# Lambeth Support Services Directory

# **Key Support Services**

#### Age UK

We hold regular information and advice drop-in sessions at various locations around Lambeth. Appointments and home visits can also be arranged with advisers to explore more complex situations. We can give advice in **German, French,** and **Spanish** as well as **English**, with advisers who speak these languages.

Call us now on 020 7346 6800

We assist with:

- Welfare benefits claims
- Housing issues
- Community care
- Utilities
- Consumer issues
- Tradespeople and services
- Transport
- General debt advice
- Social and leisure activities

You can visit one of our information and advice surgeries around the borough on:

<u>Monday 1pm - 4pm</u> Vida's	Tuesday 10am - 1pm Cheviot Gardens	<u>Wednesday 1pm - 4pm</u> Civic Centre	Thursday 10am - 1pm Gracefield Gardens
2B Saltoun Road Brixton	36 Cheviot Road	6 Brixton Hill	2-8 Gracefield Gardens
SW2 1EP	West Norwood	London	Streatham
	SE27 ODD	SW2 1EG	SW16 2ST

#### **One Lambeth Advice**

Advice and casework is provided by different organisation across Lambeth and in particular by members of the **Lambeth Advice Network**. The network can help with various issues including:

- Benefits
- Debt and Money
- Goods and Services
- Housing
- Work

Services are provided by Brixton Advice Centre, Centre 70, Citizens Advice and Lambeth Law Centre

Advice is also available at four GP's practices: Mawbey, Brixton Hill, Paxton Green & Lambeth Walk to patients of those practices and of the Hetherington practice. Please check availability with your surgery.

#### Call free on 0800 254 0298

# **Benefits support including Universal Credit**

## **Advising Communities**

Welfare Benefits Advice Lambeth - Universal Credit Advice and Support

We will help you with your Universal Credit claim. We can also support you to improve your digital skills, so that you can make claims and manage your online UC account independently.

We will provide you with advice and help identify extra support. We can help you manage your finances and resolve your wider issues. We are here to help with what you need.

You do not need to arrange an appointment in advance, so feel free to come in at the times and locations below and ask for the 'Universal Credit Support Service'.

You can find us at:

Kennington Job Centre	Streatham Job Centre	Stockwell Job Centre
206-210 Kennington Park Road,	Crown House, Station Approach,	155-157 Clapham Road,
Kennington,	Streatham,	London, SW9 0QQ
London, SE11 4DE	London, SW16 6HW	Wednesdays
Mondays	Every weekday (Monday-Friday)	10am – 2pm
10am – 2pm	10am – 2pm	

## **Every Pound Counts**

Free benefits advice for specific vulnerable groups

- people with disabilities
- people with sensory impairments
- people experiencing long term ill health
- carers
- people caring for a disabled child or a child with significant long term ill health
- people receiving treatment support from Lambeth Drug and Alcohol Treatment services
- Every Pound Counts Telephone: 020 7926 5555 Email: <u>everypoundcounts@lambeth.gov.uk</u>

#### St Luke's Hub

#### Drop-in

Every Wednesday 1-4pm Every Friday 10am-1pm

- Help to apply for UC
- Help to manage UC claims
- General help with using the computer and getting online
- Help with looking for work and applying for jobs (see Shaun from Love London Working on a Friday)
- Free use of phone

Phone: 020 7735 5802 / main office 020 7935 6179

Email: sam.bedford@wlm.org.uk

Website: http://www.wlm.org.uk/what-we-do/st-lukes

Address: 25A Wincott Street Kennington London SE11 4NT

# **Debt Advice**

# National Debtline

Call us for free debt advice on 0808 808 4000

Monday to Friday: 9am - 8pm Saturday: 9.30am - 1pm

We have a proven track record of giving expert debt advice for over 25 years. We promise:

- to provide expert debt advisers who are supportive and trained to a high standard;
- to stay committed to providing free, impartial and confidential debt advice;
- to talk you through the debt advice options that are right for you;
- to keep all of your personal information confidential; and
- not to pass your details on to any other organisation without your permission.

#### Step Change

We offer free debt advice that is based on a comprehensive assessment of your situation. We'll then provide practical help and support for however long it's needed.

