

This guide was created by GP Navigation with support from AUKLS SAIL Facilitators. We hope it helps give you a snapshot of services available in supporting older people in Southwark.

Please note services continue to change, so please contact the organisation directly for up-to-date information. Any questions, call us on 0207358 4077

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**1. SECURITY AND FIRE SAFETY**

<p><b>Police</b></p>	<p>Safer Neighbourhood Teams are your local Police contact, responsible for dealing with local issues. They can visit you at home, regarding any concerns around anti-social behaviour, personal safety (either in the home or when out and about) or general advice around security of your home and property.</p>	<p><a href="https://www.southwark.gov.uk/noise-and-antisocial-behaviour/antisocial-and-threatening-behaviour?chapter=4">https://www.southwark.gov.uk/noise-and-antisocial-behaviour/antisocial-and-threatening-behaviour?chapter=4</a></p>
<p><b>London Fire Brigade</b></p>	<p>Free home safety checks (including free smoke alarm installation.</p>	<p><a href="https://www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/">https://www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/</a> - This can be used for home owners and tenants of the housing association.</p>
<p><b>Age UK Lewisham &amp; Southwark Handyperson Team</b></p>	<p>Provides free smoke alarms and make recommendations to improve fire safety. They move furniture for hospital beds, put up shelves, take up/down curtains, change light bulbs, small DIY repairs, secure down carpets/wires, and install key safes. In the summer, depending on capacity, they do one-off garden clearances (for overgrown hazardous gardens.)</p>	<p>020 7358 4077 *They travel by public transport with basic tools only *Key safes can only be requested by hospital discharge/adult social care *They do not do plumbing, electrics and decorating *They cannot take furniture away *Free health and safety jobs for Southwark residents aged 50+. Please enquire on chargeable jobs.</p>
<p><b>Southwark Council Tenants Handyperson</b></p>	<p>60+, Disability and/or on benefits For Southwark Council tenants only*</p>	<p>£20 per hour 0207 525 1863</p>

<b>Age UK Business Directory</b>	Trusted Traders	0800 334 5056/ <a href="https://www.aubdlondon.co.uk/">https://www.aubdlondon.co.uk/</a>
<b>Fire Safety Team – Southwark Council</b>	Conducts Fire Risk Assessments to ensure escape routes are clear and properties meet safety guidelines. They liaise with the Fire Brigade and put vulnerable/housebound people on a database which flags them up in the event of a fire.	*For council rented properties only (not Housing Associations).
<b>Southwark Council Trading Standards</b>	Can do home visits to investigate fraud and door stop scams, offer advice and services to block nuisance calls and cold callers	<a href="https://www.southwark.gov.uk/business/trading-standards-and-food-safety">https://www.southwark.gov.uk/business/trading-standards-and-food-safety</a>
<b>Smoking Cessation services</b>	NHS stop smoking service	<a href="https://www.southwark.gov.uk/health-and-wellbeing/health-advice-and-support/stop-smoking?chapter=2">https://www.southwark.gov.uk/health-and-wellbeing/health-advice-and-support/stop-smoking?chapter=2</a>
<b>2. HEALTH AND WELLBEING</b>		
<b>GSST Wheelchair Service</b>	Our wheelchair service supports adults and children with mobility and postural problems who need a wheelchair for more than six months. We provide on a loan basis both powered and non-powered wheelchairs, buggies and associated postural seating systems to cater for your individual needs.	*service can be accessed through a medical professional referral, or for existing clients by contacting them directly. Wheelchair and specialist seating service  Bowley Close Regional Specialist Rehabilitation Centre, Farquhar Road London, SE19 1SZ Tel: 020 3049 7760 Email: <a href="mailto:gst-tr.gsttwheelchairservice@nhs.net">gst-tr.gsttwheelchairservice@nhs.net</a>
<b>Strength and Balance Line</b>	A helpline that links people to the right source of strength and balance building exercises to prevent falls. Can be community exercise classes	*If user is already seeing a physiotherapist then do not refer  *A telephone assessment triages the person

	(30 week programme) at local centres, more intensive classes for 8 weeks in a hospital setting (transport provided) or 1-1 physiotherapy at home if housebound or complex (provided by CRAFs – Community Rehabilitation And Falls Service)	*For urgent cases where the person is at immediate risk of hospitalisation/falls medical staff can refer to Urgent Response (make sure you email and confirm receipt with phone call): <a href="mailto:gst-tr.southwarkerr@nhs.net">gst-tr.southwarkerr@nhs.net</a> ; 0203 049 5751
<b>GP Referral exercise programme</b>	3 programmes depending on needs (Independent, 1:1 or group).	12 week programme. Needs to be referred via the GP. <a href="https://southwark.everyonehealth.co.uk/services/gp-exercise-referral/">https://southwark.everyonehealth.co.uk/services/gp-exercise-referral/</a>
<b>BlindAid</b>	Provides fortnightly home visits for people with visual impairments, for help opening post etc. Offer telephone befriending and supply some audio equipment.	*For people who have a visual impairment that cannot be improved by wearing glasses
<b>HomeSight</b>	Free at home eye tests for Elderly people in Southwark	If you, or someone you know needs our support, please phone us on <a href="tel:08000806095">0800 080 6095</a> or email us on <a href="mailto:info@homesightonline.co.uk">info@homesightonline.co.uk</a>
<b>Sensory Team</b>	Provide equipment with people with significant non-correctable sight loss in both eyes and/or permanent hearing loss.  Sight loss: canes, watches and clocks specialist lighting, assistive technology, kitchen and bathroom gadgets  Hearing loss: adapted telephones, flashing doorbells, smoke alarms etc.	Referral via OPPD team  0207 525 3324 (option 5 then option 3)
<b>Pendant Alarm</b>	Provided by Southwark Council after a needs-assessment by telephone. For people at risk of falls. The pendant is a button worn around the neck or wrist which can be pressed in an	*Person needs to have a landline  *May have to pay depending on savings and income. Maximum cost of £5.77 per week

