

# Kingston's mental health Directory

## Introduction

Kingston's **Online mental health Directory** contains details of organisations and services available to people living in Kingston. This includes local resources, as well as London-wide and national organisations.

This resource is for people who are experiencing distress because of specific **events/** situations as well as people who have particular **conditions**. It has information for adults as well as children and **young people** and also includes services available for certain **groups** e.g. black and minority ethnic groups.

You can either use the categories below to find the area you're interested in or use the contents list where everything is listed in alphabetical order.

## Categories

<p><b>1. Life Events</b></p> <p>Below are organisations which provide support for people experiencing distress as a result of a particular event</p>	
Bereavement	<p><i>Cruse Bereavement Care</i> .....</p> <p><i>Kingston Bereavement Service</i> .....</p> <p><i>Jigsaw, Moving Forward Together</i> .....</p> <p><i>Winston's Wish</i> .....</p>
Debt	<p><i>Kingston Citizens Advice Bureaux Service</i> .....</p>
Divorce/ Separation	<p><i>Mediation in Divorce</i> .....</p> <p><i>Phoenix Divorce Recovery</i> .....</p> <p><i>Richmond, Kingston and Hounslow Relate</i> .....</p> <p><i>Kingston Friends Mediation</i> .....</p>
Domestic violence	<p><i>Domestic Violence Helpline</i> .....</p> <p><i>Everyman Project</i> .....</p> <p><i>North Kingston Women's Aid – Kingston Refuge</i> .....</p> <p><i>Refuge</i> .....</p> <p><i>Women's Aid Federation of England</i> .....</p> <p><i>Domestic Violence One Stop Shop</i> .....</p>
Housing	<p><i>Kingston Churches Action on Homelessness</i> .....</p> <p><i>Kingston Council Housing Advice</i> .....</p>
Sexual abuse	<p><i>Survivors UK</i> .....</p>
Welfare Benefits Advice	<p><i>Benefits Enquiry Line for People with Disabilities</i> .....</p> <p><i>Kingston Citizens Advice Bureaux Service</i> .....</p>
Crime – Victims of	<p><i>Community Safety Unit - Metropolitan Police Service Kingston</i> .....</p> <p><i>Victim Support</i> .....</p>
Family Support	<p><i>Kingston Welcare</i> .....</p> <p><i>Home-Start Kingston upon Thames</i> .....</p> <p><i>Stillbirth and Neonatal Death Society (SANDS)</i> .....</p>

Directory last updated on 21/08/2006

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## 2. Support for people with Mental Health problems

Below are organisations which help People with mental health problems access services including employment education, benefits etc.

Advocacy	<i>Kingston Advocacy Group</i> .....
Employment, education and Volunteering	<i>Kingston Citizens Advice Bureaux Service</i> ..... <i>Kingston Volunteer Centre</i> ..... <i>Kingston Job Centre</i> ..... <i>Adult education</i> .....

## 3. Young People

General advice	<i>Young Livin'</i>
Bereavement	<i>Jigsaw, Moving Forward Together</i> ..... <i>Winston's Wish</i>
Self Harm	<i>National Self-Harm Network</i> .....

## 4. Conditions

Below are organisations which support for People with mental health problems and specific conditions. At the top are contact details for carers organisations.

Carers	<i>Carers UK</i> ..... <i>Kingston Carers' Network</i> .....
Mental health problems	<i>Community Mental Health Teams (CMHT)</i> ..... <i>Kingston Advocacy Group</i> ..... <i>MIND in Kingston</i> ..... <i>Rethink</i> .....
Anxiety	<i>No Panic</i> .....
Depression	<i>Depression Alliance</i> .....
Drug and alcohol	<i>Alcoholics Anonymous</i> ..... <i>Addiction Support and Care Agency - Kingston &amp; Richmond</i> ..... <i>Al-Anon Family Groups UK &amp; Eire</i> ..... <i>Drinkline</i> ..... <i>Families Anonymous</i> ..... <i>Kaleidoscope Project</i> ..... <i>Kingston Community Drugs and Alcohol Team</i> ..... <i>Release</i> .....
Eating disorders	<i>Eating Disorders Association</i> .....
Manic Depression /	<i>Manic Depression Fellowship</i> .....

Bipolar Disorder	
Panic / Phobias / Obsessive Compulsive Disorder	<i>No Panic</i> ..... <i>Triumph Over Phobia</i> .....
Self Harm	<i>National Self-Harm Network</i> .....
<b>5. Particular Groups of People / Needs</b>	
Below are organisations which provide support for people who may have particular needs	
People with disabilities	<i>Benefits Enquiry Line for People with Disabilities</i> ..... <i>Kingston Centre for Independent Living</i> ..... <i>Kingston Advocacy Group</i> .....
Minority ethnic groups	<i>Kingston racial equality council</i> ..... <i>Refugee Action Kingston</i> ..... <i>Commission for Racial Equality</i> ..... <i>Islamic Resource Centre</i> ..... <i>Muslim Women’s Helpline</i> ..... <i>Nafsiyat Inter-Cultural Therapy Centre</i> .....

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## **Contact Us**

We aim to keep the Resource Directory updated. However, please notify us if there is information on the site which needs to be changed.

Are there any details in the Resource Directory which need to be changed? How useful have you found the Resource Directory? Do you have any suggestions? To let us know your comments, please write to:

tbc

## **Disclaimer**

The Royal borough of Kingston takes no responsibility for the organisations or services listed in the Mental Health Directory, and the inclusion of organisations in the Directory should not be taken as endorsement of any kind. The Royal borough of Kingston takes care to keep the Directory accurate and up to date, and to provide links to other sites which are likely to be of interest. However, The Royal borough of Kingston has no control over the availability of the linked websites, or the provision of services in the listed organisations.

Please note that internet communications are not necessarily secure, and The Royal borough of Kingston does not accept responsibility for the contents of the Kingston Mental Health Directory, or the appropriateness of the links to other organisations or sites. It is advisable to check the accuracy of important information by other means. Information provided in the Kingston Mental Health Directory is subject to change without notice.

## Advocacy

<b>Kingston Advocacy Group</b> Siddeley House, 50 Canbury Park Road, Kingston upon Thames, Surrey KT2 6LX
<b>Services Provided</b> Range of independent advocacy services
<b>Aims of your Organisation</b> To promote and protect the rights and interests of people with disabilities
<b>Who would most benefit from your services?</b> People with mental health problems
<b>What is the best way to contact your organisation?</b> Phone / Email Visits by appointment Referral with individual's permission
<b>Fees</b> None
<b>Telephone Numbers</b> 020 8549 1028
<b>Fax Numbers</b> 020 8549 1050
<b>Email Address</b> <a href="mailto:Rights@kadvocacy.freeserve.co.uk">Rights@kadvocacy.freeserve.co.uk</a>
<b>Website Address</b> <a href="http://www.surreyweb.org.uk/kad/">www.surreyweb.org.uk/kad/</a>
<b>Public Transport Access / Parking Facilities</b> Office is situated close to railway station. Meter parking.
<b>Opening Times</b> Office hours Out of hours by appointment
<b>Waiting List</b> None
<b>Languages</b> Access to various languages by arrangement
<b>Wheelchair Access</b> Yes
<b>Other Information</b>

## Anxiety

<b>No Panic</b> 93 Brands Farm Way, Telford, Shropshire TF3 2JQ
<b>Services Provided</b> <ul style="list-style-type: none"><li>• Confidential Helpline: Freephone 0808 808 0545 (10.00 am – 10.00 pm every day)</li><li>• Night-time Anxiety Crisis Line: Freephone 0808 808 0545 (answer phone service only)</li></ul> Telephone recovery groups; written, audio, and video information relevant to anxiety problems; written recovery programme for phobias; lay-person self-help cognitive & behaviour therapy to aid recovery; pop-in centres; telephone-based mentoring scheme; support for people trying to give up tranquillisers; phone-friends and pen-pals scheme.
<b>Aims of your Organisation</b> To aid the relief and rehabilitation of people suffering from Panic Attacks, Phobias, Obsessive Compulsive Disorders, or other related Anxiety Disorders, including Tranquilliser Withdrawal. To provide support to sufferers and their families and or carers.
<b>Who would most benefit from your services?</b> People with anxiety disorders
<b>What is the best way to contact your organisation?</b> Phone the Helpline: Freephone 0808 808 0545 (10.00 am – 10.00 pm every day)
<b>Fees</b> Optional £10.00 per annum membership fee
<b>Telephone Numbers</b> Freephone 0808 808 0545 - Helpline 01952 590005 - Office
<b>Fax Numbers</b> 01952 270962
<b>Email Address</b> <a href="mailto:Ceo@no-panic.co.uk">Ceo@no-panic.co.uk</a>
<b>Website Address</b> <a href="http://www.no-panic.co.uk">www.no-panic.co.uk</a>
<b>Public Transport Access / Parking Facilities</b> N/A
<b>Opening Times</b> Helpline: 10.00 am – 10.00 pm every day Night-time Anxiety Crisis Line: 10.00 pm – 10.00 am (answer phone service only)
<b>Waiting List</b> None
<b>Languages</b> English, Chinese, Urdu, Punjabi
<b>Wheelchair Access</b> N/A
<b>Other Information</b>

## Bereavement

<b>Cruse Bereavement Care</b> 126 Sheen Road, Richmond, Surrey TW9 1UR Tel.
<b>Services Provided</b> <ul style="list-style-type: none"><li>• Support and free counselling for any person who is bereaved.</li><li>• Free publications and Mail Order service.</li><li>• National Helpline – 0870 167 1677 (Monday – Friday, 9.30 am – 5.00 pm)</li></ul>
<b>Aims of your Organisation</b> To provide free support nation wide, and to raise awareness of the needs of bereaved people.
<b>Who would most benefit from your services?</b> Any person affected by bereavement.
<b>What is the best way to contact your organisation?</b> Phone
<b>Fees</b> None
<b>Telephone Numbers</b> 0870 167 1677 – National Helpline (Monday – Friday, 9.30 am – 5.00 pm) 0208 940 4818 – Office
<b>Fax Numbers</b> 020 8940 7638
<b>Email Address</b> <a href="mailto:Info@crusebereavementcare.org.uk">Info@crusebereavementcare.org.uk</a>
<b>Website Address</b> <a href="http://www.crusebereavementcare.org.uk">www.crusebereavementcare.org.uk</a>
<b>Public Transport Access / Parking Facilities</b> Your local contact will arrange suitable meeting places
<b>Opening Times</b> Monday to Friday: 9.30 am – 5.00 pm
<b>Waiting List</b> Varies – phone to check
<b>Languages</b> Varies – phone to check
<b>Wheelchair Access</b> Varies depending on meeting place
<b>Other Information</b>

