

**Here  
for  
you**



Useful information and services  
to support Lambeth residents  
during Covid-19.

[lambeth.gov.uk/coronavirus-support](https://lambeth.gov.uk/coronavirus-support)



**Lambeth**

2-3	<b>FOOD and MEDICATION</b> Access to the food and medication you need
4	<b>CONNECTING</b> Staying connected with groups in your community
5-6	<b>CARING</b> Caring for loved ones and volunteering
7-9	<b>HOME</b> Benefits, housing and financial help
10-11	<b>WORK</b> Support with employment and business
12-13	<b>MIND</b> Taking care of your emotional wellbeing
14	<b>BODY</b> Keeping active and well
15-16	<b>FAMILY</b> Support and advice for families
17-19	<b>YOUNG PEOPLE</b> Specialist help for children and young people
20-22	<b>SEND</b> Specialist help for families with SEND
23	<b>RELATIONSHIPS</b> Managing your relationships at home
24-25	<b>PROTECTION</b> Get help if you feel unsafe

**Stay connected with current events, but be careful where you get news and health information from.**

Get the facts from

**[nhs.uk/conditions/coronavirus-covid-19](https://www.nhs.uk/conditions/coronavirus-covid-19)**

and **[gov.uk/coronavirus](https://www.gov.uk/coronavirus)**



# FOOD and MEDICATION

Access to the food and medication you need

*If you're self-isolating because you have symptoms of coronavirus, or you've been classed as vulnerable so can't leave the house, it may be hard to get the food and medications you need without help. If you find yourself in this situation, please reach out to any of the support groups listed here.*

## Useful organisations

### Lambeth Mutual Aid Groups

Community-run groups organising supports, such as food deliveries to neighbours who are self-isolating. These are volunteer-led so please be very careful about sharing your personal details and do not give people you don't know access to your bank cards. Visit this short-link to Facebook to find your local Whatsapp group and post requests for support.

W: [bit.ly/lambethmutual](https://bit.ly/lambethmutual)

### Lambeth Larder

The Lambeth Larder help people who need to access food in a crisis – by connecting local people to emergency food and providers of free/cheap meals (e.g. food banks, lunch clubs). They have a comprehensive list of food organisations in Lambeth.

W: [lambethlarder.org](https://lambethlarder.org)

### Al-Nagashi Mosque and Centre (EMCA)

Supporting neighbours in the Vauxhall areas with access to food and medicine, emergency meals and help with utility bills. Contact via Whatsapp.

T: Sheikh Ahmed **07400 398 005**, Mustafa **07507 847 765** or

Abdulaziz **07503 679 115**

### Holy Trinity, Clapham, SW4

Pop-up food bank for people in crisis, available every Friday 9.30am to 1.30pm at Holy Trinity Clapham, Clapham Common North Side, SW4 0QZ.

### Brixton Soup Kitchen & Support Centre

Food drop-in and collect service and care packages available for rough sleepers from Brixton Dominoes Community Centre, 297-299 Coldharbour

Lane, London, SW9 8RP.

Opening times: Monday to Friday 12.30pm to 1.30pm.

T: **07538 419 514**

E: [info@brixtonsoupkitchen.com](mailto:info@brixtonsoupkitchen.com)

W: [brixtonsoupkitchen.org](http://brixtonsoupkitchen.org)

### **Ace of Clubs**

Take away meals for rough sleepers available to collect Monday to Friday 12pm to 3.30pm from St Alphonsus Road, London SW4 7AS

T: **020 7720 2811** or **020 7720 0178**

E: [info@aceofclubs.org.uk](mailto:info@aceofclubs.org.uk)

W: [aceofclubs.org.uk](http://aceofclubs.org.uk)

### **Manna Day Centre**

Take away meals for rough sleepers available to collect Monday to Friday 8.30am to 1.30pm from 7-13, Melior St, London, SE1 3Q.

T: **020 7403 1931**

W: [mannasociety.org.uk](http://mannasociety.org.uk)

### **Getting medical help at home**

It's still important to get medical help if you need it, but try to avoid getting face-to-face help if you can. There are ways to get medical help, advice and prescriptions online or over the phone.

W: [nhs.uk/conditions/coronavirus-covid-19/getting-medical-help-at-home](https://nhs.uk/conditions/coronavirus-covid-19/getting-medical-help-at-home)

## **Lambeth Coronavirus Support and Helpline**

A helpline is available for people in Lambeth who are having difficulties due to coronavirus. You or someone acting on your behalf can call the helpline to get advice on issues you are having, including access to medicines and food. The call handler will help you to connect with the right department in the council or to other organisations, such as Age UK, who can help you get support.