	emergency, alerting a 24 hour monitoring system which then contacts emergency services and/or next of kin.	Telecare Team 020 7525 2999
<b>Telecare Equipment</b>	Provided by Southwark Council after a needs-assessment by telephone. For visual/hearing/physical impairments, can provide assistive technology (like flashing door bells, remote monitoring, bed/chair sensors)	<ul style="list-style-type: none"> <li>* Person needs to have a landline</li> <li>* May have to financially contribute depending on savings and income. Maximum cost of £5.75 per week.</li> <li>*Stand alone/one-off items have no ongoing costs</li> </ul> <a href="https://www.southwark.gov.uk/social-care-and-support/adult-social-care/living-independently/equipment-and-gadgets-to-help-you-with-your-daily-activities">https://www.southwark.gov.uk/social-care-and-support/adult-social-care/living-independently/equipment-and-gadgets-to-help-you-with-your-daily-activities</a>
<b>SAIL Facilitators/Link Workers MALNUTRITION</b>	To try and ensure that people at risk of malnutrition have the right equipment to cook and eat with, access to food shopping and lunch clubs. They can refer to community dieticians for specialist input/monitoring.	<ul style="list-style-type: none"> <li>*For people at risk of malnutrition for non-medical reasons</li> </ul> <a href="https://guysstthomashospital.newsweaver.co.uk/Connect/15pab80b46a">https://guysstthomashospital.newsweaver.co.uk/Connect/15pab80b46a</a>
<b>SAIL Facilitators/Link Workers – SOCIAL ISOLATION</b>	Navigators find local social groups, day centres and activities suited to people's hobbies and interests. They can refer for befriending and signpost to other specialist voluntary and community services for specific support.	<a href="https://www.ageuk.org.uk/lewishamandsouthwark/services/ageingwell/">https://www.ageuk.org.uk/lewishamandsouthwark/services/ageingwell/</a>
<b>Alzheimer's Society Southwark</b>	Has dementia advisors, navigators and support workers who can carry out home visits and run support groups for people living with dementia and their families.	<ul style="list-style-type: none"> <li>*Some services are only for those who have a diagnosis of dementia already</li> </ul> <a href="https://www.lambethandsouthwarkmind.org.uk/directory/lambeth-alzheimers-society/">https://www.lambethandsouthwarkmind.org.uk/directory/lambeth-alzheimers-society/</a>
<b>Southwark Carers</b>	Provides information and advice to carers of all ages and runs support	<a href="https://www.southwarkcarers.org.uk/">https://www.southwarkcarers.org.uk/</a>

	groups for carers. Offers a free bereavement counselling service.	
<b>Healthwatch Southwark</b>	Interviews older people about their experiences of health and social care services. Feeds back to local commissioning services with recommendations on how health and social care services could be improved.	<a href="https://www.healthwatchesouthwark.org/">https://www.healthwatchesouthwark.org/</a>
<b>Afghanistan and Central Asian Association</b>	Afghanistan and Central Asian Association provides support, skills and knowledge to help communities live and prosper in the UK.	<a href="https://acaa.org.uk/">https://acaa.org.uk/</a>
<b>Aaina Women's Group</b>	Support, information and signposting for Black Minority Ethnic and refugee women and their children.	<a href="https://advicefinder.turn2us.org.uk/Home/Details/6093">https://advicefinder.turn2us.org.uk/Home/Details/6093</a>
<b>Coin Street</b>	Various community activities and trips such as gardening, yoga etc.	<a href="https://coinstreet.org/whats-on?type%5B7%5D=7&amp;date=">https://coinstreet.org/whats-on?type%5B7%5D=7&amp;date=</a>
<b>South London Cares</b>	Various virtual and face to face social groups	Phone 0207 118 0404 <a href="https://southlondoncares.org.uk/blog">https://southlondoncares.org.uk/blog</a>
<b>Befriending</b>		
<b>Age UK National</b>	In partnership with Silverline for ages 65+	<a href="https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/">https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/</a>
<b>Link Age</b>	Refer directly or via SAIL Ageing Well Hub – for ages 60+	<a href="https://www.linkagesouthwark.org/befriending">https://www.linkagesouthwark.org/befriending</a>
<b>Time and Talents</b>	(COPSINS)	<a href="https://www.timeandtalents.org.uk/befriending-home-visiting-for-older-people/">https://www.timeandtalents.org.uk/befriending-home-visiting-for-older-people/</a>
<b>Blackfriars Settlement</b>		<a href="https://www.blackfriars-settlement.org.uk/olderpeople">https://www.blackfriars-settlement.org.uk/olderpeople</a>

