



# Book of Services

This guide is for mental health service users in the Boroughs of Westminster and Kensington & Chelsea. It was developed by the **Different Voices Group** at **The Advocacy Project** and contains information about useful support services in London.

*What is right for some, might not be for others, but our intention is to provide information about support which may help recovery.*

**All the services and organisations in this booklet have been recommended or researched by service users.**

*Please feel free to send comments or your own recommendations to Different Voices:*

**0208 969 3000.**

**differentvoices@advocacyproject.org.uk.**

## ***Crisis and Emergency***

**999** Emergency number for **police, fire brigade and ambulance**

**111** Call 111 for free when you need medical help fast but it's not an emergency - Available 24 hours a day, 365 days a year

**116 123 SAMARITANS** - 24 hours a day all year round phone service for emotional difficulties

[www.samaritans.org](http://www.samaritans.org) - **Samaritans website** - for email support and more information

**0300 304 7000 SANEline** - Specialist mental health crisis helpline (6pm-11pm)

### **Mental Health Hospitals and CNWL Urgent Advice Line.**

**Westminster:** The Gordon Hospital Bloomburg Street London SW1V 2RH.  
**0208 746 8733.**

**Kensington and Chelsea:** St Charles Hospital Exmoor Street London W10 6DZ.  
**0208 206 7000.**

**Single Point of Access – North West London Adult Community Mental Health Services : 0800 0234 650.**

The Single Point of Access offers mental health triage for routine, urgent and emergency referrals, information and advice 24 hours a day, 7 days a week, 365 days a year.

*You can also contact your **out-of-hours GP service** or go to your local **Accident and Emergency department** if you are feeling suicidal or in a crisis or if you have self-harmed and are concerned about it.*

### **Recovery Teams**

North Westminster Community Mental Health Team, All locality teams: **0207 266 9700.**

South Westminster Community Mental Health, Central locality team: **0207 854 4243.**

South Westminster Community Mental Health, South locality team: **0207 854 4162.**

North Kensington and Chelsea Community Mental Health Team: **0208 206 6900.**

South Kensington and Chelsea Community Mental Health Team: **0203 315 3577.**

Joint Homelessness Team, Westminster: **0207 854 4206.**

Homelessness Intervention Team, Kensington and Chelsea: **0207 938 8211.**

### **MAYTREE – A sanctuary for the suicidal.**

Provides a safe place for those in suicidal crisis. It gives people the opportunity to stay in a calm, safe and relaxed environment, and to talk through their fears, thoughts and troubles without judgement. The service runs 24 hours a day, 365 days a year.

They also offer support over the telephone or by email for those in crisis as well as advice to those who are worried about a friend or family member.

**Telephone: 0207 263 7070.**

**Email: [maytree@maytree.org.uk](mailto:maytree@maytree.org.uk).**

**Website: [www.maytree.org.uk](http://www.maytree.org.uk).**

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# Advocacy



your voice your rights your choice

**The Advocacy Project** works with:

- people with learning disabilities;
- people with mental health issues;
- older people and people with dementia; and
- children and young people.

**The Advocacy Project** is a London based charity specialising in **Advocacy** and **User Involvement**. With a long tradition of working with adults and older people, we have now extended our scope and are undertaking invaluable work with children and young people with mental health issues and eating disorders.

The Advocacy Project ensures that people have meaningful choice over what happens in their lives. 40% of The Advocacy Project staff have "lived experience" of learning disabilities and mental health issues.

The Advocacy Project provides **free, independent** and **confidential** mental health advocacy to people living in Westminster and Kensington & Chelsea.

**Advocates can help you with:**

**Speaking up** – Advocates can support you to plan for meetings, draft letters, communicate with professionals and raise issues. They can accompany you to meetings about your care and treatment and speak on your behalf.

**Exploring options** – Advocates can discuss your problems or concerns, helping you to identify and explore your options.

**Providing information** – Advocates can provide information on your legal rights, the services available to you and how you can access them. They can support you to access specialist help, such as solicitors or benefits advisers.

**Making complaints** – Advocates can support you to comment or complain about the services you receive.

**The Advocacy Project also provides Independent Mental Health Advocates (IMHA)** for people in hospital. Advocates work at St. Charles hospital, the Gordon hospital and Woodfield Road, as well as in the community.

**Telephone: 0208 969 3000.**

**Address: The Advocacy Project, 73 St. Charles Square. London W10 6EJ.**

**Email: [info@advocacyproject.org.uk](mailto:info@advocacyproject.org.uk)**

**Website: [www.advocacyproject.org.uk](http://www.advocacyproject.org.uk) Twitter: [@TAPadvocacy](https://twitter.com/TAPadvocacy)**

## **Alcohol and drug service**

### **Alcoholics Anonymous (AA)**

Alcoholics Anonymous is a 12-Step recovery program that helps people stop the use of alcohol. It is open to all people. It is nonprofessional, self-supporting, multiracial, apolitical, and available almost everywhere. There is no age limit and there are no fees for AA membership. When you call, you will be offered support to attend meetings.

There are several AA meetings in Kensington & Chelsea and Westminster.

London helpline: **0207 407 0700 (Daily 10am to 10pm).**

National helpline: **0800 917 7650 (Free, 24 hours).**

Email **help@alcoholics-anonymous.org.uk**

Website: **www.alcoholics-anonymous.org.uk**

### **Dual Recovery Anonymous (DRA)**

Dual Recovery Anonymous is a 12-step self-help programme that is based on the principles of the 12 Steps and the recovery experiences of men and women who have a dual diagnosis of emotional/psychiatric illness & alcohol or drug dependency.

The DRA programme helps recovery by focusing on relapse prevention and actively improving the quality of people's lives. There are two requirements for membership:

1. A desire to stop using alcohol or other intoxicating drugs.
2. A desire to manage an emotional or psychiatric illness in a healthy and constructive way.

