METROPOLITAN POLICE

Community Safety Unit (CSU)

The Community Safety Unit is responsible for the investigation of hate crimes within the Borough of Lewisham. Hate crimes all fall into the following categories: Racist crime, Domestic violence, Homophobic crime, Hate mail

The CSU is staffed with male and female officers specially trained to deal with hate crime and is based at Walworth Police Station, 12-28 Manor Place London SE17 3LR. Contact the CSU on: 020 7232 6237/6160/6218 between 8am and 8pm. In cases of emergency always dial 999.

Southwark Police Stations

[Click here >>](#) for a list of Police Stations in Southwark.

COMMUNITY SERVICES

Noise team

The Chaplin Centre, Thurlow Street, London SE17 2DG tel: 020 7525 5777 (24 hours) fax: 020 7525 5768 email: noise@southwark.gov.uk

Southwark Council's noise team runs a 24 hour, seven day week service dealing with the control of noise, vibration, dust and other nuisances.

Graffiti removal

[Click here >>](#) to report graffiti online or call the 24 hour hotline on 020 7525 2000. The Council can remove graffiti if it's either Offensive (e.g. contains language or images that are racist, homophobic, express religious intolerance or anything else that could be described as offensive), or on council owned property (e.g. public buildings, monuments, subways, parks etc.)

Abandoned vehicles

To report an abandoned vehicle on a public road, call 020 7525 2000 or fill out an Abandoned Vehicle Report form online by [clicking here >>](#)

SUPPORT SERVICES & INFORMATION

Victim Support

Victim Support Southwark helps Southwark residents cope with the effects of crime. They provide confidential support and information to victims of crime and to witnesses attending local courts. Services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

contact: Victim Support Southwark
62 Borough High Street, St Margaret's Court
London SE1 1XF tel: 020 7378 8886
fax: 020 7863 3187 email: info@vssouthwark.org.uk
Open: 9.30 – 4.30 Monday to Friday
Victim Supportline 0845 30 30 900

Domestic Violence

Southwark Womens' Aid provides temporary support and accommodation for women and children escaping domestic violence. tel:020 8693 3905/020 8693 8895
Address: PO Box 20882, London SE22 0XD

Safer Southwark Partnership

Website about community safety in Southwark. [Click here >>](#) to visit or type www.saferSouthwark.org.uk into your web browser address bar.

MEDIATION

Southwark Mediation Centre

Description Community organisation helping those in conflict to resolve the situation peacefully through counselling and mediation.

92 Camberwell Road, London SE5 0EG
tel: 020 7708 4959 fax: 020 7708 5569 email: admin@southwarkmediation.co.uk

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SERVICE DIRECTORY

Children's Information Service

Southwark Children's Information Service (CIS) provides free information and guidance on childcare and children's service including, Childminders, Out-of-school clubs Nanny agencies, Parent and toddler groups, Free education for three and four year-olds, Nurseries, Toy libraries Pre-schools.

[Click here >>](#) to visit the online service directory or call the CIS on freephone: 0800 013 0639 Mon to Fri, 8.30am to 5pm or email: childrens.info@southwark.gov.uk
Address: Mabel Goldwin House, 49 Grange Walk, London SE1 3DY

CHILD CARE

Childcare link

Directory for all local childcare services [click here >>](#) for Southwark.

PLAY FACILITIES

Adventure playgrounds

[Click here >>](#) for a list of playgrounds in Southwark and opening times, contact details, etc.

After School Clubs & Playschemes

[Click here >>](#) to check for latest info'

TEENAGERS

Southwark Youth Services Portal

Advice/information service for young people on a one website [click here >>](#) for <http://youth.southwark.gov.uk/index.lasso>

Southwark Connexions Service

Connexions is a new Youth Support service for 13 to 19 year olds to guide and support them through their transition to adulthood and working life. Connexions is delivered through a range of existing public, private, voluntary and community sector organisations, which work in partner-

ship to deliver a comprehensive and coherent support service for young people.

Address: Southwark Youth Office, 15 Spa Road, London SE16 3QW tel: 020 7525 3933

[See Connexions Direct for advice outside office hours >>](#)

Eternal Life Support Centre

Description Support and advice service for young people aged 14-25, offering life skills training, one-to-one sessions, counselling and mentoring.
Address 25 Dagmar Road, Camberwell, London, SE5 8NZ tel: 079 8444 9929

Charterhouse Young People's Centre

The Rainbow Building, 32 Crosby Row, London SE1 tel: 020 7403 1676

Clients: Young People up to 25 years, resident in Southwark
Services: Aims to provide for the recreational, educational and social needs of local young people within a safe and non-judgemental environment. Weekly sessions plus drugs and sexual health, peer education training. Advice service is also available to young people in the area.
Open: Mon 5pm-8pm Young women, Tue 6pm-9pm 11-14 year olds, Wed 5pm-8pm Music session, Thur 7pm-9pm 15-18 year olds

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Sure Start is the Government's programme to deliver the best start in life for every child by bringing together: early education, childcare, health and family support.

