



Hear Us

Croydon 2022

Croydon's Mental Health Service User Group

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

Chapter 4: Education and Training Volunteering & Employment Services Financial Help to return to work

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

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CALAT Croydon Adult Learning and Education



- Supported learning - support with fees for those on low incomes and support for learners with disabilities.
- A wide range of courses to choose from.
- A wealth of experience - supporting individuals returning to learning after years away from the classroom.
- Courses held at over 40 different venues across the borough of Croydon. Times to fit around your needs, days and evenings.



020 8726 7777 (option 3 / option 2) 9am-4pm Mon-Fri



calat@croydon.gov.uk



www.calat.ac.uk



Croydon Clocktower, Katharine Street, Croydon, CR9 1ET

Need a little help getting started with computers and the internet?

CALAT are holding information/enrolment sessions. FREE and EASY computer and internet courses.



1pm-3pm Mondays



0208 726 6000 ext 62087 / 60114



calat-ict@croydon.gov.uk



Croydon Clocktower CALAT Centre, Croydon Clocktower
Katharine St, Croydon CR9 1ET

You may also be interested in Digital Skills:



www.calat.ac.uk/subjects/digital-skills

Strive Training

StriveTraining

A well established independent training provider with the key aims and objectives of empowering individuals to help them realise their potential through gaining the skills and qualifications they need to get into work.

Fully accredited, 100% free courses.



www.strivetraining.co.uk



strive@strivetraining.co.uk



0800 180 4841 or 0208 952 4856

Pitman Training

PITMAN

T R A I N I N G

Flexible training enabling you to learn from home or study at any location, using market leading combination of audio guides, workbooks and live software. Over 250+ training courses.



www.pitman-training.com



0208 914 8517 (New Course Enquiry)



2nd Floor, 19 Park Street, Croydon, CR0 1YD

Learndirect

 **learndirect**TM

Live online virtual classes.



01202 006 464 (9am-6pm Mon-Thu; 9am-5pm Fri-Sat)



contactus@learndirect.com



www.learndirect.com



FREEPOST learndirect

SLaM Recovery College

The SLaM Recovery college offers free co-produced mental health and well-being education for people connected to South London and Maudsley NHS Foundation Trust.



All courses and workshops offered face to face in a South London venue are for people linked to SLaM. However, most online sessions are open to anyone, anywhere, free of charge.

Who can attend the recovery college?

- People who use SLaM services
- Supporters (carers, family and friends) of SLaM's service users
- People who have been discharged from SLaM services within the last six months and their supporters
- Anyone working with SLaM as a volunteer or peer supporter or who is on the SLaM Involvement Register
- SLaM staff (not including students on clinical placement)



1st Floor Administration Building, Maudsley Hospital,
Denmark Hill, London, SE5 8AZ



020 3228 3643



hello@slamrecoverycollege.co.uk



www.slamrecoverycollege.co.uk

Croydon Voluntary Action

Volunteering changes lives and transforms communities.



CVA support people who are interested in volunteering in Croydon. With so many different volunteering opportunities to choose from, you might feel you need help in deciding what to do. If so, call the Volunteer Centre Croydon to make an appointment to talk with their volunteer advisers.



Alternatively, pop into the Team Croydon Shop in Centrale Shopping Centre where you will find our friendly and helpful team who will be happy to help you.

We run a number of volunteering projects ourselves.

- New Routes Mentor
- Young Person Mentor
- Buddy to support someone with Learning Disabilities



10am-5.30pm Mon-Thu; 10am-5pm Fri-Sat; Closed Sun



020 8253 7070



volunteer@cvalive.org.uk



www.cvalive.org.uk/volunteering



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

You can also search and apply for hundreds of volunteering opportunities nationally via Do It.



www.do-it.org



Mind Employment Support Service

Supporting people with a mental health condition to achieve their aspirations.



We will work with you to develop your career plan, giving you the best possible preparation for the world of work.

We can help you:

- write or update your CV
- find suitable work placements and volunteering opportunities
- search for jobs and complete application forms
- practice for interviews
- access further education or training



In Work Support

- if you find employment, we'll keep in touch to make sure everything is going well

You must be willing to get involved in all areas of getting back to work.



Monday-Friday 9am-5pm



020 8253 8203/4/7



www.mindincroydon.org.uk



ess@mindincroydon.org.uk



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





Status Employment

Status work with people experiencing mental health problems to get into work or move closer to the 'job market' through education, training, paid work or volunteering.