<p><b>Kingston Bereavement Service</b> 53 Canbury Park Road, Kingston-Upon-Thames, KT2 6LQ</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>Specialist counsellors with training in the skills, knowledge and understanding appropriate for working in the field of HIV/AIDS. The service is open to those who have been bereaved by someone dying of an HIV-related illness.</li> </ul>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b> Any person affected by bereavement.</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 8547 1552</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b> help@kingstonbereavementservice.org.uk</p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b> Your local contact will arrange suitable meeting places</p>
<p><b>Opening Times</b> Monday to Friday: 9.30 am – 5.00 pm</p>
<p><b>Waiting List</b> Varies – phone to check</p>
<p><b>Languages</b> Varies – phone to check</p>
<p><b>Wheelchair Access</b> Varies depending on meeting place</p>
<p><b>Other Information</b></p>

<p><b>Jigsaw, Moving Forward Together</b> 40 Mill Green Road, Mitcham, Surrey, CR4 4HY.</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>▫ telephone/email service with information, guidance &amp; support available to bereaved children/young people,</li> <li>▫ 1 to 1 support for 2-18 years</li> <li>▫ group activities for 0-18 years.</li> </ul>
<p><b>Aims of your Organisation</b></p> <ul style="list-style-type: none"> <li>• To support young people and families who have experienced the death of someone close</li> </ul>
<p><b>Who would most benefit from your services?</b> Young people and families affected by bereavement.</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 8687 1384</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b></p>
<p><b>Website Address</b> <a href="http://www.jigsaw4u.org.uk/">http://www.jigsaw4u.org.uk/</a></p>
<p><b>Public Transport Access / Parking Facilities</b></p>
<p><b>Opening Times</b></p>
<p><b>Waiting List</b> Varies – phone to check</p>
<p><b>Languages</b> Varies – phone to check</p>
<p><b>Wheelchair Access</b> Varies depending on meeting place</p>
<p><b>Other Information</b></p>

<b>Winston's Wish</b>
<b>Services Provided</b> <ul style="list-style-type: none"> <li>▫ practical support and guidance to families, to professionals and to anyone concerned about a grieving child</li> </ul>
<b>Aims of your Organisation</b> <ul style="list-style-type: none"> <li>• To help bereaved children and young people rebuild their lives after a family death.</li> </ul>
<b>Who would most benefit from your services?</b> Young people affected by bereavement.
<b>What is the best way to contact your organisation?</b> Website
<b>Fees</b> None
<b>Telephone Numbers</b>
<b>Fax Numbers</b>
<b>Email Address</b>
<b>Website Address</b> winstonswish.org.uk
<b>Public Transport Access / Parking Facilities</b>
<b>Opening Times</b>
<b>Waiting List</b>
<b>Languages</b>
<b>Wheelchair Access</b>
<b>Other Information</b>

## Carers

<b>Carers UK</b> Ruth Pitter House, 20/25 Glasshouse Yard, London EC1A 4JT
<b>Services Provided</b> Provide information and advice on all aspects of caring to both carers and professionals. Provides CarersLine, a free advice line for carers staffed by welfare rights, community care, and benefits experts.
<b>Aims of your Organisation</b> <ul style="list-style-type: none"><li>• To campaign for the rights of carers</li><li>• To provide support and information on all aspects of caring</li><li>• To provide feedback on local practices and policies towards carers</li></ul>
<b>Who would most benefit from your services?</b> People who care for family, partners, or friends who are ill, frail, or have a disability.
<b>What is the best way to contact your organisation?</b> Phone / email
<b>Fees</b> None
<b>Telephone Numbers</b> 0808 808 7777 – CarersLine (Monday to Friday: 10.00am-12.00 noon; 2.00pm-4.00pm) 020 7490 8818 – Office 020 7251 8969 – Minicom
<b>Fax Numbers</b> 020 7490 8824
<b>Email Address</b> <a href="mailto:Info@ukcarers.org">Info@ukcarers.org</a>
<b>Website Address</b> <a href="http://www.carersonline.org.uk">www.carersonline.org.uk</a>
<b>Public Transport Access / Parking Facilities</b> N/A
<b>Opening Times</b> CarersLine: Monday to Friday: 10.00 am - 12.00 noon; 2.00 pm - 4.00 pm Office: Normal office hours
<b>Waiting List</b> N/A
<b>Languages</b>
<b>Wheelchair Access</b> N/A
<b>Other Information</b>

<p><b>Kingston Carers' Network</b>  Room 05, Siddeley House, 50 Canbury Park Road, Kingston upon Thames KT2 6LX</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• Support, advocacy and information to carers of people with mental health problems in the Borough of Kingston upon Thames</li> <li>• Also provides this service to carers of all service user groups</li> </ul>
<p><b>Aims of your Organisation</b></p> <ul style="list-style-type: none"> <li>• To provide independent information to carers / advocacy to individual carers</li> <li>• To provide input into service planning and to promote carer involvement in this</li> <li>• To ensure carers are aware of their rights and entitlements</li> <li>• To reduce social isolation and exclusion in the Royal Borough of Kingston</li> </ul>
<p><b>Who would most benefit from your services?</b>  Carers of people with mental health problems</p>
<p><b>What is the best way to contact your organisation?</b>  Telephone in the first instance to make an appointment</p>
<p><b>Fees</b> Service provided free of charge. Optional membership of £3.00 per year</p>
<p><b>Telephone Numbers</b>  020 8547 1614 – Director / Admin  020 8549 2284 – Community Support Worker  020 8549 8933 – Young Carers Worker</p>
<p><b>Fax Numbers</b>  020 8547 1614</p>
<p><b>Email Address</b>  kcn.kingston@btopenworld.com</p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b>  Parking is fairly limited. A few disabled spaces are available outside Siddeley House. Otherwise parking is on meters outside the building.</p>
<p><b>Opening Times</b>  9.00 am – 5.00 pm, Monday to Friday  24 hour answerphone on all lines</p>
<p><b>Waiting List</b> Not at present</p>
<p><b>Languages</b>  Should be able to access an interpreter if required</p>
<p><b>Wheelchair Access</b>  The office is not wheelchair accessible at present, but a room is available for booking on the ground floor which is wheelchair accessible.</p>
<p><b>Other Information</b>  Kingston Carers Network is a registered charity</p>

## Couple Counselling

<b>Richmond, Kingston and Hounslow Relate</b> 41 Fife Road, Kingston upon Thames, Surrey KT1 1SF
<b>Services Provided</b> <ul style="list-style-type: none"><li>• Couple counselling</li><li>• Psychosexual counselling</li><li>• Young people counselling</li></ul>
<b>Aims of your Organisation</b> To help people who are experiencing relationship problems
<b>Who would most benefit from your services?</b> Anyone with a relationship problem
<b>What is the best way to contact your organisation?</b> Phone
<b>Fees</b> £35 / session. Payment assisted scheme available.
<b>Telephone Numbers</b> <i>020 8549 3318</i>
<b>Fax Numbers</b> <i>020 8546 8422</i>
<b>Email Address</b> <a href="mailto:Rkh.relate@virgin.net">Rkh.relate@virgin.net</a>
<b>Website Address</b>
<b>Public Transport Access / Parking Facilities</b> Close to Kingston rail station and main bus stops in Kingston. Parking available in various town centre car parks.
<b>Opening Times</b> <i>Monday to Friday: 10.00 am – 1.00 pm and 6.00 pm – 9.00 pm</i> Saturday: 9.30 am – 12.30 pm
<b>Waiting List</b> 3 weeks for daytime appointment. About 8 weeks for evening appointments.
<b>Languages</b> Some additional languages are available. Please phone for details.
<b>Wheelchair Access</b> No, but wheelchair accessible premises available close by.
<b>Other Information</b>

## Crime – Victims of

<b>Community Safety Unit - Metropolitan Police Service Kingston</b> Kingston Police Station, 5-7 High Street, Kingston upon Thames, Surrey KT1 1LB
<b>Services Provided</b> Investigation of crime
<b>Aims of your Organisation</b> Assist victims of crime and bring perpetrators to justice
<b>Who would most benefit from your services?</b> Victims of crime
<b>What is the best way to contact your organisation?</b> Phone or visit Emergency calls via 999
<b>Fees</b> None
<b>Telephone Numbers</b> 020 8247 5188
<b>Fax Numbers</b> 020 8247 5196
<b>Email Address</b>
<b>Website Address</b> <a href="http://www.met.police.uk/kingston/contact.htm">http://www.met.police.uk/kingston/contact.htm</a> - victim support
<b>Public Transport Access / Parking Facilities</b>
<b>Opening Times</b> Office hours 8.00 am – 4.00 pm
<b>Waiting List</b> N/A
<b>Languages</b> N/A
<b>Wheelchair Access</b> Yes
<b>Other Information</b>

<p><b>Victim Support</b> Room 6, Siddeley House, 50 Canbury Park Road, Kingston upon Thames KT2 6LX</p>
<p><b>Services Provided</b> Offers free, confidential support and information. Provides information on police and court procedures, and information on compensation and insurance matters. Victim Support can arrange for volunteers to accompany people to the police station and to the court, and helps victims, witnesses, and their families before, during and after the trial.</p>
<p><b>Aims of your Organisation</b> To provide practical information, advice and support to victims of crime. To work for the rights of victims, witnesses and their families.</p>
<p><b>Who would most benefit from your services?</b> People who have been victims of crime</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 8547 3202</p>
<p><b>Fax Numbers</b> 020 8547 1460</p>
<p><b>Email Address</b></p>
<p>Website Address <a href="http://www.victimsupport.org.uk/contact/london/borough/kingston/kingston_home.html">http://www.victimsupport.org.uk/contact/london/borough/kingston/kingston_home.html</a></p>
<p><b>Public Transport Access / Parking Facilities</b></p>
<p><b>Opening Times</b> 9.00 am – 3.00 pm</p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b> Some</p>
<p><b>Wheelchair Access</b> No</p>

**Other Information**

## Debt

<b>Kingston Citizens Advice Bureaux Service</b> Neville House, 55 Eden Street, Kingston upon Thames, Surrey KT1 1BW
<b>Services Provided</b> <ul style="list-style-type: none"><li>• We are an independent charitable organisation</li><li>• We offer free, confidential, impartial and independent advice.</li></ul>
<b>Aims of your Organisation</b> To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively. To exercise a responsible influence on the development of social policies and services, both locally and nationally.
<b>Who would most benefit from your services?</b> All people, regardless of their race, religion, gender, sexual orientation, or disability.
<b>What is the best way to contact your organisation?</b> Phone or visit
<b>Fees</b> None
<b>Telephone Numbers</b> 0870 126 4019
<b>Fax Numbers</b> 020 8255 6053
<b>Email Address</b> <a href="mailto:Enquiries@kcabs.org.uk">Enquiries@kcabs.org.uk</a> (Advice not available by email at present)
<b>Website Address</b> <a href="http://www.kcabs.org.uk">www.kcabs.org.uk</a> <a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a> ( <b>Citizens Advice Bureaux Online Advice Service</b> )
<b>Public Transport Access / Parking Facilities</b> On local bus routes
<b>Opening Times</b> <b>Monday to Friday: 10.00 am – 1.00 pm</b>
<b>Waiting List</b> N/A
<b>Languages</b> French, German, Spanish, and others
<b>Wheelchair Access</b> Kingston & Chessington
<b>Other Information</b> <b>Chessington CAB: Library Court, Chessington</b> <b>New Malden CAB: Blagdon Road, New Malden</b>

