



The **Wellness** Centre

Free Support Numbers and Resources



FEEL FREE TO SHARE



CROYDON BME FORUM

UPDATED 5TH JANUARY 2021

EXPERIENCING FINANCIAL DIFFICULTIES DUE TO COVID-19

(Work related issues, rent no income, self employed, unemployed) see following links:

Croydon Council support, advice and information for those experiencing hardship. A dedicated helpline is available as follows:

Tel : 020 8604 7787 or

Email: covid19support@croydon.gov.uk

Includes support with:

Benefit claims, change in earnings, paying council tax, rent, debt advice, energy bills, travel services, Gateway service for the homeless, children with special educational needs & disabilities.

Support for the vulnerable in the community

If you are extremely vulnerable, or know anyone that is, please register for support online.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

If you have no access to internet or unable to use internet please ask a family member or friend to help, or contact Croydon Council Support

Team on; 020 8604 7787 or

Email: covid19support@croydon.gov.uk

Coronavirus (COVID-19) Resources for SEND

Advice and support for children and young people with Special Educational Needs and Disability (SEND) and their carers during the coronavirus pandemic.

<https://localoffer.croydon.gov.uk/kb5/croydon/directory/advice.page?id=cvj0CW-GluKc>

COMMUNITY SUPPORT NUMBERS DURING COVID-19

Food and essentials

Croydon Covid-19 Mutual Aid (CCMA) Tel: 020 3322 8379, 8am-8pm daily.
Neighbours who can help with shopping, picking up prescriptions, dog walks and friendly conversation

Croydon Voluntary Action (CVA) Tel: 020 8253 7076 Mon-Fri 10am-4pm. Any specialist need above CCMA level, supporting a wide range of individual and family needs. Stop-gap emergency support (e.g. food parcels)

Age UK Croydon Tel: 020 8686 0066 Mon-Fri 10am-4pm, 50 years+ Dementia, disability and or care needs, health, social and community care

Mental Well Being

Samaritans Freephone 116 123 (24/7)

A registered charity providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide

Crisis Text free to 85258

Voluntary support for anyone in crisis, by SMS (text)

Mental Health Crisis Helpline Tel: 0300 123 3393

Mind Tel: 0300 123 3393 www.mind.org.uk/

Information and signposting service, 9am-6pm, Monday-Friday

Care to Listen low cost telephone or Skype counselling Tel: 07931 117064

enquires@caretolisten.co.uk

Imagine Independence Tel: 0151 709 2366 www.imagineindependence.org.uk

Centre of Change Counselling Service centreofchangeproject@hotmail.co.uk Crisis line and talking therapies via telephone or online

Ethnicity and Language

Croydon BME Forum www.bmeforum.org Tel: 020 8684 3719

Asian Resource Centre Croydon <http://www.arccltd.com/> 020 8684 3784

Young People

Childline: Freephone 0800 1111 (24/7) www.childline.org.uk/

A counselling service for people under 19

Off the Record Youth counselling Tel:020 8251 0251

Croydon Drop In Tel: 020 8680 0404 enquiries@croydondropin.org.uk counselling

Ment4 Intensive mentoring info@ment4.org T: 07752817882

Financial Help and Advice for the Self Employed

Self Employment & Universal Credit

<https://www.gov.uk/self-employment-and-universal-credit>

Employment & Support Allowance

<https://www.gov.uk/employment-support-allowance>

Covid-19 Small Business Government Grant

<https://smallbusiness.co.uk/how-do-i-get-the-government-3000-coronavirus-grant-2549866/>

Coronavirus Business Interruption Loan

<https://smallbusiness.co.uk/how-do-i-apply-for-a-coronavirus-business-interruption-loan-2549863/>

Citizen's Advice

<https://www.citizensadvice.org.uk/benefits/help-if-on-a-low-income/if-youre-struggling-with-living-costs/>

Emergency Funding

<https://www.stepchange.org/debt-info/emergency-funding.aspx>

NHS Guidance in 32 Languages

Please find attached latest updated NHS guidance which has been produced in 32 languages by Doctors of the World.

