

HOW TO 01

Information & Advice



This factsheet gives details of organisations that can offer information and advice to carers and disabled people.

Any carer looking for information and advice on any aspect of their caring role is welcome to contact the Carers' Information Service or call into our Carers Support Centre.

Carers' Information Service

www.carersinfo.org.uk

- Runs the Carers Support Centre.
- Information and advice service for carers living in, or caring for someone who lives in, Croydon. Carers are welcome to contact us with any query they may have as a result of their caring role.
- Casework service offering in depth support and advocacy, such as liaising with social services and attending meetings.
- Free training courses and information sessions on practical skills such as first aid, and personal development topics such as assertiveness.
- Free publications, including a regular newsletter (*Carers News*) and a monthly e-bulletin (*What's New for Carers?*).
- Publishes *How To... A Guide for Carers in Croydon* - a series of factsheets covering all aspects of caring.
- All publications are available on the website where they are regularly updated. The website also features News, Events, FAQs and more information on all the services offered.
- Produces a carers' emergency card - a simple tool designed to give carers more peace of mind.
- Organises events such as the annual Carers Information Day, usually held at the Fairfield Halls.
- Volunteering opportunities.

24 George Street, Croydon CR0 1PB
020 8649 9339, option 1

Carers Support Centre

www.carerssupportcentrecroydon.org.uk

- Run by the Carers' Information Service.
- Open to the public Monday to Friday, 10am - 4pm, for carers to drop in for information and advice.
- Membership scheme gives access to the Carers Café and discounts in local shops and eateries.
- Carers Café is open Monday to Friday, 10.30am – 12.30pm. Carers are welcome to pop in for free refreshments, books, newspapers and magazines.
- Regular advice surgeries on issues such as debt, benefits, mental health and special educational needs.
- Free health checks for carers.
- Radar keys, giving access to locked public toilets, are available for £2.
- IT Buddy Scheme offers basic computer training.
- Venue for carers' support groups.
- Office base for a range of organisations supporting carers and disabled people.
- Room hire (from three-person consultation rooms to a large meeting room with capacity for over 50 people) and hot desking facilities are available.

24 George Street, Croydon CR0 1PB
020 8649 9339, option 1



Support for All Carers - Local Services

Crossroads Care - South Thames Carers Support and Advocacy Service

020 8649 9339, ext 664
www.crossroadscaresthames.org

- Advice, support and advocacy for Croydon carers aged 16 and over.
- Help with issues such as applying for benefits and grants.
- Coffee and pub clubs for carers.
- Support groups including carers' lunches, outings and other events.
- Carers aged over 50 who are caring for someone over 50 can apply for up to £250 to prevent the breakdown in health or wellbeing of the carer. For more information about this grant contact Ros Cox (020 8663 5624, ros@souththamescrossroads.org).

Croydon Carers Centre

020 8688 7219
www.croydoncarers.org.uk

- Volunteer led drop-in facility for carers offering emotional and practical support, as well as trips and activities.
- Carers' Emergency Alert and Discount Card.

Croydon Neighbourhood Care Carers Telephone Befriending Service

020 8663 5630/1 or 07572 168 303
www.cnca.org.uk

- Volunteers provide weekly telephone contact to carers to build friendships and prevent isolation.

Croydon Online

www.croydononline.org

- Lists local organisations and activities for all ages and abilities, including support for carers and people living with specific conditions.

Croydon Radio

www.croydonradio.com

- Community radio station that airs a weekly Carers Show, every Wednesday at 1pm.

POP Service

020 8654 4440
www.croydonpop.org.uk

- Mobile information and advice service.
- Organisations offering services on the POP Bus include Age UK Croydon, Crossroads Care, Welfare Rights Team and Croydon Council.
- A monthly timetable is available detailing where the POP Bus will be and which services will be offered.