<b>Peckham Befrienders</b>	For BAME community	<a href="https://www.together-uk.org/southwark-wellbeing-hub/directory/9188/peckham-befrienders-group/">https://www.together-uk.org/southwark-wellbeing-hub/directory/9188/peckham-befrienders-group/</a>
<b>Talking Bubble</b>	Multi-lingual befrienders	<a href="https://www.timetohelp.org.uk/talkingbubble-2/">https://www.timetohelp.org.uk/talkingbubble-2/</a>
<b>South London Cares</b>	Connecting neighbours of all ages with older people	<a href="https://southlondoncares.org.uk/love-your-neighbour">https://southlondoncares.org.uk/love-your-neighbour</a>
<b>Irish in London</b>	For Irish community	<a href="https://www.irishinlondon.org/">https://www.irishinlondon.org/</a>
<b>Opening Doors</b>	LGBTQ+	<a href="https://www.openingdoorslondon.org.uk/befriending">https://www.openingdoorslondon.org.uk/befriending</a>
<b>Goodgym</b>	for ages 60+	<a href="https://www.goodgym.org/">https://www.goodgym.org/</a>
<b>Blind Aid</b>	For individuals who are visually impaired	<a href="https://www.blindaid.org.uk/make-referral/">https://www.blindaid.org.uk/make-referral/</a>
<b>DeafBlind</b>	For individuals who are DeafBlind	<a href="https://deafblind.org.uk/what-we-do/befriending/">https://deafblind.org.uk/what-we-do/befriending/</a>
<b>Scotscare</b>	For Scottish Community	<a href="https://scotscare.com/">https://scotscare.com/</a>
<b>Jami</b>	For Jewish Community	<a href="https://jamiuk.org/">https://jamiuk.org/</a>
<b>Southwark Disablement Association</b>	Support to People with Disabilities, Deaf and Disabled People in Southwark	<a href="https://www.sdail.org/">https://www.sdail.org/</a>
<b>Latin American Disabled People's Project</b>	Support for disabled people from Latin America, Europe and Africa	<a href="https://talentworks1.weebly.com/">https://talentworks1.weebly.com/</a>
<b>Compassionate Neighbours</b>	For those living with a chronic, long-term or terminal illness, or elderly and experiencing loneliness or social isolation, or if you care for someone that fits this criteria..	<a href="https://compassionateneighbours.org/">https://compassionateneighbours.org/</a>
<b>Parkinsons UK</b>		<a href="https://www.parkinsons.org.uk/">https://www.parkinsons.org.uk/</a>
<b>St Vincent de Paul</b>	Vulnerable/Isolated people	<a href="https://www.svp.org.uk/">https://www.svp.org.uk/</a>
<b>Safaa</b>	Covers both regulars and reserves in the Royal Navy, the Royal Marines, the British Army and the Royal Air Force and their	<a href="https://www.ssafa.org.uk/about-us/how-we-help">https://www.ssafa.org.uk/about-us/how-we-help</a>



	families, including anyone who has completed National Service	
<b>Royal Voluntary Service</b>	Support those who are most risk of ending up in hospital within the next year	<a href="https://www.royalvoluntaryservice.org.uk/our-services/supporting-people/community-companions">https://www.royalvoluntaryservice.org.uk/our-services/supporting-people/community-companions</a>
<b>Chinese National Healthy Living Centre</b>	Multilingual helpline for Chinese people on health matters (Mandarin and Cantonese)	<a href="https://www.cnhlc.org.uk/">https://www.cnhlc.org.uk/</a>
<b>IMECE</b>	Turkish, Kurdish and Cypriot Turkish women and Black, Asian, minority ethnic, refugee (BAMER) and migrant women	<a href="https://imece.org.uk/">https://imece.org.uk/</a>
<b>NHS Responders</b>	Regular check-in by telephone	<a href="https://nhsvolunteerresponders.org.uk/">https://nhsvolunteerresponders.org.uk/</a>
<b>3. Mental Health Services</b>		
<b>Talking Therapies Southwark</b>	Psychological therapy for people with low level mental health needs i.e. anxiety, depression, and bereavement. Person initially has a twenty minute telephone call to discuss needs and types of therapy available/suitable (for example 1-1 CBT, groups/classes, online self help courses). Person is then posted a form to complete as much of as they can, before being enrolled on a therapy.	*Need to state GP practice and cannot be under other forms of psychological therapy (like CMHT)
<b>Copleston Centre</b>	A qualified volunteer will use counselling skills to 'Immediate Emotional Support'	<a href="https://coplestoncentre.org.uk/page/340/immediate-emotional-support">https://coplestoncentre.org.uk/page/340/immediate-emotional-support</a>
<b>Southwark Well-being hub</b>	Crisis Support Leaflet Mental Health support through 1:1, peer support and groups	<a href="https://www.together-uk.org/southwark-wellbeing-hub/crisis-support/">https://www.together-uk.org/southwark-wellbeing-hub/crisis-support/</a> <a href="https://www.together-uk.org/southwark-wellbeing-hub/get-support/">https://www.together-uk.org/southwark-wellbeing-hub/get-support/</a>
<b>Pembroke House</b>	Part of Southwark well-being for drop-in sessions	<a href="https://www.pembrokehouse.org.uk/events/southwark-wellbeing-hub/">https://www.pembrokehouse.org.uk/events/southwark-wellbeing-hub/</a>



<b>Blackfriars Settlement</b>	Mental Health and Well-being Service – Thinking Ahead	<a href="https://www.blackfriars-settlement.org.uk/mental-health">https://www.blackfriars-settlement.org.uk/mental-health</a>
<b>Three Cs</b>	Community Support, Supported Living, Day Opportunity and Social Inclusion	<a href="https://www.threecs.co.uk/">https://www.threecs.co.uk/</a>
<b>NHS</b>	Mental Health Resources	<a href="https://nhsfreeyourmind.co.uk/">https://nhsfreeyourmind.co.uk/</a>
<b>Dragon Cafe</b>	Peer support group and activities (in-person and virtual)	<a href="https://www.dragoncafe.co.uk/activitiesandprojects">https://www.dragoncafe.co.uk/activitiesandprojects</a>
<b>Frazzled Cafe</b>	Peer support group and activities (in-person and virtual)	<a href="https://www.frazzledcafe.org/">https://www.frazzledcafe.org/</a>
<b>Peckham Befrienders</b>	Mental health support group for BAME community. Twice weekly drop in and culture specific activity groups	Via SLAM 0203 228 9833 (self-referrals accepted)
<b>The Manna Society</b>	Mental health worker 2nd & 4th Tuesdays (day centre for homeless people)	<a href="https://www.mannasociety.org.uk/what-we-offer/">https://www.mannasociety.org.uk/what-we-offer/</a>
<b>Lambeth Chinese Association</b>	Covers ‘neighbouring’ boroughs	<a href="https://www.lambethchinese.org/">https://www.lambethchinese.org/</a>
<b>Cruse</b>	Bereavement	0808 808 1677 <a href="https://www.cruse.org.uk/">https://www.cruse.org.uk/</a>
<b>Re-Engage</b>	Telephone befriending; monthly teas (including transport to and from teas)	<a href="https://www.reengage.org.uk">https://www.reengage.org.uk</a>
<b>St Christopher Hospice</b>	<ul style="list-style-type: none"> <li>• Palliative care</li> <li>• Compassionate Neighbours</li> </ul> <p>Compassionate Neighbours provide social and emotional support to people around them living with or caring for someone with a life limiting illness or those experiencing loneliness and social isolation through regular social connection.</p>	<a href="https://www.stchristophers.org.uk/wellbeing/">https://www.stchristophers.org.uk/wellbeing/</a> <a href="https://www.stchristophers.org.uk/volunteer-neighbor">https://www.stchristophers.org.uk/volunteer-neighbor</a>