Debt	Get expert debt advice. Don't forget to use our budget form to	0800 138 1111
advice	gather your information before calling. A debt advice call takes	Mon-Fri 8am-
	around 40 minutes to complete.	8pm, Sat 8am-
		4pm

# **Domestic Abuse and Violence**

#### National Domestic Violence Helpline

Telephone number: 0808 2000 247

Email address: <u>helpline@womensaid.org.uk</u>

Web address: www.nationaldomesticviolencehelpline.org.uk www.refuge.org.uk

Opening hours: 24 hours a day, 7days a week

Emergency refuge accommodation can be arranged through the helpline.

The Helpline can give support, help and information over the telephone.

The free phone Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English, and a service for callers who are deaf or hard of hearing are available.

## **National Centre for Domestic Violence**

Telephone number: 0844 8044 999 Email address: <u>office@ncdv.org.uk</u> Web address: <u>www.ncdv.org.uk</u>

Opening hours: 24 hours a day, 7 days a week

The National Centre for Domestic Violence specialises in helping victims of domestic violence obtain nonmolestation orders (injunctions) and other orders from court to protect them from further abuse. The service is free and is available to everybody, regardless of age, race, religion, gender or sexual orientation.

# Africa Advocacy Foundation

Telephone number: 0208 698 4473 Email address: <u>mulkaht@a-af.org</u> or <u>shani@a-af.org</u>

Opening hours: Monday-Friday 10am-6pm

The Sacred Bodies Project works to reduce the risk of FGM to young Girls in Lambeth, Southwark and Lewisham. We educate and empower men, women and youth about the health implications of FGM and the law. Our services include one to one counselling, community outreach support, advice and referral for women.

## <u>Asha</u>

Telephone number: 0208 696 0023 Email address: <u>admin@asha.org.uk</u> Web address: <u>http://www.ashaprojects.org.uk</u>

Opening hours: Monday to Friday 09:00 -17:00

The resource centre provides advocacy, advice and information to South Asian women and children and/or single women (16 years of age plus) fleeing violence.

## **The Beth Centre**

Telephone number: 0207 840 6700 Email address: <u>referral@bethcentre.org.uk</u> Opening hours: 9.30am-5.30pm Mon – Fri.

The Beth Centre is an innovative gender specific service which supports Lambeth women who have been affected by the criminal justice system. The Beth Centre will provide an intensive, holistic support service to women at risk of offending, women at risk of receiving a custodial sentence and women who are released from custody.

#### Camberwell Haven

Telephone number: 0203 299 1599 Web address: <u>www.thehavens.co.uk</u> Postal address: King's College Hospital, Denmark Hill, London Opening hours: Monday to Friday 09:00 -17:00 [BY APPOINTMENT] An on-call service is also available from 17:00 -09:00 every day.

The Havens are specialist centres in London for people who have been raped or sexually assaulted in the last 12 months. The Haven staff are fully trained and experienced in responding to sexual violence. The Havens provide advise, support and treatment to individual who have experienced sexual violence.

## **The Chrysallis Project**

Telephone number: 0208 678 5660

Web address: <u>www.mungosbroadway.org.uk</u>

Email address: informationDepartment@mungosbroadway.org.uk

Opening hours: Open 24 hours – 7 days a week

Referral criteria: Women who are involved in prostitution.

The Chrysalis Project is a joint initiative between St Mungo's Broadway, Commonweal Housing and Lambeth Council. The project provides a gendered and recovery focused response to women who are homeless and exiting prostitution in Lambeth. The Chrysalis Project supports women with a complexity of high needs, trauma and post-traumatic stress disorder. The project is structured around a 3 staged accommodation pathway that supports women towards independent living.

# Lambeth GAIA Centre

Telephone number: 020 7733 8724 Email address: <u>lambethvawg@refuge.org.uk</u> Web address: <u>www.refuge.co.uk</u>

The Gaia Centre provides confidential, non-judgmental and independent support services for those living in the London borough of Lambeth who are experiencing gender-based violence. It provides the following services, all under one roof:

- One-to-one confidential, non-judgmental, independent support
- A specialist independent gender-based violence advocacy team to support women at risk of serious harm
- A specialist service for 13-16 year-old girls
- A sanctuary scheme to improve home safety
- Early intervention service for 11-17 year olds
- Counselling for young people
- Group support
- A peer support scheme to help break isolation; help build social networks and support clients whilst they regain control of their lives
- Volunteering opportunities

## Lambeth Victim Support

Telephone number: 020 7801 1777 Web address: <u>www.victimsupport.org.uk</u> Opening hours: Monday to Friday 8am to 8pm, 9am – 5pm on Saturdays

Support for anyone affected by crime - victim/s, friends and family living in Lambeth including women and men who are experiencing domestic violence. Victim Support is a national charity which provides emotional support, advice, information and advocacy to people who have been affected by crime. Our services are free and available to everyone, whether or not the crime has been reported and regardless of when it happened. We are not part of the police, the courts or any other criminal justice agency. Our VYP project provides support for young people who have witnessed or experienced domestic abuse, sexual violence, harassment and other crime against the person.