Services: advice on education and accessing education, access to childcare, information for parents, employment advice to information on childcare, and children's centres. [Click here for the list of local programmes >>](#)



you can





ADVICE SERVICES

Age Concern Southwark

224-236 Walworth Road, London SE17 1JE
tel: 020 7701 9700 fax: 020 7701 7477
acs@ageconcernsouthwark.org.uk

Services include: 5 day centre programmes for older people, Information and Advice Service, Homecare Service and a Macmillan Palliative Care Service.

SERVICES

Golden Oldies Community Care Project

Drop-in community centre for older people aged 60+. Address: Walworth Methodist Church Hall, 54 Camberwell Rd, SE5 0EN tel: 020 7701 2999
Services: Advice & Information, Befriending / Social Activities, Day Care Centres, Drop-In, Health.

See Also

Counsel & Care Helpline - Free, confidential information & advice for the over 60's, their carers, friends and family - Call: 0845 300 7585

SeniorLine, Help the Aged, 207-221 Pentonville Road, London, N1 9UZ tel: 020 7278 1114 email: info@helptheaged.org.uk , Web: www.helptheaged.org.uk
A free telephone advice and information service for older people, their relatives, carers and friends.

Southwark Irish Pensioners Project

Day Services providing lunch plus a wide range of social, cultural and therapeutic services . Community Support Services providing Outreach, Befriending, Advocacy, Advice and Information and Hospital Address: 19 Spa Road, Bermondsey, SE16 3SA tel: 020 7232 1004, 020 7232 1699, 020 7232 1994
Services: Advice & Information, Advocacy, Day Care Centres, Outreach Services, Referring to other Services

Southwark Pensioners' Centre

Community centre for older people 55+, offering information, advice and social activities.
Address: 305 Camberwell Road, Camberwell, SE5 0HQ tel: 020 7708 4556
Services: Advice & Information, Advocacy, Drop-In, Health Information & Support

Southwark Churches Care

Description Befriending service for isolated older people 65+ living in North Southwark. Also provides help with simple DIY and gardening projects.
Address: Brandon Baptist Church, Redcar Street, London SE5 0NA tel: 020 7252 6381

Social Services

Older people's services (north)
Woodmill Building, Neckinger, London SE16 3QN
tel: 0845 600 1287 fax: 020 7525 3425

Older people's services (south)

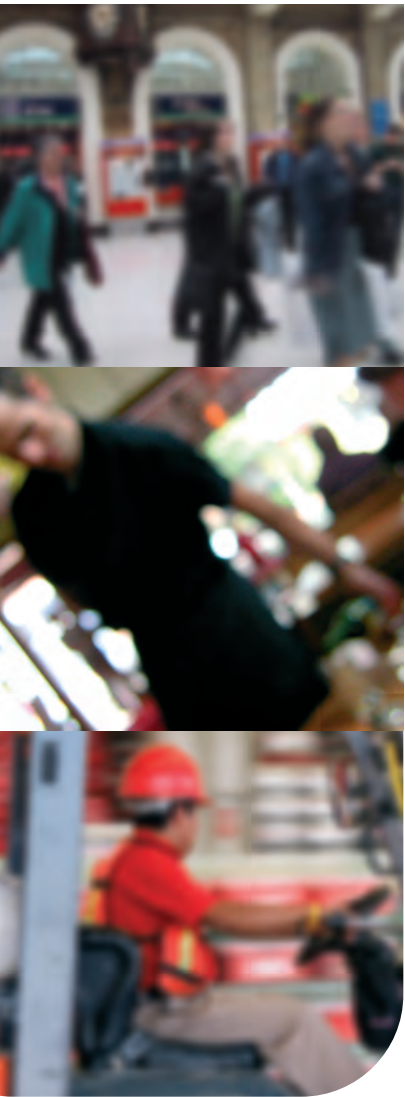
4 Heaton Road, London SE15 3TH
tel: 0845 600 1287 fax: 020 7525 4606

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EMPLOYMENT ADVICE

Getting London Working Partnership

66 Lancaster Street, Gate Away Training Centre,
London SE1 0RZ
tel: 020 7928 7232 fax: 020 7401 8548
email gettinglondonworking@tomorrows-people.co.uk

Advocacy service helping people out of long-term unemployment, welfare dependence or homelessness into jobs and self-sufficiency.

Southwark Works

146 St James's Road
Bermondsey
London SE1 5BW
tel: 0800 052 0540 fax: 020 7394 8493
info@southwarkworks.org.uk
Open: Monday to Friday, 9.30am to 5pm

Southwark Works is a project that helps people who want to work or train but are prevented from doing so. This could be for a number of reasons including a history of ill health, physical disability, lack of affordable childcare or perhaps a criminal record.