<https://www.doctorsoftheworld.org.uk/coronavirus-information/>



Black Counsellors & Practitioners Offering Online & Telephone Support #CoronaAnxiety #CoronaCare

Wayne Mertins-Brown
One to one, couple & group counselling
www.TheCityCounsellor.com

Charlene Douglas
Psychodynamic Coach & Counsellor
www.theintimacycoachuk.com

Kwame Opoku
Counsellor / Psychotherapist
www.kwameopoku.com

Vanessa East
Online clinical hypnotherapy, EFT, Sekhem energy healing, Readings
07985 338680

ShediYah Therapeutic Space
Child Adolescent & Family Therapist, Counsellor
www.shediyahtherapeuticspace.co.uk

Michael Forfieh
Counsellor / Therapist
www.michaelforfiehcounselling.com

Hilary Witter
Theta Energy Healing
07506771297

Royston John
Coaching, Community organisation development and
Emotional Intelligence Support
07811 374074
royston@rdjconsulting.co.uk

Kimberly-Anne Evans

www.psychologytoday.com/gb/counselling/kimberly-anne-evans-london-eng/716001

Gill Pelage

Counsellor / Psychotherapist

www.gillpelage.co.uk

Sheila

Counsellor

www.equilibriumtc.com

07480446844

Sue Brown

Counsellor & Coach

www.adaimcc.co.uk

Gamal Turawa

Coaching

purpleturawa@gmail.com

Cassandra Conteh

Wellbeing & Therapy

07507060192

Evetherapies@gmail.com

Floating Counselling

07305882959

www.floatingcounselling.co.uk

Info@floatingcounselling.co.uk

Facebook.com/floatingcounselling

Instagram.com/floating_bodymindsou

Free Counselling for NHS Staff

www.relationshipschool.wordpress.com/we-see-you-we-hear-you-nhs-staff/

Chris Syrus is offering two x 30min coaching calls and daily personal development and accountability messages over a 7 day period.

You can book session via

www.calendly.com/christopher-syrus.

Powered by OrangeMoonWellbeing.com

Coronavirus Message to the Community in different Languages

<https://www.youtube.com/watch?v=NHPKznd-l2A> French Version

https://www.youtube.com/watch?v=PtyK7UTod_M German Version

<https://www.youtube.com/watch?v=6jkUmqCUssl> Punjabi Version

<https://www.youtube.com/watch?v=SOZy5BILCtY> Luganda version

<https://www.youtube.com/watch?v=dQ-cCFH36r4> Urdu Version

<https://www.youtube.com/watch?v=NZlxYmoaZpM> Chinese Version

https://www.youtube.com/watch?v=_Et_UdV6jak Spanish Version

https://www.youtube.com/watch?v=xBJaxzCr_k0 Hindi Version

<https://www.youtube.com/watch?v=xYlagwpK1no> Tamil Version

<https://www.youtube.com/watch?v=Q8d-qquce1o> Gujurati Version

<https://www.youtube.com/watch?v=GiGmBU1weqU> Farsi Version

<https://www.youtube.com/watch?v=Dfdw0MKXH9Q> Bengali Version

<https://www.youtube.com/watch?v=pRdKCacGST4> Sylhetti Version

<https://www.youtube.com/watch?v=23lp4XWIY1E> English Version

<https://www.arccltd.com/>



50Plus Online Cafe

A free interactive website to get all the information you need for the over 50s'
<https://www.50plusonlinecafe.com>



Croydon Drop In

Supporting infants, children, young people and families for 42 years, 1978 - 2020
Information, Advocacy, Counselling, Outreach and Health Support in Communities & Schools.

Our Talkbus is on a 'virtual' tour and our Outreach team can be contacted by anyone in the community every day Monday to Friday between 1pm and 4pm on Call 07592 037823 for advice/information/support.