Address: **Hinde Street, Room 3, Methodist Church, 19 Thayer Street, W1U 2QJ.**  
(Meeting every Monday 1pm - 2pm).

Telephone: **07545 990335 or 07532 156281.**

Email: **admin@dualrecoveryanonymous.org**

Website: **www.dualrecoveryanonymous.org**

### **Build On Belief (BOB)**

Provides a socially-based service for people with drug or alcohol issues. BOB's Place is run by volunteers in recovery. Available activities include: food, movies, games, yoga, badminton, gym access, music workshop, needle exchange, 1-1 support, assessments and referral for alternative therapies.

The services are available at various locations and times. Please contact Liam Harte or visit website for further information.

Contact: **07739 796 045 (Liam Harte).**

Address: **Acorn Hall, 1 East Row, London W10 5AR.** (Sat & Sun 2—5 pm).

Email: **liamharte@buildonbelief.org.uk**

Website: **www.buildonbelief.org.uk**

## Club Drug Clinic

The Club Drug Clinic is an innovative service for adult clubbers and LGBT people who have developed problems with a range of 'club drugs', including: crystal meth, cocaine, ketamine, MDMA, mephedrone, GHB/GBL, and 'legal highs'.

- Counselling and one-to-one support;
- Access to detoxification and health checks;
- Access to day and residential rehabilitation;
- Access to psychological services;
- Mutual aid groups and peer support;
- Family support/ Family therapy services;
- Sexual health advice;
- Testing and treatment for HIV, Hepatitis A, B & C;
- Access to education, training and employment;

Open: **Monday, Wednesday, Friday 9.30am - 5pm; Tuesday 9.30am - 7pm.**

Address: **69 Warwick Road, Earls Court, London, SW5 9HB.**

Telephone: **0203 315 5800.**

Email: **clubdrugclinic.cnwl@nhs.net**

website: **www.cnwl.nhs.uk/services/addictions-and-substance-misuse-services/club-drug-clinic-2/**

## Befriending

### Community Support & Befriending.

This service offers companionship to people who are lonely and isolated, have mental health problems and live in Westminster. They can provide escorts to and from appointments and help people to deal with paperwork and forms.

The befrienders are not mental health professionals but trained befrienders who have an awareness of mental distress and a commitment to enablement and empowerment.

They can offer support with shopping, cooking, laundry or other jobs around the home. They can also go out with you to the cinema, theatre, for meals and walks.

Address: **The Basement, Hopkinson House, Osbert St, SW1P 2QU.**

Telephone: **0207 259 8123**

Email: **communitybefriending@wwmind.org.uk**

website: **www.wwmind.org.uk**

### Octavia Foundation - Outreach for people over the age of 50

Provides an outreach and befriending service, for vulnerable adults over the age of 50 who live in Westminster and Kensington and Chelsea. The service is designed to encourage and support independence and to reduce isolation. The outreach service connects older people with community hubs and helps people to:

- Find new activities within the community;
- Stay healthy;
- Meet new people;
- Get help within the home;
- Access additional advice and support services.

Address: **Octavia Housing, Emily House, 202-208 Kensal Road, W10 5BN.**

Telephone: **0208 354 5500 (ask for Befriending and Outreach Services)**

Email/: **info@octaviafoundation.org.uk**

Website: **www.octaviafoundation.org.uk**

## ***BME (Black and Ethnic Minority)***

### **Oremi.**

Oremi is for African and Caribbean people and Arabic speakers who may be in need of mental health support services, in Westminster. It helps people who are isolated and find it difficult to use conventional mental health services. Oremi offers:

- A drop-in with the use of resources and a spacious cafe;
- An outreach service, which visits people at home and in hospital;
- Access to advice and information by telephone or by visiting the drop-in;
- Men's and Women's support groups which focus on recovery through setting and achieving goals, making improvements in their relationships or beginning education or employment;
- Support for families;

Service users can either be referred by professionals or family/friends or self-refer by contacting the service by phone or in writing:

Contact: **Jenny Webb (Team Leader)**

Address: **Oremi Centre, Unit 3, Trellick Towers, Golbourne Road, W10 5PA.**

Telephone: **0208 964 0033**

Email: **jenny.webb@hestia.org**

## ***Community, Social, Creative and Spiritual Groups***

### **All Rainbow Colours Club.**

The All Rainbow Colours Club is a free social club for mental health service users, their friends and carers. The club provides monthly live entertainment and food, and everything is free. Activities include live music, dancing and creative activities.

Address: **Basement, Hopkinson House 6 Osbert street SW1P 2QU.**

First Friday of every month, 4.30-7.30pm. Membership required but you can join on the day.

Telephone: **0207 259 8125**

Email: **community@wwmind.org.uk**

### **Thrive—using gardening to change lives.**

Thrive is a charity that uses gardening to bring about positive change to those experiencing ill health, isolation or who are vulnerable. Gardens can be peaceful and restorative and can provide a place for rehabilitation and recovery.

Thrive's horticultural therapists take an individual yet structured approach. They build a set of activities for each client gardener to improve their particular health needs and to work on goals they want to achieve. Thrive can accept referrals from GPs, local charity or authority organisations, family members or self referrals. Please give them a call or visit their website for more information.

Address: **Thrive Battersea Garden Project, Battersea Park, SW11 4NJ**

Telephone: **0207 720 2212**

Website: **www.thrive.org.uk**

### Hearing Voices Network.

For people who hear voices, see visions, or have other unusual perceptions.

Research shows that there are many explanations for hearing voices. Many people begin to hear voices as a result of extreme stress or trauma.

The Hearing Voices Network offers information, support and understanding to people who hear voices and those who support them.

Hearing Voices Groups are for people who hear voices. They offer a safe and non-judgemental space where people who hear, see or sense things that other people don't, can feel accepted, valued and understood. The groups are user-centred and user led.

Some groups have open sessions that welcome family members and/or supporters too.