Asset

tel: 020 7737 9266
Advice and Support Services for Employment and Training. Aimed at residents and young people in

the London Boroughs of Lambeth and Southwark. Accredited training in numeracy, literacy, ICT, web design, personal development, job preparation: job searches, applications and CV preparation, financial assistance and benefit advice.

Drop in at Church Manor House, Ramsey House, Vassall Road Tel: 020 7737 4464 or Angel Town Community Project, Unit 4, Warwick House, Overton Road Tel: 020 7737 7977

New Deal

New Deal is a Government programme that aims to give unemployed people the help and support they need to get into work. Everyone on New Deal gets a personal adviser who is their point of contact throughout the programme. Call 0845 606 2626 7am to 11pm, seven days a week, for more info' or visit a Jobcentre Plus.

pathways2work

The pathways2work team can help Family Mosaic residents and their families to find employment, training or set up their own businesses.

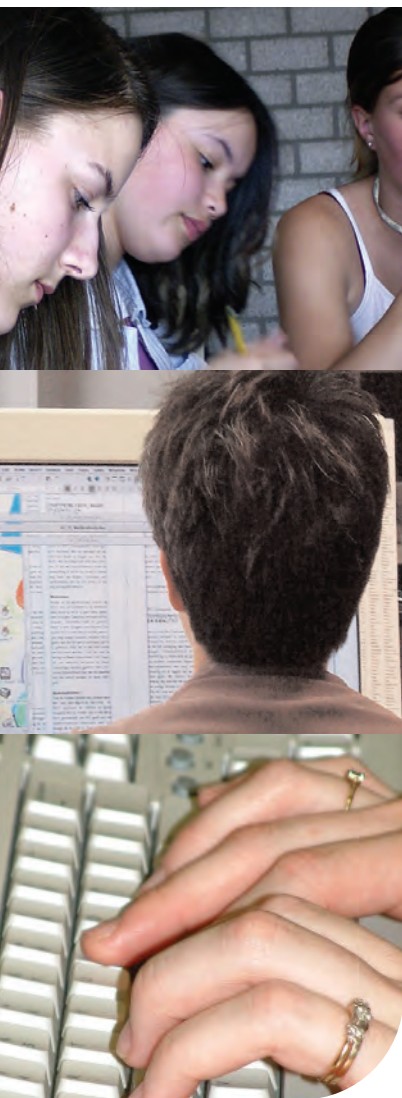
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RESOURCES

Southwark Community Grid for Learning

Southwark Community Grid for Learning is a facility for both members of the community and learning providers. It has information on all types of learning available in Southwark and allows users to search courses, resources and links for details of what's on where, general advice and information. The site provides information and advice services directly to local residents while continuing to offer information exchange between local learning providers.

Web: www.southwarklearning.info

Creekside Learning Centre

14b Stowage, London SE8 3EG
tel: 020 8469 3366

Help for homeless people, foyer residents and people in supported housing with all aspects of finding work, education or training, provided in an informal setting. Help with job applications and preparing a CV. Vocational guidance and recruitment advice. Advice on training. Use of internet and access to newspapers. (Area Served: London Boroughs of Greenwich and Lewisham.)

Southwark Adult Education

Two main venues, Thomas Calton and the Nunhead Centre and courses around the borough. Part time

daytime, evening and weekend courses run by experienced staff at various times.

Contact: Southwark Adult Education,
Thomas Calton Centre, Alpha Street, London
tel: 020 7358 2101
email: adult.education@southwark.gov.uk

Southwark College

Contact via the following numbers.
Course Information: 020 7815 1600
Switchboard: 020 7815 1500
or email: info@southwark.ac.uk

Waterloo Centre: The Cut London SE1 8LE
tel: 020 7815 1500

Bermondsey Centre: Keeton's Road London SE16 4EE
tel: 020 7815 1526

Camberwell Centre: Southampton Way London SE5 7EW
tel: 020 7815 1677

Grange Centre: 12 Grange Road London SE1 3BE
tel: 020 7237 3716

see also

Learn Direct, online courses in computers, office skills, self development or to improve your maths or English. Network of more than 700 centres to help with local learning needs.

Click here for >> www.learndirect.co.uk

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SEARCH FACILITIES

Doctors (GPs)

Find a GP by using this search facility provided by Southwark Primary Care Trust, You can search by service required, language spoken or by area - [click >> here](#).

Pharmacies

Find a pharmacy (including late-night and emergency services) by visiting this search facility, [click here >>](#)

Dentists

[Click here >>](#) to search for a dentist including those who accept NHS patients.