Opening times: every day between 8am and 8pm

T: **020 7926 2999**

W: [lambeth.gov.uk/coronavirus-helpline](http://lambeth.gov.uk/coronavirus-helpline) for support online.

# CONNECTING

Staying connected with groups in your community

*Staying connected is an essential part of keeping well during these challenging times. Draw on support you might have through your friends, family and other networks and ask for help if you need it.*

## Useful organisations

### Connect Lambeth

Connect Lambeth can arrange for welfare and support calls as well as and virtual or telephone phone events for people who are experiencing social isolation. Contact if you are worried about yourself or others (not emergency health related). Opening times: Monday to Friday 10 to 4pm.

E: [mycommunity@ageuklambeth.org](mailto:mycommunity@ageuklambeth.org)

T: 0333 360 3700

### South London Cares

South London Cares run digital social clubs for over 65s, which are diverse, engaging and interactive. They can set up phone friendships with elderly people who are feeling lonely and they're sharing a monthly activity pack – #AloneTogether – a month of daily offline distractions for older and younger neighbours to do at home. Technical support to get online is also available. Sign up for support by completing their online form.

W: [southlondoncares.org.uk/contact](http://southlondoncares.org.uk/contact)

### Black Thrive

Black Thrive aim is to reduce the inequalities in mental health outcomes for black people in Lambeth. They will be using the online platform, Zoom, to help people stay connected with the community during lockdown.

Details are available on Twitter.

W: [twitter.com/BlackThrive](https://twitter.com/BlackThrive)

### Lambeth Somali Covid-19 Aid Group

The CEO of Bright Centres community centre, Issa Issa, is coordinating a group providing support to Somali communities across Lambeth. Contact:

T: 07950 156184

W: [brightcentres.co.uk](http://brightcentres.co.uk)

# CARING

## Caring and volunteering

*Here are some organisations you can turn to for advice and support if you're caring for someone in the community – be that a family member or a friend.*

### Useful organisations

#### **Alzheimer's Society and Dementia UK**

If you need dementia support, we're here for you. Get personalised information, support.

Opening times: Monday to Wednesday 9am to 8pm, Thursday to Friday 9am to 5pm, Saturday to Sunday 10am to 4pm

T: **0333 150 3456**

#### **Caring4carers**

During COVID-19 they will be setting up a new WhatsApp group to share factual information relevant to carers, good news stories, fitness tips and videos, motivational messages and links to things that you can do on your own or with your family from the comfort of your own home.

E: **info@carers4carers.com**

T: **07939 221 484**

W: **facebook.com/Carers4Carers-110850376978000/?**

#### **Carers' Hub Lambeth**

You may be worried about how to make sure there is care for those who rely on you – such as your dependants at home or others that you regularly visit. Contact the council for carers' support and guidance.

Opening times: Monday to Friday 9 to 5pm

E: **connect@carershub.org.uk**

T: **020 7346 6800**

W: **carershub.org.uk**

#### **Independent Living and Carers' Partnership**

Lambeth residents aged over 55, disabled people and people living with long term health conditions, as well as carers of all ages, can get telephone or email support and guidance

T: **020 7095 5720**

E: **hello@connectlambeth.org**

# CARING – CONTINUED

## Caring and volunteering

### **Coronavirus support for clinically extremely vulnerable people**

If you have received an NHS letter or are caring for someone who has, you can register for support online or call the government's new dedicated helpline.

T: **0800 028 8327**

W: **coronavirus-extremely-vulnerable**

### **Planning for emergencies**

To assist you and those you care for during this difficult time, Carers UK have put together some guidance on emergency contingency planning.

W: **carersuk.org/help-and-advice/practical-support/planning-for-emergencies**

### **Arts 4 Dementia**

Arts 4 Dementia develop innovative arts workshop programmes to re-energise and inspire people in the early stages of dementia and their carers. They are running range of online and remote access events.

W: **arts4dementia.org.uk**

### **Talking Point**

Online Fourm to connect online with other people affected by dementia

W: **forum.alzheimers.org.uk**

## **Volunteering**

Lambeth has a strong community spirit and a large voluntary and community sector. It's no surprise that residents and community groups across the borough are offering help and undertaking acts of kindness and support in response to the coronavirus outbreak. Everyone should do what they can to stop coronavirus spreading. This is the most important thing you can do as a resident.

Find out more about becoming a volunteer, safety guidelines and sign up online.

W: **lambeth.gov.uk/coronavirus-volunteer**



# HOME

## Benefits, housing and financial help

*Support is available if you're worried about your financial circumstances, becoming homeless, or are sleeping rough.*

### Housing organisations

#### Housing Options

If you're homeless or at risk of homelessness, call to speak with a Housing Options Adviser.