Tel: 020 8 680 0404
www.croydondropin.org.uk
enquiries@croydondropin.org.uk



Croydon Neighbourhood Care Association

As well as providing infrastructure support to our membership and other groups working with over 65's across Croydon, we continue to run our complex befriending service.



CNCA are offering telephone befriending for isolated/vulnerable individuals over 80 years old who have no family or other support. Further details and a referral form can be found on our website www.cnca.org.uk or email:info@cnca.org.uk / call 07926 524572

Neighbourhood Care Groups

An established network of Neighbourhood Care Groups across the borough Are supporting individuals over 65 years.

Groups have diversified their normal service provision to include food shopping, picking up prescriptions and telephone befriending, due to Lunch clubs being closed and shopping buses suspended. Contact the individual group for details of services available. Contact details can be found at:

www.cnca.org.uk/members-2/



Changing how we **SEE**

Service Continuity - Clarity in Chaos

Croydon Vision is dedicated to continue providing services for people with sight loss, many who are extremely vulnerable at this moment in time. We have adapted our services to be able to provide essential support. Furthermore, we aim to boost our member's positivity and outlook; letting them know this too shall pass. Below is our business continuity service plan to support people with sight loss Monday to Thursday between 10-4pm:

Lunch service:

Provision of two course meal, meat or vegetarian dish; promoting healthy living 4 times per week.

Information Technology:

Introduction to technology and tuition; including smart phones, tablets and computer support

Befriending

Phone befriending on a weekly basis or social groups/peer support by zoom.

Talking News/News Letter

Weekly recording of news and entertainment; reaching members at home in the form of an mp3 stick.

Information & Advice

Empowerment and information go hand in hand, so our advice service is of paramount importance.

Grocery:

Equipping members with adequate food and resources to live well.

Contact us:

Address: Bedford Hall, 72 – 74 Wellesley Road, Croydon, CR0 2AR

Email: info@croydonvision.org.uk

Telephone: 020 8688 2486 (Mon to Thurs 10-4pm)

Website: www.croydonvision.org.uk

Twitter: [@CroydonVision](https://twitter.com/CroydonVision)

South West London Law Centres



South West London Law Centres helps local people across south-west London to access justice and uphold their everyday rights, by providing specialist legal advice on social justice issues including housing, employment, debt, social security and immigration.

Without the free or low-cost legal services our charity provides, many people we help would be locked out of accessing justice, because they can't afford a lawyer.

Our law centres are based in Battersea, Croydon, Morden and Kingston. Together we support people across six London boroughs of Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth.

Contact Details : Email: enquiries@swllc.org

Telephone numbers: 020 8767 2777

Web: www.swllc.org

Social media:

Twitter: [@SWLLawCentres](https://twitter.com/SWLLawCentres)

Linkedin: [/south-west-london-law-centres-5603ba126/](https://www.linkedin.com/company/south-west-london-law-centres-5603ba126/)

Bromley & Croydon Women's Aid

Our services remain open and we have contingency plans in place. You can contact us for telephone support or any enquiries in the normal way, by email to info@bcwa.org.uk or phone on 020 8313 9303, especially if you are worried about self-isolating with a perpetrator.



Star Pro Bono - Getting Croydon based Small Business owners through the Covid-19 Pandemic by providing pro bono legal and financial advice.

www.starprobono.com



Udemy Is Giving 30+ Free Courses During This Situation to help People Staying at home to Learn.

How To Create A Website using WordPress (Step by Step)