An allocated Employment Consultant will:

- identify an individual's current skills
- look at an individual's aspirations
- support an individual to gain and keep employment
- work with individuals and employers to provide a supportive work environment

Croydon Supported employment service is aimed at people, living in the London borough of Lambeth, who are ready to look for work, or prepare to look for work and have a mental health issue that may impair on their ability to easily access the job market and recruitment process. The supported employment service will assist with establishing and over coming barriers to finding work, whether it be looking for training, job search and interview preparation. Please see Supported Employment page for more information about the process.

Do I need to be referred? No. You can refer yourself or ask your GP or Care Coordinator or another member of your support team to refer you to see a Status Employment consultant or join the football scheme.



020 8655 3344



paul.goddard@slam.nhs.uk



www.statusemployment.org.uk



6 West Way Gardens, Shirley, Croydon, CR0 8RA

Croydon Works



Croydon Works is Croydon's Job and Training Hub. They have been operating since 2016 as the primary free recruitment service, working in partnership with Job Centre Plus, Croydon College and Croydon Council.

In 4 years they have guided over 1200 residents into work and engaged with over 4000, supporting them with a wide range of pathways into employment. Their service works with businesses in and around the Croydon area who are looking to find local, skilled and experienced talent. They have knowledgeable and sector specific Brokerage Officers to engage with employers and residents.

They work closely with a number of partners to provide a wide range of pathways in to employment including:

- Access to vacancies across a vast number of organisations in Croydon and surrounding areas
- Sector specific training
- Apprenticeships and traineeships
- Work experience placements
- Careers advice, CV advice and interview preparation
- Access to a wide range of employability services in Croydon

They work with residents with a range of experience and from all walks of life so wherever you are in your career get in touch with the team to see how they can help.



Croydon Clocktower, Katharine Street, Croydon, CR9 1ET



020 8604 7471



info@croydonworks.co.uk



www.croydonworks.co.uk

Access to Work



Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

The support you get will depend on your needs. Through Access to Work, you can apply for:

- a grant to help pay for practical support with your work
- advice about managing your mental health at work
- money to pay for communication support at job interviews

Practical support with your work

Access to Work could give you a grant to help pay for things like:

- BSL interpreters, lip speakers or note takers
- adaptations to your vehicle so you can get to work
- taxi fares to work or a support worker if you cannot use public transport
- a support worker or job coach to help you in your workplace

Your workplace can include your home if you work from there some or all of the time.

It does not matter how much you earn. If you get an Access to Work grant, it will not affect any other benefits you get and you will not have to pay it back.

You or your employer may need to pay some costs up front and claim them back later.



0800 121 7479



0800 121 7579 (Textphone)



www.gov.uk/access-to-work



www.gov.uk/access-to-work/apply (Grant application)

Service Users Involvement in Training and Education (SUITE)

SUITE believe that everyone who has used or is using SLaM services has a valuable contribution to make towards the training of mental health staff. You can get involved in the design and delivery of training for staff, with full support & training provided.

Who can join? People who have experience of using SLaM services and have been out of hospital for 6 months.

Do I need to be referred? No, but to get payment you must join the Involvement Register (Phone 020 3228 1592 or email involvementregister@slam.nhs.uk).



07585 780379



angela.mitchell@slam.nhs.uk



Croydon Community Opportunities Service (CCOS)

To provide help and advice for people with mental health problems who would like to explore the following as part of their recovery plan;

- training and education
- community activities
- volunteering and or employment

Do I need to be referred? Yes. Ask your Care Co-ordinator or other mental health worker for a referral.



020 3228 0547



tina.arul@slam.nhs.uk



www.slam.nhs.uk



Jeanette Wallace House, 1 Edridge Rd,
Croydon, Surrey, CR0 1FE

Croydon Mencap

Mencap is the leading voice of learning disability. Everything they do is about valuing and supporting people with a learning disability and their families and carers.



020 8684 5890



www.croydonmencap.org.uk



info@croydonmencap.org.uk



Portland House, 678 London Road,
Thornton Heath, CR7 7HU

Clubs @ Leslie Park

Leslie Park Centre has been running since August 2005 and was set up to support younger aged adults (18-35 years) with learning disabilities to access leisure activities in the community. Leslie Park provides a number of different activities to suit individual needs. They are able to access activities locally by using our mini-bus or public transport.

