



# Hear Us

## Croydon 2022

Croydon's Mental Health Service User Group

# The Hear Us Guide to Croydon's Mental Health and Wellbeing Services

## Chapter 2: Social Groups, Activities and Leisure. Support Groups, Befriending and Buddy services, Direct Payments and Individual Budgets

To promote, educate, communicate and empower,  
for the benefit and interest of people affected by mental health issues

## The Hear Us Guide to Croydon's Mental Health and Wellbeing Services is for you if you;

- or someone you care for is experiencing mental health problems
- need support to meet new people and try new **activities**
- need support to access **voluntary work, training, education or employment**
- want to know where to turn in a **crisis**
- want information about **support groups** and **self help**
- want advice about **benefits, debt or housing issues**
- want access to useful Telephone Numbers and Websites

Hear Us would like to thank The London Community Foundation for funding this guide.

**The London  
Community  
Foundation**



**Covid 19**  
**CORONAVIRUS**

Please note that due to Covid-19, services may be currently restricted, for example online, access by phone or remotely via Zoom or MS TEAMS.

## Mind in Croydon's Information Directory

Please use this Hear Us Guide along side the online mental health drectory provided by Mind in Croydon. The online directory is a resource for residents of the borough of Croydon. The directory is

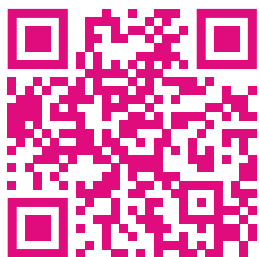
designed to make accessing information as straightforward as possible. Services provided both in the statutory and voluntary sectors are constantly changing and it is hoped that this electronic version will bring people up to date with some of those changes.



[directory.mindincroydon.org.uk](http://directory.mindincroydon.org.uk)

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## Association for Pastoral Care in Mental Health (APCMH)



APCMH drop-ins are open every week and welcome anyone who has, or is recovering from, mental illness or distress. Some of the volunteers who work at the drop-ins themselves have personal experience of mental illness.

Do I need to be referred? No.



The Rainbow: South Croydon Centre,  
Ledbury Rd, South Croydon, CR0 1EP



7pm-9pm Mondays



Women Group: St Mildred's Community Centre,  
Bingham Road, Croydon CR0 7EB



12pm-2pm Tuesdays



The Hive: St John the Evangelist Church,  
2a Pollards Hill North, Norbury, SW16 4NL



1.30pm-3.30pm Wednesdays



The Open Door: Norbury Methodist Church,  
2a Pollards Hill North, Norbury, SW16 4NL



7pm-9pm Fridays



The Bridge: The Pavillion Room, St Mildred's  
Community Centre, Addiscombe, CR0 7EB



12.30pm-2.30pm Sundays



## APCMH Groups and Workshops

All these workshops are open to anyone who experiences mental distress and are based at St Mildred's Community Centre.



**Creative Writing:**  
2.15pm-4.15pm Tuesdays



**Spirituality Group:**  
11am-12.30pm Fridays  
(Holy Communion at 10.30am)



**Wellbeing Workshop:**  
2.30pm-4.30pm Mondays



**Art Group:**  
2pm-4pm Fridays



**020 8654 4010**



**admin@croydon-apcmh.co.uk**



**www.apcmhcroydon.co.uk**



**St Mildred's Community Centre,  
Bingham Road, Croydon, CR0 7EB**

## Active Minds



The aim of Active Mind's service is to give a taster of activities which will stimulate a new interest, promote a healthy lifestyle and help to improve confidence so that you feel better able to access activities within your local community.

### How do I register?

You need to contact the Active Minds team to put your name on the waiting list. Courses are very popular so places will be allocated on a first come first serve basis, with priority going to new members.

You will be asked to attend a registration session. During this, you will be asked to provide some details about yourself, complete some questionnaires and pay your fees where applicable, although most activities are free.

### Active Minds Drop-In Activities

Some activities you do not have to register for and you can come and join at any point. However, you need to contact Active Minds to discuss this first.

### Will it cost?

Active Minds strive to make all of their activities as low cost as possible. Where they have had to charge a fee, you can pay on the day of the activity.