Support for All Carers - National Services

Carers Direct

0300 123 1053
www.nhs.uk/carersdirect

- Helpline offering information, advice and support to all carers.
- Lines are open 9am - 8pm Monday to Friday, 11am - 4pm at weekends.
- Callers can request a free call back.

Carers Trust

0844 800 4361
www.carers.org

- Information, advice, online forums and hosted web chats for all carers.
- Website for young carers, www.youngcarers.net.
- Online community for younger carers, www.youngercarersmatter.org, where carers aged 16-25 can connect, share advice and access support.

Carers UK

0808 808 7777
(Monday - Friday 10am - 4pm)
www.carersuk.org

- Helpline offering specialist advice and information.
- Comprehensive range of publications on topics such as benefits, assessments, challenging decisions and mental capacity.
- Publishes an annual guide, *Looking after someone: carers rights guide* which gives carers an oversight of all the main services and benefits they, and the person they care for, might be entitled to.
- Online forum where carers can share experiences.

Support for Black & Minority Ethnic (BME) Carers

Bangladesh Welfare Association

020 8684 0272
www.bwelfare.org.uk

- Advice, Information and Advocacy Project supports BME elders (aged 50 and over) and their carers with issues such as welfare benefits, housing, social care and independent living.
- Short breaks for carers.

Healing Waters

020 8668 2419
www.healingwaterscroydon.org.uk

- Caring4Carers Club is a support and social group for carers and ex-carers offering social activities, events, workshops and holidays.
- Healthy Minds Productions offers a range of creative and social activities for BME mental health/learning disability service users.

Horizon Care and Welfare Association

020 8665 0921 or 020 8663 5640/1/2/3
www.horizoncareandwelfare.org.uk

- Specialises in supporting the Somali community, and those from other BME communities, but services are open to everyone.
- Advice, information, advocacy, carer support project and an interpreting/translation service.
- Support to vulnerable people living in their own home, including practical home services and respite care.

Topcare Network

020 8649 5677
www.praisehouse.org.uk

- Potter's House is a community support project aimed at enabling adults aged 18-64 from the BME community, who have physical disabilities and/or a sensory impairment, to live as independently as possible. Carers are welcome to attend with the person they care for.

Turkish Youth and Community Association

020 8665 0425 or 07764 273 293
nilay_tyca@hotmail.com

- Services are aimed at people from the Turkish-speaking community.
- Carers' support group offering outings and events, help with benefit claims and training.
- Information, advice, family support, social activities and interpreting/translation service for people from the Turkish community.
- Personal care and a day centre for people with severe physical and learning disabilities.



Support for Disabled Carers

Disabled Parents and Carers Together

0800 689 7474 (leave a message and calls will be returned as soon as possible)

www.dpact.org.uk

- Advice, support, casework, advocacy and social events for parents and carers who have a chronic illness or disability.
- Support preparing evidence for disability benefits applications and appeals.
- Limited telephone befriending.
- A member of staff is available at the Carers Support Centre every Monday, 12 noon - 3pm - it is best to make an appointment.

Support for Older Carers & Carers of Older People

Age UK Croydon

020 8680 5450

www.ageukcroydon.org.uk

- Services are primarily for people aged 50 and over and their carers.
- Free information, advice and advocacy service, including a specialist Housing Options Project.
- Free telephone befriending service for over 60s.
- Health and Wellbeing at Brigstock Road offers a range of social and keep fit activities. Charges apply.
- Help @ Home Service offers support with domestic tasks. Charges apply.
- Home from Hospital and Reablement Service offers emotional and/or practical support to people when leaving hospital and settling back into home life.
- Home Maintenance Service can help with large and small DIY jobs, including fitting key safes. Charges apply.
- IT workshops.
- Men's Project encourages men to be more active within their community.
- Nail Care service at venues across the borough. Charges apply.
- Personal Safety Project aims to help prevent falls in the home.
- Welfare Benefits Project can perform benefit checks and help with benefit applications, reviews and appeals.