Activities that are currently on offer include:

- Art
- Beauty
- Business enterprise
- Community fundraising
- Cookery
- Dance & drama
- Disc Golf
- Film
- Football
- Gardening
- Trampolining
- Upcycling



020 8662 9201



07510 591968



Leslie Park Project
60/61 Leslie Park Road,
Croydon, CR0 6TP

Benefits and help when going back to work



Going back to work does not mean giving up all your benefits. Some benefits may carry on, and others may be available once you're working. Contact Jobcentre Plus if you've found a job and you or your partner have been getting:



- Jobseeker's Allowance
- Employment and Support Allowance
- Income Support
- Universal Credit

Depending on how long you have been claiming benefits, you may be able to get:

- Mortgage Interest Run On
- Extended Payment of Housing Benefit



www.gov.uk/moving-from-benefits-to-work/support-when-you-start-working



Tax credits helpline 0345 300 3900



Bernard Weatherill House, 8 Mint Walk, CR0 1EA

Permitted Work

Can you do any work if you are claiming sickness related benefits?
Yes: You can do Voluntary Work or Permitted Work.

What is Permitted Work? If you are claiming the following benefits because you are sick, you are allowed to do some paid work - this is called Permitted Work

- Employment and Support Allowance (ESA)
- Incapacity Benefit
- Severe Disablement Allowance
- National insurance credits

Will your Benefits be affected? You can

- work for less than 16 hours each week
- earn up to £143 every week after tax

What is Supported Permitted Work?

You can also do 'Supported Permitted Work' and earn up to £143 a week without your benefits being affected. This must be part of a treatment programme, or supervised by someone from a local council or voluntary organisation whose job it is to arrange work for disabled people.

There's no limit to the number of hours per week or length of time you can do Supported Permitted Work for. You do not have to be in the Support Group of ESA to do Supported Permitted Work. The Support part of Supported Permitted Work, refers to the fact that an organisation is supporting you to do this work because you have a mental or physical health problem.

Important: You must tell the Department for Work and Pensions about any paid work you do, even if your Benefits are not affected. You will be asked to fill in a Permitted Work form (PW1) and send it back to the DWP. Ask your local Jobcentre Plus for help

Can you work if you claim DLA (Disability Living Allowance) or Personal Independence Payment (PIP)?

Yes - if you only claim DLA or PIP and not any of the other benefits mentioned above, there is no limit on the amount of money you can earn or the number of hours you can work.

Again – you should let the DWP know if you start work.



Form PW1:

[www.gov.uk/government/publications/](http://www.gov.uk/government/publications/employment-and-support-allowance-permitted-work-form)

[employment-and-support-allowance-permitted-work-form](http://www.gov.uk/government/publications/employment-and-support-allowance-permitted-work-form)

What about Voluntary Work

You can do any number of hours of voluntary work without your benefits being affected. You must not be paid for your work, other than reasonable expenses such as travel, meals, child-minding.

Permitted Work and Universal Credit

There is no Permitted Work as such under Universal Credit. Work is encouraged where possible, and people should be better off financially doing some work than doing no work.

There are special rules which affect how much you are paid.

There is no time limit to how many weeks you work or how many hours you work.

How will the new scheme compare to the current Permitted Work rules?

Most people will be better off doing some work and single people who are not getting any help with rent or mortgage will be much better off under Universal Credit if they do some work than under the current Permitted Work rules.

If you do paid work, the amount of work you do each month is taken into account, rather than the amount of work you do each week (which is good if you have good weeks when you are well enough to work and bad weeks when you are not).

There is no limit to the number of hours you can work.

With existing Permitted Work, if you go over the amount you are allowed to earn (i.e. £143 per week) your benefit can be stopped. With Universal Credit, your benefits are gradually tapered not stopped as you earn more money.

Contact Details

Croydon Community Opportunities Service (CCOS)  **020 3228 0547**

Croydon Mencap  **020 8684 5890**

Disability Employment Advisors (DEAs) - at Local Jobcentre Plus  **0800 169 0178**

Links to Work  **0800 917 9262**

Mind in Croydon Employment Support Service  **020 8668 2210**

Mind in Croydon Welfare Benefits  **020 8763 2037**

Shaw Trust  **0300 30 33 111**

Status Employment  **020 8655 3344**

Web Addresses

Benefits and Work  www.benefitsandwork.co.uk

Citizens Advice Guide  www.citizensadvice.org.uk

Crisis - national homeless people charity  www.crisis.org.uk

Croydon Council  www.croydon.gov.uk

Department for Work and Pensions  www.gov.uk/government/organisations/department-for-work-pensions

Government Website  www.gov.uk

Jobcentre Plus  www.gov.uk/contact-jobcentre-plus

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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



www.hear-us.org



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South Croydon, CR2 6EZ

Company No.6891337 Charity No.1135535