Hearing Voices Groups are based firmly on an ethos of self help, mutual respect and empathy. They provide a safe space for people to share their experiences and support one another.

Website: **[www.hearing-voices.org](http://www.hearing-voices.org)**

To find a group:

**[www.hearing-voices.org/hearing-voices-groups/find-a-group/](http://www.hearing-voices.org/hearing-voices-groups/find-a-group/)**

### Bipolar UK.

Bipolar UK is the national charity dedicated to supporting individuals with bipolar, their families and carers.

They provide a range of support services including Support & Advice, Support Groups, a moderated 24/7 web-based peer support forum, a Mentoring Service, Youth Service (18 to 25) and Workplace Training.

Telephone: **0333 323 3880**

Email: **[info@bipolaruk.org](mailto:info@bipolaruk.org)**

Website: **[www.bipolaruk.org](http://www.bipolaruk.org)**

#### The Central London Group:

Address: **Chapter 1 (Xenia Conferencing), 2 Secker Street, SE1 8UF.**

Time: **1st & 4th Monday of the month, 5.45pm - 7.45pm.**

#### The Central London Youth Group

(for people aged 18-25):

Address: **11 Belgrave Road, SW1V 1RB**

Telephone: **0333 323 4459**

Time: **3rd Tuesday of the month 6pm - 8pm**

Website: **[www.bipolaruk.org/youth](http://www.bipolaruk.org/youth)**

### West London Friends in Need, Depression Alliance.

West London Friends in Need organise weekly meetings as well as other social activities. They also have online support.

It is open to anyone over the age of 18 who lives with depression and/or anxiety. Please call and leave a message or visit their website:

Telephone: **0203 011 0433**

Website: **[www.friendsinneed.co.uk](http://www.friendsinneed.co.uk)**



## Social Anxiety Self Help Group (SASH).

The SASH group is a self-help support group for people suffering from social anxiety/social phobia.

The SASH group is a safe space where socially anxious people can meet, share their experiences and spend some constructive time working through their anxieties and fears.

They use a "facilitated self-help" format, and the facilitators know social anxiety from personal experience. The SASH group is a drop-in and does not have any attendance requirements.

The group meets weekly on Monday nights from 7pm to 9pm

Address: **The Open Centre, 188 Old Street, EC1V 9FR**

Email: **info@sashgroup.org**

Therapy group email: **therapygroup@sashgroup.org**

website: **www.sashgroup.org**

The group is run by volunteers and does not have any sponsoring organisation behind it, so the fee for attending a meeting is £10 and £8 for students/unemployed.

## West London Buddhist Centre.

West London Buddhist Centre is accessible to all, regardless of religion.

They offer classes, courses and workshops in mindfulness, Buddhism, meditation, yoga and Qigong. They also hold regular concerts, poetry readings, literary events and talks.

Address: **West London Buddhist Centre, Royal Oak House, 45a Porchester Rd, W2 5DP**

Telephone: **0207 727 9382**

Website:  
**www.westlondonbuddhistcentre.com**

Opening Hours: **Monday-Friday: 10.30am-7pm Saturday: 9.30am - 2pm**

## The Dragon Cafe.

The Dragon Cafe provides a simple, affordable, healthy menu each week, and a wide range of creative and well-being activities, all of which are free and open to all.

No enrolment is required, just turn up and take part, as much or as little as you like.

For more information about what's on or about the project please visit their website.

Open every Monday (but only on a Monday) from 12pm to 8.30pm.

Address: **Crypt of St George the Martyr Church, Borough High St, SE1 1JA. (opposite Borough tube station)**

Website: **www.dragoncafe.co.uk**

## Portugal Prints

Portugal Prints promotes positive mental health and wellbeing through the creative arts, work experience and learning. They offer a holistic support program: creative arts workshops, therapeutic groups, commercial design/work experience, education, gallery visits, training, and work opportunities. They work with many organisations in the arts and offer a variety of activities and outings, for example the Royal Academy of Arts, Tate, Westminster Adult Education Service and the V&A.

They welcome referrals all year round from anyone over 18 living in any of the London Boroughs. You can be referred by your psychiatrist, GP or any other community mental health professional - they also support self-referrals.

*You can go along for anything between half a day and 3 days per week.  
They are open from 10am-12.15pm or 1.15pm-3.30pm, Tuesday to Friday.  
Please contact Portugal Prints for further information.*

Address: **Portugal Prints Studio, Arlington House, 220 Arlington Road, Camden, NW1 7HE**

Telephone: **0207 267 7809**

Email: **pp@wwmind.org.uk**

Website: **www.wwmind.org.uk**

## CoolTan Arts

CoolTan Arts is an organisation run by and for adults who have experienced mental distress. It offers a variety of creative workshops including: visual arts, textiles, digital arts, poetry, creative writing, cooking and web design. CoolTan also runs an award-winning Self Advocacy programme.

CoolTan's art gallery is open to the public, as are their series of monthly walking tours – the 'Largactyl Shuffle' & 'CoolWalks' projects. There is a car park, and a lift to their offices and gallery space. Prices for workshops vary.

Address: **CoolTan, Third Floor, 224-236 Walworth Road, SE17 1JE**

Telephone: **0207 701 2696**

Email: **info@cooltanarts.org.uk**

Website: **www.cooltanarts.org.uk**

## Core Arts

Core Arts is a hub of creative learning in the heart of Hackney, offering access to workshops under 5 departments: arts, music, multimedia, inclusive sports and horticulture. They exist to promote the artistic and creative abilities of people who experience severe and enduring mental health issues. They welcome people of all abilities and are responsive to individuals' skills, drive and imagination and celebrate talent through exhibitions, performances and events.

There is a tour every Friday at 12pm. The cost for half a day access is £35 or £50 for a full day access, available up to 4 days a week.