020 8253 8205/6



[activeminds@mindincroydon.org.uk](mailto:activeminds@mindincroydon.org.uk)



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



## Active Minds is

focused on reducing social isolation by enabling people to take part in leisure, sports and social activities. They work with local communities to create more opportunities for people experiencing mental distress. Activities include: Tai Chi, Table Tennis, Badminton, Yoga, Fitness and Mindfulness.

## Allotment Project

Working on the Allotment can act as a stepping stone to work, through building confidence and experience, or simply a way to start a hobby or nurture an existing interest in gardening or horticulture.

This service is for anyone with a mental health problem. You can self-refer, your GP can refer you or your Care Coordinator/CMHT can refer you.



020 8253 8205/6



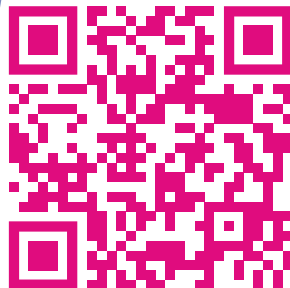
[www.mindincroydon.org.uk](http://www.mindincroydon.org.uk)



[activeminds@mindincroydon.org.uk](mailto:activeminds@mindincroydon.org.uk)



Orchard House  
15a Purley Road  
South Croydon  
CR2 6EZ



## Leisure Link Group

This is a group for people with learning disabilities and supporters who meet once a month to talk about arts and leisure, things they have done and things they are looking forward to.

Members of Leisure Link help to produce a monthly newsletter which:

- Shares reviews, tips and recommendations for events, services, and venues in Croydon
- Displays a list of useful arts and leisure services in Croydon for people with learning disabilities
- Celebrates and promotes inclusive events and activities across Croydon
- Features a fun map of Croydon showing popular local venues that are highly recommended
- Provides useful access information for all venues and events that we list



07988 189859 (Evie Ayres-Townshend)



[evie@gigbuddiescroydon.co.uk](mailto:evie@gigbuddiescroydon.co.uk)

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## Studio Upstairs

Studio Upstairs are an arts and health charity with branches in Bristol and London. They provide creative community hubs and positive, life-changing interventions for people with mental or emotional difficulties. They will support you to enhance your well-being and health, reinforce and recharge your creativity and achieve your own goals.



020 8616 5440



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



[southlondon@studioupstairs.org.uk](mailto:southlondon@studioupstairs.org.uk)



1a Drummond Road, Croydon, CR0 1TT



## Mind's Social Networking Service



Mind in Croydon's Social Networking Service based in Central Croydon, provides support for people experiencing or recovering from mental health problems, to engage in community activities as part of their recovery.

Do I need to be referred? Yes. Referrals to this service have to be made via your Community Mental Health Team. Speak to your Care Co-ordinator if you would like to apply.



020 8688 1210



[fairfield@mindincroydon.org.uk](mailto:fairfield@mindincroydon.org.uk)

## The Hub at Fairfield

The Hub is an extension to Mind in Croydon's Social Networking Service which offers support to people to understand and manage their mental and physical health issues.



The Hub also provides a safe place for people who are lonely and isolated to meet and socialise with people and a place for them to receive practical help and advice.

Assisting with; Form Filling, Benefit Issues, Managing Bills and Debt, Outreach Support and Community Issues (issues with neighbours)



020 8688 1210



[hub@mindincroydon.org.uk](mailto:hub@mindincroydon.org.uk)



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



Mind in Croydon, Fairfield House,  
10 Altyre Road, East Croydon CR0 5LA

# CROYDON EAGLES

## Mental Health Football Team



Hear Us would like to welcome you to our mental health football practice sessions. Please feel free to join us on Wednesday afternoons at Crystal Palace Sports Centre. A chance to improve your fitness, both mentally and physically. Meet new people, have a kick about, and have some fun.

If you use Croydon's Mental Health Services and are over 18, you are very welcome to join us. We also play in mental health league.

Tim 07904003587

Peter 07903366453

or email us at

[croydon.eagles@hear-us.org](mailto:croydon.eagles@hear-us.org)

## Healthwise at Better

### Physical Activity Referral Scheme (PARS)

PARS introduces individuals to the benefits of physical activity in order to help manage and improve existing medical conditions. The Better Health Team monitors progress and adjust individual's physical activity programmes accordingly to ensure they are on track to reach their goals.