Opening times: Monday to Friday 9am to 5pm

T: **020 7926 4200**

E: **housingoptions@lambeth.gov.uk**

#### Housing Support Team

The Housing Support Team provide advice and support to tenants of the local authority and those living in temporary accommodation. They have a payment budget for those experiencing difficulties with their household income.

Opening times: Monday to Friday 9am to 5pm

T: **020 7926 6399**

E: **Welfaresolutions@lambeth.gov.uk**

#### The Tenancy Sustainment and Support Service

The Tenancy Sustainment and Support Service provide advice and support to tenants of the private rented sector. They also have a payment budget for those experiencing difficulties with their household incomes.

Opening times: Monday to Friday 9am to 5pm

T: **020 7926 0020**

E: **TSTenquiries@lambeth.gov.uk**

#### Street Link London

If you're over 18 and sleeping rough or see someone who is, report their location here. This will be sent to the correct, independent local homelessness outreach team, so they can locate the individual and connect them with support services. If you think the person you're concerned about is in immediate danger or needs urgent care, please call 999.

W: **streetlink.london**

# HOME – CONTINUED

## Benefits, housing and financial help

### Advice Services

Citizen's Advice Merton and Lambeth, Brixton Advice Centre and Centre 70 provide free independent, confidential, impartial advice about debt, money and welfare benefits (including a benefit check). All services are providing telephone and online support for Lambeth residents.

#### **Brixton Advice Centre**

Opening times: Monday to Thursday 10am to 3pm

T: **020 7095 5908**

W: **[brixtonadvice.org.uk/contact](http://brixtonadvice.org.uk/contact)**

#### **Centre 70**

Opening times: Monday to Friday between 10am to 1pm or 2pm to 4pm

T: **020 8670 0070**

E: **[enquiries@centre70.org.uk](mailto:enquiries@centre70.org.uk)**

W: **[centre70.org.uk](http://centre70.org.uk)**

#### **Citizen's Advice Bureau Merton and Lambeth**

Opening times: Monday to Friday, 10am to 4pm

T: **0344 488 9625**

E: **[appointments@caml.org.uk](mailto:appointments@caml.org.uk)**

W: **[caml.org.uk](http://caml.org.uk)**

### Other support organisations

#### **Every Pound Counts**

Every Pound Counts provide advice about benefit entitlements and how to access them, as well as support with benefit appeals. They're particularly focused on helping Lambeth residents who have a serious long-term health condition or disability.

Opening times: Tuesday and Thursday, 1pm to 4pm

T: **020 7926 5555**

E: **[EveryPoundCounts@lambeth.gov.uk](mailto:EveryPoundCounts@lambeth.gov.uk)**

#### **Indoamerican Refugee and Migrant Organization (IRMO)**

Free legal advice and support for Latin American communities. Providing information and remote appointments for welfare and COVID-19 support.

T: **020 7733 9977 / 074 2266 7327**

E: [mail@irmo.org.uk](mailto:mail@irmo.org.uk)

W: [irmo.org.uk](http://irmo.org.uk)

### **Turn2us**

Turn2us has an online benefits calculator, grant finder and other tools to help you find financial support.

Opening times: Monday to Friday, 10am to 4pm

T: **0808 802 2000**

W: [turn2us.org.uk](http://turn2us.org.uk)

## **Useful information and links**

### **Financial help from the council**

If you're claiming benefits or experiencing financial hardship, there are some extra ways that the council may be able to help:

- The Emergency Support Scheme can provide assistance with food, fuel, furniture and white goods for households facing a crisis or emergency.
- Discretionary Housing Payments can help make up rent payments where benefit payments do not cover the full cost.
- Council Tax Support can help reduce Council Tax bills for people on low incomes.
- Discretionary Council Tax Support Hardship Payment scheme for those experiencing particular financial hardship.

W: [lambeth.gov.uk/coronavirus-financial-help](http://lambeth.gov.uk/coronavirus-financial-help)

### **Universal Credit**

For up-to-date information on coronavirus and claiming benefits from the JobcentrePlus, including changes to appointments and assessments and claiming Universal Credit.

W: [understandinguniversalcredit.gov.uk/coronavirus](http://understandinguniversalcredit.gov.uk/coronavirus)

### **Meeting your energy costs: emergency help for pre-pay customers**

If you can't get out to top up, or your emergency credit has run out, contact your energy supplier for help.

### **Information about protection for tenants and landlords**

The government has put together package of measures to protect renters affected by coronavirus (COVID-19).