<b>Aphasia reconnect</b>	Support group for degenerative neuro conditions particularly stroke and other conditions e.g. Parkinson. There are Speech and Language Therapists and volunteers to provide support. May provide 121 peer support group.	<a href="https://aphasiareconnect.org/">https://aphasiareconnect.org/</a>
<b>Waterloo Community Counselling</b>	Affordable or no-cost counselling service that serves anyone living in any london borough. Includes a free Multi-Ethnic Counselling Service for Refugees and Asylum Seekers	<a href="https://waterloocc.co.uk/">https://waterloocc.co.uk/</a> *currently not open for face-to-face sessions
<b>Qwell</b>	Online mental health support	<a href="https://www.qwell.io/">https://www.qwell.io/</a>
<b>Samaritans</b>	Helpline and information resources on suicidal thoughts	<a href="https://www.samaritans.org/how-we-can-help/if-youre-worried-about-someone-else/supporting-someone-suicidal-thoughts/">https://www.samaritans.org/how-we-can-help/if-youre-worried-about-someone-else/supporting-someone-suicidal-thoughts/</a>
<b>Pecans Women's Hub</b>	*Women only	<a href="https://www.pecan.org.uk/womens-hubs">https://www.pecan.org.uk/womens-hubs</a>
<b>Harmless</b>	Resources on self-harm and suicide	<a href="https://harmless.org.uk/">https://harmless.org.uk/</a>

#### 4. Income and Finance

<b>AUKLS Information and Advice</b>	<p>Information &amp; Advice for Southwark residents aged 60+</p> <ul style="list-style-type: none"> <li>• Welfare Benefits – they can check benefit entitlement and help with applications</li> <li>• Housing – help with reporting disrepair and advising on housing options</li> <li>• Community Care</li> <li>• Utilities and other consumer issues</li> </ul>	<p>Refer through SAIL</p> <p><a href="https://www.ageuk.org.uk/lewishamandsouthwark/services/information-advice/">https://www.ageuk.org.uk/lewishamandsouthwark/services/information-advice/</a></p>
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	<ul style="list-style-type: none"> <li>• Accessing Transport</li> </ul>	
<b>Southwark Pensioners Centre</b>	Information & Advice for Southwark residents aged 50+	<a href="http://www.southwarkpensioners.org.uk/50advice/">http://www.southwarkpensioners.org.uk/50advice/</a>
<b>Citizens Advice Southwark</b>	Information & Advice for Southwark residents	<a href="https://www.citizensadvicesouthwark.org.uk/">https://www.citizensadvicesouthwark.org.uk/</a>
<b>Latin American Women's Rights Service (LAWRS)</b>	Free and confidential specialist services for all Latin American women, including advice and counselling for women facing gender violence, and legal advice in welfare benefits, housing, debt, and employment rights, as well as integration activities and groups where you can meet other women in the community.	<a href="https://lawrs.org.uk/">https://lawrs.org.uk/</a>
<b>Afghanistan and Central Asian Association</b>	Free professional support and guidance on housing, employment, immigration, welfare and referrals to legal representation.	<a href="https://acaa.org.uk/sample-page/services/advice/">https://acaa.org.uk/sample-page/services/advice/</a>
<b>Southwark Council Support Team</b>	help and support Southwark residents who are vulnerable, experiencing a disaster, crisis, emergency	<a href="https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=1417">https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=1417</a>
<b>Christians Against Poverty</b>	Free debt counselling service	0800 3280 006
<b>Irish in London</b>	Offer advice and information on health and housing issues, social services, welfare benefits and pensions. In addition, we can help with general issues such as form filling, dial-a-ride, blue badges, passport applications and bus pass renewals.	<a href="https://www.irishinlondon.org/">https://www.irishinlondon.org/</a>

**5. Scams and Fraud**

<b>Citizens Advice</b>	Information on spotting scams	<a href="https://www.citizensadvice.org.uk/consumer/scams/spotting-a-scam/">https://www.citizensadvice.org.uk/consumer/scams/spotting-a-scam/</a>
<b>Action Fraud</b>	You should report the scam to Action Fraud (the national fraud reporting centre) by calling 0300 123 2040 (Monday to Friday 8am - 8pm) or by using their online tool - <a href="https://reporting.actionfraud.police.uk/login">https://reporting.actionfraud.police.uk/login</a>	<a href="https://www.actionfraud.police.uk/sign-up-for-action-fraud-alert">https://www.actionfraud.police.uk/sign-up-for-action-fraud-alert</a>
<b>Friends against scams</b>	Information and support around scams	<a href="https://www.friendsagainstscams.org.uk/">https://www.friendsagainstscams.org.uk/</a>
<b>6. Will Writing/Legal/Lasting Power of Attorney/Advocacy</b>		
<b>Blackfriars Settlement Legal Clinic</b>	City UoL Advice Clinic at Blackfriars, providing free legal advice for two areas of law: Employment law & Housing	<a href="https://www.blackfriars-settlement.org.uk/legal-advice-clinic">https://www.blackfriars-settlement.org.uk/legal-advice-clinic</a>
<b>Age UK National</b>	Will writing information	<a href="https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/making-a-will/">https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/making-a-will/</a>
<b>British Heart Foundation</b>	Free will writing service Don't need email address can request call back and post will pack.	<a href="https://www.bhf.org.uk/how-you-can-help/leave-a-gift-in-your-will/get-free-help-writing-your-will">https://www.bhf.org.uk/how-you-can-help/leave-a-gift-in-your-will/get-free-help-writing-your-will</a>
<b>POhWER</b>	POhWER is a charity providing free advocacy, information and advice	<a href="https://www.pohwer.net/southwark">https://www.pohwer.net/southwark</a>
<b>London South Bank University Legal Clinic</b>	Free legal clinic providing: -Basic information on any topic -Generalist advice in any social welfare law matter (except immigration). This includes family, housing, employment, welfare rights, consumer and small claims	*Walk in *Term time only *Cannot represent in court or at tribunals <a href="https://www.lsbu.ac.uk/study/study-at-lsbu/our-schools/law-and-social-sciences/study/subjects/law/legal-advice-clinic">https://www.lsbu.ac.uk/study/study-at-lsbu/our-schools/law-and-social-sciences/study/subjects/law/legal-advice-clinic</a>