Contact: **ecubitt@corearts.co.uk (Emily)**

Address: **Core Arts, 1 St Barnabas Terrace, London E9 6DJ**

Telephone: **0208 533 3500**

Website: **www.corearts.co.uk**

## Counselling and Therapy

### Westminster Psychotherapy.

After an initial assessment, they may offer longer-term therapy – weekly sessions of either individual psychotherapy or group psychotherapy. If the service is not appropriate they may make a referral to an alternative service. To book an assessment to see if this service is for you, please either contact your GP or care coordinator and ask for psychotherapy.

Address: **Psychotherapy Service, Gordon Hospital, Bloomburg Street, SW1V 2RH.**

Telephone: **0203 315 8714**

### Parkside Clinic – K&C Adult Psychotherapy.

After an initial assessment, group or individual therapy may be offered depending on need and availability. The following therapies are available: individual psychotherapy, group psychotherapy, cognitive behavioural therapy (CBT), cognitive analytic therapy (CAT), or family therapy.

Please note that there is a time limit on the therapy.

Call Single Point of Access (SPA) to get a referral or, see your GP who can refer you.

Address: **Parkside Clinic, 63-65 Lancaster Road, W11 1QG**

Telephone: **0208 383 6123**

### CNWL Talking Therapy Service, Westminster.

Provides talking therapy and self-help courses for people with common mental health difficulties such as stress, worry and depression.

The service is available to adults (over 18) who live in Westminster or who are registered with a Westminster GP. The appointments take place in different locations and in some GP surgeries. You can ask your GP to refer you or make a self-referral. It is a free, confidential NHS service.

Address: **Westminster IAPT Service, 11 Praed Street, W2 1NJ**

Address: **190 Vauxhall Bridge Road SW1V 1DX**

Telephone: **0303 333 0000**

Email: **westminster.iapt@nhs.net**

Website: **www.cnwltalkingtherapies.org.uk**

### Take Time to Talk

(Primary Care Mental Health Services)

Provides talking therapy and self-help courses for people with common mental health difficulties such as stress, anxiety and depression.

This free, confidential NHS service is available to adults (over 16) who are registered with a Kensington & Chelsea GP or Queens Park and Paddington, Westminster GP. You can refer yourself on the website/phone or be referred by your GP or a health and social care worker.

Address: **St Charles Centre for Health & Wellbeing, Exmoor Street W10 6DZ**

Telephone: **0208 206 8700**

Address: **15 Gertrude Street SW10 0JN**

Email: **take-time-to-talk@nhs.net**

website: **www.take-time-to-talk.com**

### Arbours

The Arbours Association is based in North London and provides a psychotherapy service to those experiencing emotional difficulties.

They also have two therapeutic communities in North London, housing a total of sixteen people across both communities.

Please see their website or call for further information.

Telephone: **0208 340 7646**

Website:  
**www.arboursassociation.org**

### **Wandsworth and Westminster Mind - Westminster Talking Therapies Wellbeing Service.**

The service provides confidential Psychological Therapy services for people experiencing mild to moderate depression and anxiety. All adults registered with a Westminster GP or residing in Westminster are eligible

Address: **The Basement, Hopkinson House, 6 Osbert Street, SW1V 2QU**

Telephone: **0207 259 8134**

Email: **talkingtherapies@wwmind.org.uk**

### **Waterview Personality Disorder Service.**

Aims to help people who have been given a diagnosis of personality disorder and who have long-standing emotional and interpersonal problems. People may have been given a formal diagnosis of personality disorder, or have no clear diagnosis but significant problems related to interpersonal difficulties.

The service is specifically designed for people with self-harming behaviour and chaotic or unstable relationships, people who struggle to manage strong feelings, and people who have a history of using A&E or inpatient mental health services at times of crisis.

You can access this service through a referral by any registered mental health professional (but not those from primary care). No out of area referrals accepted.

Address: **7A Woodfield road, W9 2NW.**

Telephone: **0207 266 9550**

Website: **www.cnwl.nhs.uk/service/waterview-services**

Email: **waterview.cnwl@nhs.net**

### **Survivors UK – for men affected by rape or sexual abuse.**

Offers individual counselling, group work and helpline services from their base in Shadwell, London E1, for men (over 18) who have experienced sexual violation at any time in their lives. Self-referrals only.

Address: **11 Sovereign Close, E1W 3HW.** Telephone: **0203 598 3898**

Text (SMS): **0203 3221860**

WhatsApp: **07491816064**

Email: **info@survivorsuk.org**

Website: **www.survivorsuk.org**

Webchat: **Click on 'Chat' icon on right side of website**

### **HELP Counselling Centre.**

HELP Counselling Centre provides short & long-term counselling based on an affordable, sliding scale for people who need support in negotiating a crisis as well as for those who wish to consider their life patterns and choices.

Address: **57 Portobello Rd, W11 3DB**

Telephone: **0207 221 9974**

Email: **info@helpcounsellingcentre.com**

Website: **www.helpcounselling.com**

### **Women's Trust - Domestic Violence Counselling & Support Services.**

A registered London charity providing free confidential support, counselling and workshops to women affected by domestic violence, whether in the past or present.

Telephone: **0207 034 0303/0304**

Email: **admin@womanstrust.org.uk**

Website: **www.womanstrust.org.uk**

## Solace Women's Aid - for women affected by domestic & sexual violence

Solace Women's Aid exists to bring to an end the harm done through domestic and sexual violence to all survivors, and in particular women and children. Their work is holistic and empowering, working alongside survivors to achieve independent lives free from abuse.

- Advice & Advocacy Support;
- Counselling;
- Family And Children's Services;
- Irish & Irish Traveller Outreach;
- Legal Services;
- Refuges;
- Sexual Violence Services (Rape Crisis);
- The Ascent Project.

Tel: **0808 802 5565**

Address: **Unit 5-7, Blenheim Court, 62 Brewery Road, N7 9NY**

Email: **advice@solacewomensaid.org** Website: **www.solacewomensaid.org**

## Employment, Volunteering and Education

### Nova New Opportunities

NOVA provides courses in Maths, English and ICT and offers support into volunteering.