W: [gov.uk/guidance/government-support-available-for-landlords-and-renters-reflecting-the-current-coronavirus-covid-19-outbreak](http://gov.uk/guidance/government-support-available-for-landlords-and-renters-reflecting-the-current-coronavirus-covid-19-outbreak)

# WORK

## Support with employment and business

*The government has set out temporary support measures for businesses and employers. Here are some reliable sources of information and organisations who can help you access the support you might need.*

### Employment support and advice

#### **Opportunity Lambeth**

The council's Opportunity Lambeth team works with the DWP and partners to advertise employment opportunities for local people. For one-to-one advice, visit their website and click on the 'need help' button.

Opening times: Monday to Friday 9am to 5pm

T: **020 7926 0500**

W: **[opportunity.lambeth.gov.uk](http://opportunity.lambeth.gov.uk)**

#### **ACAS**

ACAS has up to date information and advice for employees affected by the impacts of coronavirus (COVID-19).

W: **[acas.org.uk/coronavirus](http://acas.org.uk/coronavirus)**

#### **Redundancy payments helpline**

Contact about claims for redundancy, loss of notice pay, holiday pay, arrears of wages, protective award payments and lost pension contributions.

Opening times: Monday to Thursday 9am to 1pm and 2pm to 5pm, and on Friday 9am to 1pm.

T: **0330 331 0020**

**See HOME (pages 7 to 9) for welfare benefits organisations who can help if you find yourself in need of financial support.**

## **Business support and advice**

### **Government support**

A full range of business support measures have been made available to UK businesses and employees, such as business rates relief and grants. Find out how to access the support, who's eligible, when the schemes open and how to apply.

W: [businesssupport.gov.uk/coronavirus-business-support](https://businesssupport.gov.uk/coronavirus-business-support)

### **The London Business Hub**

The London Growth Hub's team of business Advisers are here to support London businesses through COVID-19 and beyond. Supported by the Mayor of London, their advisers can help you work out your next steps, create a plan of action and provide a gateway into the vital resources, support and initiatives needed to sustain your business through this challenging period.

W: [growthhub.london/get-support](https://growthhub.london/get-support)

### **The Federation of Small Businesses**

Comprehensive guidance for small businesses and the self-employed.

W: [fsb.org.uk/campaign/covid19.html](https://fsb.org.uk/campaign/covid19.html)

## **Lambeth Talk business edition**

This special edition of Lambeth Talk is packed full of useful information for businesses. Find out more about the guidance, workshops and one-to-one sessions available – there's also a section on funding opportunities for arts and charities.

W: [lambeth.gov.uk/sites/default/files/Lambeth-talk-coronavirus-business-edition-2020.pdf](https://lambeth.gov.uk/sites/default/files/Lambeth-talk-coronavirus-business-edition-2020.pdf)

# MIND

## Taking care of your emotional wellbeing

*Looking after our mental health is as important as taking care of our physical health when it comes to keeping well. These organisations and resources are here to help.*

### Useful information and links

#### **Every Mind Matters**

Tips to help you manage a range of issues such as low mood, anxiety, stress and sleep disturbances.

W: [nhs.uk/oneyou/every-mind-matters](https://www.nhs.uk/oneyou/every-mind-matters)

#### **Good Thinking**

Good Thinking promotes self-care for common mental health conditions, including anxiety, low mood, sleeping difficulties and stress. You can take their online self-assessment in each or all of these areas to get some useful tips.

W: [good-thinking.uk/coronavirus](https://www.good-thinking.uk/coronavirus)

#### **Mind**

Reliable information and tips from mental health charity, Mind, to help you cope during this time.

W: [mind.org.uk/information-support/coronavirus](https://www.mind.org.uk/information-support/coronavirus)

#### **Headspace**

Headspace has some free 10-minute guided exercises to help relieve stress through mindfulness meditation.

W: [headspace.com/covid-19](https://www.headspace.com/covid-19)

#### **Online library resources**

Online services are available for library members which are largely free. These include a wide range of e-books, e-audiobooks, e-magazines and e-comics, film streaming and Newsbank (a large archive of local and regional UK newspapers).

W: [lambeth.gov.uk/libraries](https://www.lambeth.gov.uk/libraries)

## Support organisations

### Lambeth Living Well Network

Lambeth's Single Point of Access to mental health services for adults.

Opening times: Monday to Friday 9am to 5pm.