## Solace Women's Aid

Telephone number: 0808 802 5565 Monday to Friday 10:00 - 17:00 email: <u>info@solacewomensaid.org</u>

Referral criteria: Women and children who have experienced domestic violence. Self referrals are welcome.

The Family Outreach service The Family Outreach service supports families to re build their lives in the aftermath of domestic and sexual violence. Support can be provided to access schools, training, housing, education, health, employment and benefits or grants.

# Food Banks, Soup Kitchens and Emergency Support

Food banks and Soup Kitchens		
Ace of Clubs	Brixton Seventh Day Adventist Church	
Open Monday to Friday, 12pm-3pm	Brixton SDA Church offers a free hot meal.	
St Alphonsus Road	Thursdays 6-8pm	
London SW4 7AS	Brixton SDA Church Hall	
T: 020 7720 2811 or 020 7720 0178	Santley Street	
E: info@aceofclubs.org.uk	London SW4 7QS	
W: aceofclubs.org.uk	T: 020 7274 8283	
	W: brixtonsda.co.uk	
Brixton Soup Kitchen & Support Centre	Teen Challenge	
Open Monday to Thursday, 10am-2pm	Teen Challenge offers free hot food and drink, plus	
Brixton Dominoes Community Centre	advice on homelessness and drug and alcohol	
297-299 Coldharbour Lane	issues.	
London SW9 8RP	Wednesdays 9-11pm	
T: 07538 419 514	Windrush Square (Near Black Cultural Archives)	
E: brixtonsoupkitchen@gmail.com	London SW9 8HE	
W: brixtonsoupkitchen.org	W: tclondon.org.uk	
Love Streatham	Spires Centre	
Love Streatham runs a soup kitchen every Monday,	(Open to anyone who is rough sleeping)	
7-9pm	Mon 9am-10.30am, Tues 9am-2pm,	
United Reformed Church	Wed 10am-12pm, Thurs 9am-1pm,	
388 Streatham High Road	Fri 9am-10.30am. Check online for women only	
London SW16 6HX	sessions.	
W: www.lovestreatham.org	8 Tooting Bec Gardens	
	London SW16 1RB	
	T: 0208 696 0943	
	W: spires.org.uk	
Manna Day Centre	Webber Street Day Centre	
(Open to anyone who is rough sleeping)	(Open to anyone who is rough sleeping)	
Free breakfast, lunch and hot tea provided.	Monday to Thur & Sat 9am-12pm.	
Open daily 8.30am -1.30pm	6-8 Webber St	
7-13 Melior St	London SE1 8QA	
London SE1 3QP	T: 0207 928 1677	
T: 0207 403 1931	W: webberstreet.org	
W: mannasociety.org.uk		

#### Lambeth Emergency Support Scheme

Lambeth Council's emergency support scheme includes support with buying furniture, white goods; a removal and storage service and household repairs. It also offers food vouchers, household fuel payments and travel warrants. To be eligible you need to :

• Be aged 16 or over

• Have lived in Lambeth for 6 weeks (released prisoners and those fleeing violence are exempt from this requirement)

• Be receiving benefits

You can apply online at <u>www.lambeth.gov.uk/emergencysupportscheme</u> or an advice centre worker may help you to do your application.

# **Homeless Outreach Services**

<u>Ace of Clubs</u> Address: St Alphonsus Road, London, SW4 7AS Phone: 020 7720 2811 Email <u>sarahmiles@aceofclubs.org.uk</u> Website <u>http://www.aceofclubs.org.uk</u>

Day centre for the homeless, vulnerable and others in need. Cheap meals, access to physical and mental health care, laundry, shower facilities. Advice on benefits and housing Monday-Friday. Advice on finding accommodation. Welfare advice. IT Suite with basic computing lessons and internet café sessions for online benefit claims and job searches. Food & safety classes.

*Who do we help?* Homeless and vulnerable people and others in need in the local community aged 16+. *Area served:* Open access, based in London Borough of Lambeth. *Best way to get in touch:* Drop-in or phone or email.