	-Specialist legal advice in family and housing at Thursday evening sessions (accessible via an initial assessment at one of our daytime sessions)	
<b>Kings College London Legal Clinic</b>	Free legal clinic with specialism in the following areas of law: Property, Immigration & Asylum, Family, Business, Human Rights & Environment.	*Walk in *Term time only *Cannot represent in court/at tribunals <a href="https://www.kcl.ac.uk/legal-clinic/how-we-can-help">https://www.kcl.ac.uk/legal-clinic/how-we-can-help</a>
<b>Southwark Law Centre</b>	Southwark Law Centre provides a specialist casework service, in the areas of immigration, housing employment, discrimination and welfare rights	<a href="http://southwarklawcentre.org.uk/">http://southwarklawcentre.org.uk/</a>
<b>Migrant Legal Action</b>	Free independent legal advice on matters relating to immigration, asylum and nationality.	Mon – Fri 2-4pm 020 3150 1470
<b>SOUTHWARK DAY CENTRE FOR ASYLUM SEEKERS</b>	Provides a wide range of holistic services which support, promote and secure the rights of asylum seekers and refugees in the London Borough of Southwark	<a href="http://www.sdcas.org.uk/">http://www.sdcas.org.uk/</a>
<b>Cambridge House</b>	Provides free confidential advice, assistance and representation in housing, employment and social welfare law	<a href="https://ch1889.org/law-centre">https://ch1889.org/law-centre</a>
<b>Compassion in Dying</b>	Provide <b>non-legal</b> assistance with Lasting Power of Attorney forms. Also have a peer navigation service for people with long term conditions.	*Do not provide legal advice 0800 999 2434; 11am - 3pm <a href="https://compassionindying.org.uk/about-us/contact-us/">https://compassionindying.org.uk/about-us/contact-us/</a>

<b>Alzheimer's Society</b>	<p>If you don't have access to the internet, or don't feel able to complete the forms online, Alzheimer's Society offers a digital assistance service.</p> <p>LPA forms are completed on your behalf by one of our trained volunteers using an online tool created by OPG. The service does not offer legal advice. To sign up, call Alzheimer's Society support line on 0333 150 3456.</p>	<p><a href="https://www.alzheimers.org.uk/get-support/legal-financial/make-a-lasting-power-of-attorney#content-start">https://www.alzheimers.org.uk/get-support/legal-financial/make-a-lasting-power-of-attorney#content-start</a></p>
<b>Dementia Connect</b>	Support with LPAs	Refer via Alzheimer's Society or phone directly on 0333 1503456
<b>Age UK National</b>	LPA resources	<p><a href="https://www.ageuk.org.uk/northern-ireland/information-advice/money-matters/legal-issues/power-of-attorney/">https://www.ageuk.org.uk/northern-ireland/information-advice/money-matters/legal-issues/power-of-attorney/</a>  <a href="https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig21_powers_of_attorney_inf.pdf">https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig21_powers_of_attorney_inf.pdf</a></p>
<b>SFE (Solicitors for the Elderly)</b>	Specialist group of solicitors and lawyers support for older people	<a href="https://sfe.legal/who-are-sfe/">https://sfe.legal/who-are-sfe/</a>
<b>7. Grants</b>		
<b>Friends of the Elderly</b>	Up to £400 for people over state pension age with low income.	<a href="https://www.fote.org.uk/our-charity-work/grants-2/">https://www.fote.org.uk/our-charity-work/grants-2/</a>
<b>St George the Martyr</b>	Certain Catchment area and low income	<a href="https://www.stgeorgethemartyrcharity.com/grants">https://www.stgeorgethemartyrcharity.com/grants</a>
<b>Surrey Dispensary Service</b>	Physical health issues	<a href="https://www.stgeorgethemartyrcharity.com/surrey-dispensary">https://www.stgeorgethemartyrcharity.com/surrey-dispensary</a>
<b>Turn 2 Us</b>	Search engine for grants	<a href="https://grants-search.turn2us.org.uk/">https://grants-search.turn2us.org.uk/</a>
<b>TFL grants</b>	Used to work for TFL and at pension age	<a href="https://tfl.gov.uk/pensions/fund-management/staff-welfare-fund">https://tfl.gov.uk/pensions/fund-management/staff-welfare-fund</a>
<b>Glasspool</b>	Small, one-off grants to individuals, couples and families for everyday	<a href="http://www.glasspool.org.uk/">http://www.glasspool.org.uk/</a>

	items to help them cope when things get tough	
<b>Thameswater</b>	Those struggling to pay their water bills	<a href="https://www.thameswater.co.uk/help/account-and-billing/financial-support/apply-for-payment-matching">https://www.thameswater.co.uk/help/account-and-billing/financial-support/apply-for-payment-matching</a>
<b>Independence at Home</b>	A charity that provides grants to people of all ages who have physical or learning disabilities or long term illnesses, and who are in financial need.	<a href="http://www.independenceathome.org.uk/our-work.html">http://www.independenceathome.org.uk/our-work.html</a>  *Referral must come from any professional worker from health, social care, housing or charity who is providing support.
<b>Blind Aid</b>	Grants are available to visually impaired Londoners on low incomes for essential items to help maintain vital independence.	<a href="https://www.blindaid.org.uk/our-services/grants/">https://www.blindaid.org.uk/our-services/grants/</a>