T: **0800 090 2456**

W: [lambethtogether.net/living-well-network-alliance/get-help/](https://lambethtogether.net/living-well-network-alliance/get-help/)

### South London and Maudsley NHS Trust

Opening times: 24-hour mental health crisis line

T: **0800 731 2864** (Option 1)

W: [slam.nhs.uk/crisis](https://slam.nhs.uk/crisis)

### NHS Talking Therapy Service

The National NHS talking therapy service aimed at people with mild to moderate anxiety, depression or trauma. Find your local service at

W: [nhs.uk/conditions/stress-anxiety-depression/benefits-of-talking-therapy](https://nhs.uk/conditions/stress-anxiety-depression/benefits-of-talking-therapy)

### Mind Support Line

Information about mental health problems, treatment options and where to get help. Opening times: 9am to 6pm Monday to Friday

T: **0300 123 3393** or Text **86463**

W: [mind.org.uk](https://mind.org.uk)

### Samaritans

24-hour support for anyone in a mental health crisis or struggling to cope.

T: for free **116 123**

W: [samaritans.org](https://samaritans.org)

### Cruse Bereavement Care

Cruse have put together some resources to share how bereavement and grief may be affected.

W: [cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief](https://cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief)

### Lambeth Bereavement Services

Lambeth Bereavement Services have a full list of specialist organisations if you're experiencing the loss of a loved one.

W: [lambeth.gov.uk/bereavement-services/support](https://lambeth.gov.uk/bereavement-services/support)

# BODY

## Support to stay active and well

*Remember that social distancing guidelines currently enable you to go outside to exercise once a day, as long as you keep two metres apart from others who are not members of your household group.*

### Useful information and links

#### **NHS One You**

Ten minute work outs you can do at home.

W: [nhs.uk/oneyou/for-your-body](https://www.nhs.uk/oneyou/for-your-body)

#### **Sport England**

List of useful apps and links to online workouts, including workouts for older adults, with kids and disabled children.

W: [sportengland.org/stayinworkout](https://www.sportengland.org/stayinworkout)

#### **Get Active**

Online exercises workouts, including ones suitable for older people and those living with a health condition.

W: [getactive.io/resources](https://www.getactive.io/resources)

#### **Healthy eating advice during coronavirus**

The British Dieticians Association have developed some frequently asked questions around diet and coronavirus. They've also included useful links to factsheets on healthy eating and eating well for less.

W: [bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html](https://www.bda.uk.com/resource/covid-19-corona-virus-advice-for-the-general-public.html)

#### **NHS Live well**

Advice on eating a healthy, balanced diet and consuming the right amount of food and drink to maintain a healthy body weight.

W: [nhs.uk/live-well/eat-well](https://www.nhs.uk/live-well/eat-well)

#### **Support to quit smoking**

Lambeth residents can access support from a trained stop smoking specialist over the phone.

Opening times: Monday to Fridays 9am to 8pm, weekends 11am to 4pm.

T: **0300 123 1044**

W: [stopsmokinglondon.com](https://www.stopsmokinglondon.com)



# FAMILY

## Support and advice for families

*The support organisations and links here are for families looking for information about what's being offered in the borough for families during COVID-19.*

### Useful organisations

#### **Lambeth Families Information Service**

The Families Information Service (FIS) provides free, reliable and impartial information and assistance to parents, carers, professionals and young people about local services and activities available to you and your family.

Opening times: Monday to Friday 9 to 5pm

T: **020 7926 9558**

E: **fis@lambeth.gov.uk**

#### **Lambeth Families Information Service directory**

There are a number of great local organisations offering online support, classes and activities for children and young people. From online fitness and self-defence classes, to art classes, music tuition, online 'hang outs' movie nights and FIFA tournaments – they'll all be listed here.

W: **lambeth.gov.uk/fis-directory**

#### **Lambeth Educational Psychology Service**

Lambeth Educational Psychology Service has put together a guide for parents and carers about how to support the wellbeing and learning of their children during the coronavirus outbreak. They're also providing consultations via telephone to any parent in the borough, free of charge.

Opening times: Monday to Friday 9am to 5pm.

T: **020 7926 9658**

E: **Leps@lambeth.gov.uk**

W: **lambeth.gov.uk/coronavirus-parent-guide**

#### **Children's centres**

All Lambeth children's centre buildings will be closed until further notice but children's centre staff can provide advice and signposting to families with children under 5 years.

Opening times: Monday to Friday 9am to 5pm.

T: **020 7926 2369**

# FAMILY – CONTINUED

## Support and advice for families

### Family Action

Family Action works to tackle some of the most complex and difficult issues facing families today – including financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol. Contact their free helpline for support.

Opening times: Monday to Friday 9am to 3pm and 6pm to 9pm (closed bank holidays).

T: **0808 802 6666**

E: **familyline@family-action.org.uk**

W: **family-action.org.uk**

### Useful information and links

#### Lambeth breastfeeding support

The Lambeth breastfeeding Facebook page contains information, advice and guidance on breastfeeding at this time, as well as details of daily online support groups.