## Depression

<b>Depression Alliance</b> 35 Westminster Bridge Road, London SE1 7JB
<b>Services Provided</b> <ul style="list-style-type: none"><li>• Information about depression</li><li>• Self help groups</li><li>• Correspondence service</li><li>• Members receive a newsletter and can choose to join a pen friend scheme</li></ul>
<b>Aims of your Organisation</b> To provide information, support, and understanding to those affected by depression. To raise awareness about the realities of depression.
<b>Who would most benefit from your services?</b> People suffering from depression, and their families and friends.
<b>What is the best way to contact your organisation?</b> Phone / email
<b>Fees</b> Membership fee: £10 / year (or £5 / year unwaged)
<b>Telephone Numbers</b> 020 7633 0557 020 7928 9992 - Text phone
<b>Fax Numbers</b> 020 7633 0559
<b>Email Address</b> <a href="mailto:Information@depressionalliance.org">Information@depressionalliance.org</a>
<b>Website Address</b> <a href="http://www.depressionalliance.org">www.depressionalliance.org</a>
<b>Public Transport Access / Parking Facilities</b>
<b>Opening Times</b> Monday to Wednesday: 10.00 am – 5.00 pm Thursday: 10.00 – 1.00 pm Friday: 1.00 pm – 5.00 pm
<b>Waiting List</b> N/A
<b>Languages</b>
<b>Wheelchair Access</b> No
<b>Other Information</b>

## Disabilities

<b>Benefits Enquiry Line for People with Disabilities</b> 9 <sup>th</sup> Floor, Victoria House, Ormskirk Road, Preston PR1 2QP
<b>Services Provided</b> <ul style="list-style-type: none"><li>• Helpline offering confidential advice and information on all benefits claim procedures.</li><li>• Can also give advice on Local Authority benefits, Working Families Tax Credit, Disabled Persons Tax Credits, and disability linked organisations</li><li>• Send out an extensive range of information leaflets and claims packs to customers</li><li>• Provides help completing certain disability related claim packs. Service can be provided in braille and large print if required.</li></ul>
<b>Aims of your Organisation</b> To enable people with disabilities and their representatives access the benefits and other support they are entitled to.
<b>Who would most benefit from your services?</b> People with disabilities, their carers, and representatives.
<b>What is the best way to contact your organisation?</b> Phone / Textphone (for customers with hearing or speech impediments)
<b>Fees</b> None
<b>Telephone Numbers</b> 0800 88 22 00 – Benefits Enquiry Line 0800 24 33 55 – Textphone 01772 238 994 – Customer Services Manager
<b>Fax Numbers</b> 01772 238 953
<b>Email Address</b>
<b>Website Address</b> <a href="http://www.dwp.gov.uk">www.dwp.gov.uk</a>
<b>Public Transport Access / Parking Facilities</b> N/A
<b>Opening Times</b> Monday to Friday: 8.30 am – 6.30 pm Saturday: 9.00 am – 1.00 pm
<b>Waiting List</b> N/A
<b>Languages</b>
<b>Wheelchair Access</b> N/A
<b>Other Information</b>

<p><b>Kingston Centre for Independent Living</b> River Reach, 31-35 High Street, Kingston upon Thames, Surrey KT1 1LF</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>We provide a range of services to over 500 disabled people who are resident in or visiting Kingston Borough.</li> </ul>
<p><b>Aims of your Organisation</b> KCIL is a local charity working proactively to empower and support disabled people.</p>
<p><b>Who would most benefit from your services?</b> Disabled people who are resident in or visiting Kingston Borough</p>
<p><b>What is the best way to contact your organisation?</b> Visit, phone</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 8546 9603</p>
<p><b>Fax Numbers</b> 020 8546 7947</p>
<p><b>Email Address</b></p>
<p><b>Website Address</b> <a href="http://www.kcil.org.uk/">http://www.kcil.org.uk/</a></p>
<p><b>Public Transport Access / Parking Facilities</b> On local bus routes</p>
<p><b>Opening Times</b> 10.00am to 4.00pm Monday to Friday</p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b></p>

<p><b>Kingston Advocacy Group</b>  Siddeley House, 50 Canbury Park Road, Kingston upon Thames, Surrey KT2 6LX</p>
<p><b>Services Provided</b>  Range of independent advocacy services</p>
<p><b>Aims of your Organisation</b>  To promote and protect the rights and interests of people with disabilities</p>
<p><b>Who would most benefit from your services?</b>  People with mental health problems</p>
<p><b>What is the best way to contact your organisation?</b>  Phone / Email  Visits by appointment  Referral with individual's permission</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b>  020 8549 1028</p>
<p><b>Fax Numbers</b>  020 8549 1050</p>
<p><b>Email Address</b>  <a href="mailto:Rights@kadvocacy.freemove.co.uk">Rights@kadvocacy.freemove.co.uk</a></p>
<p><b>Website Address</b>  <a href="http://www.surreyweb.org.uk/kag/">www.surreyweb.org.uk/kag/</a></p>
<p><b>Public Transport Access / Parking Facilities</b>  Office is situated close to railway station. Meter parking.</p>
<p><b>Opening Times</b>  Office hours  Out of hours by appointment</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> Access to various languages by arrangement</p>
<p><b>Wheelchair Access</b> Yes</p>
<p><b>Other Information</b></p>

## Divorce / Separation

<b>Mediation in Divorce</b> 13 Rosslyn Road, Twickenham, Middlesex TW1 2AR
<b>Services Provided</b> <ul style="list-style-type: none"><li>• Family mediation</li><li>• Adult counselling</li><li>• Children's counselling</li></ul>
<b>Aims of your Organisation</b> <ul style="list-style-type: none"><li>• To help couples (married or unmarried) to separate / divorce with attention to needs of any children</li><li>• To help with financial and other decision making</li><li>• To counsel children and adults struggling with the effects of family change or breakdown</li></ul>
<b>Who would most benefit from your services?</b> Adults and children experiencing family change or breakdown
<b>What is the best way to contact your organisation?</b> Phone / Email
<b>Fees</b> Sliding scale Legal aid and child counselling is free
<b>Telephone Numbers</b> 020 8891 6860
<b>Fax Numbers</b> 020 8891 3107
<b>Email Address</b> <a href="mailto:Admin@mediationindivorce.co.uk">Admin@mediationindivorce.co.uk</a>
<b>Website Address</b> <a href="http://www.nfm.u-net.com">www.nfm.u-net.com</a>
<b>Public Transport Access / Parking Facilities</b> Accessible by public transport. Parking facilities are available.
<b>Opening Times</b> Monday to Friday: 9.00 am – 5.00 pm
<b>Waiting List</b> None
<b>Languages</b> Interpreters can be arranged for languages other than English
<b>Wheelchair Access</b> Yes, by arrangement
<b>Other Information</b> LSC / Community Legal Service Quality Mark at the specialist help (highest) level

<p><b>Phoenix Divorce Recovery</b> 14 Andover Road, Twickenham, Middlesex TW2 6PD</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>Phoenix runs structured 15 week courses (one evening a week) to help people rebuild their lives after the trauma of separation or divorce</li> <li>Also provides a support network for participants to cope with feelings of isolation and loneliness</li> </ul>
<p><b>Aims of your Organisation</b> To help people rebuild their lives after the breakdown of a relationship, and to help people re-shape their future</p>
<p><b>Who would most benefit from your services?</b> People of any age who have recently experienced separation or divorce, or who feels that they have unresolved issues from a previous relationship breakdown</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> £14 registration fee £20 / evening or £225 for a pre-booked course</p>
<p><b>Telephone Numbers</b> 020 8893 9665</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b></p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b> On bus route. Free parking available.</p>
<p><b>Opening Times</b> Courses start at 7.30 pm</p>
<p><b>Waiting List</b> Yes. Pre-registration for courses is essential.</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b> Yes</p>
<p><b>Other Information</b> Phoenix has successfully helped hundreds of people move on from separation and divorce since it was established in 1996</p>

<p><b>Richmond, Kingston and Hounslow Relate</b> 41 Fife Road, Kingston upon Thames, Surrey KT1 1SF</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• Couple counselling</li> <li>• Psychosexual counselling</li> <li>• Young people counselling</li> </ul>
<p><b>Aims of your Organisation</b> To help people who are experiencing relationship problems</p>
<p><b>Who would most benefit from your services?</b> Anyone with a relationship problem</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> £35 / session. Payment assisted scheme available.</p>
<p><b>Telephone Numbers</b> <b>020 8549 3318</b></p>
<p><b>Fax Numbers</b> <b>020 8546 8422</b></p>
<p><b>Email Address</b> <a href="mailto:Rkh.relate@virgin.net">Rkh.relate@virgin.net</a></p>
<p><b>Website Address</b> <a href="http://www.relate.org.uk/">http://www.relate.org.uk/</a></p>
<p><b>Public Transport Access / Parking Facilities</b> Close to Kingston rail station and main bus stops in Kingston. Parking available in various town centre car parks.</p>
<p><b>Opening Times</b> <b>Monday to Friday: 10.00 am – 1.00 pm and 6.00 pm – 9.00 pm</b> Saturday: 9.30 am – 12.30 pm</p>
<p><b>Waiting List</b> 3 weeks for daytime appointment. About 8 weeks for evening appointments.</p>
<p><b>Languages</b> Some additional languages are available. Please phone for details.</p>
<p><b>Wheelchair Access</b> No, but wheelchair accessible premises available close by.</p>
<p><b>Other Information</b></p>

<p><b>Kingston Friends Mediation</b>  Quaker Meeting House, 78 Eden Street, Kingston upon Thames, Surrey KT1 1DJ</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>Kingston Friends Mediation provides conciliation and mediation services to organisations and members of the general public. Our objective is to enable people involved in disputes to reach an agreement that satisfies the parties concerned quickly and confidentially, and without the expense and trouble of going to court.</li> </ul>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b>  All people, regardless of their race, religion, gender, sexual orientation, or disability.</p>
<p><b>What is the best way to contact your organisation?</b>  Visit.</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 8547 1197 (answerphone outside office hours)</p>
<p><b>Fax Numbers</b> 020 8547 6747</p>
<p><b>Email Address</b> <a href="mailto:info@kfmediation.org">mailto:info@kfmediation.org</a></p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b>  On local bus routes</p>
<p><b>Opening Times</b></p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b></p>

## Domestic Violence

<b>Domestic Violence Helpline</b> Alpha Road Children's Resource Centre, Alpha Road, Surbiton KT5 8RS
<b>Services Provided</b> Information, advice and support relating to all aspects of domestic violence
<b>Aims of your Organisation</b> <ul style="list-style-type: none"><li>• To provide and improve services to women, children, and men experiencing domestic violence and abuse</li><li>• To increase awareness of domestic violence and its effects</li></ul>
<b>Who would most benefit from your services?</b> Women, children, and men experiencing domestic violence and abuse
<b>What is the best way to contact your organisation?</b> Phone / Email / Referral
<b>Fees</b> None
<b>Telephone Numbers</b> <b>Refuge</b> (24 hour helpline) 0870 599 5443
<b>Fax Numbers</b> 020 8390 6805
<b>Email Address</b> <a href="mailto:Debbie.eaton@rbk.kingston.gov.uk">Debbie.eaton@rbk.kingston.gov.uk</a>
<b>Website Address</b> <a href="http://www.kduf.org.uk">www.kduf.org.uk</a>
<b>Public Transport Access / Parking Facilities</b> Local buses. Parking outside building.
<b>Opening Times</b> Monday to Friday: 9.00 am – 5.00 pm
<b>Waiting List</b> None
<b>Languages</b> English, with access to interpreting facilities for other languages
<b>Wheelchair Access</b> Yes
<b>Other Information</b>