**BETTER**  
the feel good place

The scheme is currently being delivered across the Better Leisure Centres in Croydon. Low-cost exercise referral courses are designed to help participants develop the knowledge, skills and confidence they need to improve their health and wellbeing. This comprehensive 12-week programme features one-to-one assessments, individually tailored activity plans, and teaches how to change behaviours for lasting impact.



07752 084259



[healthwise.croydon@nhs.net](mailto:healthwise.croydon@nhs.net)



[www.better.org.uk/what-we-offer/activities/healthwise](http://www.better.org.uk/what-we-offer/activities/healthwise)

New Addington Leisure Centre



01689 842553

Purley Leisure Centre



020 8668 7251

South Norwood Leisure Centre



020 8662 9464

Thornton Heath Leisure Centre



020 8689 5300

Waddon Leisure Centre



0208 760 0657



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



[www.croydon.gov.uk](http://www.croydon.gov.uk)

## Beating the Blues

Beating the Blues is an effective, proven treatment for sufferers of depression and anxiety.



Beating the Blues is the most widely used and evidence based CCBT program for the treatment of depression. Cognitive Behavioural Therapy (CBT) has been used successfully for many years to treat anxiety and depression. Recommended by NICE for the treatment of people with mild and moderate depression. Available FREE through the NHS. Easy to use - completely confidential



[www.beatingtheblues.co.uk](http://www.beatingtheblues.co.uk)

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## Walking for Health

A weekly programme of many walks. Their aim is to help people in the community to get out into the abundance of parkland in Croydon, whilst getting fit and healthy and making new friends. All health walks are completely free, last approximately 1 hour and are graded for difficulty. Please be at the starting point of each walk about 15 minutes before they are due to start. Remember to wear suitable footwear and bring an umbrella or raincoat if the weather looks bad.



**walking  
for health**



020 8726 6900



[walks@croydon.gov.uk](mailto:walks@croydon.gov.uk)



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



[www.croydon.gov.uk/walks](http://www.croydon.gov.uk/walks)

## Croydon Voices Forum

A mutual support group in Central Croydon for Schizophrenia and similar illnesses. A part of the **Hearing Voices Network**.



Hearing Voices groups are based firmly on an ethos of self help, mutual respect and empathy. They provide a safe space for people to share their experiences and support one another. They are peer support groups, involving social support and belonging, not therapy or treatment. However, groups do offer an opportunity for people to accept and live with their experiences in a way that helps them regain some power over their lives.



020 8464 7052



info@hearing-voices.org



www.hearing-voices.org

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## Bipolar UK (Formally MDF - Manic Depression Fellowship)

Meeting the needs of individuals affected by Bipolar Disorder today and tomorrow;

- support & information
- recovery promotion
- advocacy against discrimination
- promotion of social inclusion



**Do I need to be referred?** No



020 8676 9162 (please call after 6pm)



www.bipolaruk.org



3rd Thursday of every month, 7.30pm-9.30pm,



The Primary Room, United Reformed Church,  
Addiscombe Grove, East Croydon.

# outline



## Outline LGBT helpline

Helpline giving support, advice and information in confidence. Are you Lesbian, Gay, Bisexual, Transgender, curious or just not sure? Are you a parent or friend of a LGBT person? For support, advice, guidance or information for any reason, get in touch with Outline.



01483 727667



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



[info@outlinesurrey.org](mailto:info@outlinesurrey.org) / [info@outlinesurrey.org.uk](mailto:info@outlinesurrey.org.uk)



7:30pm-10pm Tue, Thu, Sun; or you can leave a message outside of these times and they will call you back.

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## Twister LGBT Group - South East Surrey

Twister is a youth group for young people aged 14-19 (25 if they have Special Educational Needs or Disabilities (SEND) in Surrey) who are Lesbian, Gay, Bisexual, Transgender or are questioning their gender or sexuality in a safe environment. They offer information, advice, and guidance along with activities that range from having discussions about things that are important to them, through to doing such things as arts and crafts and learning new skills.