HEALTH AUTHORITY

Southwark Primary Care NHS Trust

6th Floor, Mabel Goldwin House, 49 Grange Walk
London SE1 3DY
Central telephone number: 0207 525 0400

Patient Advice and Liaison Service - PALS

Dulwich Hospital, East Dulwich Grove, London SE22 8PT
Monday to Friday 9.30am to 4.30pm
Freephone: 0800 58 77 170
Fax: 020 7346 6445
email: pals@southwarkpct.nhs.uk

Call to discuss any aspect of healthcare in Southwark

HOSPITALS

Guy's Hospital

St Thomas Street, London SE1 9RT
tel: 020 7188 7188
for Minor Injuries and Ailments Unit

St Thomas' Hospital

Lambeth Palace Road, London SE1 7EH
tel: 020 7188 7188
for Accident & Emergency Unit

King's College Hospital

Denmark Hill, London, SE5 9RS
tel: 020 3299 9000
for Accident & Emergency Unit

See Also
NHS Direct: Gateway to health information on the web or by phone 0845 4647 www.nhsdirect.nhs.uk

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SERVICES

Southwark National Team & Substance Misuse

Maudsley Hospital, Lower Floor, Main Building
Denmark Hill, London SE5 8AZ
tel: 020 7919 2403 fax: 020 7919 2959

Information, advice and support for people affected by prescribed or illicit drugs or alcohol. Support and counselling for families, friends and colleagues of people who have a drug or alcohol related problem. Needle and syringe exchange.

ACAPS Southwark

Aylesbury Youth Centre, Aylesbury Estate,
Inville Road, London SE17 2HY
tel: 020 7252 4616 fax: 0207 7016 956

Youth Inclusion Project offers education, training and employment for young people aged 13-21, currently involved or at risk of becoming involved in crime or anti-social activities, using/misusing illegal drugs, alcohol or other substances.

The Kappa Project

231 Old Kent Road, London SE1 5LU
tel: 020 7237 7000
Open: 9.30 - 5.30 Mon - Fri, Drop-in: 2.00 - 4.30 Mon - Fri
Needle Exchange: 9.30 - 1.00, 2.00 - 4.30 Mon - Fri
Closed for lunch: 1.00 - 2.00
Open access service providing links to a variety of treatment options for clients with primary opiate dependency in the boroughs of Lambeth and Southwark.

Evolve

146 Camberwell Road, Camberwell, London SE5 OEE
tel: 020 7277 4580 fax: 020 7277 4590
Open: Mon - Fri 09.30 - 5.30pm, Drop In 1.30-4.30pm
Free, confidential service for Crack/Cocaine users, their family and friends in Southwark. No appointment is necessary.

The In reach Project

Southwark Education Resource Centre, Cator Street
Peckham, London SE15 6AA
tel: 020 7525 2843 fax: 020 7525 2883
Service Area: Southwark
Clients: Young people 11-17 years in secondary schools and pupil referral units. Teachers, Parents/Carers and Governors
Services: 1-1 work with young people. Drugs education. Advice and information. To facilitate training opportunities for teachers and governors. To work with parents and carers. To support schools around policy development. To facilitate early interventions for at risk pupils
Open: 9am-5pm Mon-Fri.

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ACCESS TO STATUTORY SERVICES

Community Mental Health teams are based throughout Southwark

Lordship Lane Locality: - 20-22 Lordship Lane SE22 8HN tel: 020 7525 6101

North East Locality: - Chaucer Resource Centre, 13 Ann Moss Way, SE16 2TH tel: 020 7231 4578

North West Locality: - 27-29 Camberwell Road, SE5 OEZ tel: 020 7525 2751

St Giles Locality: - Douglas Bennett House, 12 Windsor Walk, SE5 8BB tel: 020 7919 3825

Outside office hours ring 020 7525 5000 to be put through to the emergency duty social worker.

SELECTED VOLUNTARY SERVICES

Vietnamese Mental Health Services

Support service for Vietnamese people with mental health problems, their carers and children, offering outreach services, counselling and Drop-in day centre.

Address: Thomas Calton Centre, Alpha Street, SE15 4NX Telephone: 020 7639 2288

Opendoor Day Centre

Day centre for adults aged 18-65 with mental health issues with key workers providing practical support and various activities, including cooking, fitness, arts, etc. Address: 224 Jamaica Road, SE16 4BD tel:020 7525 5990

Peckham Pop-In

Open access drop-in community centre for people with long-term mental health problems aged 18-65, offering information and advice, help with benefits, subsidised meals, etc.

Address: Peckham Park Road Baptist Church, 121 Peckham Park Road, SE15 6SX tel: 020 7635 9400

Alzheimer's Society (Southwark)

Information, education, support, home visits, advice and advocacy to people with all forms of dementia. Services

include a helpline and a support group held on the 1st Wednesday of each month.