Croydon Neighbourhood Care

020 8662 1000

www.cnca.org.uk

- Network of neighbourhood care groups across Croydon. The groups are independent and have their own volunteers offering a variety of services to meet the needs of people in their area who are isolated, vulnerable or disabled.
- Services provided differ from group to group, but examples include short breaks for carers, befriending, occasional gardening and DIY, shopping, lunch clubs and transport. Some groups also offer support to carers.
- Responsible for organising Carers Week events in June, with funding from Croydon Council.

Older People's Network (OPeN)

020 8253 708

www.cvalive.org.uk

- Offers older people and their carers the chance to meet regularly and express their opinions about the issues that matter to them. The group's views are then passed on to service providers via representatives, ensuring everyone's voice is heard.

Support for Parent Carers

There is lots of support available for parent carers - please see our *Caring for a Child* factsheet for more information.

Support for Young Carers

Off the Record's Young Carers Support Project

020 8649 9339, option 2

www.offtherecordcroydon.org

- Information, advice, advocacy, outings and activities during school holidays, and support applying for grants for children and young people aged seven to 25 (maximum of age 18 at point of referral) who are providing a significant amount of care for a parent or sibling.
- Specialist help for young carers of a parent who has a mental health problem.
- Support with school issues, including a weekly homework club during term-time.
- Family Navigator offers practical help to vulnerable families, where the eldest child is aged 5-10, to identify and access services and support.

Support for Carers of People with a Specific Condition (A-Z)

Brain Injury

Headway South West London

07722 861 642

www.headwayswLondon.org

- Croydon support group for people with a brain injury and their carers.

Living with Brain Injury

020 8274 6492

- The neuro-rehabilitation service at Broad Green offers a programme of educational groups for service users and carers on topics such as memory strategies and coping with stress.

Cancer

Macmillan Cancer Information and Support Service

020 8401 3441

benny.millier@nhs.net

- Information, support, counselling and complementary therapies for cancer patients and their carers.
- Regular meetings for carers.

Macmillan and Croydon Citizens Advice Bureau (CAB) Project

01689 808 135

- Advice service on issues such as benefits, employment, housing and debt for cancer patients who live in Croydon, or who are being treated at Croydon University Hospital, and their carers.

South East Cancer Help Centre

020 8668 0974

www.sechc.org.uk

- Information, counselling, complementary therapies and activity groups for cancer patients and their carers.
- Support groups for people with specific cancers.

Dementia

Alzheimer's Society Croydon

020 8653 2818

www.alzheimers.org.uk

- Range of services for people diagnosed with dementia and their carers.
- Carers Information Support Programme - four-week training course for carers.
- Monthly Forget-Me-Not Café for people with dementia and their carers.
- Singing for the Brain - music and singing therapy sessions for people with dementia and their carers.
- Support groups for carers and younger carers.
- Peer support group for people with early stage dementia.
- Dementia Support Workers provide information and advice to people with dementia and their carers.

Croydon Memory Service

020 3228 9500

- Assessment, diagnosis, treatment, information and support service for adults experiencing memory difficulties and their carers.
- Referral by health professionals only.

Diabetes

Croydon Community Integrated Diabetes Service

020 8274 6332

- Central point of contact for information about all aspects of diabetes care.
- Programme of education for people with diabetes, their families and carers.
- Support for people with diabetes who are experiencing difficulties with their blood glucose control.
- Access to services is via GP referral only.

Diabetes UK Croydon Groups

- Croydon Group (020 8654 2773) and Purley Support Group (020 8660 3735) for people with diabetes and their carers.

Dyslexia

Croydon Dyslexia Association

08442 49 69 49

www.croydononline.org/dyslexia

- Information, advice and open meetings for people with dyslexia and their carers.

Epilepsy

Croydon Epilepsy Society

020 8665 1255

cesociety@btconnect.com

- Information, support and advocacy for people with epilepsy and their carers.