## 8. Living Conditions

<b>Southwark Council Occupational Therapy</b>	Assesses older people and then provides equipment or recommends adaptations to maintain independent living. Things like grab rails, helping hands, perch stalls, hoists, bath seats (stair lifts and walk-in showers if they assess person as needing these adaptations).	*Occupational Therapy do not provide wheelchairs, pressure cushions or commodes. GPs have to refer for wheelchair assessments directly, and pressure cushions or commodes can be provided by district nursing.  *Occupational Therapy do not provide walking sticks or frames – these referrals should be sent to CRAFS
<b>OPPD</b>	Adult Social Care/Safeguarding	*SAIL Facilitators can refer to OT using SAIL form  OPPDContactteam@southwark.gov.uk Telephone. 0207 525 3324
<b>Housing disrepair</b>	General advice	<a href="https://housingdisrepairhelpline.co.uk/">https://housingdisrepairhelpline.co.uk/</a>



<b>Southwark Council Complex Case team</b>	The Complex Case team are based within Resident Services and aim to provide support to residents who have a broad range of complex support issues	<a href="https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=2043">https://forms.southwark.gov.uk/ShowForm.asp?fm_fid=2043</a>
<b>Hoarding</b>	General Advice and contact details  APDO Association of Professional Declutterers and Organisers	<a href="https://www.southwark.gov.uk/housing/support-services/help-with-hoarding">https://www.southwark.gov.uk/housing/support-services/help-with-hoarding</a> <a href="https://www.apdo.co.uk/">https://www.apdo.co.uk/</a> <a href="https://www.mind.org.uk/information-support/types-of-mental-health-problems/hoarding/about-hoarding/">https://www.mind.org.uk/information-support/types-of-mental-health-problems/hoarding/about-hoarding/</a>
<b>Handy Services</b>	Decluttering and other cleaning tasks.	<a href="https://handyservices.co.uk/">https://handyservices.co.uk/</a>
<b>Donations</b>	Donate items	<a href="https://www.icollectclothes.co.uk/">https://www.icollectclothes.co.uk/</a> <a href="https://www.freecycle.org/town/SouthwarkUK">https://www.freecycle.org/town/SouthwarkUK</a> <a href="https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me">https://www.bhf.org.uk/shop/donating-goods/book-furniture-collection-near-me</a> <a href="https://www.hubbub.org.uk/communitycalling">https://www.hubbub.org.uk/communitycalling</a>
<b>Home Improvement Agency</b>	Southwark Council offers a range of financial assistance packages to help people with carrying out repairs and improvements to their homes.	<a href="https://www.findmyhia.org.uk/london/home-improvement-agency/southwark-home-improvement-agency">https://www.findmyhia.org.uk/london/home-improvement-agency/southwark-home-improvement-agency</a>
<b>9. Digital Inclusion</b>		
<b>South London Cares</b>	Support over the phone to use Zoom	Phone 0207 118 0404
<b>Southwark Pensioners Centre</b>		<a href="http://www.southwarkpensioners.org.uk/event/1-to-1-computer-guidance/?instance_id=23475">http://www.southwarkpensioners.org.uk/event/1-to-1-computer-guidance/?instance_id=23475</a>
<b>Abilitynet</b>		<a href="https://abilitynet.org.uk/at-home/request-free-it-support-home">https://abilitynet.org.uk/at-home/request-free-it-support-home</a>

	Tech support/classes	
<b>Blackfriars Settlement</b>		Blackfriars computer group on Tuesdays 11-1 Ad: 07716 459314 or Renuka: 07716 458577 email: adonis.christodoulou@blackfriars-settlement.org.uk email: renuka.bhakta@blackfriars-settlement.org.uk
<b>Goodgym</b>		Goodgym volunteer
<b>On Hand</b>		OnHand volunteer <a href="https://www.beonhand.co.uk/">https://www.beonhand.co.uk/</a>
<b>Local libraries</b>	Drop-in sessions (pre-covid)	<a href="https://www.southwark.gov.uk/libraries">https://www.southwark.gov.uk/libraries</a>
<b>10. NHS Services</b>		
	Falls and rehabilitation clinics (self-referrals accepted)	<a href="https://www.guysandstthomas.nhs.uk/our-services/community-rehabilitation-pathway/patients.aspx">https://www.guysandstthomas.nhs.uk/our-services/community-rehabilitation-pathway/patients.aspx</a>
	Wheelchair and specialist seating service information for patients. New patients must have a referral by a qualified health care professional, for example a doctor, nurse, physiotherapist or occupational therapist.	<a href="https://www.guysandstthomas.nhs.uk/our-services/wheelchair-and-specialist-seating/patients.aspx">https://www.guysandstthomas.nhs.uk/our-services/wheelchair-and-specialist-seating/patients.aspx</a>
	The district and neighbourhood nursing service provides nursing care in the home to adults over the age of 16 who are housebound and unable to care for themselves.	<a href="https://www.guysandstthomas.nhs.uk/our-services/adult-community-nursing/referrals.aspx">https://www.guysandstthomas.nhs.uk/our-services/adult-community-nursing/referrals.aspx</a>
<b>Lambeth and Southwark Action on Malnutrition Project (LAMP)</b>	<p>Malnutrition Advice Line</p> <p>The Malnutrition Advice Line can be accessed by health and social care staff who have any queries about malnutrition or would like support with individual patients.</p> <p>We also provide signposting to other relevant nutrition and dietetic services across the two boroughs, if required. Tel: 020 3049 7675</p>	In Southwark, the team provides support and training for community staff on how to identify nutritionally at risk individuals (using a validated nutrition screening tool), and how to implement a nutrition action plan.