<https://bit.ly/2xZFf2e>

Facebook Marketing

<https://bit.ly/2QCslbj>

<https://bit.ly/2wuQS05>

<https://bit.ly/2QDk7oK>

<https://bit.ly/33BwMxT>

Instagram Marketing

<https://bit.ly/2UrCdv9>

<https://bit.ly/2Wv40xv>

<https://bit.ly/2J7W0uc>

<https://bit.ly/33CLGUx>

Adobe Photoshop

<https://bit.ly/2QD1Ckn>

<https://bit.ly/3bcxYKw>

<https://bit.ly/2QBt0PY>

Adobe Illustrator

<https://bit.ly/3acidmR>

<https://bit.ly/2J51vtV>

<https://bit.ly/3amsU6g>

Content Marketing

<https://bit.ly/2UalAVL>

SEO

<https://bit.ly/2U7afps>

Youtube SEO

<https://bit.ly/3beiQMT>

Quora SEO

<https://bit.ly/2wqSatq>

Photography

<https://bit.ly/2WKsHpV>

<https://bit.ly/2UbLg4t>

<https://bit.ly/2vED8jq>

<https://bit.ly/2U7iWA9>

Filmmaking

<https://bit.ly/2Wv4yDz>

<https://bit.ly/2QAY2qR>

<https://bit.ly/2WyzrH9>

Podcast

<https://bit.ly/2QzrBsW>

<https://bit.ly/33Al3yB>

<https://bit.ly/3a8SQCo>

<https://bit.ly/2QypDJd>



Emotional Wellbeing and Mental Health (EWMH) Support during Covid19 for Children, Young People and Families

Croydon Council

The Local Offer provides information and advice about services that children, young people and their families can expect from a range of local agencies.

Tel: 020 8726 6400 - Mon-Fri 9am to 4pm.

Email: localoffer@croydon.gov.uk

<https://localoffer.croydon.gov.uk/kb5/croydon/directory/home.page>

<https://localoffer.croydon.gov.uk/kb5/croydon/directory/advice.page?id=cicw7TqLjOY>

Croydon Drop In (CDI)

CDI is a charity that supports young people, aged 11 to 25 and families in Croydon. Some of their services include: advice, advocacy and family support, counselling and outreach

Open Access Counselling:
Virtual and telephone counselling appointments and service offered during this time.

Virtual Talkbus:
Offers young people the chance to get information or to discuss topics of interest. Outreach workers provide health, support and welfare advice.

Tel: 020 8680 0404

Email enquiries@croydondropin.org.uk

<http://croydondropin.org.uk/>

Talkbus helpline: 07592 037823

Off the Record (OtR)

OtR is a charity that offers support and counselling to children and young people in Croydon.

Services offered include: Refugee Service, Counselling, Young Carers and Outreach.

Online counselling - extended weekly online drop in service now available.

Open Access Counselling - Virtual and telephone counselling appointments and service offered during this time.

Operates as usual with extended online counselling on Mondays from 4-6pm

Tel: 020 8251 0251

Email: info@talkofftherecord.org or

croydon@talkofftherecord.org

www.talkofftherecord.org

There are a number of online webinars for young people that can be accessed, available from 5th January 2021:

- See link for workshop details.

<https://talkofftherecordonline.org/what-ison-workshops>

- A range of new resources have been uploaded onto the 'Coping with Covid-19' section of our website. These are being updated and changed regularly.

<https://www.talkofftherecord.org/coping-with-covid-19/>

- A regular Saturday morning phone line for young people is now available. Tel: 020 8175 6776 between 10 am and 1 pm to speak directly to a counsellor.

Kooth (Xenzone)

Online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

Monday – Friday 12pm – 10pm, Saturday & Sunday 6pm – 10pm

<https://www.kooth.com/>

Palace for Life Foundation (official charity of Crystal Palace FC)

Palace Pad Chat

Gives young people aged 12 – 25 with either a PS4 or Xbox a chance to receive mentoring whilst gaming with a staff members.

Ensuring good mental health giving them a chance to express themselves and see if there is any help needed

Please click on the link below to sign up. Parental consent is required and will be confirmed when contact is made with the young person.

<https://www.palaceforlife.org/news/community-engagement/sign-up-for-gaming-with-palace-mentors/>

Tel: 020 8768 6047

Email: admin@palaceforlife.org

www.palaceforlife.org

Mental Health Support Teams (MHST)

Provides emotional wellbeing support in schools to children and young people. A helpline is open for parents/carers and school staff who may be concerned about a young person or child or want to refer someone to the service.