[darren.smith@surreycc.gov.uk](mailto:darren.smith@surreycc.gov.uk)



07968 833975



[www.surreycc.gov.uk/](http://www.surreycc.gov.uk/)

# outcrowd

## Outcrowd

Outcrowd is a non-profit project run entirely by volunteers from the charity Outline.

Coming out as Lesbian, Gay, Bisexual, or Transgender (LGBT) isn't always easy. Once you have made the decision, where do you go to find other like minded people? Perhaps you are just learning about the LGBT community and feel isolated from everyone?

We know it's not always easy to go to gay venues on your own or meet other people in the same position as you.

Outcrowd is a safe, inclusive environment for LGBT people and those questioning their sexuality or gender identity. Come along to meet other people in the Surrey area and make some friends.

They are a small, friendly group open to anyone over 18.

The groups are informal, please do come along and see for yourself, their volunteers are on hand to talk to you and welcome you into the group. They try to ensure that the venues have facilities to get a hot or cold drink, some of our venues offer snacks and light meals. Outcrowd provides opportunity to chat to other people connected by sexuality or gender identity and receive information, support as well as making new friends. If you do have access needs, please do check facilities available with them before attending as not all their venues are fully accessible.



01483 727667



[www.outlinesurrey.org.uk/outcrowd](http://www.outlinesurrey.org.uk/outcrowd)



[info@outlinesurrey.org](mailto:info@outlinesurrey.org)

## Beat (formerly EDA - Eating Disorders Association)

The leading UK charity for people with eating disorders and their families. Helpline for people aged 18 and over, offering:

- non-judgmental response
- information about eating disorders
- information about help available



Helplines 9am-8pm during the week; 4pm-8pm weekends and bank holidays



0808 801 0677



0808 801 0711 (under 18s)



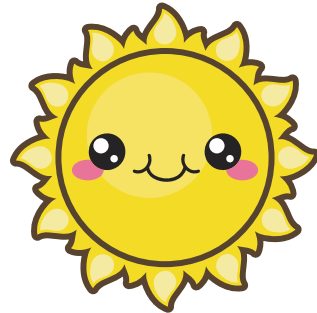
[help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)

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## SUN Project

The Croydon SUN Project is for people who have long standing emotional and behavioural problems (with or without a formal diagnosis of Personality Disorder).

It provides an opportunity for people who have had similar difficult experiences to support one another and learn new coping skills.



The SUN Project is self-referral.



2.15pm-4.45pm Mondays and Wednesdays,  
10am-12.30pm Fridays and Saturdays



020 3228 8541/2



[personalitydisorderteamgeneral@slam.nhs.uk](mailto:personalitydisorderteamgeneral@slam.nhs.uk)



CVA Resource Centre, 82 London Road,  
Croydon, CR0 2TB



## Choice Support Autism

(formerly Burgess Autistic Trust)

Parent Support Group  
Croydon



The Parent Support Group provides a positive social outlet for parents and carers who care for an adult with an Autistic Spectrum Disorder. The group arranges speakers to inform parents and carers about specific issues such as benefits, housing, wills and trusts. The Group meet once a month and in addition also arrange social evenings.



020 8464 2897



01622 722400



Compass House, 84 Holland Road, Maidstone, ME14 1UT



[isaac.lee@choicesupport.org.uk](mailto:isaac.lee@choicesupport.org.uk)



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

# INASPECTRUM

## Inaspectrum Adult Autism

Inaspectrum Adult Autism is an active, free weekly service giving thoughtful engagements support and social interaction for all adults who are diagnosed or choose to self diagnose concerning Autism. They meet face to face in Croydon and Sutton, online on zoom each week and people are welcome to email or phone. Inaspectrum also includes meetup action groups.



[www.inaspectrum.com](http://www.inaspectrum.com)



07900 990292



[Inaspectrum@hotmail.com](mailto:Inaspectrum@hotmail.com)



[www.meetup.com/Inaspectrum](http://www.meetup.com/Inaspectrum)

## Gig Buddies Croydon

Gig Buddies matches adults in Croydon with learning disabilities to volunteers who have similar interests, to go to events together that they both love.