<p><b>Everyman Project</b> 1A Waterlow Road, London N19 5NJ</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• Help for men behaving violently or abusively who wish to change their behaviour</li> <li>• Helpline for men and concerned others</li> </ul>
<p><b>Aims of your Organisation</b></p> <ul style="list-style-type: none"> <li>• To provide a counselling service for violent or abusive men who want to change</li> <li>• To provide a support service for partners and other victims of domestic violence</li> <li>• To promote the eradication of male violence</li> </ul>
<p><b>Who would most benefit from your services?</b> Violent men, their partners and relatives, and affected members of the community</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> Assessments: £15 for self funding men / £40 for statutory organisations Counselling: £20 - £30 per session (£10 for concessions)</p>
<p><b>Telephone Numbers</b> 020 7737 6747</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b></p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b> Information on transport / parking provided with appointment for initial assessment</p>
<p><b>Opening Times</b> Office: Mondays, Wednesdays &amp; Fridays: 10.00 am – 2.00 pm Helpline: Tuesdays and Thursdays: 7.30 pm – 10.00 pm</p>
<p><b>Waiting List</b> Assessment offered within one month 2-3 month wait for counselling programme</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b> No</p>
<p><b>Other Information</b> Everyman Project is a multi-cultural agency, both in terms of staff and the men we see. It aims to reach every man, regardless of age, cultural background, social class, or sexual orientation</p>

<b>North Kingston Women's Aid – Kingston Refuge</b>
<b>Services Provided</b> <ul style="list-style-type: none"> <li>• Practical and emotional support</li> <li>• General counselling</li> <li>• Housing advice, legal information, welfare benefit advice</li> </ul>
<b>Aims of your Organisation</b> To provide safe, secure, temporary accommodation for women and children fleeing domestic violence
<b>Who would most benefit from your services?</b> Women and children fleeing domestic violence
<b>What is the best way to contact your organisation?</b> Phone
<b>Fees</b> None
<b>Telephone Numbers</b> 020 8390 8431
<b>Fax Numbers</b> 020 8399 7118
<b>Email Address</b>
<b>Website Address</b>
<b>Public Transport Access / Parking Facilities</b> Near station and bus routes. Limited off street parking.
<b>Opening Times</b> Monday to Friday: 9.30 am – 5.00 pm
<b>Waiting List</b> Do not operate a waiting list. Offer of temporary accommodation is dependent on space being available.
<b>Languages</b>
<b>Wheelchair Access</b> Yes
<b>Other Information</b> Outreach appointments can be made in a venue out of the refuge. Professionals can visit, but appointments must be made.

<p><b>Refuge</b> 2-8 Maltravers Street, London WC2R 3EE</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• 24-Hour National Domestic Violence Helpline - 0870 599 5443</li> <li>• Growing network of refuges</li> <li>• One-to-one counselling for women and children</li> <li>• Children's programme for children in our refuges</li> <li>• Outreach service</li> </ul>
<p><b>Aims of your Organisation</b></p> <ul style="list-style-type: none"> <li>• To provide information, support, and safe accommodation for women and children experiencing domestic violence</li> <li>• To raise awareness and campaign for change in policy and legislation</li> </ul>
<p><b>Who would most benefit from your services?</b> Women and children experiencing or escaping from domestic violence</p>
<p><b>What is the best way to contact your organisation?</b> 24-Hour National Domestic Violence Helpline - 0870 599 5443</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 0870 599 5443 - 24-hour national domestic violence helpline Head office: 020 7395 7700</p>
<p><b>Fax Numbers</b> Head office: 020 7395 7721</p>
<p><b>Email Address</b> <a href="mailto:Info@refuge.org.uk">Info@refuge.org.uk</a></p>
<p><b>Website Address</b> <a href="http://www.refuge.org.uk/homepage.asp">http://www.refuge.org.uk/homepage.asp</a></p>
<p><b>Public Transport Access / Parking Facilities</b> N/A</p>
<p><b>Opening Times</b> 24 hours</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> Language line available (150+ languages)</p>
<p><b>Wheelchair Access</b> In some refuges</p>
<p><b>Other Information</b></p>

<p><b>Women's Aid Federation of England</b> PO Box 391, Bristol BS99 7WS</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• 24-Hour National Domestic Violence Helpline – 08457 023 468</li> <li>• Referral and support service to women and children who are experiencing, or have experienced, domestic violence</li> </ul>
<p><b>Aims of your Organisation</b> To help women and children who are experiencing domestic violence</p>
<p><b>Who would most benefit from your services?</b> Women and children who have experienced domestic violence</p>
<p><b>What is the best way to contact your organisation?</b> 24-Hour National Domestic Violence Helpline – 08457 023 468</p>
<p><b>Fees</b> Cost of a local rate phone call</p>
<p><b>Telephone Numbers</b> 08457 023 468 - 24-Hour National Domestic Violence Helpline</p>
<p><b>Fax Numbers</b> 01179 241 703</p>
<p><b>Email Address</b> <a href="mailto:Info@womensaid.org">Info@womensaid.org</a></p>
<p><b>Website Address</b> <a href="http://www.womensaid.org">www.womensaid.org</a></p>
<p><b>Public Transport Access / Parking Facilities</b> N/A</p>
<p><b>Opening Times</b> 24 hours</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> Language line available for languages other than English</p>
<p><b>Wheelchair Access</b> N/A</p>
<p><b>Other Information</b></p>

<b>Domestic Violence One Stop Shop</b> The Baptist Church Union Street, Kingston	
<b>Services Provided</b> Speak to a person from –	
AVAIL - legal advice	Kingston Domestic Violence Outreach
Islamic women's centre	Police Community Safety Unit
Victim Support - Kingston Primary Care Trust	RBK Housing
<b>Aims of your Organisation</b> To help women and children who are experiencing domestic violence	
<b>Who would most benefit from your services?</b> Women and children who have experienced domestic violence	
<b>What is the best way to contact your organisation?</b> Drop in	
<b>Fees</b> free	
<b>Telephone Numbers</b>	
<b>Fax Numbers</b>	
<b>Email Address</b>	
<b>Website Address</b>	
<b>Public Transport Access / Parking Facilities</b> N/A	
<b>Opening Times</b> Monday 9.30 – 11.30am	
<b>Waiting List</b> None	
<b>Languages</b> Language line available for languages other than English	
<b>Wheelchair Access</b> N/A	
<b>Other Information</b>	

## Drug and Alcohol

<b>Alcoholics Anonymous</b> The General Service Office of Alcoholics Anonymous, P.O. Box 1 Stonebow House, Stonebow, York YO1 7NJ
<b>Services Provided</b> AA is a voluntary fellowship of men and women who are alcoholics and who help each other to achieve and maintain sobriety by sharing experiences and giving mutual support. This is done through group meetings and a programme of Twelve Steps. Members are able to contact each other for help and support, and often arrange social activities.
<b>Aims of your Organisation</b> For members to stay sober and to help other alcoholics achieve sobriety.
<b>Who would most benefit from your services?</b> For anyone with a drink problem who wants to stop drinking.
<b>What is the best way to contact your organisation?</b> Telephone or write to the above address
<b>Fees</b> None
<b>Telephone Numbers</b> 01252 521133 – Helpline for mid-Surrey 0845 769 7555 – National Helpline 01904 644026 – Office
<b>Fax Numbers</b>
<b>Email Address</b>
<b>Website Address</b> <a href="http://www.al-anonuk.org.uk/">http://www.al-anonuk.org.uk/</a>
<b>Public Transport Access / Parking Facilities</b> Depends on meeting venue
<b>Opening Times</b> Office: Monday – Thursday: 9.00 am – 5.00 pm; Friday: 9.00 am – 4.30 pm
<b>Waiting List</b> None
<b>Languages</b>
<b>Wheelchair Access</b> Some meeting venues have wheelchair access
<b>Other Information</b>

<p><b>Addiction Support and Care Agency - Kingston &amp; Richmond</b> 233 Lower Mortlake Road, Richmond upon Thames, TW9 2LL</p>
<p><b>Services Provided</b> Information, advice and counselling, including couple and family sessions for people with alcohol related problems - users, family, partners, friends, employers. Harm reduction advice and information.</p>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b> People with alcohol and drug related problems, their families, partners, employers.</p>
<p><b>What is the best way to contact your organisation?</b> Telephone or write to the above address</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> Phone 020 8940 1160 Kingston office on 020 8339 9899</p>
<p><b>Fax Numbers</b> 020 8940 7204</p>
<p><b>Email Address</b> info@addictionsupport.co.uk</p>
<p><b>Website Address</b> <a href="http://www.addictionsupport.co.uk/">http://www.addictionsupport.co.uk/</a></p>
<p><b>Public Transport Access / Parking Facilities</b> Depends on meeting venue</p>
<p><b>Opening Times</b> Monday 9am - 5pm Tuesday 9am - 5pm, counselling 5 - 8pm Wednesday 9am - 5pm, counselling 5 - 8pm Thursday 9am - 5pm Friday 9am - 5pm (Richmond only)</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> French, German, Polish, Portuguese and Punjabi.</p>
<p><b>Wheelchair Access</b> Some meeting venues have wheelchair access</p>
<p><b>Other Information</b></p>

<p><b>Al-Anon Family Groups UK &amp; Eire</b> 61 Great Dover Street, London SE1 4YF</p>
<p><b>Services Provided</b> There are over 900 <b>Al-Anon</b> and <b>Alateen</b> local groups in the UK and Eire. <b>Al-Anon</b> offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not <b>Alateen</b>, a part of Al-Anon, is for young people aged 12 to 20 who have been affected by someone else's drinking, usually that of a parent</p>
<p><b>Aims of your Organisation</b> To offer on-going, open ended, non-judgemental support to people affected by someone else's drinking</p>
<p><b>Who would most benefit from your services?</b> Families and friends of problem drinkers</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 7403 0888 – Helpline (10.00 am – 10.00 pm daily)</p>
<p><b>Fax Numbers</b> 020 7378 9910</p>
<p><b>Email Address</b> <a href="mailto:Alanonuk@aol.com">Alanonuk@aol.com</a></p>
<p><b>Website Address</b> <a href="http://www.hexnet.co.uk/alanon/">www.hexnet.co.uk/alanon/</a></p>
<p><b>Public Transport Access / Parking Facilities</b> Depends on meeting venue</p>
<p><b>Opening Times</b> The helpline is open 10.00 am – 10.00 pm daily</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b> Phone helpline to check wheelchair access</p>
<p><b>Other Information</b></p>