They offer advice and support and work together to achieve personal goals. Their courses lead to nationally recognised qualifications that can unlock further study and job opportunities.

Open to everyone.

Address: **Nova New Opportunities, 2 Thorpe Close, W10 5XL.**

Telephone: **0208 960 2488**

Email: **admin@novanew.org.uk**

Website: **www.novanew.org.uk**

### SMART

Offers a range of supported work and training opportunities to build both practical & personal skills that may lead on to further employment.

Referrals to SMART must come either from your doctor or your care coordinator. The exception to this are the social events where you can refer yourself.

Opening hours: 10am – 4pm, 7 days per week, & 6pm to 9pm on Mons, Weds and Thurs.

Address: **The Basement, 15 Gertrude Street, SW10 0JN.**

Telephone: **0207 368 7502 (José Veiga)**

Email: **info@smartlondon.org.uk**

**jose.veiga@smartlondon.org.uk**

Website: **www.smartlondon.org.uk**

### Remploy.

Remploy is an organisation that supports disabled people to find sustainable employment and provides ongoing support whilst in work.

They also offer online support.

Please see their website for further information.

Address: **Delta House, 4–10 North Road, N7 9EY.**

Telephone: **0300 456 8035**

Website: **www.remploy.co.uk**

### Paddington Library

Paddington Library has a wide range of books, talking books, newspapers & magazines, music and DVDs.

Computers are available.

They host a Readers Group, a Writers' Group, Employment Advice sessions and Jobseeker & 'Business Start-up' Drop-Ins.

Address: **Porchester Road, W2 5DU.**

Telephone: **0207 641 6200**

Website: **www.westminster.gov.uk/paddington-library**

### **Support 4 Volunteering (Wandsworth & Westminster Mind)**

Supports people living in Westminster affected by mental ill health, to rebuild their skills and confidence through volunteering opportunities. They help you to identify what kind of volunteering you would like to do and then help you to do it. They can help with form filling, writing CVs, interviews and appointments.

Address: **The Basement, Hopkinson House, 6 Osbert Street, SW1P 2QU.**

Telephone: **0207 259 8100**

Email: **support4volunteering@wwmind.org.uk**

Website: **www.wwmind.org.uk**

### **Recovery College**

Offers students a range of courses, seminars & workshops which are co-designed and co-delivered by Peer Recovery Trainers (people with lived experience of mental health issues) and mental health practitioners. The CNWL Recovery College aims to:

- Offer support for people who use CNWL mental health services and enable them to become experts in their own self care;
- Enable family, friends, carers and CNWL staff to better understand mental health conditions and support people in their personal recovery journeys.

Address: **Stephenson House, 75 Hampstead Road, NW1 2PL.**

Telephone: **0203 214 5686**

Email: **recoverycollege.cnwl@nhs.net**

Website: **www.cnwl.nhs.uk/recovery-college**

## ***Exercise and Health***

### **Munro Health**

Munro Health Co-op Ltd is a charity that provides low cost complementary therapies and counselling to groups or individuals. They cover Westminster and the surrounding area. Appointment only.

- Acupuncture;
- Homeopathy;
- Massage;
- Reflexology;
- Reiki; and
- Shiatsu.

Address: **Office 4, Canalside House, 383 Ladbroke Grove, W10 5AA**

Telephone: **0208 969 6799** (Leave a message, they will call you back)

Email: **munrohealthcoop@yahoo.co.uk**

## Porchester Centre

Indoor sports centre with:

- 2 swimming pools;
- 2 squash courts;
- Fitness & weights gym; and
- Exercise classes.

A spa where treatments include:

- 2 Russian steam rooms;
- 3 Turkish hot rooms;
- Fin log sauna;
- Ice cold plunge pool; and
- Relaxation lounge.

There are two disabled persons' changing rooms on site with showers, toilets and changing area. One is for swimmers and the other for dry activities.

There is wheelchair access, a poolside hoist and disabled chair lift in the gym.

Address: **Queensway, W2 5HS**

Telephone: **0207 792 2919**

Website: **[www.everyoneactive.com/centre/porchester-centre/](http://www.everyoneactive.com/centre/porchester-centre/)**

## Health walks (RBKC Leisure Services)

Health walks are a great way to meet new people and improve your fitness. They meet for about an hour walk with a break for drinks.

The walks take place Monday to Friday between 10.30am – 12pm at different locations.

Please telephone for more information:

Telephone: **0207 938 8182**

Email: **[sportandleisure@rbkc.gov.uk](mailto:sportandleisure@rbkc.gov.uk)**

Website: **Type 'RBKC Health Walks' into a search engine, such as Google, for info on walks.**

## Westway Sports & Fitness

(Formerly Portobello Green)

Offers a range of health and leisure facilities including:

- a large gym;
- saunas;
- steam rooms;
- squash courts; and
- a range of tanning facilities.

They also offer a range of classes, including: Yoga, Pilates, Spinning, Kickboxing, Capoeira, Aerobics, and Step.

Address: **3-5 Thorpe Close, W10 5XL**

Telephone: **0208 960 2221** or **0333 005 0443**

Email: **[westwayclubinfo@everyoneactive.com](mailto:westwayclubinfo@everyoneactive.com)**

Website: **[www.everyoneactive.com](http://www.everyoneactive.com)**

## Westway Women's World (WWW) Project

A supportive & fun exercise programme for women and girls resident in Kensington and Chelsea (RBKC), aged 14 and over.

They help women of all ages, shapes, race, size and religious backgrounds make positive fitness choices and lead fulfilled and healthy lifestyles.

The project promotes Fitness, Health and Wellbeing and provides workshops and opportunities for social interaction (making friends), as well as sports.

They can also help you build practical skills, improve your confidence, and find other opportunities such as learning or training.

Events take place in different venues in RBKC.