Whatever your "gig" be it music, art, sports or something else; volunteers attend events that they might already be going to, but with a new friend who has a learning disability.



Info@gigbuddiescroydon.co.uk



07426 805 478



020 8253 8205/6



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



[activeminds@mindincroydon.org.uk](mailto:activeminds@mindincroydon.org.uk)



Orchard House, 15a Purley Road, South Croydon CR2 6EZ

## Croydon Council

# CROYDON

[www.croydon.gov.uk](http://www.croydon.gov.uk)

**Direct Payments** - Usually shortened to 'DP.' (May also be referred to as Personalised Budgets). A DP is the name given to money paid to you by the local authority for care support. Regardless of the name, the principles by which they operate remain very similar from one local authority to another.

- 'Direct Payments' are cash payments made directly to you by the local authority
- it is money to buy and arrange the support you need instead of Social Services providing that support for you
- 'Direct Payments' give you choice and control over when, where and how your support is provided

**Individual Budgets** - Usually shortened to 'IB' (May also be referred to as Individualised Budgets or Personalised Budgets). Again, regardless of the name, an IB will operate in a very similar way to a DP. The key differences are that the assessment is carried out in a different way and the goal is based on outcomes rather than simply meeting need. Therefore the budget may include monies that are not directly related to providing care, for example from the Supported Housing Initiative.



020 8726 6000 ext 61925



[direct.payments@croydon.gov.uk](mailto:direct.payments@croydon.gov.uk)



[www.croydon.gov.uk](http://www.croydon.gov.uk)



Direct Payment Support Service,  
Bernard Weatherill House  
8 Mint Walk  
Croydon CR0 1EA



## The 7 steps to being in control

### 1. My money finding out how much



So it looks like I can get £15,000.

### 2. Making my plan



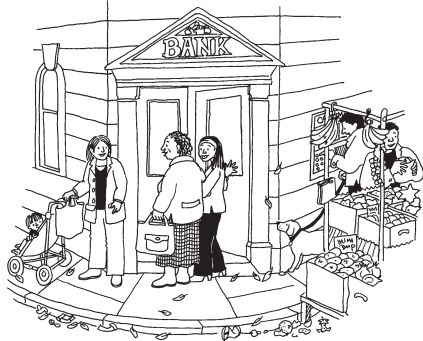
Who else can we get to help us do this plan?

### 3. Getting my plan agreed



Yes - it looks like a good plan.

### 4. Organising my money



I'm opening a bank account for my support money.



0121 474 5900



admin@in-control.org.uk



www.in-control.org.uk



In Control, PO Box 17649,  
Solihull, B90 9LA

**in**  **Control**<sup>®</sup>

## 5. Organising my support



## 6. Living life



My life's changed – I'm in control.

I can choose how I get my support.

## The 7 steps to being in control

1. **My money - finding out how much** – Can I get money for support? How much?
2. **Making my plan** - I do my own plan. I can get help to do it – as much as I need.
3. **Getting my plan agreed** – A care manager has to say my plan is okay.
4. **Organising my money** – The money is for my support – I can get it paid to me, or to someone who can look after it for me (a person, a Trust, an organisation or the care manager).
5. **Organising my support** – I can get help to find and organise my support.
6. **Living life** – I can use services but I can spend my money on support from people in the community, too.
7. **Seeing how it worked** – I have to show that I use the money properly.

## 7. Seeing how it worked



It's gone well. Let's talk about what's next.

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# HEAR US MEMBERSHIP

Receive regular invites to our monthly Open Forum, to participate in discussions with commissioners and service providers about the mental health services we use.

Hear Us Membership is suitable for people with a mental illness, parents or carers and professionals living or working in the London Borough of Croydon. You'll receive regular invites to our events exactly how you wish to receive them, either regularly via post or email, and your contribution is your choice.

You may want to join our Membership and have no pressure to do anything; the bigger our Membership, the stronger our voice becomes.



You may also wish to make a regular donation that would support Hear Us to deliver our peer-run projects.

Scan the QR Code with your smartphone, which will take you to our website to sign up for Membership or to donate.



020 8681 6888



[info@hear-us.org](mailto:info@hear-us.org)



[www.hear-us.org](http://www.hear-us.org)



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