<p><b>Drinkline</b> Healthwise Helplines, 85-89 Duke Street, Liverpool L1 5AP</p>
<p><b>Services Provided</b> Advice and information for people with alcohol problems or anyone concerned about alcohol misuse.</p>
<p><b>Aims of your Organisation</b> To provide advice and support to anyone concerned about alcohol misuse. Drinkline offers accurate information and advice on sensible drinking, in line with Government policy.</p>
<p><b>Who would most benefit from your services?</b> Anyone concerned about alcohol and its effects</p>
<p><b>What is the best way to contact your organisation?</b> Telephone the Helpline / Email</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 0800 917 8282 – Helpline 0151 703 7775 – Office</p>
<p><b>Fax Numbers</b> 0151 703 7775</p>
<p><b>Email Address</b> <a href="mailto:Info@healthwise.org.uk">Info@healthwise.org.uk</a></p>
<p><b>Website Address</b> <a href="http://www.wrecked.co.uk">www.wrecked.co.uk</a></p>
<p><b>Public Transport Access / Parking Facilities</b> N/A</p>
<p><b>Opening Times</b> Monday - Friday: 9am - 11pm Saturday, Sunday: 6pm - 11pm</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> English and Welsh</p>
<p><b>Wheelchair Access</b> N/A</p>
<p><b>Other Information</b> The service is funded by the Department of Health and the National Assembly for Wales</p>

<p><b>Families Anonymous</b>  U.K. Office, Unit 37, The Doddington and Rollo Community Association, Charlotte  Despard Avenue, London SW11 5JE</p>
<p><b>Services Provided</b>  Families Anonymous runs local support groups for families and friends of drug addicts.  These are based on a Twelve Step programme.</p>
<p><b>Aims of your Organisation</b>  To provide support for families and friends concerned about the use of drugs and related  behavioural problems</p>
<p><b>Who would most benefit from your services?</b>  Families and friends of drug addicts</p>
<p><b>What is the best way to contact your organisation?</b>  Phone</p>
<p><b>Fees</b> Donations at meetings</p>
<p><b>Telephone Numbers</b>  0845 1200 660 – Lo-call  020 7498 4680 – Office</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b>  <a href="mailto:Office@famanon.org.uk">Office@famanon.org.uk</a></p>
<p><b>Website Address</b>  <a href="http://www.famanon.org.uk/">http://www.famanon.org.uk/</a></p>
<p><b>Public Transport Access / Parking Facilities</b>  Depends on meeting venue</p>
<p><b>Opening Times</b></p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b>  Depends on meeting venue</p>
<p><b>Other Information</b></p>

<p><b>Kaleidoscope Project</b> 40-46 Cromwell Road, Kingston upon Thames, Surrey KT2 6RN</p>
<p><b>Services Provided</b> Drug treatment, Learning Centre, Social Work Unit, Counselling, Hostel, Drop-in Centre</p>
<p><b>Aims of your Organisation</b> To provide holistic support to people on the margins</p>
<p><b>Who would most benefit from your services?</b> Marginalised people, including people who are drug dependent, and people with mental health problems</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 8549 2681</p>
<p><b>Fax Numbers</b> 020 8547 0228</p>
<p><b>Email Address</b> <a href="mailto:Kaleidoscope@kan.online.org.uk">Kaleidoscope@kan.online.org.uk</a></p>
<p><b>Website Address</b> Being developed at the moment</p>
<p><b>Public Transport Access / Parking Facilities</b> Trains and local buses. There are no parking facilities available.</p>
<p><b>Opening Times</b> Varies</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> French, German, Spanish, Persian, Indian languages</p>
<p><b>Wheelchair Access</b> Limited</p>
<p><b>Other Information</b></p>

<p><b>Kingston Community Drugs and Alcohol Team</b> Acre Road Clinic, 204 Acre Road, Kingston upon Thames, Surrey KT2 6EY</p>
<p><b>Services Provided</b> Advice / information, assessment, prescribing service, access to inpatient detoxification, community detoxification, access to day care programmes and residential rehabilitation, supportive counselling</p>
<p><b>Aims of your Organisation</b> To reduce the harm caused by drug and alcohol misuse, and to encourage people to seek treatment</p>
<p><b>Who would most benefit from your services?</b> Anyone experiencing difficulties in relation to drugs or alcohol</p>
<p><b>What is the best way to contact your organisation?</b> Phone</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 8549 9279</p>
<p><b>Fax Numbers</b> 020 8546 8589</p>
<p><b>Email Address</b></p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b> Trains and local buses via Kingston town centre. Parking facilities are available.</p>
<p><b>Opening Times</b> Monday to Friday: 9.00 am – 5.00 pm</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> French, Hindi, Urdu, Punjabi</p>
<p><b>Wheelchair Access</b> None</p>
<p><b>Other Information</b></p>

<p><b>Release</b> 388 Old Street, London EC1V 9LT</p>
<p><b>Services Provided</b> Advice line for drugs and drug dependency. Heroin helpline. Legal advice for drug related issues.</p>
<p><b>Aims of your Organisation</b> To provide a range of services to meet the needs of drug users, those who care about them, and those working in the drugs field.</p>
<p><b>Who would most benefit from your services?</b> Drug users and those who care about them</p>
<p><b>What is the best way to contact your organisation?</b> Phone / Email</p>
<p><b>Fees</b> Cost of phone call or email (we will call people back if required)</p>
<p><b>Telephone Numbers</b> 020 7729 9904 – Advice Line 020 7749 4053 – Heroin Helpline</p>
<p><b>Fax Numbers</b> 020 7729 2599</p>
<p><b>Email Address</b> <a href="mailto:info@release.org.uk">info@release.org.uk</a></p>
<p><b>Website Address</b> <a href="http://www.release.org.uk">www.release.org.uk</a></p>
<p><b>Public Transport Access / Parking Facilities</b> Near local bus stops. Also near Old Street and Liverpool stations.</p>
<p><b>Opening Times</b> Help and Advice Lines: 10.00 am – 5.30 am</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b> No</p>
<p><b>Other Information</b></p>

## Eating Disorders

<b>Eating Disorders Association</b> First Floor, Wensum House, 103 Prince of Wales Road, Norwich NR1 1DW
<b>Services Provided</b> <ul style="list-style-type: none"><li>• National telephone helplines</li><li>• Network of local self-help and support groups</li><li>• Information on eating disorders and lists of treatment available in your area</li><li>• Helpline and support service for young people</li><li>• Telephone counselling service for people with bulimia, and more</li></ul>
<b>Aims of your Organisation</b> To provide information, support, and help to people affected by eating disorders, in particular anorexia and bulimia nervosa
<b>Who would most benefit from your services?</b> People with, or affected by, eating disorders
<b>What is the best way to contact your organisation?</b> Phone / Email
<b>Fees</b> Cost of phone call
<b>Telephone Numbers</b> 0845 634 1414 – Telephone Helpline (Monday to Friday: 8.30 am – 8.30 pm) 0845 634 7650 – Youthline, up to 18 years of age (Monday to Friday: 4.00 pm – 6.30 pm) 0906 302 0012 – Recorded Information Service (Calls cost 50p per minute) 0870 770 3256 – Admin
<b>Fax Numbers</b> 01603 664 915
<b>Email Address</b> <a href="mailto:Info@edauk.com">Info@edauk.com</a>
<b>Website Address</b> <a href="http://www.edauk.com">www.edauk.com</a>
<b>Public Transport Access / Parking Facilities</b> N/A
<b>Opening Times</b> Helplines: Monday to Friday: 8.30 am – 8.30 pm Office: Usual office hours
<b>Waiting List</b> N/A
<b>Languages</b>
<b>Wheelchair Access</b> N/A
<b>Other Information</b> In 2001 we responded to and helped over 45,000 people Please note: 0870 numbers are charged at normal BT national call rates and 0845 numbers are charged at local rates

## Employment, education and Volunteering

<b>Kingston Citizens Advice Bureaux Service</b> Neville House, 55 Eden Street, Kingston upon Thames, Surrey KT1 1BW
<b>Services Provided</b> <ul style="list-style-type: none"><li>• We are an independent charitable organisation</li><li>• We offer free, confidential, impartial and independent advice.</li></ul>
<b>Aims of your Organisation</b> To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively. To exercise a responsible influence on the development of social policies and services, both locally and nationally.
<b>Who would most benefit from your services?</b> All people, regardless of their race, religion, gender, sexual orientation, or disability.
<b>What is the best way to contact your organisation?</b> Phone or visit
<b>Fees</b> None
<b>Telephone Numbers</b> 0870 126 4019
<b>Fax Numbers</b> 020 8255 6053
<b>Email Address</b> <a href="mailto:Enquiries@kcabs.org.uk">Enquiries@kcabs.org.uk</a> (Advice not available by email at present)
<b>Website Address</b> <a href="http://www.kcabs.org.uk">www.kcabs.org.uk</a> <a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a> (Citizens Advice Bureaux Online Advice Service)
<b>Public Transport Access / Parking Facilities</b> On local bus routes
<b>Opening Times</b> <i>Monday to Friday: 10.00 am – 1.00 pm</i>
<b>Waiting List</b> N/A
<b>Languages</b> French, German, Spanish, and others
<b>Wheelchair Access</b> Kingston & Chessington
<b>Other Information</b> <i>Chessington CAB: Library Court, Chessington</i> <i>New Malden CAB: Blagdon Road, New Malden</i>

<p><b>Kingston Volunteer Centre</b>  Siddeley House, 50 Canbury Park Road, Kingston, KT2 6LX</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• Interviews potential new recruits to voluntary work and provides support and training to them. Informs volunteers of the voluntary work possibilities within the community.</li> </ul>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b>  All people, regardless of their race, religion, gender, sexual orientation, or disability.</p>
<p><b>What is the best way to contact your organisation?</b>  Phone or visit.</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 0208 255 8685</p>
<p><b>Fax Numbers</b> 0208 255 8804</p>
<p><b>Email Address</b> <a href="mailto:volunteer.bureau@cableinet.co.uk">volunteer.bureau@cableinet.co.uk</a></p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b>  On local bus routes</p>
<p><b>Opening Times</b></p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b></p>

<p><b>Kingston Job Centre</b> Adams Court, Eden Street, Kingston, KT1 1SX</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• Support finding work</li> </ul>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b> All people, regardless of their race, religion, gender, sexual orientation, or disability.</p>
<p><b>What is the best way to contact your organisation?</b> Visit.</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b></p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b></p>
<p><b>Website Address</b> <a href="http://www.jobcentreplus.gov.uk/">http://www.jobcentreplus.gov.uk/</a></p>
<p><b>Public Transport Access / Parking Facilities</b> On local bus routes</p>
<p><b>Opening Times</b></p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b></p>