Telephone: **0208 960 2221** or **0333 005 0443**

## Food Banks

The Food Banks provides three days of nutritionally balanced food and support to those experiencing financial crisis. Please note that you need to obtain a voucher.

### Kensington and Chelsea residents.

Please note that the Kensington and Chelsea foodbank at St Lukes is closing on the 23rd December 2016. The Hammersmith and Fulham food bank is temporarily available to Kensington and Chelsea residents until a new food bank is opened.

To obtain a voucher please contact your social services team or alternatively the Citizens Advice Bureau:

**Kensington Citizens Advice Bureau** 2 Acklam Road, W10 5QZ

Telephone: **0300 330 1174**

**Chelsea Citizens Advice Bureau** Old Town Hall, Kings Road, SW3 5EE

Telephone: **0300 330 1174**

### Hammersmith and Fulham Food Bank

Please contact the voucher provider for the nearest foodbank in Hammersmith & Fulham:

Tel: **0207 731 3693**

Website: **[www.hammersmithfulham.foodbank.org.uk](http://www.hammersmithfulham.foodbank.org.uk)**

### Westminster residents.

Please contact Westminster Citizens Advice Bureau, Cardinal Hume Centre for Pimlico Hub or Beethoven Centre to discuss your situation and where appropriate they will provide a voucher.

**Westminster Citizens Advice Bureau** - 21a Conduit Place London, W2 1HS.

Telephone: **0300 330 1191**

**Pimlico Hub** - they provide housing & benefits advice as well as a Foodbank.

Address: **St Gabriel's Church Hall, Glasgow Terrace, off Lupus Street, SW1V 3AA** Opening hours: Mondays only 10am - 12.30pm

**The Cardinal Hume Centre** - Medway Street, SW1P 2BG

Opening hours: 9.15-1.00 & 2.00-4.30 (Mon, Tues & Thurs),

9.15-1.00 & 2.00-7.00 (Wed), 12.30-4.30 (Fri)

Telephone: **0207 227 1673** Email: **[gateway@cardinalhumecentre.org.uk](mailto:gateway@cardinalhumecentre.org.uk)**

**Beethoven Centre** - 3rd Avenue, W10 4JL - for residents living in W2, W9 or W10

Opening hours: Mon to Fri 9am - 5pm. Telephone: **0208 8251067**.

**Westminster Foodbank** - Westminster Chapel, Buckingham Gate, SW1E 6BS

Opening hours: Monday, 2-4pm, Thursdays, 11am -1pm.

Telephone: **0207 834 1731 ext235** Email: **[foodbank@westminsterchapel.org.uk](mailto:foodbank@westminsterchapel.org.uk)**

Website: **[www.westminsterchapel.org.uk/ministries/foodbank](http://www.westminsterchapel.org.uk/ministries/foodbank)**

**North Paddington Food Bank** - WECH Community Centre, Athens Gardens, W9 3RS

Opening hours: Wednesdays 9.30am to 12.30pm.

Email: **[info@npfoodbank.org.uk](mailto:info@npfoodbank.org.uk)** Telephone: **0207 266 3347**.



## Housing

### Kensington & Chelsea - Housing and Homelessness Team

For concerns relating to housing in Kensington and Chelsea please contact the Housing and Homelessness Assessment Team.

Drop in: 9am to 4.30pm Monday to Friday

Please bring proof of ID & any documents relating to the issue.

Address: **Level 2, Kensington Town Hall, Horton Street, W8 7NX.**

Telephone: **0207 361 3008.**

Emergency Out of Hours:  
**0207 361 3008.**

Email: **housing@rbkc.gov.uk**

Website: **www.rbkc.gov.uk/housing/housing**

### Supported Housing Services at Wandsworth and Westminster Mind

Provides self contained and shared accommodation throughout Westminster with regular visiting support to help people better manage their mental health, their medication, their money, to develop their self-confidence, their social contacts, to get into work and training and eventually to move on to their own accommodation.

Referrals are accepted through secondary care.

Address: **The Basement, Hopkinson House. 6 Osbert Street. SW1P 2QU.**

Telephone: **0207 259 8132.**

Email: **housing@wwmind.org.uk**

Website: **www.wwmind.org.uk/supported-housing.asp**

### Housing Options Service (Westminster)

For housing advice and information about making an application for housing, homelessness prevention & Choice Based Lettings queries in Westminster.

Address: **101 Orchardson Street London NW8 8EA.**

Telephone: **0207 641 1000.**  
**Phone line open (9am–5 pm).**  
**(Monday to Friday 10am to 4pm)**

Email: **hoscustomerserices@wccchos.org.uk**

Website: **www.westminster.gov.uk/housing**

### The Passage - Day Centre & Passage House

The aim of The Passage is to provide homeless people with support to transform their own lives.

The Passage runs London's largest voluntary sector day centre for homeless and vulnerable people.

The Day Centre is for homeless people with a local connection to Westminster and who are rough- sleeping in the area.

It provides advice on: emergency night shelters, hostels, benefits, identification documents, for filling, debt counselling, basic literacy & numeracy, computer training, CV preparation, vocational guidance, job searches.

Passage House is a hostel.

Address: **St Vincent's Centre, Carlisle Place, SW1P 1NL.**

**Day centre is open 8am–5pm, Mon–Fri, and is open to all**

Telephone: **0207 592 1850**

Email: **info@passage.org.uk**

Website: **www.passage.org.uk**

### The Connection at St Martin in the Fields

Offers the following services:

- Street outreach;
- Generally for rough sleepers;
- Day centre services - for young people 16-25 and for people over 26;
- A night centre;
- Specialist advice and counselling services;
- Employment and training programme;
- Resettlement support;
- A 16-bed supported housing scheme.

Address: **12 Adelaide St, WC2N 4HW**

Telephone: **0207 766 5544**

Email: **info@cstm.org.uk**

Website: **www.connection-at-stmartins.org.uk**

### West London Day Centre

West London Day Centre offers support and advice to homeless people aged 25 and over.