Heart Conditions

Croydon Cardiac Support Group

01689 843 404 or 020 8657 6982

www.heartsupportgroup.org.uk

- Support group for heart patients and their carers.
- Support and counselling for patients in Croydon University Hospital's cardiac care and chest pain wards via weekly visits.

HIV/AIDS

South London HIV Partnership

020 7160 0949

www.slhp.org.uk

- Coordinated community health services for residents of South London (including Croydon) living with HIV and their carers, including advice and advocacy, health support, counselling and peer support.
- Weekly outreach sessions at Croydon University Hospital.

African Emotional Support

020 7812 1777

info.counselling@ttht.org.uk

- Up to 12 free sessions with an African counsellor for Black African or African-Caribbean people who are newly diagnosed, living with or affected by HIV, and their carers.

Learning Disability

Acute Liaison Nurse

020 8726 6500 ext 84369

susan.dunn@croydonhealth.nhs.uk

- Supports Croydon residents over the age of 18 who have a learning disability, and their carers, to get the best service they can when accessing health care on the Croydon University Hospital site whether as an in-patient or out-patient.

Croydon Mencap

020 8684 5890

www.croydonmencap.org.uk

- Information, advice and support for people with learning disabilities and their carers.
- Older Carers Assessment and Support Service offers practical and emotional support and social events to carers aged 60 and over. Also conducts Carers' Assessments on behalf of social services for carers aged 50 and over.
- Carers Welfare Officer offers practical and emotional support and social events to carers up to the age of 60.
- Advice and support to claim welfare benefits for anyone with a learning disability and their carers.
- Leslie Park Project supports younger adults aged 18-35 with learning disabilities to access leisure activities in the community. Access to this service is via a social services referral.
- Discos for people with learning disabilities and their carers.

Croydon People First

www.croydonpeoplefirst.org.uk

07713 358 275

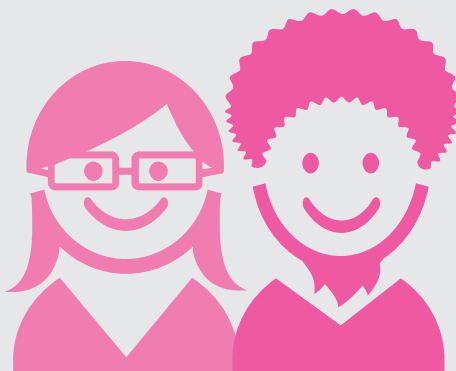
- Peer-led support service for people with a learning disability.
- Accessible information and training service puts information into an Easy Read format. Charges apply.

VoiceAbility

www.voiceability.org

07557 746 416

- Advocacy service for people with learning disabilities living in Croydon.
- Carers are welcome to be involved in the advocacy process with the consent of the person with the learning disability.



Life-Limiting Conditions

Crossroads Care South Thames

020 8648 9677

www.crossroadscareouththames.org

- End of Life Care Service provides respite for those who are caring for a person living in Croydon who is on their GP's Palliative Care Register (usually within the last six months of their life). The service aims to help carers keep their loved ones in their own homes for as long as possible.

St Christopher's Hospice

020 8768 4500

www.stchristophers.org.uk

- Support for adults with a life-limiting condition and their carers.
- Patient services include home nursing, in-patient care, day services and outpatient clinics.
- Help for patients and carers includes practical and emotional support from social workers and welfare officers.
- Bereavement Service for families of service users (020 8768 4599).

Lung Conditions

Breathe Easy Croydon

020 8654 6940

paandroid@aol.com

- Support group for people with any kind of serious breathing problem, and their carers.

Mental Health

Bipolar UK

www.bipolaruk.org.uk

020 7931 6480

- Croydon group meets monthly, and carers are welcome.

Croydon Mental Health Forum

020 8253 7084

www.cvalive.org.uk

- Forum for people who have experienced mental health problems, carers and professionals.
- Aims to improve treatment and care for mental health service users and their carers.