<p><b>Adult education</b> North Kingston Centre, Richmond Road, Kingston upon Thames, Surrey, KT2 5PE</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• Various courses</li> </ul>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b> All people, regardless of their race, religion, gender, sexual orientation, or disability.</p>
<p><b>What is the best way to contact your organisation?</b> Visit.</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 8547 6758 (24 hour answer phone)</p>
<p><b>Fax Numbers</b> 020 8547 6747</p>
<p><b>Email Address</b></p>
<p><b>Website Address</b> <a href="http://www.kingston.gov.uk/education/adulteducation.htm">http://www.kingston.gov.uk/education/adulteducation.htm</a></p>
<p><b>Public Transport Access / Parking Facilities</b> On local bus routes</p>
<p><b>Opening Times</b></p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b></p>

## Ethnic / Cultural Groups

<b>Kingston racial equality council</b> Wel-Care House, 53-55 Canbury Park Road, Kingston upon Thames, Surrey, KT2 6LQ
<b>Services Provided</b>
<b>Aims of your Organisation</b> •
<b>Who would most benefit from your services?</b> Anyone who is concerned about racial discrimination or lack of equality of opportunity
<b>What is the best way to contact your organisation?</b> Phone / Email
<b>Fees</b> None
<b>Telephone Numbers</b> 0208 547 2332 Racial Harassment Helpline:0208 296 9461
<b>Fax Numbers</b> 020 8247 9515
<b>Email Address</b> <a href="mailto:enquiries@kingstonrec.org">enquiries@kingstonrec.org</a>
<b>Website Address</b> <a href="http://www.kingstonrec.org/">http://www.kingstonrec.org/</a>
<b>Public Transport Access / Parking Facilities</b>
<b>Opening Times</b>
<b>Waiting List</b> None
<b>Languages</b>
<b>Wheelchair Access</b>
<b>Other Information</b>

<p><b>Refugee Action Kingston</b>          Siddeley House          50 Canbury Park Road          Kingston upon Thames          KT2 6LX</p>
<p><b>Services Provided</b>          Advice and practical assistance for refugees and asylum seekers in the Kingston and Richmond area. Employment and training advice and information about local courses. Day centre offering English and computer classes, Wednesdays 10am - 2pm. Clothing and furniture.</p>
<p><b>Aims of your Organisation</b>          •</p>
<p><b>Who would most benefit from your services?</b>          Refugees and asylum seekers</p>
<p><b>What is the best way to contact your organisation?</b>          Phone / Email</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b>          020 8547 0115</p>
<p><b>Fax Numbers</b>          020 8547 1114</p>
<p><b>Email Address</b>          rakrefugeeaction@aol.com</p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b></p>
<p><b>Opening Times</b>          Monday 9am - 5pm appointments          Tuesday 10am - 3pm drop-in          Wednesday 9am - 5pm appointments          Thursday 10am - 3pm drop-in          Friday 9am - 5pm appointments</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b>          Farsi, French, Arabic and access to interpreters</p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b></p>

<p><b>Commission for Racial Equality</b>  Elliot House, 10-12 Allington Street, London SW1E 5EH</p>
<p><b>Services Provided</b>  The CRE has statutory power to enforce the Race Relations Act. It has a reference library which is open to the public (by appointment only).</p>
<p><b>Aims of your Organisation</b></p> <ul style="list-style-type: none"> <li>• To work towards the elimination of racial discrimination and to promote equality of opportunity</li> <li>• To encourage good relations between people of different ethnic backgrounds</li> <li>• To monitor the way the Race Relations Act is working and recommend ways in which it can be improved</li> </ul>
<p><b>Who would most benefit from your services?</b>  Anyone who is concerned about racial discrimination or lack of equality of opportunity</p>
<p><b>What is the best way to contact your organisation?</b>  Phone / Email</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b>  020 7828 7022</p>
<p><b>Fax Numbers</b>  020 7630 7605</p>
<p><b>Email Address</b>  <a href="mailto:Info@cre.gov.uk">Info@cre.gov.uk</a></p>
<p><b>Website Address</b>  <a href="http://www.cre.gov.uk">www.cre.gov.uk</a></p>
<p><b>Public Transport Access / Parking Facilities</b></p>
<p><b>Opening Times</b></p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b>  The Commission for Racial Equality was set up under the 1976 Race Relations Act. It receives an annual grant from the Home Office, but works independently of the Government. The CRE is run by commissioners appointed by the Home Secretary, and has support from all the main political parties.</p>

<p><b>Islamic Resource Centre</b> 59 East Road, Kingston upon Thames, Surrey KT2 6EJ</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• Counselling, support and advice on legal and health matters</li> <li>• Outreach service</li> <li>• Classes teaching English as a second language, computer skills, etc.</li> </ul>
<p><b>Aims of your Organisation</b> To reach out to those members of the community who are unable to access, or are unaware, of the facilities available to them. To act as a link between service providers and service users. The Centre is an Equal Opportunities Project.</p>
<p><b>Who would most benefit from your services?</b> Disadvantaged members of the community</p>
<p><b>What is the best way to contact your organisation?</b> Phone / Visit / Referral</p>
<p><b>Fees</b> Free service to the community. Donations are welcome.</p>
<p><b>Telephone Numbers</b> 020 8549 5499</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b></p>
<p><b>Website Address</b> <a href="mailto:irc59@hotmail.com">irc59@hotmail.com</a></p>
<p><b>Public Transport Access / Parking Facilities</b> Accessible by public transport. Parking facilities are available.</p>
<p><b>Opening Times</b> Tuesday and Thursday: 10.00 am – 1.00 pm</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> English, Urdu, Punjabi, Arabic, Persian, Gujrati</p>
<p><b>Wheelchair Access</b> No</p>
<p><b>Other Information</b></p>

<b>Muslim Women's Helpline</b>
<b>Services Provided</b> Telephone support / counselling. Some face to face counselling is available.
<b>Aims of your Organisation</b> To provide a listening service, and where appropriate face to face counselling, to Muslim women of any background.
<b>Who would most benefit from your services?</b> Muslim women of any ethnicity
<b>What is the best way to contact your organisation?</b> Phone
<b>Fees</b> None
<b>Telephone Numbers</b> 020 8904 8193 / 020 8908 6715
<b>Fax Numbers</b> 020 8291 2005
<b>Email Address</b> <a href="mailto:Mwhl@amrnet.demon.co.uk">Mwhl@amrnet.demon.co.uk</a>
<b>Website Address</b>
<b>Public Transport Access / Parking Facilities</b> N/A
<b>Opening Times</b> Monday to Friday: 10.00 am – 4.00 pm
<b>Waiting List</b> None
<b>Languages</b> Urdu, Punjabi, Gujerati, Arabic and Farsi (through referral)
<b>Wheelchair Access</b> N/A
<b>Other Information</b>

<p><b>Nafsiyat Inter-Cultural Therapy Centre</b>  262 Holloway Road, Holloway, London N7 6NE</p>
<p><b>Services Provided</b>  Nafsiyat provides psychotherapy for clients from diverse backgrounds. Therapists work with clients from cultures and ethnicities similar to their own. Therapists come from a wide range of ethnic and cultural backgrounds. Nafsiyat also provides access to group therapy.</p>
<p><b>Aims of your Organisation</b>  To provide specialised therapeutic help to people from ethnic and cultural minorities</p>
<p><b>Who would most benefit from your services?</b>  People from ethnic and cultural minorities, as well as people in mixed cultural relationships for whom cultural matters are an issue. Therapeutic help is offered to individuals, couples, families, and adolescents, male or female, experiencing psychological problems.</p>
<p><b>What is the best way to contact your organisation?</b>  Written referrals are requested from professionals involved or from people seeking help, by either writing a letter, emailing or faxing (see <a href="#">contact details</a>). It would be helpful to include in referrals, clients name, address, date of birth, telephone number, nationality, language spoken and client preferences (e.g. male or female therapists). Nafsiyat does not provide a drop-in-service, access is by appointment only. Visitors without an appointment cannot be seen</p>
<p><b>Fees</b>  £60.00 – Initial assessment and £40.00 – For subsequent sessions  However, there is a sliding scale for fees, and circumstances are taken into consideration.</p>
<p><b>Telephone Numbers</b>  By telephone: 0207 686 8666</p>
<p><b>Fax Numbers</b>  By fax: 0207 686 8667</p>
<p><b>Email Address</b>  <b>General Enquiries</b> enquiries@nafsiyat.org.uk  <b>Clinical Referrals</b> clinical@nafsiyat.org.uk</p>
<p><b>Website Address</b>  <a href="http://www.nafsiyat.org.uk/">http://www.nafsiyat.org.uk/</a></p>
<p><b>Public Transport Access / Parking Facilities</b>  The nearest stations are Holloway Road Underground (Piccadilly Line) and Drayton Park Overground. Buses available are 253, 153, 43, 279, 259 and 29. There is local parking, however this is very restricted.</p>
<p><b>Opening Time</b>  Monday - Thursday 9.30 - 5.30pm</p>
<p><b>Waiting List</b></p>
<p><b>Languages</b> Bengali, Turkish, Greek, Farsi, Arabic and Swahili. Languages available fluctuate with changes in staff.</p>

**Wheelchair Access****Other Information**

Nafsiyat is funded by Camden and Islington Health Authority & Enfield and Haringay Health Authority. Services are free to residents of these boroughs.

## Children and Young people

<b>Young Livin' website</b>
<b>Services Provided</b> Website
<b>Aims of your Organisation</b>
<b>Who would most benefit from your services?</b> Children and Young people
<b>What is the best way to contact your organisation?</b> website
<b>Fees</b> none
<b>Telephone Numbers</b>
<b>Fax Numbers</b>
<b>Email Address</b>
<b>Website Address</b> <a href="http://www.kingston.gov.uk/younglivin">http://www.kingston.gov.uk/younglivin</a>
<b>Public Transport Access / Parking Facilities</b> On local bus routes – 5 minutes from Kingston town centre. Metered parking.
<b>Opening Times</b>
<b>Waiting List</b> None
<b>Languages</b>
<b>Wheelchair Access</b>
<b>Other Information</b>

## Family Support

<b>Kingston Welcare</b> Welcare House, 53-55 Canbury Park Road, Kingston upon Thames, Surrey KT2 6LQ
<b>Services Provided</b> Courses, lunches and social events, holiday support, and information archives. Kingston Welcare is a community based family support project.
<b>Aims of your Organisation</b> To promote good parenting, increase parent's confidence, and prevent family breakdown. To promote the wellbeing and development of young children
<b>Who would most benefit from your services?</b> Local parents with children under 10 years of age
<b>What is the best way to contact your organisation?</b> Phone or visit Thursday lunch club
<b>Fees</b> Minimal – 50p or £1.00 per session
<b>Telephone Numbers</b> 020 8546 3258
<b>Fax Numbers</b> 020 8547 2326
<b>Email Address</b>
<b>Website Address</b>
<b>Public Transport Access / Parking Facilities</b> On local bus routes – 5 minutes from Kingston town centre. Metered parking.
<b>Opening Times</b> Monday to Thursday: 9.00 am– 3.30 pm
<b>Waiting List</b> None
<b>Languages</b> Project members come from a wide range of cultures
<b>Wheelchair Access</b> There is wheelchair access to the ground floor of the building
<b>Other Information</b>