Address 46 Half Moon Lane, London SE24 9HU telephone Helpline 0845 300 0336 enquires 020 7738 6333 fax 020 7274 6658 email southwarkalzheimers@care4free.net

Southwark Mind

Cambridge House, 131 Camberwell Road, London SE5 0HF tel: 020 7701 8535 email info@southwarkmind.org.uk User-led organisation run by and for people with mental health problems. User-led drop-in group, the Cuckoo Club, held every Wednesday.

Crossways Centre

Mental health day centre which provides a supportive environment where people can socialise, access welfare and benefits advice. Subsidised meals & laundry facilities also available. Address: 184-186 Rye Lane, SE15 4NF Telephone: 020 7635 5300

The Grove

Description Community centre for people with long-term mental health problems aged 18-65 where individuals can socialise, access welfare/benefit advice, participate in activities, etc. Address: Dulwich United Reformed Church, East Dulwich Grove, London SE22 8RH Telephone 020 8693 9824 Fax 020 8693 9824 Email grove.centre@threecs.co.uk

Vishvas Project

Description Mental health service offering information, support and counselling to people affected by mental health problems, their family and carers in the South Asian community. Address c/o CIO, 5 Westminster Bridge Road, London SE1 7XW tel:020 7928 9889

ISIS

ISIS offers support for people of African and African-Caribbean descent who live in Lewisham and are experiencing or have experienced mental health difficulties. tel: 020 8695 1955

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STATUTORY CARE SERVICES

Social Services

Social services headquarters
Mabel Goldwin House, 49 Grange Walk, London
SE1 3DY Tel: 020 7525 3838

Learning Disabilities Duty Social Worker
151 Walworth Road, London SE17 1RY
tel: 020 7525 2032 fax: 020 7525 2317
email: ld.duty@southwark.gov.uk
Open: Monday - Friday, 9am to 5pm

Physical Disabilities - Duty Social Worker
151 Walworth Road, London SE17 1RY
tel: 020 7525 2149 fax: 020 7525 2317
Open: Monday - Friday, 9am to 5pm

Children's services (north)
23 Harper Road, London SE1 6AW
tel: 0845 600 1286 fax: 020 7525 1998

Children's services (south)
Sumner House, Sumner Road, London SE15 5QS
tel: 0845 600 1286 fax: 020 7525 7983

Asylum seekers service
1 Bradenham Close, Boyson Road, London SE17 2QA
tel: 0845 600 1286 fax: 020 7525 7855

Out of hours service
To contact the out of hours team phone 020 7525
5000

OTHER SERVICES

Independent Advocacy Service

Advocacy service for vulnerable adults, (e.g. people with substance misuse problems, people with mental health issues).

Address Cambridge House and Talbot,
131 Camberwell Road, London, SE5 0HF
Tel: 020 7703 0261 fax: 020 7703 2903
email: ias@cambridgehouse and talbot.org.uk

Southwark Alarm Scheme

Fred Francis Centre , 269 Lordship Lane, Dulwich
London SE22 8JG

Alarms for medical emergencies for the London borough of Southwark. The alarms are for people who are at risk of a medical emergency, due to illness, disability or frailty while alone in their own home, making it easier for them to call for help.

tel:020 7525 2999 fax: 020 7525 2995
email: alarmscheme@southwark.gov.uk

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ADVICE/SUPPORT AGENCIES

Southwark Disablement Association (SDA)

Organisation of and for disabled people with physical or sensory impairments offering information and advice, advocacy, domiciliary, Macmillian care, and outreach services.

Address: Aylesbury Day Centre,
2 Brandenham Close, London, SE17 2QB
tel: 020 7701 1391 fax 020 7277 0481
email sda@dircon.co.uk
Web: www.sda.dircon.co.uk

Learning Disabilities and Community Services

Respite care and learning disability service for young people aged 5-19. Providing an after school club, arts club, Easter and summer play scheme, life skills service for adults 19+, etc.

Address 131 Camberwell Rd, London SE5 0HF
tel: 020 7701 0769 fax: 020 7703 2903

IBA

Description Community group for children aged 8-18 with physical disabilities. Provides an after school club and a holiday play scheme offering various activities and outings and a drop in centre for ages 18-25.

Address: 60 New Church Road, Camberwell, London, SE5 7JP
tel: 020 7703 5456 fax: 020 7703 6429

Southwark MENCAP

2 Emba Street, London SE16 4PL
tel: 020 7237 7804 fax: 020 7608 3254

Support service for people with learning disabilities and their families and carers. Provides advice and information, counselling, education/employment training, etc.

