



**SCAN QR CODE
WITH YOUR PHONE
TO BECOME A
MEMBER, GET
SUPPORT OR
DONATE TODAY**



**HEAR US
CROYDON**

**Croydon's Mental Health
Service User Group**

About Hear Us

The client groups we are funded to support are:

People living within the London Borough of Croydon and who have a mental illness

Our aims and objectives are:

- ★ To relieve the needs of people living in the London Borough of Croydon and surrounding areas who have mental health problems by provision of services and advice.
- ★ To advance education about mental health for the public benefit in the London Borough of Croydon and surrounding areas with the objective of creating awareness and reducing the stigma attached to mental health.

Who We Influence

We regularly attend meetings with Croydon's South West London Integrated Care Board (SWL ICB) and the South London and Maudsley NHS Trust (SLaM), including; service development, planning and monitoring meetings. At these meetings we represent people living with mental illness, and ensure that their voices, views, issues and concerns are heard.

By doing this we are helping to improve the quality of the services commissioned and delivered in Croydon to better meet the needs of our community.

We are always looking for service users to join our Linkworking Project, Reachout Challenge and as office support volunteers.

Opportunities

Become a Member and get involved in the work Hear Us does in all sorts of ways. Potential opportunities include:

- ★ Becoming a Peer Support Worker with our Projects.
- ★ Coming along to our monthly Open Forums to join our campaigns and have your voice heard.
- ★ Joining our Reachout Challenge Volunteers and helping fight stigma and discrimination.
- ★ Fundraising to support the work of Hear Us, or becoming a trustee.
- ★ If you feel you can contribute and would like to get involved please call us on 020 8681 6888 or email info@hear-us.org



Hear Us
Orchard House
15a Purley Road
South Croydon
CR2 6EZ



020 8681 6888



info@hear-us.org



www.hear-us.org



hearuscroydon



hearuscroydon



hearuscroydon

Charity # 1135535

Company # 6891337

Members Form ✓

I am a resident of Croydon

Have a recognised interest in mental health service user issues in Croydon

Have had emotional, or psychological problems, or, some form of mental ill health

Name:

Address:

Telephone:

Email:

Age & DOB:

Gender:

Ethnicity:



**SCAN QR CODE
AND DONATE**

£5

A MONTH



When you are finished with this please recycle it

WELFARE RIGHTS ADVICE PROJECT

Hear Us has been providing peer support with Welfare Benefits claims for over 10 Years, We can assist you with:

Personal Independence Payment (PIP) claims.

Universal Credit (UC) claim, which is replacing 6 other benefits with a single monthly payment.

We can also help you to apply for **Freedom Passes** and other concessionary transport schemes.

We can also support you with access to **food banks.**

We can assist with applying for **grants to help with utility** (water, gas and electricity) debts.

We can assist by accompanying you to your medical assessments, supporting you to appeal and ask for a **Mandatory Reconsideration (MR)** and where necessary, support you at tribunals.

If you are finding the welfare benefits system complex and hard to navigate please complete our referral form

www.hear-us.org/referral

Email: surgery@hear-us.org

Website: www.hear-us.org/surgeries



Scan the QR Code for more info about the Welfare Surgeries Project

LINKWORKING PROJECT

Hear Us has been supporting service users since 2007 to navigate and gain the most out of Croydon's statutory and voluntary mental health services.

Our peer support Linkworkers visit the inpatient wards at the **Royal Bethlem Hospital and Croydon's Mental Health Community Services, Jeanette Wallace House and Queens Resource Centre.**

Our Linkworkers have lived experience of mental illness and are current and former service users. They can offer a safe space to talk about any issues without the fear of reprisal.

Referral and signposting - We can point people in the right direction to get help by referring them to services and organisations that can help them, or by providing details of where they can get further support.

Our project aims to improve services based on service users' honest feedback.

If you are interested in becoming a Linkworker or want to know more please contact:

Email: linkworking@hear-us.org

Website: www.hear-us.org/linkworking



Scan the QR Code for more info about the Linkworking Project

REACHOUT CHALLENGE

We all have mental health needs. Life is about having a good balance of mental and physical wellbeing.

The Reachout Challenge team of volunteers visit organisations to share their experiences of living with mental illness.

We challenge organisations in their approach to supporting staff mental health and wellbeing. We encourage staff to talk about their mental health without shame or embarrassment.

We raise awareness and fight stigma around mental health, by educating the organisations we work with to be better equipped to support staff with their mental health. We can help employers to understand mental health and provide staff with a safe space to express their stress and anxieties, and the impact this can have on working life.

If you are interested in volunteering or want to know more please contact us.

Email: reachout.challenge@hear-us.org

Website: www.hear-us.org/reachout



Scan the QR Code for more info about the Reachout Challenge

MENTAL HEALTH OPEN FORUM

The Open Forum has been running for over 20 years, providing a space for the mental health community to come together and discuss Croydon's health services.

The forum gives people affected by mental health a safe place and a chance to voice concerns about health services to commissioners. These include the **South West London Integrated Care Board (SWL ICB)**, Croydon Council, and service providers such as **South London and Maudsley (SLaM)** and organisations from the voluntary sector.

Our monthly forums enable service users to have face-to-face discussions with commissioners and be a constructive voice in the commissioning and design of services. People are able to share their experiences and feed back directly to providers of mental health services.

Guest speakers and topics for discussion are suggested and chosen by service users.

If you would like to come along to the Open Forum, or if you would like to be a guest speaker or you simply just want to know more please contact us.

Email: forum@hear-us.org

Website: www.hear-us.org/forum



Scan the QR Code for more info about the Open Forum