<p><b>Home-Start Kingston upon Thames</b>  Siddeley House, 50 Canbury Park Road, Kingston upon Thames, KT2 6LX</p>
<p><b>Services Provided</b>  Befriending, support and practical help for families with at least one child under 5, who are experiencing stress or difficulties. Families are visited in their homes by trained volunteers, all of whom have experience of parenting.</p>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b>  Families with at least one child under 5, who are experiencing difficulties.</p>
<p><b>What is the best way to contact your organisation?</b>  Phone</p>
<p><b>Fees</b></p>
<p><b>Telephone Numbers</b>  020 8296 0654</p>
<p><b>Fax Numbers</b>  020 8296 0654</p>
<p><b>Email Address</b>  home-start-kingston@blueyonder.co.uk</p>
<p><b>Website Address</b></p>
<p><b>Public Transport Access / Parking Facilities</b>  On local bus routes – 5 minutes from Kingston town centre. Metered parking.</p>
<p><b>Opening Times</b>  Monday 9am - 1pm  Tuesday 9am - 1pm  Wednesday 9am - 1pm  Thursday 9am - 1pm  Friday 9am - 1pm</p>
<p><b>Waiting List</b></p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b>  There is wheelchair access to the ground floor of the building</p>
<p><b>Other Information</b></p>

<p><b>Stillbirth and Neonatal Death Society (SANDS)</b> 28 Portland Place, London W1B 1LY</p>
<p><b>Services Provided</b> SANDS offers support for parents and family who have experienced the death of a baby before, during, or shortly after birth. SANDS provides a Helpline, local support groups, and a range of resources for bereaved parents and family, including leaflets, books, information sheets, a CD, and a newsletter.</p>
<p><b>Aims of your Organisation</b> SANDS aims improve the care parents receive, working in partnership with health care professionals. SANDS aims to raise awareness of the fact that babies die, and of the grief and distress that follow a baby's death.</p>
<p><b>Who would most benefit from your services?</b> Bereaved parents and family who have experienced the death of a baby before, during, or shortly after birth</p>
<p><b>What is the best way to contact your organisation?</b> Phone or email</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 020 7436 5881 – Helpline (Monday to Friday: 10.00 am – 4.00 pm) 020 7436 7940 – UK Office (Monday to Friday: 10.00 am – 5.00 pm)</p>
<p><b>Fax Numbers</b> 020 7436 3715</p>
<p><b>Email Address</b> <a href="mailto:Support@uk-sands.org">Support@uk-sands.org</a></p>
<p><b>Website Address</b> <a href="http://www.uk-sands.org">www.uk-sands.org</a></p>
<p><b>Public Transport Access / Parking Facilities</b> N/A</p>
<p><b>Opening Times</b> Monday to Friday: 10.00 am – 5.00 pm</p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b> N/A</p>
<p><b>Other Information</b> Support and information services are available at any time from before to long after bereavement.</p>

## Helplines

### Access to a UK-wide Directory of Helplines

To access a UK-wide directory of helplines, go to the **Telephone Helplines Association** website.

The address is: [www.helplines.org.uk/](http://www.helplines.org.uk/). Select a version of the website, and then navigate to the “Helpline Search” page by clicking on the “Helpline Search” link on the left side of the screen.

Enter one or two words that describe your problem in the “Keywords” text box, and click on the “Search” button. This will bring up a list of any available relevant helplines and their contact details.

The Directory provides contact details for helplines relating to the following issues:

- **Alcohol**
- **Bereavement**
- **Carers**
- **Children and Young People**
- **Disability**
- **Domestic Violence**
- **Drugs**
- **Education**
- **Emotional Distress**
- **Employment**
- **Family and Parents**
- **Gender Identity**
- **Health**
- **HIV and AIDS**
- **Housing and Homelessness**
- **Immigration and Asylum**
- **Learning Disability**
- **Legal and Civil Rights**
- **Lesbians, Gay Men and Bisexuals**
- **Mental Health**
- **Missing Persons**
- **Money and Debt**
- **Older People**
- **Prisoners and Ex-Offenders**
- **Rape and Sexual Abuse**
- **Other Helplines**
- **Useful Organisations**

## Housing Advice

<b>Kingston Churches Action on Homelessness</b> 36a Fife Road, Kingston upon Thames, Surrey KT1 1SU
<b>Services Provided</b>
<b>Aims of your Organisation</b>
<b>Who would most benefit from your services?</b> Homeless people or people at risk of losing their homes.
<b>What is the best way to contact your organisation?</b> Phone or visit
<b>Fees</b> None
<b>Telephone Numbers</b> 8255 2439
<b>Fax Numbers</b> 8255 2438
<b>Email Address</b> <a href="mailto:info@kcah.org.uk">info@kcah.org.uk</a>
<b>Website Address</b> <a href="http://www.kcah.org.uk">www.kcah.org.uk</a>
<b>Public Transport Access / Parking Facilities</b> On local bus routes
<b>Opening Times</b> <i>Monday to Friday: 10.00 am – 1.00pm</i>
<b>Waiting List</b> N/A
<b>Languages</b>
<b>Wheelchair Access</b>
<b>Other Information</b>

<p><b>Kingston Council Housing Advice</b>          Guildhall 1, St James Rd, Kingston, Surrey, KT1 1EU</p>
<p><b>Services Provided</b>          Provides advice to landlords, tenants and homeless people on all aspects of renting and letting accommodation in the private sector, including:  <a href="#">finding accommodation</a>, <a href="#">setting up a tenancy</a>, legal rights and obligations, rents and <a href="#">housing benefit</a>, disrepair, prevention of homelessness</p> <p>We also advise owner occupiers on mortgage arrears &amp; leasehold rights, buying a property</p>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b>          Tenants and homeless people</p>
<p><b>What is the best way to contact your organisation?</b>          Phone or visit</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 8547 5468</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b>  <a href="mailto:housingadvice@rbk.kingston.gov.uk">housingadvice@rbk.kingston.gov.uk</a></p>
<p><b>Website Address</b>  <a href="http://www.kingston.gov.uk/housing/housing_resources/housing_advice.htm">http://www.kingston.gov.uk/housing/housing_resources/housing_advice.htm</a></p>
<p><b>Public Transport Access / Parking Facilities</b>          On local bus routes</p>
<p><b>Opening Times</b>          For phone advice or to arrange an appointment          Mon-Thurs 8.45-5.00, Friday 8.45-4.45</p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b> RBK Interpreting service can be used</p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b></p>

## Manic Depression / Bipolar Disorder

<b>Manic Depression Fellowship</b> 21 St Georges Street, London SE1 6ES
<b>Services Provided</b> Self management training courses, network of self help groups, employment advice, travel insurance, legal advice line, quarterly journal "Pendulum"
<b>Aims of your Organisation</b> To help people with manic depression, their relatives, and friends
<b>Who would most benefit from your services?</b> People with manic depression, their relatives, and friends
<b>What is the best way to contact your organisation?</b> Phone / visit / email / self-referral
<b>Fees</b> £15 individual membership per annum / £5.00 unwaged
<b>Telephone Numbers</b> 020 7793 2600
<b>Fax Numbers</b> 020 7793 2639
<b>Email Address</b> <a href="mailto:Mdf@mdf.org.uk">Mdf@mdf.org.uk</a>
<b>Website Address</b> <a href="http://www.mdf.org.uk">www.mdf.org.uk</a>
<b>Public Transport Access / Parking Facilities</b> Accessible by tube. No parking facilities.
<b>Opening Times</b> Monday to Thursday: 9.00 – 5.00 pm Friday: 9.00 – 4.00 pm
<b>Waiting List</b> None
<b>Languages</b>
<b>Wheelchair Access</b>
<b>Other Information</b>

## Mental Health Problems

<b>Community Mental Health Teams (CMHT)</b>
<b>Services Provided</b> Community focused mental health and social care services to adults with mental health problems
<b>Aims of your Organisation</b> To assess, treat, and support people with mental health difficulties, or significant psychological difficulties, within a multi-disciplinary team.
<b>Who would most benefit from your services?</b> Adults aged between 18 and 65 years, who have a possible, or diagnosed, mental illness, or who are living with significant psychological difficulties.
<b>What is the best way to contact your organisation?</b> Request a referral via your GP or telephone directly. You will be directed to the appropriate CMHT for your area (Kingston, New Malden, Surbiton, or Chessington).
<b>Fees</b> None – National Health Service
<b>Telephone Numbers</b> 020 8390 8161
<b>Fax Numbers</b> 020 8339 9343
<b>Email Address</b>
<b>Website Address</b>
<b>Public Transport Access / Parking Facilities</b> Parking is available. Accessible via local bus services.
<b>Opening Time</b> Monday to Thursday: 8.45 am – 5.00 pm Friday: 8.45 am – 4.45 pm
<b>Waiting List</b> None
<b>Languages</b> Primarily English, although interpreters are used when necessary
<b>Wheelchair Access</b> Yes
<b>Other Information</b>

<p><b>Kingston Advocacy Group</b>  Siddeley House, 50 Canbury Park Road, Kingston upon Thames, Surrey KT2 6LX</p>
<p><b>Services Provided</b>  Range of independent advocacy services  <i>Supported voluntary work/ work experience scheme for people who have experienced mental health problems in Kingston (including those not receiving a service from the CMHT)</i></p>
<p><b>Aims of your Organisation</b>  To promote and protect the rights and interests of people with disabilities</p>
<p><b>Who would most benefit from your services?</b>  People with mental health problems</p>
<p><b>What is the best way to contact your organisation?</b>  Phone / Email  Visits by appointment  Referral with individual's permission</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b>  020 8549 1028</p>
<p><b>Fax Numbers</b>  020 8549 1050</p>
<p><b>Email Address</b>  <a href="mailto:Rights@kadvocacy.freeseve.co.uk">Rights@kadvocacy.freeseve.co.uk</a></p>
<p><b>Website Address</b>  <a href="http://www.surreyweb.org.uk/kad/">www.surreyweb.org.uk/kad/</a></p>
<p><b>Public Transport Access / Parking Facilities</b>  Office is situated close to railway station. Meter parking.</p>
<p><b>Opening Times</b>  Office hours  Out of hours by appointment</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b> Access to various languages by arrangement</p>
<p><b>Wheelchair Access</b> Yes</p>
<p><b>Other Information</b></p>

<p><b>MIND in Kingston</b>  Siddeley House, 50 Canbury House Road, Kingston upon Thames, Surrey KT2 6LX</p>
<p><b>Services Provided</b>  Low support housing; Out-of-hours drop-in cafes; Mental health information centre; Information outreach (Tolworth Hospital); Combating Stigma Project (schools and employers); Small Grants Fund</p>
<p><b>Aims of your Organisation</b>  To promote the understanding of mental health issues, and to provide a range of services in the Royal Borough of Kingston, to people with support needs due to their mental health</p>
<p><b>Who would most benefit from your services?</b>  Adults within the Royal Borough of Kingston who have a severe and enduring mental health problem</p>
<p><b>What is the best way to contact your organisation?</b>  For drop-in cafes – visit  All other services – telephone central office</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b>  020 8255 3939 – central office</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b>  <a href="mailto:info@mindinkingston.org.uk">info@mindinkingston.org.uk</a></p>
<p><b>Website Address</b>  <a href="http://www.mindinkingston.org.uk/">http://www.mindinkingston.org.uk/</a></p>
<p><b>Public Transport Access / Parking Facilities</b>  Central office is close to Kingston rail station and accessible by various bus routes. Parking facilities are restricted.</p>
<p><b>Opening Times</b>  Monday to Friday: 9.00 am – 5.00 pm (central office)  For opening times of projects, please contact central office</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b> Available in drop-in cafes, but not in office</p>
<p><b>Other Information</b></p>