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SELECTED SERVICES

Lambeth and Southwark Community Transport (LaSCoT)

LaSCoT run a number of fully accessible shopping shuttles for our community group elderly and disabled members living in the two boroughs and who are unable to get to the shops using conventional transport. The venue can be arranged to suit your group and can be either during the day or evening. Address: 10 Somerleyton Road, Brixton, London SW9 8ND tel: 87 0902 1316 Fax 020 7501 8999

Dial-a-ride

Unit 2, Lagoon Road, St Mary Cray, Orpington BR53QX tel: 01689 896333

Specialist transport service operating door to door for people who cannot use, or have extreme difficulty using, mainstream public transport. Service available 8.30am - 11.30pm seven days a week. (Area Served: Bromley, Bexley, Greenwich, Lewisham, Southwark.)

Blue Badge Scheme

The Blue Badge Scheme gives parking concessions for people with severe walking difficulties, who travel either as drivers or passengers. The scheme also applies to people who are registered blind and people with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand.

It allows badge holders to park close to their destination, but the national concessions apply only to onstreet parking.

See page 1 for contact details, [click here >>](#)

Taxicard

The London Taxicard Scheme allows people with disabilities who cannot use buses or trains to travel in licensed black cabs at reduced fares tel: 020 7484 2929

Bus and Tube Passes

People aged 60+ can get a 'Freedom Pass' from most local post offices. Scheme is managed by ALG tel: 020 7484 2929.

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COMMUNITY CENTRES

St Matthew's Community Centre

Meadow Row, London, SE1 6RG

tel: 020 7357 8532 fax: 020 7358 8531

Community centre offering a variety of activities, with a carers group, toddlers group 50+ social club and a mental health lunch club every Tuesday.

Time & Talents Association

Description Community centre providing educational and recreational opportunities for the local community, e.g. over 50's club, toddlers group, arts and crafts.

Address Old Mortuary, St Marychurch Rotherhithe Street, London SE16 4JE

tel: 020 7231 7845 fax: 020 7252 2288

email info@timeandtalent.org.uk

Elibariki Centre

Description: Community group providing childcare facilities including a nursery, after school play club, holiday play scheme, and domiciliary care service.

Address: 71-73 County Street, Elephant and Castle, SE1 4AD

Telephone: 020 7407 1104

Services: Counselling, Day Care Centres, Drop-In, Outreach Services, Training / Workshops

DAY CENTRES

South Asian Elderly Organisation

Southwark Asian Centre, Peckham Rye, SE15 4NU

tel: 020 7358 9997

Day care centre providing care and support to older Asian people 50+, who are isolated and vulnerable due to age, infirmity or disability offering meals, information and advice, social and cultural ac

Services: Advice & Information, Advocacy, Counselling, Day Care Centres, Drop-In, Health Information & Support, Outreach Services

Manna Day Centre

6 Melior Street, London SE1 3QP

tel: 020 7403 1931

Email administrator@mannasociety.org.uk

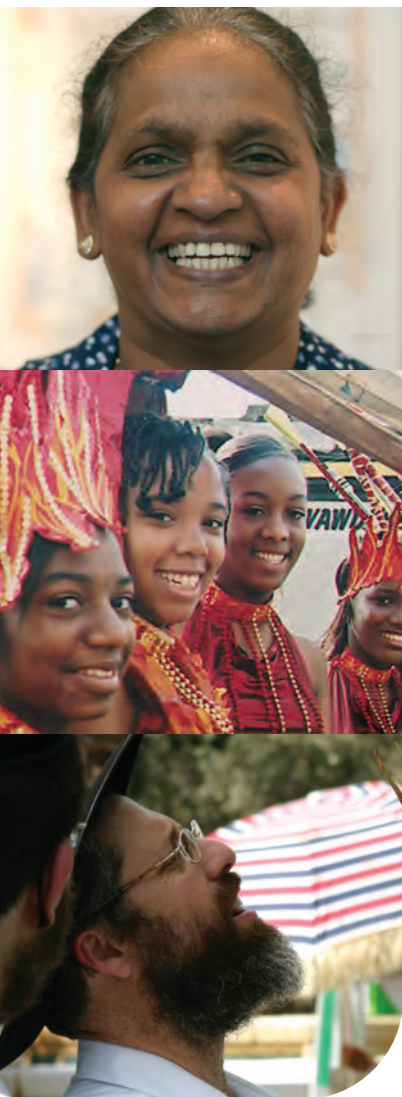
Open access drop-in centre for single, homeless people in need. Provides free food, showers, clothing, medical care, etc.

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COMMUNITY RESOURCES

AINA Women's Group (Asian Women's Association)

Thomas Carlton Centre, Alpha Street, London SE15 4NX tel: 020 7358 0697 fax: 020 7358 0697 Email s.saqi@bt.internet.com

Support service for South Asian and Muslim women, including asylum seekers and refugees offering a playscheme for children, keep fit classes, health awareness sessions, etc.