Drop-in services include: canteen, laundry, showers, TV, luggage store, advice and referral, assessment, clothing, benefits advice, drug and alcohol support, counselling and job club.

Group work activities are available including: allotment, music and art.

Address: **134-136 Seymour Place, W1H 1NT**

Drop-in: **Monday - Friday 9am -11:30am drop-in**

Telephone: **0207 569 5900**

Website: **www.wlm.org.uk/wldc**

## Learning Disabilities



your voice your rights your choice

### Dual-Diagnosis User Involvement Project

**Speak up Speak Out** is a group for people with learning disabilities and a mental health need in Westminster. The Advocacy Project believes that people with learning disabilities have the right to use the same services as people without learning disabilities. Members attend speaking-up groups to discuss their experiences, and their views are fed back to mental health services. The members also do presentations and awareness training for professionals and undertake mystery shopping, to help improve mental health services for people with learning disabilities.

Address: **73 St. Charles Square. London W10 6EJ**

Telephone: **0208 969 3000**

Email: **info@advocacyproject.org.uk**

Website: **www.advocacyproject.org.uk**

## **LGBT (Lesbian, Gay, Bisexual, Transgender)**

### **Opening Doors (for people aged 50 and over)**

Opening Doors London (ODL) is aimed at men and women who identify as LGBT (Lesbian, Gay, Bisexual and Transgender) and are over the age of 50. They offer regular social activities, telephone information, a signposting service and a befriending service. They have members from across London and beyond.

Address: **Opening Doors London, Tavis House, 1-6 Tavistock Square WC1H 9NA**

Telephone: **0207 239 0400**

Email: **info@openingdoorslondon.org.uk**

Website: **www.openingdoorslondon.org.uk**

### **Stonewall Housing**

Stonewall Housing is the specialist lesbian, gay, bisexual and transgender (LGBT) housing advice and support service. They provide housing support for LGBT people in their own homes, supported housing for young LGBT people, as well as free, confidential housing advice for LGBT people of all ages. They also research and lobby for LGBT housing rights, so that all LGBT people can feel safe in their homes.

Address: **2A Leroy House, 436 Essex Road, London N1 3QP**

Advice line: **0207 359 5767 (10am – 1pm, 2pm - 5pm)**

Telephone: **0207 359 6242**

Email: **info@stonewallhousing.org**

Website: **www.stonewallhousing.org**

### **ELOP – East London Out Project**

ELOP is a holistic lesbian and gay centre that offers a range of social, emotional and support services to LGBT communities, and their core services include counselling and young people's services. They also offer training and consultancy for fellow professionals and those seeking to enhance their understanding of issues facing LGBT communities.

- Community Safety and Victim Care Services;
- Counselling;
- LGBT Community Activities, Events & Workshops;
- Sexual Health Promotion;
- Support and Advocacy;
- Training, Consultancy,
- Research and Representation;
- Young People's Services 'Youth Out East'; and
- Volunteering Opportunities and Student Placements.

Address: **56-60 Grove Road, Walthamstow, London, E17 9BN**

Opening times: **9am—9.45pm on Mon - Thurs, 9am-5pm on Fri**

Telephone: **0208 509 3898**

Email: **info@elop.org** Website: **www.elop.org**

## Money matters - Benefits and Debt advice

### Westminster Citizens Advice Bureau

Provides information and free, independent and confidential advice for the citizens of Westminster, on a wide variety of subjects including:

- welfare benefits,
- debt;
- housing;
- employment;
- consumer matters;
- immigration & nationality, relationships & family, and taxes.

Address: **21a Conduit Place  
London W2 1HS**

Telephone: **0300 330 1191**

Website: **[www.westminstercab.org.uk](http://www.westminstercab.org.uk)**

### City Save

A membership scheme for Westminster residents. It's free to join and offers local discounts and savings. (The scheme replaces ResCard). Sign up on the Westminster City Save website and receive a membership card in the post within 15 days. You can also fill out a form at your local library.

Telephone: **0207 641 6000**

Email: **[citysave@westminster.gov.uk](mailto:citysave@westminster.gov.uk)**

Website: **[www.citysave.westminster.gov.uk](http://www.citysave.westminster.gov.uk)**

'Like' City Save on Facebook to see latest City Save offers and updates:

**[Facebook.com/citywestminster](https://www.facebook.com/citywestminster)**

### Kensington Citizens Advice Bureau

As a general advice agency they aim to assist with any enquiry.

To get advice you can call in in person, telephone or write. Alternatively a social worker or other professional may refer you to one of their specialist units.

This Citizens Advice Bureau can only provide a full service to people who live, work, or study in the borough of Kensington & Chelsea.

Address: **2 Acklam Road W10 5QZ**

Telephone: **0300 330 1174**

Website: **[www.citizensadvice.org.uk/local/kensington-chelsea/](http://www.citizensadvice.org.uk/local/kensington-chelsea/)**

### Chelsea Citizens Advice Bureau

The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including: debt, benefits, housing, legal issues, discrimination, employment, immigration, and consumer rights.

The Chelsea Citizens Advice Bureau can only provide a full service to people who live, work, or study in the borough of Kensington & Chelsea.

Address: **Old Town Hall, Kings Road SW3 5EE.**

Telephone: **0300 330 1174**

Website: **[www.citizensadvice.org.uk/local/kensington-chelsea/](http://www.citizensadvice.org.uk/local/kensington-chelsea/)**

## ***Older Adults***

### **Open Age**

Open Age works in different locations across Kensington & Chelsea and Westminster enabling older people, from the age of 50 to over 100 years of age, to sustain their physical and mental fitness, maintain active lifestyles and develop new interests. They also run a positive age employment programme.

The charity provides a wide range of activities to enable older people to develop new skills and encourages social interaction, thus helping reduce loneliness, isolation and depression. They also offer a service over the phone, including book groups, for those unable to leave their homes.