<p><b>Rethink</b> 28 Castle Street, Kingston-Upon-Thames, Surrey, KT1 1SS</p>
<p><b>Services Provided</b> <i>A charity working for everyone affected by severe mental illness. Their website has a useful information section (including information on employment and disclosing mental health problems to employers) and they run an advice line.</i></p>
<p><b>Aims of your Organisation</b></p>
<p><b>Who would most benefit from your services?</b> Adults within the Royal Borough of Kingston who have a severe and enduring mental health problem</p>
<p><b>What is the best way to contact your organisation?</b> Website</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> Rethink's Advice Service 020 8974 6814</p>
<p><b>Fax Numbers</b></p>
<p><b>Email Address</b></p>
<p><b>Website Address</b> <a href="http://www.rethink.org/">http://www.rethink.org/</a></p>
<p><b>Public Transport Access / Parking Facilities</b> Central office is close to Kingston rail station and accessible by various bus routes. Parking facilities are restricted.</p>
<p><b>Opening Times</b> Mon-Fri, 10-3</p>
<p><b>Waiting List</b> None</p>
<p><b>Languages</b></p>
<p><b>Wheelchair Access</b></p>
<p><b>Other Information</b></p>

## Panic / Phobias / Obsessive Compulsive Disorder

<b>No Panic</b> 93 Brands Farm Way, Telford, Shropshire TF3 2JQ
<b>Services Provided</b> Telephone recovery groups; written, audio, and video information relevant to the illnesses; written recovery programme for phobias; lay-person self-help cognitive & behaviour therapy to aid recovery; pop-in centres; telephone-based mentoring scheme; support for people trying to give up tranquillisers; phone-friends and pen-pals scheme.
<b>Aims of your Organisation</b> To aid the relief and rehabilitation of people suffering from Panic Attacks, Phobias, Obsessive Compulsive Disorders, or other related Anxiety Disorders, including Tranquilliser Withdrawal. To provide support to sufferers and their families and or carers.
<b>Who would most benefit from your services?</b> People with anxiety disorders
<b>What is the best way to contact your organisation?)</b> Phone the Helpline: Freephone 0808 808 0545 (10.00 am – 10.00 pm every day)
<b>Fees</b> Optional £10.00 per annum membership fee
<b>Telephone Numbers</b> Confidential Helpline: Freephone 0808 808 0545 (10.00 am – 10.00 pm every day, Night-time Anxiety Crisis Line answer phone service only) <ul style="list-style-type: none"><li>• Office: 01952 590005</li></ul>
<b>Fax Numbers</b> 01952 270962
<b>Email Address</b> <a href="mailto:ceo@nopanic.org.uk">ceo@nopanic.org.uk</a>
<b>Website Address</b> <a href="http://www.nopanic.org.uk">http://www.nopanic.org.uk</a>
<b>Public Transport Access / Parking Facilities</b> N/A
<b>Opening Times</b> Helpline: 10.00 am – 10.00 pm every day Night-time Anxiety Crisis Line: 10.00 pm – 10.00 am (answer phone service only)
<b>Waiting List</b> None
<b>Languages</b> English, Chinese, Urdu, Punjabi
<b>Wheelchair Access</b> N/A

<b>Other Information</b>
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<b>Triumph Over Phobia</b> PO Box 1831, Bath BA2 4YW
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| <b>Services Provided</b> <ul style="list-style-type: none"><li>• Structured self-help groups led by trained lay volunteers</li><li>• Postal, email and telephone information</li></ul> |
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<b>Aims of your Organisation</b> To help sufferers of Phobias and Obsessive Compulsive Disorder become ex-suffers
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<b>Who would most benefit from your services?</b> People over the age of 16 suffering from a Phobia and/or Obsessive Compulsive Disorder
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<b>What is the best way to contact your organisation?</b> Phone / email / post
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<b>Fees</b> Free postal information Group fees: £10/month (waived for low income)
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<b>Telephone Numbers</b> 01225 330353
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<b>Fax Numbers</b> 01225 469212
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<b>Email Address</b> email: <a href="mailto:info@triumphoverphobia.org.uk">info@triumphoverphobia.org.uk</a> .
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<b>Website Address</b> <a href="http://www.triumphoverphobia.com">www.triumphoverphobia.com</a>
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<b>Public Transport Access / Parking Facilities</b> Depends on group venue
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<b>Opening Times</b> Groups – evening meetings Office: Monday to Friday: 9.30 am – 4.00 pm
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<b>Waiting List</b> None
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<b>Languages</b>
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<b>Wheelchair Access</b> Depends on venue for group meeting
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**Other Information**

## Self-Harm

<b>National Self-Harm Network</b> PO Box 16190, London NW1 3WW
<b>Services Provided</b> Provides information, contacts and workshops on matters relating to self-harm. Also provides information for friends, relatives, and advocates of people who self-harm. Updates members on the work of the National Self-Harm Network and its campaigns.
<b>Aims of your Organisation</b> To support and empower people who self harm. To campaign for the rights and understanding of people who self harm.
<b>Who would most benefit from your services?</b> People who self-harm; family and friends of people who self-harm; professionals working with self-harm
<b>What is the best way to contact your organisation?</b> Write (to above address) / Email
<b>Fees</b> None. Optional yearly donation for membership.
<b>Telephone Numbers</b>
<b>Fax Numbers</b>
<b>Email Address</b> <a href="mailto:Nshn@dividedwefall.fsnet.co.uk">Nshn@dividedwefall.fsnet.co.uk</a>
<b>Website Address</b> <a href="http://www.nshn.co.uk">www.nshn.co.uk</a>
<b>Public Transport Access / Parking Facilities</b> N/A
<b>Opening Times</b> N/A. Contact by post / email.
<b>Waiting List</b> None
<b>Languages</b>
<b>Wheelchair Access</b> N/A
<b>Other Information</b>

## Sexual Abuse

<b>Survivors UK</b> PO Box 2470, London SW9 9ZP
<b>Services Provided</b> <ul style="list-style-type: none"><li>• Counselling</li><li>• Groups</li><li>• Training</li></ul>
<b>Aims of your Organisation</b> To support adult make survivors of sexual violence
<b>Who would most benefit from your services?</b> Adult men
<b>What is the best way to contact your organisation?</b> Phone / Email
<b>Fees</b> Donations
<b>Telephone Numbers</b> Helpline Number 0845 1221201 Office: 020 7357 6222
<b>Fax Numbers</b>
<b>Email Address</b> <a href="mailto:Info@survivorsuk.org.uk">Info@survivorsuk.org.uk</a>
<b>Website Address</b> <a href="http://www.survivorsuk.org.uk">www.survivorsuk.org.uk</a>
<b>Public Transport Access / Parking Facilities</b> London Bridge station
<b>Opening Times</b> Monday to Friday: 10.00 am – 5.30 pm The helpline is open: Tuesday & Thursday 7.00pm to 10.00pm
<b>Waiting List</b> Yes
<b>Languages</b>
<b>Wheelchair Access</b> Yes

**Other Information**

## Welfare Benefits Advice

<b>Benefits Enquiry Line for People with Disabilities</b> 9 <sup>th</sup> Floor, Victoria House, Ormskirk Road, Preston PR1 2QP
<b>Services Provided</b> <ul style="list-style-type: none"><li>• Helpline offering confidential advice and information on all benefits claim procedures.</li><li>• Can also give advice on Local Authority benefits, Working Families Tax Credit, Disabled Persons Tax Credits, and disability linked organisations</li><li>• Send out an extensive range of information leaflets and claims packs to customers</li><li>• Provides help completing certain disability related claim packs. Service can be provided in braille and large print if required.</li></ul>
<b>Aims of your Organisation</b> To enable people with disabilities and their representatives access the benefits and other support they are entitled to.
<b>Who would most benefit from your services?</b> People with disabilities, their carers, and representatives.
<b>What is the best way to contact your organisation?</b> Phone / Textphone (for customers with hearing or speech impediments)
<b>Fees</b> None
<b>Telephone Numbers</b> 0800 88 22 00 – Benefits Enquiry Line 0800 24 33 55 – Textphone 01772 238 994 – Customer Services Manager
<b>Fax Numbers</b> 01772 238 953
<b>Email Address</b> <a href="mailto:bel-customer-services@dwp.gsi.gov.uk">bel-customer-services@dwp.gsi.gov.uk</a>
<b>Website Address</b> <a href="http://www.dwp.gov.uk">www.dwp.gov.uk</a>
<b>Public Transport Access / Parking Facilities</b> N/A
<b>Opening Times</b> Monday to Friday: 8.30 am – 6.30 pm Saturday: 9.00 am – 1.00 pm
<b>Waiting List</b> N/A
<b>Languages</b> Can provide help if first language is not English
<b>Wheelchair Access</b> N/A
<b>Other Information</b>

<p><b>Kingston Citizens Advice Bureaux Service</b> Neville House, 55 Eden Street, Kingston upon Thames KT1 1BW</p>
<p><b>Services Provided</b></p> <ul style="list-style-type: none"> <li>• We are an independent charitable organisation</li> <li>• We offer free, confidential, impartial and independent advice.</li> </ul>
<p><b>Aims of your Organisation</b> To ensure that individuals do not suffer through lack of knowledge of their rights and responsibilities, or of the services available to them, or through an inability to express their needs effectively. To exercise a responsible influence on the development of social policies and services, both locally and nationally.</p>
<p><b>Who would most benefit from your services?</b> All people, regardless of their race, religion, gender, sexual orientation, or disability.</p>
<p><b>What is the best way to contact your organisation?</b> Phone or visit.</p>
<p><b>Fees</b> None</p>
<p><b>Telephone Numbers</b> 0870 126 4019</p>
<p><b>Fax Numbers</b> 020 8255 6053</p>
<p><b>Email Address</b> <a href="mailto:Enquiries@kcabs.org.uk">Enquiries@kcabs.org.uk</a> (Advice not available by email at present)</p>
<p><b>Website Address</b> <a href="http://www.kcabs.org.uk">www.kcabs.org.uk</a> <a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a> (<i>Citizens Advice Bureaux Online Advice Service</i>)</p>
<p><b>Public Transport Access / Parking Facilities</b> On local bus routes</p>
<p><b>Opening Times</b> Monday to Friday: 10.00 am – 1.00 pm</p>
<p><b>Waiting List</b> N/A</p>
<p><b>Languages</b> French, German, Spanish, and others</p>
<p><b>Wheelchair Access</b> Kingston &amp; Chessington</p>
<p><b>Other Information</b> Chessington CAB: Library Court, Chessington New Malden CAB: Blagdon Road, New Malden</p>