Southwark Cypriot Day Centre

12a Asylum Road, Peckham, London SE15 2LR tel: 020 7277 8690 fax 020 7277 8690

email cypriotdaycentre@btconnect.com Day centre for older people 55+ of Cypriot origin, offering lunch, advice services and various activities.

Southwark Day Centre For Asylum Seekers

SDCAS runs 3 day centres in Southwark (SE15 and SE1) offering a wide range of free services to refugees and asylum seekers. Each centre is open one day per week and operates on a drop-in basis between 12.30 - 5.00pm. Ring 020 7732 0505 or [click here >>](#) for details

Southwark Muslim Womens Association

Bellenden Old School, Bellenden Road, London SE15 4DG tel: 020 7732 8053 fax: 020 7732 3310

Support service for Muslim women and their families and elderly Muslim women living in Southwark, offering information and advice, classes, social activities, etc.

Southwark Refugee Project

161 Sumner Road, London SE15 6JL Private and confidential advice sessions on welfare benefits, housing issues, immigration, homelessness, etc for refugees and asylum seekers. Call 020 7703 4046 for details.

Southwark Vietnamese/ Chinese Community

Thomas Calton Centre, Alpha Street, London SE15 4NX

tel: 020 7635 0022 fax 020 7277 9040

Support service for Vietnamese and Chinese people, including Day Care service for older people 55+, a welfare and benefits advice service and a Chinese school for 6-16 year-olds.

Southwark West African Womens Support

46 Gable Close, London SE5 7QE

tel: 020 7277 1780 / 079 0426 7318

Advice & Information, Counselling, Employment / Independence Training, Health Information & Support, Outreach Services, Training / Workshops

Somali Community Association In Southwark

Cambridge House, 131 Camberwell Road, London, SE5 0HF tel: 020 7740 6162 fax: 020 7703 2903

Description Support service for the Somali community, including refugees and asylum seekers, especially elderly and disabled people. Offering advice on benefits, housing, healthcare, advocacy service, translation and interpretation services.

AAWAZ - Southwark Asian Women's Association

Southwark Asian Centre, Peckham, London SE15 4NU tel: 020 7252 9290 fax 020 7358 9937 Drop-in centre for Asian women living in Southwark, specifically for those interested in Asian Art.

African Advocacy Foundation

Ground Floor, Carver House, 38 Carver Road, SE24 9LT tel: 020 7738 7238

Advocacy service for vulnerable African men and women, specifically for those with HIV, Aids and mental health problems.

African Community Link Project

140 New Cross Road, SE14 5BA tel: 020 7635 7095 Drop-in centre for people from the African community, offering counselling, advice and various activities.

CHURCHES

[Click here >>](#) to get a list of places of worship in Southwark.

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SELECTED SERVICES

Welcare In Southwark

All Saint's Hall, Surrey Square, London, SE17 2JU tel: 020 7701 4904 fax 020 7708 3603 Email southwarkwelcare@hotmail.com Social care agency working alongside families in need. Offers counselling, crèches, skill training, leisure groups, etc.

St Michael's Fellowship

1F Gleneagle Road, London, SW16 6AX tel: 020 8677 6888 fax: 020 8677 5214 Residential projects for vulnerable families, including accommodation, help and training for families where children are at risk, or where there is other emotional or physical hardship

Taifa Community Care Project

5-6 Sceaux Gardens, Dalwood Street, London SE5 7DN tel: 020 7708 1781 fax: 020 7701 8766 email taifa@globalnet.co.uk Advice, advocacy, support and respite breaks for carers from Black and ethnic minority communities.

Vietnamese Carers Project

Top Floor, Bellenden Old School, Bellenden Road, London SE15 4DG tel: 020 7277 8642 Project offering support for Vietnamese carers, offering housing and benefits advice, interpreting service, immigration advice, etc.

Capital Carers

29-35 Lordship Lane, London SE22 8EW

tel: 020 8693 5090 fax: 020 8693 0807 Email office@capital-carers.org Description Home based respite care provided by community care workers to enable the main carer to take a break.

Social Services for Carers

For information and advice ring the Council's free Carers Helpline on 0800 389 5339

Southwark Carers

Cambridge House, 131 Camberwell Road, London SE5 0HF tel: 020 7708 4497 fax: 020 7708 4877 email: info@southwarkcarers.org Southwark Carers provides advice, information and support for carers. The organisation aims to ensure that all carers in the London Borough of Southwark receive appropriate and adequate levels of support, and that their needs are understood and prioritised by professionals and policy makers. Open 9.00am - 5.00pm Mon-Fri

[click here >> for www.parentscentre.gov.uk](http://www.parentscentre.gov.uk) for general advice about parenting

See Also

Lone Parent Helpline 0800 018 5026 www.oneparentfamilies.org.uk Free confidential helpline service for single parents run by independent charity. Advice available on benefits, tax, child support, and employment

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LEISURE CENTRES

Elephant & Castle Recreation Centre: Fusion
22 Elephant & Castle
London
SE1 6SQ
tel: 020 7582 5505

Camberwell & Dulwich Leisure Centres are currently closed (correct at time of writing) [click here >>](#) for latest info'.