Monday: 12 noon - 3pm (4pm Nov-March) Tuesday: 12 noon - 3pm (4pm Nov-March) Wednesday: 12 noon - 3pm (4pm Nov-March) Thursday: 12 noon - 3pm (4pm Nov-March) Friday: 12 noon - 3pm (4pm Nov-March)

## **Crisis Skylight**

Address: 66 Commercial Street, London, E1 6LT Phone: 0300 636 1967 Email: <u>enquiries@crisis.org.uk</u> Website: <u>http://www.crisis.org.uk</u>

Activity centre for homeless and non-homeless people. Range of workshops including arts, bicycle repairs, gardening, yoga. Education programme offering ESOL, IELTs, ECDL and basic skills. Opportunities to develop new or existing skills, socialise and integrate with the general public. Employment services team. Housing advice. Counselling and optician services. Signposting to other services.

*Who do we help?* Homeless people, including recent homeless & those at risk of becoming so. *Area served:* All London. *Best way to get in touch:* Call in or phone.

- Monday Thursday: 9am 8pm
- Friday: 9am 7pm
- Weekends: Sat and Sun 11am 5pm

#### **Groundswell**

Address: 3rd Floor, 55 Bondway, London, SW8 1SJ Phone: 0300 0039 600 Email: <u>info@groundswell.org.uk</u> Website: <u>http://www.groundswell.org.uk</u>

Provides a range of advice and advocacy services for people experiencing homelessness. Works to enable homeless and vulnerable people to take more control of their lives, have a greater influence on services and to play a fuller role in their community.

Best way to get in touch: Phone, email or write.

• Monday - Friday: 9am - 5pm

## Hope Worldwide

Address: 360-364 City Road, London, EC1V 2PY Phone: 020 7713 7655 Website <u>http://www.hopeworldwide.org.uk</u>

Advice for homeless people, including referrals to hostels and assistance with finding private rented accommodation. Also provide a residential drug and alcohol rehabilitation programme and a volunteer mentoring programme for people who have been through the rehab programme or the homelessness programme.

Who do we help? Homeless people. Drug and alcohol users.

Area served: All London.

# Manna Centre

Address, 7-13 Melior Street, London, SE1 3QP Phone: 020 7403 1931 day centre Email: <u>daycentre@mannasociety.org.uk</u> Website: <u>http://www.mannasociety.org.uk</u>

Centre for single homeless people and those in need. Housing and welfare advice 9.30am-1.30pm. Free food, clothing and showers. Surgery and visiting nurse Tuesday and Friday 10am-12.30pm. Mental health worker fortnightly Tuesday 10am-1pm. Chiropodist fortnightly. Optician monthly. Osteopath Wednesday 10am-1pm. Jobcentre Plus advice Thursday 9.30am-12 noon. Furniture. ICT. ESOL.

Who do we help? Single homeless people and people in need.Area served: Southwark and surrounding areas in central London.Best way to get in touch: Drop-in. Advice service on first come, first served basis.

• Every day: 8.30am - 1.30pm

## The Spires Centre

Address: 8 Tooting Bec Gardens, London, SW16 1RB Phone: 020 8696 0943 Email: <u>info@spires.org.uk</u> Website: <u>http://www.spires.org.uk</u>

Day centre for homeless and disadvantaged people. Rough sleeper space open to anyone who is rough sleeping. Project staff support, advice and accommodation referrals available and specialist external agency support. Breakfast, showers and clothing available. Range of specialist external agency support available, i.e. nurse, Jobcentre Plus, legal advice. Refreshments and lunch.

Who do we help? Homeless people, including rough sleepers and women sex workers.

Area served: Lambeth and surrounding areas in South London.

Best way to get in touch: Drop-in or phone.

- Monday: 11am-1.30pm women only space
- Tuesday: 10.30am 2pm drop-in
- Wednesday: 10am 12 rough sleeper
- Thursday: 10.30am 2pm drop-in

# Springfield Community Flat

Address: 53-54 Brocket House, Union Road, London, SW8 2RE Phone: 020 7720 2699

Email: admin@springfieldcommunity.com

Advice and support for vulnerable people living in Lambeth and surrounding areas. Services include advice of debt, benefits, finding work, housing problems and advice for asylum seekers and other migrants. Offer assistance in accessing legal advice and medical help. Creche with early years sessional care, breakfast club and after school club for primary age children. ESOL and literacy classes.

Who do we help? Vulnerable people, including unemployed people, homeless families, refugees and asylum seekers.

Area served: London Boroughs of Lambeth and Wandsworth.

Best way to get in touch: Drop-in or phone.