This service is open from

Monday - Friday 9am to 3.30pm.
Helpline number: 07702 339000

Croydon Community CAMHS

CAMHS provides advice, support and treatment for young people and families.

Croydon CAMHS Telephone: 020 3228 0000
Email: croydoncamhsmail@slam.nhs.uk

CAMHS crisis line 0203 228 5980
Monday - Friday 5pm - 10pm; Saturday, Sunday & Bank Holidays 9am - 9pm

For advice out of hours:
SLAM Mental Health Crisis Line on 0800 731 2864 or NHS 111.

[https://www.slam.nhs.uk/ourservices/child-and-adolescent-mentalhealth-services-\(camhs\)](https://www.slam.nhs.uk/ourservices/child-and-adolescent-mentalhealth-services-(camhs))

During COVID CAMHS is only available for new referrals for young people in crisis situations. Assessment and treatment can be provided by video-link or over the phone, but only following a referral. Crisis referrals currently only.

All referrals are reviewed daily.

To make a referral please submit an online form via Croydon SPOC:
www.croydon.gov.uk/ewmh
Croydon Health Services (CHS)

Croydon Health Services (CHS)

CHAT Health

A confidential advice text messaging service for children and young people (aged 11-19) in Croydon provided by the school nurse service

You can get in touch for advice about any aspect of your physical or emotional health. They will respond within 24 hours Monday to Friday 8.30am - 4.30pm (excludes bank holidays)

Text: 07520 615205

<https://www.healthforteens.co.uk/health/about-chathealth/>

More helpful online resources for young people & families

• <https://emergingminds.org.uk/resources-advice-for-parents-on-how-to-support-children/adolescents-through-this-difficult-time>.

• [Anna Freud Centre advice for young people/parents & carers/schools & colleges](https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus)
<https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus>

• [Mental Health advice – looking after your mental health during the coronavirus outbreak](https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak). <https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak>

• [WHO info for children:- https://www.who.int -helping children cope with coronavirus.](https://www.who.int/helping-children-cope-with-coronavirus)

• [Child Mind Institute: https://childmind.org/article/talking-to-kids-about-the-coronavirus](https://childmind.org/article/talking-to-kids-about-the-coronavirus)

• [Place2Be – Guide to helping parents answer questions from their children and to support family wellbeing: https://www.place2be.org.uk/about-us/news-andblogs/2020/march/coronavirus-information-for-children](https://www.place2be.org.uk/about-us/news-andblogs/2020/march/coronavirus-information-for-children)

• [Young Minds - Talking to your child about Coronavirus and 10 tips from their Parents Helpline to support family wellbeing: https://www.youngminds.org.uk/blog/talking-to-our-child-about-coronavirus](https://www.youngminds.org.uk/blog/talking-to-our-child-about-coronavirus)

• [NDCS National Deaf Children Society: new guidelines for children with hearing needs. https://www.ndcs.org.uk/blog/coronavirus-and-support-for-deaf-children-information-for-professionals](https://www.ndcs.org.uk/blog/coronavirus-and-support-for-deaf-children-information-for-professionals)

Secondary school age children:

• [Young Minds advice for young people who are anxious about Coronavirus: https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/](https://youngminds.org.uk/blog/what-to-do-if-you-re-anxious-about-coronavirus/)
• [Headspace- Meditation for children: https://www.headspace.com/meditation for kids.](https://www.headspace.com/meditation-for-kids)

Primary aged Children:

• [Social stories for Primary age children: https://carolgraysocialstories.com/wpcontent/uploads/2020/03/Pandemics-and-the-Coronavirus.pdf](https://carolgraysocialstories.com/wpcontent/uploads/2020/03/Pandemics-and-the-Coronavirus.pdf)

• [Educational book aimed at younger children https://nursedottybooks.com/dave-the-dog-is-worried-about-coronavirus-2/](https://nursedottybooks.com/dave-the-dog-is-worried-about-coronavirus-2/)