(Monday to Friday – 9am to 5pm)

<https://guysstthomashospital.newsweaver.co.uk/Connect/15pab80b46a>

### 11. Shopping/Food Support Guide

<b>NHS Responders</b>	Shopping support	<a href="https://nhsvolunteerresponders.org.uk/">https://nhsvolunteerresponders.org.uk/</a>
<b>Southwark Food Action Alliance</b>	Southwark Food Map	<a href="https://www.southwarkfoodactionalliance.co.uk/finding-food">https://www.southwarkfoodactionalliance.co.uk/finding-food</a>
<b>Good Gym</b>	Contact one of the Ageing Well hubs for a referral to Good Gym to book a shopping volunteer	<a href="https://www.goodgym.org/">https://www.goodgym.org/</a> <a href="https://ageingwellsouthwark.org/">https://ageingwellsouthwark.org/</a>
<b>On Hand</b>	Shopping support volunteer – self-referrals accepted	<a href="https://www.beonhand.co.uk/">https://www.beonhand.co.uk/</a>
<b>Morrisons</b>	£2.50 doorstep delivery for older people/vulnerable (must be within 10 miles of Morrisons)	Call on 0345 611 6111 (select option 5) <a href="https://www.morrisons-corporate.com/media-centre/corporate-news/morrisons-introduces-new-measures-aimed-at-helping-vulnerable-and-elderly-during-crisis/">https://www.morrisons-corporate.com/media-centre/corporate-news/morrisons-introduces-new-measures-aimed-at-helping-vulnerable-and-elderly-during-crisis/</a>
<b>Shop for You</b>	A telephone service that lets you order from your favourite supermarket - £3.99-£4.99 plus service cost	Call on 0330 088 5896 <a href="https://www.shopforyou.co.uk/">https://www.shopforyou.co.uk/</a>
<b>Peckham Pantry</b>	£4.50 for £15 worth of food including fresh fruits and vegetables & store cupboard favourites.	<a href="https://www.pecan.org.uk/peckham-pantry">https://www.pecan.org.uk/peckham-pantry</a> Call on 020 7277 7075.
<b>Rye Hill Food Bank</b>		<a href="https://www.ryehilltra.org/">https://www.ryehilltra.org/</a>
<b>Wiltshire Farm Food</b>	Frozen readymade meals	<a href="https://www.wiltshirefarmfoods.com/">https://www.wiltshirefarmfoods.com/</a>
<b>Milk and More</b>	Milk van but can also deliver limited food and drink such as bread, fruit & veg etc.	<a href="https://www.milkandmore.co.uk/">https://www.milkandmore.co.uk/</a>

<b>English Martyr RC Hall SE17</b>	Weekly food bank	Unconfirmed
<b>Employment</b>		
<b>Waterloo job shop</b>	Employment support for aged 50+	<a href="https://sbeg.co.uk/work/waterloojobshop/">https://sbeg.co.uk/work/waterloojobshop/</a>
<b>Pecan</b>	Employment support for aged 40+	<a href="https://www.pecan.org.uk/journey2work">https://www.pecan.org.uk/journey2work</a>
<b>GetsetUK</b>		<a href="https://www.getsetuk.co.uk/journey2work">https://www.getsetuk.co.uk/journey2work</a>
<b>Southwark Works</b>	Employment support (all ages)	<a href="https://southwarkworks.com/">https://southwarkworks.com/</a>
<b>Homelessness</b>		
<b>Shelter</b>	Information and support	<a href="https://england.shelter.org.uk/">https://england.shelter.org.uk/</a>
<b>Crisis</b>	Phone support	<a href="https://www.crisis.org.uk/get-help/london/">https://www.crisis.org.uk/get-help/london/</a>
<b>The Manna Society</b>	Day centre for people experiencing homelessness. They offer shower facilities, daily hot meals, client can use their address to access benefits, access to the internet, clothes, Chiropody and access to health care.	<a href="https://www.mannasociety.org.uk/">https://www.mannasociety.org.uk/</a>
<b>Southwark Temporary Housing</b>	The Housing Solutions service provides temporary accommodation in the form of; <ul style="list-style-type: none"> <li><input type="checkbox"/> Privately rented bed and breakfast</li> <li><input type="checkbox"/> Council owned and managed hostels</li> <li><input type="checkbox"/> Privately rented self contained houses</li> <li><input type="checkbox"/> Other forms of properties provided by charities and other social landlords</li> </ul>	0207 525 7526 or 0207 525 4170 <a href="https://www.southwark.gov.uk/finding-a-new-home/temporary-accommodation">https://www.southwark.gov.uk/finding-a-new-home/temporary-accommodation</a>
<b>Southwark Housing Solution</b>	<a href="https://www.southwark.gov.uk/finding-a-new-home/about-the-housing-solutions-service">https://www.southwark.gov.uk/finding-a-new-home/about-the-housing-solutions-service</a>	020 7525 4140 or visit the Southwark Homeseach Centre, 25-27 Bournemouth Road, Peckham, SE15 4UJ
<b>St Giles Trust London</b>	Services include employment services for disadvantaged adults and young people, help for adults with multiple and complex needs and support for vulnerable young people who are being criminally exploited.	<a href="https://www.stgilestrust.org.uk/who-we-are/where-we-work/st-giles-london/">https://www.stgilestrust.org.uk/who-we-are/where-we-work/st-giles-london/</a>