- Monday: 9am 5pm
- Tuesday: 9am 5pm
- Wednesday: 9am 5pm
- Thursday: 9am 5pm
- Friday: 9am 5pm

# Start Team (Outreach for Homeless People)

Address: 1 St Giles House, St Giles Road, London, SE5 7ED

Phone: 0203 228 1800

Email: <a href="mailto:startteam@slam.nhs.uk">startteam@slam.nhs.uk</a>

Website: http://www.slam.nhs.uk

Assessment, treatment, care and advice for rough sleepers aged 18-65 with severe mental health problems, who are unable or unwilling to use other mental health care services. Work in day centres, hospitals and on the streets.

Who do we help? Rough sleepers with severe mental health problems who are not using other mental health services.

Area served: London Boroughs of Lambeth, Southwark and Lewisham.

Best way to get in touch: Phone.

- Monday: 10am 4pm
- Tuesday: 10am 4pm
- Wednesday: 10am 4pm
- Thursday: 10am 4pm
- Friday: 10am 4pm

## Webber Street

Address: 6-8 Webber Street, London, SE1 8QA Phone: 020 7928 1677

Email: enquiries@webberstreet.org.uk

Website: http://www.lcm.org.uk

Day centre for homeless people. Free tea/coffee and breakfast 9.30am-10am Monday to Thursday and Saturday. Doors open at 9am when tea/coffee is available. Showers and clothing store. Film club on Tuesday afternoon. START team every other Thursday. Nurse available 1 morning a week. Advice service on a Friday morning.

Who do we help? Homeless and marginalised people aged 18+.

Area served: Waterloo and surrounding areas.

Best way to get in touch: Drop-in.

- Monday: 9am 12 noon
- Tuesday: 9am 12 noon
- Wednesday: 9am 12 noon
- Thursday: 9am 12 noon
- Friday: 9am 12 noon
- Weekends: Saturday 9am 12 noon

# LGBT+ Support

#### Albert Kennedy Trust - London

Address: Unit 112 Cremer Business Centre, 37 Cremer Street, LONDON, E2 8HD Telephone: 020 7831 6562 Website: http://www.akt.org.uk

Supports young LGBT 16-25 year olds who are made homeless or living in a hostile environment.

#### Galop, the LGBT+ anti-violence charity

If you've experienced hate crime, sexual violence or domestic abuse, we're here for you. We also support lesbian, gay, bi, trans and queer people who have had problems with the police or have questions about the criminal justice system.

Helpline Telephone number: 020 7704 2040 (London), 0800 999 5428 (National)

Email address: info@gallop.org.uk

Web address: <u>www.gallop.org.uk</u>

10am – 8pm Monday 10am – 5pm Tuesday, Wednesday, Thursday (1pm – 5pm Tuesday is trans specific service). 1pm – 5pm Friday

#### **Stonewall Housing**

Address: 2a Leroy House, 436 Essex Road, LONDON, N1 3QP Telephone: 020 7359 5767 Email: info@stonewallhousing.org.uk

Stonewall Housing is the specialist lesbian, gay, bisexual and transgender (LGBT) housing advice and support provider in England.

# Mental and Physical Health Services

#### **Evening Sanctuary**

Mosaic Clubhouse 65 Effra Road, Brixton, London, SW2 1BZ **Tel** : 020 7924 9657 Email : <u>infohub@mosaic-clubhouse.org</u>

Evening Sanctuary at Mosaic Clubhouse is open Wednesday to Sunday, between 6pm and 2am.

People in crisis can talk to staff and peers about how they are feeling and take part in activities such as exercise and art, watch TV or films, make a snack or be signposted to other services.

To access this service a sanctuary introduction form needs to be completed from your health care professional such as your GP or care coordinator.

Mosaic Clubhouse supports people who are living with a mental health condition in Lambeth and their website provides information about:

- volunteering opportunities
- access to education and employment
- crisis support
- signposting to other local organisations.

#### **GSTT Health Inclusion Team for Homeless People**

Address: Riverside Medical Centre, Hobart House, St George's Wharf, London. SW8 2JW

Phone: 020 3049 4555

Email: threeboroughshct@lambethpct.nhs.uk

Website: http://www.threeboroughs.nhs.uk

Primary health care services in hostels, day centres and other settings for homeless people in Lambeth, Lewisham and Southwark. Services provided by GP, nurse, dentist and chiropodist. Liaise with Accident and Emergency departments.

Who do we help? Homeless people sleeping out or in temporary accommodation.