• [Covibook – an interactive resource designed to support and reassure children aged 7 and under, designed to help children explain and draw the emotions that they might be experiencing during the pandemic: https://www.mindheart.co/descargables](https://www.mindheart.co/descargables)

• [Mencap - Easy Read guide to Coronavirus: https://www.mencap.org.uk/advice-and-support/health/coronavirus](https://www.mencap.org.uk/advice-and-support/health/coronavirus)

Families of Early Years:

• [Advice for families: https://www.zerotothree.org/resources/3210-tips-for-families-coronavirus](https://www.zerotothree.org/resources/3210-tips-for-families-coronavirus)

• [Activity guides: https://www.zerotothree.org/resources/3264-at-home-activity-guide](https://www.zerotothree.org/resources/3264-at-home-activity-guide)

Other helpful resources and websites:

• [National Autistic Society – guidance and helpline for parents', young people and staff: https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-\(covid-19\)-advice.aspx](https://www.autism.org.uk/services/nas-schools/vanguard/news/2020/march/coronavirus-(covid-19)-advice.aspx)

• [Carers UK - Guidance for carers: https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19](https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19)

• [Public Health England have produced an easy read version of their Advice on the coronavirus for places of education: https://www.easy-readonline.co.uk/media/53192/advice-on-the-coronavirus-v1.pdf](https://www.easy-readonline.co.uk/media/53192/advice-on-the-coronavirus-v1.pdf)

Support Numbers

NSPCC
0808 800 5000
(24hrs)

National Domestic
Abuse Helpline
0808 2000 247
(24hrs free)

Mind
0300 123 3393
(Mon-Fri 9-6)

Victim Support
0808 168 9111
(24hrs)

NEVER ALONE



Cruse Bereavement
0800 808 1677
(Mon-Fri 9-5)

ChildLine
0800 1111
(24hrs)

Action on Elder Abuse
0808 808 8141
(Mon-Fri 9-5)

Respect - Men's Advice Line
0808 801 0327
(Mon-Fri 9-5 or 8pm)

Samaritans
116 123
(24hrs free)

National Centre for Domestic
Violence
0207 186 8270



WORRY LESS

ENJOY LIFE MORE

FEEL MORE RELAXED

**Feeling low,
frustrated or stressed?**

**Our FREE, confidential
NHS service can help**

Search 'Croydon Talking Therapies'
Talk to your GP or phone 020 3228 4040

Croydon

TALKING

Therapies

DOMESTIC ABUSE

WHERE TO GET HELP DURING THE COVID-19 PANDEMIC

Are you feeling threatened or unsafe in your home? COVID-19 may have a serious impact on those experiencing domestic abuse due to enforced social isolation. Restrictions may leave you feeling like there is nowhere to turn for help. However, the police, local and national organisations are working hard to support you.

Call 999 if you or someone else is in danger. If it is not an emergency, please call 101 or visit www.met.police.uk

National Domestic Abuse Helpline: 0808 2000 247 (available 24/7)

Men's Advice Line: 0808 801 0327

National LGBT+ Domestic Abuse Helpline: 0800 999 5428

Childline: 0800 1111 If you're a child or young person and domestic abuse is happening in your home or relationship.

Respect Advice Line: 0808 802 4040 For perpetrators of domestic violence looking for help to stop.

Advice and support is available for everyone regardless of financial situation, nationality or immigration status.



ARE YOU SUFFERING DOMESTIC ABUSE?

Staying at home
isn't safe for everyone

The Croydon FJC is there to support you

Call 020 8688 0100

Or call the 24hr National Domestic Abuse Hotline

0808 2000 247

#YOUARENOTALONE



CROYDON | Delivering
www.croydon.gov.uk | for Croydon



FEEL FREE TO SHARE

If you know of or have any more links that should be added to this resource please email info@bmeforum.org or What's App on 07957 349 004.

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“Individually we are one drop,
together we are an ocean.”
Ryunosuke Satoro



CROYDON BME FORUM