<b>Southwark Pensioners Centre</b>	Home Search – every Friday 10-1 by phone	<a href="http://www.southwarkpensioners.org.uk/ev-ent/homesearch/?instance_id=10075">http://www.southwarkpensioners.org.uk/ev-ent/homesearch/?instance_id=10075</a>
<b>Irish in London</b>	Offer advice and information on health and housing issues, social services, welfare benefits and pensions. In addition, we can help with general issues such as form filling, dial-a-ride, blue badges, passport applications and bus pass renewals.	<a href="https://www.irishinlondon.org/">https://www.irishinlondon.org/</a>
<b>Church Homeless Trust</b>	Grant	<a href="https://churchhomelesstrust.org.uk/what-we-do/">https://churchhomelesstrust.org.uk/what-we-do/</a>
<b>St Mungos</b>	Outreach support	<a href="https://www.mungos.org/">https://www.mungos.org/</a>
<b>Streetlink</b>	StreetLink exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them.	<a href="https://www.streetlink.org.uk/">https://www.streetlink.org.uk/</a>
<b>Thamesreach</b>		<a href="https://thamesreach.org.uk/homelessness-and-housing-organisations-respond-to-government-rough-sleeping-strategy/">https://thamesreach.org.uk/homelessness-and-housing-organisations-respond-to-government-rough-sleeping-strategy/</a>
<b>Directory</b>		<a href="https://www.homeless.org.uk/">https://www.homeless.org.uk/</a>
<b>Ex Offenders</b>		
<b>St Giles Trust</b>	Prison Leavers and specialist support for women prison leavers	<a href="https://www.stgilestrust.org.uk/what-we-do/work-with-prison-leavers/">https://www.stgilestrust.org.uk/what-we-do/work-with-prison-leavers/</a>
<b>Southwark Women’s Space</b>	*Women only	<a href="https://www.pecan.org.uk/womens-hubs">https://www.pecan.org.uk/womens-hubs</a>
<b>Minerva</b>	*Women only	<a href="https://www.advancecharity.org.uk/what-we-do/criminal-justice-services/minerva-community-service/">https://www.advancecharity.org.uk/what-we-do/criminal-justice-services/minerva-community-service/</a>
<b>Hestia</b>		<a href="https://www.hestia.org/Pages/Category/our-organisation">https://www.hestia.org/Pages/Category/our-organisation</a>
<b>PACT</b>		<a href="https://www.prisonadvice.org.uk/">https://www.prisonadvice.org.uk/</a>
<b>Pause</b>	*Women only	<a href="https://www.pause.org.uk/">https://www.pause.org.uk/</a>
<b>Abuse Support Services</b>		
<b>Hourglass</b>	Hourglass is the only charity dedicated to calling time on the	<a href="https://wearehourglass.org/england">https://wearehourglass.org/england</a>

	harm, abuse and exploitation of older people across the UK.	
<b>Solace Women's Aid</b>	DV & Sexual abuse *Women only	<a href="https://www.solacewomensaid.org/">https://www.solacewomensaid.org/</a> Southwark base 0207 593 1290 <a href="mailto:southwark@solacewomensaid.org">southwark@solacewomensaid.org</a> <a href="https://www.southwark.gov.uk/community-safety/domestic-abuse/if-you-re-experiencing-domestic-abuse/domestic-abuse-and-how-to-get-help">https://www.southwark.gov.uk/community-safety/domestic-abuse/if-you-re-experiencing-domestic-abuse/domestic-abuse-and-how-to-get-help</a>
<b>Galop/Broken Rainbow</b>	Emotional and practical support for LGBT people experiencing domestic abuse.	<a href="https://www.escis.org.uk/community-and-living/broken-rainbow-national-helpline/">https://www.escis.org.uk/community-and-living/broken-rainbow-national-helpline/</a>
<b>Imkaan</b>	Addressing violence against Black and Minoritised women and girls	<a href="https://www.imkaan.org.uk/">https://www.imkaan.org.uk/</a>
<b>The Men Advice Line</b>	The Helpline for male victims of domestic abuse	<a href="https://mensadvice.org.uk/">https://mensadvice.org.uk/</a>
<b>Refuge</b>	*Women only	<a href="https://www.nationaldahelpline.org.uk/">https://www.nationaldahelpline.org.uk/</a>
<b>Hestia</b>		<a href="https://www.hestia.org/Pages/Category/our-support">https://www.hestia.org/Pages/Category/our-support</a>
<b>Escorts/Transportation</b>		
<b>Sighted Guides</b>		<a href="https://www.guidedogs.org.uk/getting-support/help-for-adults/my-sighted-guide/">https://www.guidedogs.org.uk/getting-support/help-for-adults/my-sighted-guide/</a>
<b>TFL</b>	free travel mentoring service helps people to start using public transport	<a href="https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport">https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport</a>
<b>GSTT</b>	Assessments must be carried out at least 48 hours before your appointment	<a href="https://www.guysandstthomas.nhs.uk/resources/patient-information/all-patients/patient-transport-service.aspx">https://www.guysandstthomas.nhs.uk/resources/patient-information/all-patients/patient-transport-service.aspx</a>
<b>NHS Responders</b>	May support around transportation	<a href="https://nhsvolunteerresponders.org.uk/">https://nhsvolunteerresponders.org.uk/</a>
<b>Time and Talents Get Active</b>	Befriender and befriender embark on a journey of trying a new activity together, providing mutual motivation and support	<a href="https://www.timeandtalents.org.uk/team-up-take-part/#:~:text=The%20project%20connects%20people%20with,can%20be%20a%20dounting%20task.">https://www.timeandtalents.org.uk/team-up-take-part/#:~:text=The%20project%20connects%20people%20with,can%20be%20a%20dounting%20task.</a>

**ESOL**

- <https://www.southwark.ac.uk/courses/esol>
- <https://www.southwark.gov.uk/schools-and-education/adult-learning/our-courses/basic-skills-courses>
- <https://renaisi.com/employment-support/free-english-language-lessons/>
- <https://www.southwarkeverywomanscentre.org/events>
- <https://www.marywardcentre.ac.uk/courses/course-search/?keyword=esol>
- <https://www.timeandtalents.org.uk/community-activities/>

**Miscellaneous**

<b>Cinnamon Trust</b>	Pet Support – dog walking	<a href="https://cinnamon.org.uk/">https://cinnamon.org.uk/</a>
<b>Kinship</b>	Support for grandparent carers	<a href="https://kinship.org.uk/about-us/contact-us/">https://kinship.org.uk/about-us/contact-us/</a>
<b>Gransnets</b>	Forum for grandparents	<a href="https://www.gransnet.com/">https://www.gransnet.com/</a>