For more information please contact their switchboard - they will be able to give you a local contact. Alternatively visit their website.

Address: **St Charles Centre for Health & Wellbeing, Exmoor Street, W10 6DZ (Head office)**

Telephone: **0208 962 4141**

Email: **mail@openage.org.uk**

Website: **www.openage.org.uk**

## ***Physical Disability***

### **Action Disability Kensington and Chelsea (ADKC).**

This is a user-led group for all adults with physical disabilities up to retirement age. You can become a member of ADKC if you:

- live or work in the Royal Borough of Kensington and Chelsea;
- are of "working-age"; and
- have a physical or sensory impairment, or a long-term physical health condition.

Being user-led, they have a high commitment to service users and will direct people to other organisations if they are not able to help.

They also have an ADKC resource centre which is fully accessible with meeting rooms and other activity groups. They run a chess club, an internet cafe, and also provide massage and therapies.

Address: **ADKC Centre, Centre for Independent Living, Whitstable House, Silchester Road, W10 6SB.**

Opening times: **9.30am – 5pm (Monday to Friday)**

Telephone: **0208 960 8888**

Minicom: **0208 964 8066**

Email: **adkc@adkc.org.uk**      Website: **www.adkc.org.uk**

## Useful websites

### [go4mentalhealth.com](http://go4mentalhealth.com)

This is a user-led website of mental health day services and activities in **Westminster**.

[go4mentalhealth.com](http://go4mentalhealth.com) gives information about all of the mental health services in Westminster. It's regularly updated so can provide you with all of the latest information about changes to services.

If you are a service user in Westminster and you have been thinking of taking up a hobby, doing some sport or meeting new people, take a look at [go4mentalhealth.com](http://go4mentalhealth.com) and you might find what you are looking for.

It includes an activities directory with details and links to over 70 projects and facilities in Westminster, from art workshops and fitness centres to reading groups and opportunities for further education. There is also general advice on diet and exercise, mood, drugs and alcohol, and steps to take in an emergency.

**Anti-stigma campaign:** [www.time-to-change.org.uk](http://www.time-to-change.org.uk)

**Anxiety:** [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

**Bipolar Disorder:** [www.bipolaruk.org](http://www.bipolaruk.org)

**Carers:** [www.carers-network.org.uk](http://www.carers-network.org.uk)

**Eating Disorders:** [www.b-eat.co.uk](http://www.b-eat.co.uk)

**Healthwatch:** [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

**Hearing Voices Network:** [www.hearing-voices.org](http://www.hearing-voices.org)

**Kensington and Chelsea Mind:** [www.kcmind.org.uk](http://www.kcmind.org.uk)

**LGBT Helpline:** [www.switchboard.lgbt](http://www.switchboard.lgbt)

**NHS:** [www.nhs.uk](http://www.nhs.uk)

**OCD (Obsessive Compulsive Disorder):** [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

**Open Dialogue:** [www.opendialogueapproach.co.uk](http://www.opendialogueapproach.co.uk)

**Relationships:** [www.relate.org.uk](http://www.relate.org.uk)

**User Involvement:** [www.nsun.org.uk](http://www.nsun.org.uk)

**Westminster & Wandsworth Mind:** [www.wwmind.org.uk](http://www.wwmind.org.uk)

**Young Minds:** [www.youngminds.org.uk](http://www.youngminds.org.uk)

**National Mental Health Charities:** [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

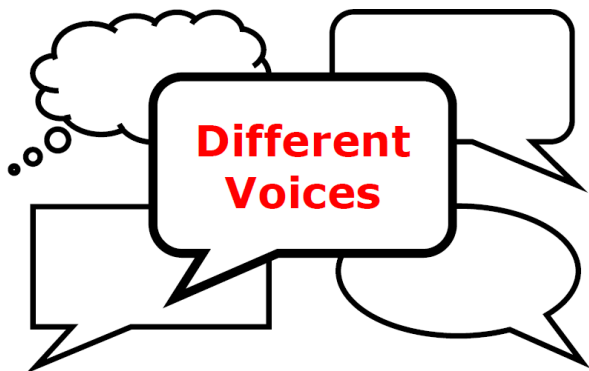
[www.mind.org.uk](http://www.mind.org.uk)

[www.rethink.org](http://www.rethink.org)

**Mental Health Research:** [www.researchintorecovery.com](http://www.researchintorecovery.com)

[www.sane.org.uk](http://www.sane.org.uk)

[www.mcpin.org](http://www.mcpin.org)



## What is **Different Voices** User Involvement?

**Different Voices** is an inpatient mental health user involvement initiative, run by **The Advocacy Project**. Our aim is to help people who use mental health services in Westminster and Kensington & Chelsea be involved in influencing, improving and shaping services.

### Want to have your say about hospital mental health services?

You can get involved in the following ways:

- Attend Patients' Forums and focus groups on the wards;
- Become a Service User Rep and attend Hospital Management Meetings;
- Sit on NHS Recruitment panels;
- Participate in NHS meetings, consultations and events;
- Hospital Co-production projects with CNWL NHS Trust;
- Contribute to Speakeasy Magazine;
- Participate in Inpatient Surveys;
- Join the Different Voices Group in the community.

We recognise that not all people wish to participate in groups or meetings. You can also be involved on a one-to-one basis to make sure your views are heard.

You can be involved in a way that suits you – you could be a short-term transient participant or a regular member. The Different Voices project is flexible so that you can participate according to your ability, interest and availability.

### Who can participate in Different Voices ?

Our project is for mental health service users in Kensington & Chelsea and Westminster, who want to have a say & improve hospital mental health services.

*Please contact the User Involvement Workers at The Advocacy Project:*

**Natasha & Cate.**

**0208 969 3000**

**[differentvoices@advocacyproject.org.uk](mailto:differentvoices@advocacyproject.org.uk)**



# The Advocacy Project