Croydon Voices Forum

020 8464 7052

johnosullivan06@aol.com

- Self-help group for people with mental health conditions and their carers.

Hear Us

020 8681 6888

www.hear-us.org

- Represents the views of people using mental health services and their carers in Croydon.
- Promotes positive mental health within the local community.
- Regular meetings and newsletters.

Mind in Croydon

020 8668 2210

www.mindincroydon.org.uk

- Wide range of services for people with mental health problems and their carers.
- Carers' Support Service provides advice, information, advocacy and access to events, workshops and support groups.
- Information and advocacy services.
- Counselling for people with mental health problems, and for any carer aged 16 and over.
- Family Navigator offers practical help to families facing mental health issues, where the eldest child is aged 5-10, to identify and access services and support.
- Active Minds supports people to access leisure, sport and social activities.
- Social networking club.
- Employment and Social Inclusion Service to help people gain work experience and access mainstream activities.
- Welfare benefits service for complex benefit issues and appeals.

NSF Rethink Croydon Carers Support Group

07757 602 072

- Support group for carers of someone with a mental health problem.

Rethink Croydon Carers Support Service

020 8649 9339, option 3

croydoncarers@rethink.org

- Support, advice, information and advocacy for adults caring for someone with a severe mental illness.
- Support group for BME carers.

South London and Maudsley NHS Foundation Trust (SLaM)

0800 731 2864 (PALS)

www.slam.nhs.uk

- In and out-patient mental health services.
- Patient Advice Liaison Service (PALS) offers advice and information on SLaM's services for service users and carers.

Multiple Sclerosis (MS)

MS Society Croydon Branch

0800 781 4502 or 020 8660 0389

www.croydonms.org

- Information, support and social events for people with MS and their carers.

Myalgic Encephalopathy (ME)

Croydon ME Support Group

07456 958 999

croydonme@gmail.com

www.facebook.com/croydonme

- Support group for people with ME and their carers.

Myasthenia Gravis (MG)

Croydon MG Support Group

020 8656 4222

shirlkell@btinternet.com

- Support and advice for people living with MG and their carers.

Parkinson's

Parkinson's Support Groups

020 8653 2179

artmar12@aol.com

- The Carers' Group is for carers and former carers of people with Parkinson's.
- The Other Half is a support group for people with Parkinson's and their carers

Parkinson's UK Croydon Branch

01737 355 487

jackygreen234@hotmail.com

- Meetings with guest speakers for anyone affected by Parkinson's, including carers.

Physical Disability or Sensory Impairment

Croydon Hearing

www.croydonhearing.org.uk

020 8686 0049

- Advice, information and practical help for Croydon residents with any type of hearing loss and their carers.
- Conducts assessments on behalf of social services and offers advice about equipment available free from Croydon Council, and where to purchase equipment privately.
- Surgeries across the borough offer help with retubing NHS hearing aids and provision of batteries.

Croydon Visual

020 8688 2486

www.croydonvisual.plus.com

- Range of services such as social events, support groups, counselling, training and practical help with life skills for blind and partially sighted individuals and their carers.

Disability Croydon

020 8688 3622

www.disabilitycroydon.org.uk

- Information, advice and advocacy for adults with a physical disability or sensory impairment and their carers.
- Family Navigator offers practical help to families where the child or parent has a disability, where the eldest child is aged 5-10, to identify and access services and support.

Sickle Cell & Thalassaemia

Croydon Sickle Cell and Thalassaemia Centre

www.cscats.org

- Medical Centre (020 8251 7229) is a nurse-led walk-in centre offering information, advice, screening and counselling for people with sickle cell/thalassaemia and their carers.
- Support group (020 8251 7259) for people with sickle cell/thalassaemia and their carers.

Stroke

Croydon Stroke Support Group

01444 458 075 or 07952 565 285

www.croydonstrokesupport.co.uk

- Information, advice, social and craft activities, entertainment and exercise for people who have had a stroke and their carers.
- People with Parkinson's are also welcome.