W: **facebook.com/lambethmilkspots**

#### The Breastfeeding Network

The Breastfeeding Network offer peer support with feeding your baby.

Leave a message you will be contacted as soon as possible.

T: **07394 724 599**

E: **lamccg.lambethinfantfeedingservice@nhs.net**

#### Healthy Start Vouchers

With free Healthy Start Vouchers you can buy milk, plain fresh and frozen fruit and vegetables, and infant formula milk. You can also get free vitamins. To qualify, you need to be at least 10 weeks pregnant or have a child under four years old and in receipt of benefits. Complete an application on their website or call for an application form.

T: **0345 607 6823**

W: **healthystart.nhs.uk**

For the latest information about changes to Children's Services during coronavirus, please visit **lambeth.gov.uk/coronavirus/cyp**

# YOUNG PEOPLE

## Specialist help for young people

*We understand this can be a particularly difficult time for children and young people. Here are some of the organisations who can offer general support or specialist help in a time of crises, as well as more general information about what's happening in Lambeth to support children young people.*

### Support organisations

#### **Lambeth Council Mental Health Service for children and young people (CAMHS)**

Get help for children and young people up to the age of 18 who have mental health problems or development difficulties. Individual and family interventions psychological therapies, including talking and creative therapies, and medication management in line with NICE guidelines. You can also call for advice about how to refer a child, young person or their family or other services available for children and young people with mental health problems or developmental disorders.

T: **020 3228 7370**

W: **[lambeth.gov.uk/CAMHS](http://lambeth.gov.uk/CAMHS)**

#### **NHS Child and Adolescent services**

(South London and Maudsley Trust, NHS)

South London and Maudsley NHS Foundation Trust's provide the widest range of NHS mental health services in the UK. They also provide substance misuse services for people who are addicted to drugs and alcohol.

T: **0800 731 2864**

W: **[slam.nhs.uk](http://slam.nhs.uk)**

#### **Shout**

Shout provides free, confidential support, 24/7 via text to anyone in crisis. Every texter is connected with a real-life human.

Text **SHOUT** to **85258**

W: **[giveusashout.org](http://giveusashout.org)**

# YOUNG PEOPLE – CONTINUED

## Specialist help for young people

### Childline

Childline is a helpline is for any child with a problem.

You can call **0800 1111** any time for free. You can also have an online chat with a counsellor and check out the online message boards at.

W: [childline.org.uk](http://childline.org.uk)

### Papyrus

Papyrus is a national charity dedicated to the prevention of young suicide. They provide confidential support and advice to young people struggling with thoughts of suicide, and anyone worried about a young person through their helpline, **HOPELINEUK**.

Opening times: 9am to 10pm weekdays, 2pm to 10pm weekends and bank holidays.

T: **0800 068 4141**

W: [papyrus-uk.org](http://papyrus-uk.org)

### The Mix

The Mix offers support service for young people under 25 on any problems you may be facing such mental health to money, from homelessness to finding a job, from break-ups to drugs. Email and online chat also available through their website.

Text: **THEMIX** to **85258** 24 hours a day

Helpline from 4am to 11pm every day

T: **0808 808 4994**

W: [themix.org.uk/get-support](http://themix.org.uk/get-support)

### Lambeth information for young people

Lambeth Council's resource for young people, including all the latest news from national and local government, digital activities to inspire them, links to forums where they can talk with their peers and information and advice about the current COVID-19 outbreak.

W: [lambeth.gov.uk/youngpeople-coronavirus](http://lambeth.gov.uk/youngpeople-coronavirus)

### Minded

Minded is a free learning resource about the mental health of children, young people and older adults. They also offer e-learning for volunteers, students and practitioners.

W: [minded.org.uk](http://minded.org.uk)

### **Kooth**

Kooth is an online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop and free at the point of use. They offer free, safe anonymous online advice for young people.

W: [kooth.com](https://www.kooth.com)

### **Anna Freud National centre for children and families**

Anna Freud National centre for children and families have useful information on covid-19, including a resource called 'On My Mind' – an A-Z of simple self-care activities which you can do at home – from crafts to coding. Written by young people to help other young people.

W: [annafreud.org/coronavirus](https://www.annafreud.org/coronavirus)

### **Young Minds for parents and carers**

Young Minds offers advice for children and young people up to 25 and their carers, including specific advice on the coronavirus. Young people can get ideas about things to do if they are anxious, concerned or stressed. Parents and carers can call their helpline too.