PARKS

[Click here >>](#) for a list parks in the borough

OTHER FACILITIES

Art in the Park
The Studio, Chumleigh Gardens, London SE5 ORJ
tel: 020 7277 4297
email: studio@artinthepark.co.uk

Charity running art projects for vulnerable people in the local community.

Centre for Wildlife Gardening
28 Marsden Road, London SE15 4EE
tel: 020 7252 9186 email lwtwildgarden@cix.co.uk

Wildlife Garden Centre which provides training courses and projects for school parties, toddlers and parents, and adults with learning disabilities.

[Click here >>](#) for Libraries in Lewisham

SPORTS CLUBS

[Click here >>](#) for a directory of local sports clubs

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LOW COST FURNITURE

Morph (Formally Shaftsbury Resources Centre)
93 Camberwell Station Road, Camberwell,
London, SE5 9JJ
tel: 020 7737 7475 fax: 020 7737 7022
Email outlet@morph.org.uk

Provides furniture for people in need, living on benefits or low incomes.



POWER COMPANIES

Help on choosing a utility company - gas and electricity, visit www.energywatch.org.uk

GAS EMERGENCIES

Transco 0800 111 999

WATER

Thames Water Utilities Ltd
PO Box 436
Swindon SN38 1TU

tel: metered account enquiries	0845 9200 887
unmetered account enquiries	0845 9200 888
non-bill related enquiries	0845 9200 800
minicom	0845 7200 899
freephone leakline	0800 714 614



COMMUNITY CARE GRANTS

Community Care Grants help people who are getting Income Support or income based Jobseeker's Allowance or Pension Credit who are likely to get one of these benefits when moving out of institutional care or a care home. They help people live independently in the community and ease exceptional pressure on families. They cover a wide range of personal circumstances and variety of needs and expenses. They do not have to be paid back.

Contact your local Job Centre, Job Centre Plus or Social Security Office for an application form

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SELECTED SERVICES

London Friend

Voluntary organisation that has been serving the lesbian, gay and bisexual community for over 30 years. They exist to promote, support and campaign for the social and emotional well-being, physical and sexual health of lesbian, gay and bisexual people and those who are unsure of their sexuality. All services are delivered by trained lesbian, gay and bisexual volunteers. Services provided include:

Telephone Helpline - 020 7837 3337 (19:30 - 22:00 daily)
 One to One Counselling, Support Groups, Social Groups, A library on LGBT issues
 Free information on HIV/AIDS and other Sexually Transmitted Infections, Free condoms and lube
www.londonfriend.org.uk/index.php

London Lesbian and Gay Switchboard

Information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the United Kingdom.
 Switchboard aims to: maintain comprehensive information on support, social and specialist services of relevance to lesbians, gay men and bisexuals. Raise awareness of sexual health issues including safer sex and to endorse positive personal choice. Offer support and initial advice to all callers on any problems they are facing. Suggest sources of more specialist advice, counselling or other help if callers want it.
 Lesbian and Gay Switchboard 020 7837 7324
www.llgs.org.uk

LAGER

Unit 1G, Leroy House, 436 Essex Road, London N1 3QP
 General Enquiries: 020 7704 2205

Independent advice agency affiliated to the Federation of Independent Advice Centres (FIAC). Free confidential legal advice, information and support to lesbians and gay men who are facing discrimination in the workplace or whilst looking for work.

Audre Lorde Clinic Ambrose King Centre, Royal London Hospital, Whitechapel, London E1 1BB Fri 10am-5pm - tel: 020 7377 7312 Services for lesbians.

Beaumont Society

The largest and longest established transgendered support group in the UK and has developed a support network, which has been at the forefront of the transgender, transvestite, transsexual and cross-dressing community since 1966! website: www.beaumontsociety.org.uk

Stonewall Housing

Housing advice for lesbians and gay men.
 website: www.stonewallhousing.org

GMFA

Volunteer-led gay men's health organisation. website: www.metromate.org.uk Call 020 7649 9311 (lines are open between 8.30am and 6pm Mon to Fri and 9am to 1pm on Sat)

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LISTENING EAR

Samaritans

call 08457 90 90 90 anytime

ChildLine

free helpline for children and young people in the UK. Children and young people can call us on 0800 1111 to talk about any problem.

Families Anonymous

For Relatives and Friends Concerned About the Use of Drugs or Related Behavioural Problems
Helpline: 0845 1200 660

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