The Stroke Association

0303 3033 100 (Stroke Association Helpline)

- Information and advice for those who have had a stroke and their carers.
- Runs a number of local support groups; information on locations and times from helpline:
 - Family and Carer Support Group.
 - Croydon Stroke Support Group.
 - Communication Support.
 - Croydon Young Stroke Group.

Substance Addiction

Alcoholics Anonymous (AA)

0845 769 7555

www.alcoholics-anonymous.org.uk

- There are various AA groups meeting in Croydon, some of which are 'open' to carers at least once a month.
- Can arrange for someone to accompany a person to their first meeting.

Al-Anon Family Groups

020 7403 0888

www.al-anonuk.org.uk

- Support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.
- Two support groups in Croydon for those affected by problem drinkers.
- Alateen (part of Al-Anon) is for young people, aged 12-17 (inclusive), who are affected by someone else's drinking.

Croydon Community Drug Agency

020 8680 6060

- Drop-in service where individuals (18 years and over) can receive support, help and advice around their drug use.
- Range of activities including assessments, computer access, breakfast club, complementary therapies, recovery groups and mutual aid.
- Support for carers is also available.

Substance Misuse Care Management Team

020 8604 7104

- Conducts Community Care Assessments of adults with drug/alcohol needs regardless of their level of dependency, and Carers' Assessments.
- Community and residential care planning and reviews.
- Manages adult safeguarding issues and concerns.
- Aftercare and resettlement post detoxification and rehabilitation.
- Help, advice and support with benefits.

Sources of Counselling

Care to Listen

07956 891 203 or 07985 343 619

www.caretolisten.co.uk

- Low-cost counselling service. Sessions start at £10 for people who are unemployed.

CPF Counselling Croydon

020 8760 0665

www.cpf counselling.org.uk

- Counselling service that aims to charge clients what they can realistically afford - this is usually between £15 and £55 a session.

Mind in Croydon

020 8763 2064

www.mindincroydon.org.uk

- Carers' Counselling Service offers up to six free counselling sessions for any carer aged 16 or over in Croydon.
- Low-cost counselling for Croydon residents with mental health problems and their carers. Clients are asked to pay what they can afford, with a minimum of £5 per session for people who are unemployed, and £15 for people who are employed.

Off the Record

020 8251 0251

www.offtherecordcroydon.org

- Free counselling for young people aged 14-25, including young carers.

Bereavement Support

Christ Church Purley Bereavement Support Group

020 8660 2337 or 020 8651 3335

- Support group for people who have been bereaved (open to everyone regardless of faith).

Cruse Bereavement Care Croydon

020 8916 0855 (24 hour answer phone)

www.crusecroydon.org.uk

- Information, support and social groups for people who have been bereaved.
- Free one-to-one counselling in people's homes.



St Christopher's Candle Project

020 8768 4633 or 020 8768 4689
www.stchristophers.org.uk

- One-to-one and group counselling for children and young people in South East London who have been bereaved.
- Advice service for parents.

Woodside Bereavement Service - The Listening Ear

020 8662 1648
www.thelisteningear.org.uk

- Free counselling for anyone (child or adult) who has been bereaved, including pre-bereavement counselling for the terminally ill and their carers.

Health Services



Croydon Health Services

020 8401 3000
www.croydonhealthservices.nhs.uk

- For details of community health services such as physiotherapy, occupational therapy, podiatry and speech and language therapy. Not all services will accept self-referrals

Community Dental Service

020 8714 2708

- Dental care for people who struggle to access mainstream dentists.

Emergency Health Services

Croydent

0845 000 4567

- Out of hours dental emergencies.

Edridge Road Community Health Centre

Impact House, 2 Edridge Road, Croydon CR9 1PJ

020 3040 0800

- Access to a GP surgery, even for patients not registered at the Centre.
- Open 8am – 8pm, seven days a week.