T: **0808 802 5544.**

W: [youngminds.org.uk](https://www.youngminds.org.uk)

### **eQuoo**

eQuoo is a free app developed by a team of psychologists and the creators of The Walking Dead games. It combines mental health research with play using choose-your-own-adventure games that increase emotional fitness and teaches new psychological skills.

eQuoo is available on android and from the Apple store.

# SEND

## Specialist support for families with SEND

*Coronavirus restrictions can make life particularly challenging for families with special educational needs and disabilities. Here are some support organisations offering dedicated advice and guidance for you.*

### Support organisations

#### **AskSARA**

Expert advice and information on products and equipment for older and disabled adults and children.

T: **020 7289 6111**

W: <https://asksara.dlf.org.uk/>

#### **National Autistic Society**

If you are autistic, or you are a family member of someone on the autism spectrum, you can call the Autism Helpline for advice.

Opening times: Monday to Friday 10am to 3pm.

T: **0808 800 4104**

#### **Challenging Behaviour Foundation**

Charity for people with severe learning disabilities offering a family support helpline. They've developed a web page dedicated to coronavirus information and resources.

T: **0300 666 0126**

E: [support@theCBF.org.uk](mailto:support@theCBF.org.uk)

W: [challengingbehaviour.org.uk/](http://challengingbehaviour.org.uk/)

#### **Contact**

Free helpline service for families with disabled children. Their online shop, Fledglings, supplies products and equipment that help with everyday challenges for families with disabled children.

T: **0808 808 3555**

E: [helpline@contact.org.uk](mailto:helpline@contact.org.uk)

W: <https://contact.org.uk/> and [fledglings.org.uk](http://fledglings.org.uk)

### **Disability Advice Service Lambeth (DASL)**

DASL work with disabled people in Lambeth, including those with mental health support needs, older people and carers. Telephone for an appointment.

T: **020 7738 5656**

E: [enquiry.line@disabilitylambeth.org.uk](mailto:enquiry.line@disabilitylambeth.org.uk)

W: [disabilitylambeth.org.uk](http://disabilitylambeth.org.uk)

### **Family Action**

Family Action works to tackle some of the most complex and difficult issues facing families today – including financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol. Contact their free helpline for support. Opening times: Monday to Friday 9am to 3pm and 6pm to 9pm (closed bank holidays).

T: **0808 802 6666**

E: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk)

W: <https://www.family-action.org.uk/>

### **Lambeth Early Help Services**

Early Help Services work with children, young people and their families up to the age of 19, or 25 where the child or young person has a disability. The aim is for families who need additional support to get help as early as possible, so they can tackle their problems and improve their lives. Opening times: 24 hours.

T: **020 7926 5555**

E: [helpandprotection@lambeth.gov.uk](mailto:helpandprotection@lambeth.gov.uk) or

E: [help.protection@lambeth.cjsm.net](mailto:help.protection@lambeth.cjsm.net) (secure email)

### **SEND Support**

Coronavirus information for parents and carers of children with a special educational needs SEND Support or EHC Plan.

T: **020 7926 9460**

E: [sendsupport@lambeth.gov.uk](mailto:sendsupport@lambeth.gov.uk) (general enquiries)

E: [annualReviews@lambeth.gov.uk](mailto:annualReviews@lambeth.gov.uk) (annual Reviews)

W: [lambeth.gov.uk/coronavirus-send](http://lambeth.gov.uk/coronavirus-send)

# SEND – CONTINUED

## Specialist support for families with SEND

### Useful links

#### **Cerebra**

Cerebra helps children with brain conditions and their families discover a better life together. Their website has information about physical health, emotional and mental health and sleep.

W: [cerebra.org.uk/get-advice-support](https://cerebra.org.uk/get-advice-support)

#### **Easy-read guidance**

Public Health England has easy read guidance on coronavirus (COVID-19) and how it may affect you.

W: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/874281/COVID-19\\_easy\\_read.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874281/COVID-19_easy_read.pdf)

#### **Royal Deaf Society**

Daily BSL video updates on the Coronavirus.

W: [royaldeaf.org.uk/coronavirus-updates-information-and-advice](https://royaldeaf.org.uk/coronavirus-updates-information-and-advice)

#### **SEND Parents Handbook**

Yvonne Newbold, author of The Special Parents Handbook. Following her on Facebook for useful articles and advice.

W: [facebook.com/thespecialparentshandbook](https://facebook.com/thespecialparentshandbook)



# RELATIONSHIPS

## Managing your relationships at home

*We've all experienced a huge change in our daily routines which takes some getting used to. During this time it's possible you may get into more arguments. Here are some really good sources of information support and around the topic of managing relationships during difficult times.*

### Support organisations

#### **One Plus One – Click platform**

Click is an evidence based platform which provides support and training on relationship issues in a secure space. You'll also find lots of useful articles on key issues such as sex, breakups, big changes and parenting apart.