Open: Monday - Friday 9am - 5.30pm

#### Living Well Network Hub

The <u>Living Well Network Hub</u> sits at the centre of the network and we want people to access it when needed.It's often called the front door to mental health services because if you're having a 'wobbly' day or you aren't feeling well and are worried about your mental health and wellbeing, you can contact the hub and introduce yourself.

The hub is open Monday to Friday from 9am to 5pm.

Call the hub on **0203 691 5080** or introduce yourself by emailing <u>information@lwnhub.net</u> or <u>slm-</u> <u>tr.lwnhub@nhs.net</u>.

Monday	10.30am to 11.30am	We are 336, 336 Brixton Road
Tuesday	10:30am to 11:30am	Mosaic Clubhouse, 65 Effra Road
Wednesday	1.30pm to 2.30pm	SRA, 45 Knights Hill, SE27 OHS
Thursday	10:30am to 11:30am	Clapham Methodist Church, 386 Clapham Road

# SLaM 24 hour mental health support line

SLaM has a 24 hour information line to help people who are experiencing mental distress. The line is for patients, carers and anyone who needs advice, help and assistance while in a crisis or facing difficulties dealing with mental illness.

Call them on **0800 731 2864.** 

# Solidarity in a Crisis

Solidarity in a Crisis is an out-of-hours peer support service, co-designed and co-delivered by people who use services and carers in Lambeth, providing crisis support over the phone or in person.

They're open Monday to Friday from 6pm to midnight and Saturday and Sunday from 12noon to midnight.

Freephone 0300 123 1922 or text 07889 756 087 or 07889 756 083.

# Waterloo Health Centre

Address: 5 Lower Marsh, Waterloo, London, SE1 7RJ Website: <u>http://www.waterloohealth.co.uk/</u> Telephone: 020 7928 4049 email: <u>lamccg.waterloohcreception@nhs.net</u>

Vulnerable Groups includes a wide range of patients who may be at risk, or who are currently at risk of harm either because of their medical or social problems. You can find more information about <u>identifying vulnerable</u> <u>adults here</u>.

Vulnerable groups can include those (but not limited to) with Intellectual or Physical Disability, Mental Health Problems including Demetia, or Communication Problems

The clinical team undergo training to help support and identify those that may be at risk. We have clear policies to highlight those patients within the records and take extra care to identify any additional needs they may have.

# **Utilities Support**

# <u>SHINE</u>

Do you live in a household on a low income (below £16,190) and

- are aged over 60?
- ... or have a long-term health condition?
- ... or have children aged under 16?

If so, the Seasonal Health Interventions Network (SHINE) scheme may be able to help you.

If you qualify for SHINE, and

- you are struggling to pay your gas, electricity or water bills
- you feel your home is very cold or dam
- you have a disability or long-term health issue which is worsened by the cold.

You may be eligible for over 20 services including:

- Energy advice
- Energy and water discounts
- Heating and insulation grants
- Fire safety checks.

Apply online to <u>SHINE</u> See the <u>SHINE information pages</u> E-mail <u>SHINE</u> or phone 0300 555 0195

#### **Thames Water Trust Fund**

Is an independent grant making trust first established in 2009. We are a registered charity and our aim is to help customers of Thames Water who are in difficult circumstances and who cannot afford to pay for essential household items such as a washing machine, cooker, fridge, freezer, bed, an essential household bill or other costs.

We also give grants to local organisations that are able to offer long-term support to customers of Thames Water who are in hardship by providing debt and money advice services.

If you need help, you can:

- 1. Apply online by clicking <u>here</u>
- 2. Download and print an application form directly <u>Thames Water Customer Assistance Fund</u> <u>Application Form</u>
- 3. Call us on 0800 111 4680 and we can send an application form out to you

# Veteran Support

## Veterans Gateway

There is a huge network of organisations supporting the Armed Forces community, so finding the right one for your needs can be tricky.

We make it quick and easy by being your first point of contact for whatever support you need, whether you are based in the UK or abroad.

Many of our team are veterans themselves so they understand the issues that people face after leaving the Armed Forces. They work with people on a one-to-one basis, connecting them with the right support as soon as possible.

Veterans' Gateway is made up of a consortium of organisations and Armed Forces charities, including The Royal British Legion, SSAFA – the Armed Forces charity, Poppy scotland, Combat Stress and Connect Assist.

Call Us 0808 802 1212 to Speak to an advisor at our contact centre. Lines are open 24 hours a day.