Mental Health Emergencies

- People who are receiving support from community mental health services should contact their Resource Centre and ask to speak to their care coordinator or duty worker.
- People who are not receiving support from mental health services should call the South London and Maudsley NHS Foundation Trust (SLaM) information line on 0800 731 2864.
- Out of hours, people should go to Accident and Emergency at Croydon University Hospital and ask to see the duty psychiatrist.

Minor Injuries Unit

Parkway Health Centre, Parkway, New Addington CR0 0JA
020 8714 2950

www.croydonhealthservices.nhs.uk

- Adults and children over one year old can be assessed and treated for a variety of minor injuries.
- Open 2 - 9pm, Monday to Friday, and 12 noon - 9pm Saturday and Sunday.

NHS 111

111

www.nhs.uk/111

- When medical help or advice is urgently needed but it's not a life-threatening (999) situation.
- Callers will be directed to the local health service that can best meet their needs.

Pharmacies

- For details of out of hours pharmacies call NHS 111 or visit www.nhs.uk.

Urgent Care Centre

Croydon University Hospital, 530 London Road, Croydon CR0 7YE

(through entrance to A&E)

020 8401 3013

- For patients who have a minor illness or urgent medical problem which is not life-threatening but needs urgent attention.
- Open 24 hours a day, 365 days a year.

Urgent Care Service

Purley Hospital, 856 Brighton Road, Purley CR8 2YL

020 8401 3238

- For patients who have a minor illness or urgent medical problem which is not life-threatening but needs urgent attention.
- Open 8am – 8pm, seven days a week.

Healthwatch Croydon

020 8663 5648

www.healthwatchcroydon.co.uk

- Visits publicly-funded health and social care services to talk to service users, carers and staff.
- Uses the views and experiences of service users and their carers to make recommendations for improvements to services.
- Provides information and signposting about what people can do if they experience problems with a publicly-funded health or social care service.

Patient Advice and Liaison Service

020 8401 3210 - Croydon University Hospital and Purley Hospital

0800 731 2864 - South London and Maudsley NHS Foundation Trust

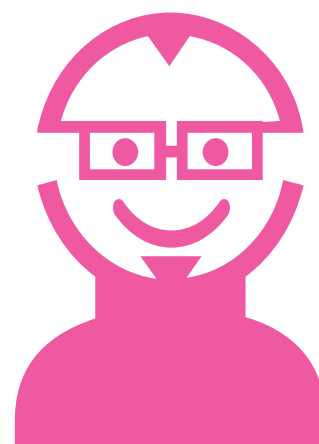
- Advice and support for patients and their carers who have a query or concern about their care or treatment.
- Details of other organisations that can provide support, and information on the formal complaints process.

Voiceability NHS Complaints Advocacy Service

0300 330 5454

www.nhscomplaintsadvocacy.org

- Independent service offering information, advice and advocacy to people who want to make a complaint about a National Health Service.



Employment

Access to Work

020 8426 3110

www.gov.uk

- Grants to help pay for practical support for disabled people who need help to start or stay in work, or start up their own business.

Croydon Employment and Support Service

020 8255 5473

cessteam@croydon.gov.uk

- Support for people with any form of disability to find paid employment.

Employers for Carers

www.employersforcarers.org

- Advice and support for employers wanting to develop carer-friendly policies and practice.
- Website gives details of the business case for supporting carers and links to relevant research which could strengthen a carer's argument when requesting flexible working.

Flexible Working

- Carers and parents who have at least 26 weeks continual employment at the time of their application can apply for flexible working if they are:
 - A parent of a child under 17.
 - A parent of a child under 18 who is receiving Disability Living Allowance.
 - Caring, or expect to be caring for a relative.
 - Caring, or expect to be caring for an unrelated adult living with them.
- The Government plans to extend the right to request flexible working to all employees sometime in 2014.
- For more information on flexible working for carers see the Carers UK guides:
 - *Supporting Working Carers: a carer's guide.*
 - *Carers and Employment: a guide to the right to request flexible working.*

These guides are available at www.carersuk.org or by calling 0808 808 7777.