W: [oneplusone.org.uk/our-resources](https://oneplusone.org.uk/our-resources)

#### **Relate**

Relate has increased the availability of their counsellors to support everyone's relationships during COVID-19. They offer live chat, phone and webcam counselling services as well as information around managing conflict and maintaining relationships whilst social distancing and self-isolating.

W: [relate.org.uk](https://relate.org.uk)

#### **Help for co-parenting relationships**

Visit to sign up for free, one to one, virtual support with your co-parenting relationship. If you're unable to complete the online form please call **07547 805 700** for help.

W: [lambeth.gov.uk/parenting](https://lambeth.gov.uk/parenting)

#### **Lambeth parenting support**

Being a parent is difficult at the best of times, never mind during lockdown! Sign up for free online courses to provide you with tips and techniques for managing your toddler, child or teen. If you're unable to complete the online form please call **07547 805 700** for help.

W: [lambeth.gov.uk/parenting](https://lambeth.gov.uk/parenting)

# PROTECTION

Keeping our community safe from harm

## **What to do if you're concerned about a vulnerable child**

All children and young people have the right to live in safety, without emotional cruelty, neglect, violence, or sexual abuse. If you're worried about a child please tell us about your concerns so that we can help.

**T: 020 7926 5555**

## **What to do if you're concerned about a vulnerable adult**

Vulnerable adults include those with a physical disability, learning disability or mental health condition. As a result of their care and support needs, they can be more at risk of being neglected or abused and unable to protect themselves from this. If you think an adult is at risk of being neglected, abused or if someone is neglecting or abusing you, please call Lambeth Adults Social Care or report it online.

**T: 020 7926 5555**

**W: [lambeth.gov.uk/safeguarding-adults](https://lambeth.gov.uk/safeguarding-adults)**

**If you believe a vulnerable adult, child or young person is in immediate danger then you should call 999 straight away.**

**If you have any concerns about someone's coronavirus symptoms, it's best to contact NHS 111 to speak a health professional.**

### **Phone and internet scams**

National trading Standards have published a list of the most common coronavirus scams and is warning people to be vigilant.

**W: [nationaltradingstandards.uk/news/beware-of-covid19-scams](https://nationaltradingstandards.uk/news/beware-of-covid19-scams)**

## **Domestic abuse**

Survivors of domestic abuse may feel particularly alone and at risk during self-isolation. If you find yourself in this situation, here are some support organisations to help you.

### **The Gaia Centre**

The Gaia Centre provides confidential, non-judgemental and independent support services for those living in the London borough of Lambeth who are experiencing gender-based violence. They provide confidential advice and support by phone, text or email – whatever's safest. They support women and girls aged 13 and over and men aged 16 or over – including those who are lesbian, gay, bisexual, or are unsure of their sexuality – as well as young people who have been impacted by domestic violence aged 11+.

Support ranges from help to access safe accommodation, legal and financial advice to one-to-one support from someone who understand your situation. Their advice line is open 8am to 6pm, 7 days per week with an out of hour's service. In an emergency always call the police on **999**.

**T: 020 7733 8724**

**W: [lambethvawg@refuge.org.uk](mailto:lambethvawg@refuge.org.uk)**

To see the full range of services they offer, visit:

**W: [lambeth.gov.uk/VAWG](http://lambeth.gov.uk/VAWG)**

(Leaflets are available in Portuguese, Spanish, Arabic, Polish and Urdu)

### **Respeito**

One-to-one support by telephone for Portuguese speakers, women victims and survivors of domestic abuse, vulnerable individuals and families and identity needs. They provide moral and practical support, interpreting and translation and referring callers to specialist organisations.

**T: 075 33 168 1908**

**W: [respeito.org.uk](http://respeito.org.uk)**

### **National Domestic Abuse Helpline**

If you or a member of your team needs help you can call the helpline 24 hours a day, 7 days a week. They can direct you to support services in your local area.

**T: 0800 2000 247**

**W: [nationaldahelpline.org.uk](http://nationaldahelpline.org.uk)**

To have this information translated into another language,  
or to request an accessible format, please contact  
E: **[communications@lambeth.gov.uk](mailto:communications@lambeth.gov.uk)**

This list of organisations and useful links was compiled  
on 1 April 2020 to support our community during the  
coronavirus outbreak. You can find the latest information  
on all these organisations and any we may have missed  
online:

W: **[lambeth.gov.uk/coronavirus-support](https://lambeth.gov.uk/coronavirus-support)**