Jobcentre Plus

0845 604 3719

www.gov.uk

- Work Preparation Support gives carers access to increased time with advisers, and may be able to fund alternative care to allow carers to attend training and interviews.
- Disability Employment Advisers offer extra support to disabled jobseekers, for more information visit www.gov.uk.

Mind Employment Support

020 8253 8203/4

www.mindincroydon.org.uk

- Support for people aged 18-64 who have mental health problems and want to access the world of work.
- Eligibility criteria apply.
- Referrals from health professionals only.

Status Employment

020 8655 3344

www.status-employment.co.uk

- Support for people with mental health problems who are interested in finding work, and for those needing support to remain in work.

Time Off in Emergencies

- All employees have the right to take time off work to deal with an emergency involving a dependent, regardless of length of service.
- A dependent in these circumstances means a partner, child, parent or someone living in the household as part of the family.
- It is up to the employer whether this time off is paid or unpaid.
- It is important the employer is informed as soon as possible after the emergency has happened.

Working Carers Support Group

020 8663 5630/1 or 07572 168 303

www.cnca.org

- Support group for carers who are balancing paid work with their caring role.

Legal Advice

Carers and their rights: the law relating to carers, by Luke Clements

0808 808 7777

www.carersuk.org

- Definitive guide to carers' rights to support from health and social services.
- Published by Carers UK. Costs £15.
- Kindle edition available from Amazon (www.amazon.co.uk) for £3.

Civil Legal Aid

www.gov.uk

- Free or subsidised legal advice, mediation or representation in court with problems such as housing, debt, family issues, education and community care.
- To be eligible for legal aid people need to demonstrate that they are unable to pay the legal costs themselves, and that their problem is serious.
- The website includes a tool so people can check if they can get legal aid.

Civil Legal Advice

0845 345 4 345

<https://claonlineadvice.justice.gov.uk>

- Free and confidential legal advice for people eligible for legal aid.
- Online legal advice on issues such as debt (where someone may lose their home), special educational needs, housing, family (involving domestic violence, child abuse or where a child may be taken into care), discrimination and welfare benefit appeals.
- Telephone advice may be available on other issues.

Croydon and Sutton Law Centre

020 8767 2777

www.swllc.org

- Daytime legal advice sessions on issues such as housing, immigration and debt for people who are eligible for legal aid.
- First-come first-served legal advice sessions two evenings a week to anyone in need of legal advice (not just those eligible for legal aid).

Equality Advisory and Support Service

0808 800 0082

www.equalityadvisoryservice.com

- The Equality Act 2010 protects carers against direct discrimination or harassment as a result of their caring responsibilities.
- Employers and providers of goods and services must not treat carers less favourably than people who do not have caring responsibilities.
- For more information on the Act visit www.equalityhumanrights.com.
- People who think they have experienced discrimination can get information and advice from the Equality Advisory and Support Service.

Safeguarding

Croydon Council's Adult abuse reporting line

020 8760 5697

020 8726 6500 (out of hours)

www.croydon.gov.uk

- Every individual who witnesses, hears of or learns of an abusive or potentially abusive situation in relation to an adult at risk should report it to the adult abuse reporting line or complete a *Safeguarding vulnerable adults referral* online.
- Concerns about child abuse or neglect should be reported to Croydon Children's Services on 020 8726 6400 (24 hours).

For your notes ...

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For your notes ...

Every effort has been made to ensure the contents of this factsheet are correct, but the Carers' Information Service cannot accept responsibility for information that is inaccurate or for the quality of the services listed. All the *How To Guide for Carers in Croydon* factsheets are available at www.carersinfo.org.uk where they will be regularly updated.