



SUPPORT SERVICES AVAILABLE IN YOUR AREA

	AGENCY NAME	SUPPORT & HELP AREAS	AGENCY ADDRESS	POSTCODE	TELEPHONE	NOTE
1	Kensington & Chelsea Citizens Advice Bureau	Benefits, debt and money, housing, employment, consumer issues, immigration signposting, council tax, Universal Credit, and general advice services	Old Town Hall, Kings Road, Chelsea, London	SW3 5EE	08082787982	
<p>Citizens Advice Kensington and Chelsea provides free, independent, confidential and impartial advice to anyone who lives, works or studies in the Royal Borough of Kensington and Chelsea (RBKC). Advice areas include benefits, debt and money, housing, employment, consumer issues, immigration signposting, council tax, Universal Credit, and general advice services.</p> <p>Clients can access the service by calling the Adviceline on 0808 278 7982 (Monday - Friday, 10am - 4pm). Calls are free from mobiles and landlines. Telephone lines are usually busiest at the beginning of the week and during mornings; quieter times are generally Friday afternoons. Clients may need to wait or call back during busy periods.</p> <p>Clients can also attend weekly drop-in/pathfinding hub sessions across the borough for new enquiries. It is recommended that clients arrive 15- 30 minutes before the session start time to improve the chance of being seen. Drop-ins are intended for first contact and initial assessment only. Existing or repeat enquiries are not usually discussed during these sessions.</p> <p>Drop-in locations currently include:</p> <ul style="list-style-type: none"> ● Pembroke Road Hub Mondays, 12pm - 2pm ● Chelsea Theatre (World's End Hub) - Tuesdays, 12pm-2pm ● Kensington Town Hall - Wednesdays, 11am-1pm ● North Kensington Hub (Kensington Leisure Centre) - Fridays, 9am-11am <p>Online advice and self-help information are available 24/7 through the Citizens Advice website, including access to a chatbot, benefit calculator, budgeting tool, and guidance across multiple advice areas.</p> <p>On first contact, clients receive an initial triage assessment (approximately 15-20 minutes). Advisers may provide guided self-help information where appropriate. If additional support is needed, clients may be offered a face-to-face appointment, form-filling support, outreach support, or referral/signposting to another specialist organisation. Appointments are usually arranged following triage.</p> <p>Citizens Advice Kensington and Chelsea works in partnership with organisations including Nucleus and North Kensington Law Centre through the Kensington & Chelsea Advice Partnership. If a client requires specialist support not provided directly by Citizens Advice (e.g. higher-level debt or immigration advice), referrals can be made directly to partner agencies</p>						

	<p>under a 'no wrong front door' approach. Clients do not need to make a separate referral themselves and should expect contact from the partner organisation within approximately 2-3 working days.</p> <p>Clients are encouraged to have relevant paperwork available when speaking with an adviser, such as DWP letters, tenancy agreements, benefit information, or other supporting documents.</p> <p>Additional specialist telephone services available:</p> <ul style="list-style-type: none"> ● Consumer Helpline: 0808 223 1133 (Mon-Fri, 9am-5pm) ● Debt Helpline: 0800 240 4420 (Mon-Fri, 9am-5pm; Sat 9:30am-1pm) ● Universal Credit 'Help to Claim': 0800 144 8 444 (Mon-Fri, 8am-6pm) <p>Foodbank outreach support is also available on Tuesdays.</p>					
2	<p>Nova New Opportunities</p>	<p>Advice around benefits, Cost of living, Employment</p>	<p>2 Thorpe Close, Ladbroke Grove, London</p>	<p>W10 5XL</p>	<p>02089602488</p>	
	<p>Nova provides advice, guidance and practical support services, including pre-employment support, benefits advice, mandatory reconsiderations, form-filling assistance, and cost of living support. Nucleus also attends the service on Mondays to provide debt advice support to clients.</p> <p>Clients can register directly with the service or be referred by external agencies/providers through the Nova website. Reception is open for new registrations Monday to Wednesday. Client-facing advice and guidance services operate Monday to Thursday.</p> <p>The Advice and Guidance Team currently consists of two full-time staff members and one part-time staff member. Due to staffing reductions and organisational cost-saving measures, services may be operating at reduced capacity and clients may experience waiting times.</p> <p>There are no borough-based eligibility restrictions for accessing general support services. However, some grants and financial support available through Nova may be restricted to residents of the Royal Borough of Kensington and Chelsea (RBKC).</p> <p>Clients accessing support are encouraged to provide any relevant documentation where possible, including benefit letters, identification, financial information, tenancy documents, CVs, or employment-related paperwork, depending on the support required.</p>					
3	<p>RBKC Housing Management</p>	<p>Council tenants experiencing financial hardship, debt issues, benefit difficulties, or digital exclusion</p>	<p>Malton Road Hub, 2-4 Malton Road, London, London</p>	<p>W10 5BE</p>	<p>02073613008</p>	
	<p>The RBKC Financial Inclusion Team provides support and advice for Royal Borough of Kensington and Chelsea (RBKC) Council tenants only. The service is not available to residents who are not Council tenants.</p> <p>Support available includes:</p> <ul style="list-style-type: none"> ● Welfare benefits advice ● Debt advice ● Support with grant applications 					

	<ul style="list-style-type: none"> Digital inclusion support, including SIM cards and broadband support for eligible addresses <p>Council tenants can access the service directly by calling 0800 137111 or by emailing financialinclusion@rbkc.gov.uk.</p> <p>Professionals and partner organisations can also make referrals directly by emailing financialinclusion@rbkc.gov.uk on behalf of a client. Following referral, the team will contact the resident to complete an initial assessment and determine whether a further appointment or ongoing support is required.</p> <p>Clients referred to the service may be asked to provide relevant supporting documents where appropriate, such as tenancy details, benefit information, income/expenditure details, debt letters, or grant-related paperwork to assist with assessment and advice.</p>						
4	<table border="1"> <tr> <td>Crosslight Advice</td> <td>Debt & Money, Budgeting Help</td> <td>HTB, Brompton Road, London</td> <td>SW7 1JA</td> <td>02070520318</td> <td></td> </tr> </table> <p>Crosslight Advice is a debt advice charity providing free support with debt issues and related benefits advice. Support may include budgeting advice, debt management support, and assistance with benefit-related forms where this is linked to a client's debt situation.</p> <p>Referrals can be made through the online referral form available on the Crosslight Advice website. Clients may also be referred directly by professionals or support agencies using the referral form.</p> <p>If the service has capacity, support can include assistance with form filling for:</p> <ul style="list-style-type: none"> Council Tax Reduction Personal Independence Payment (PIP) Universal Credit Other benefits-related applications connected to debt support needs <p>Please note:</p> <ul style="list-style-type: none"> Form-filling support is only available for clients who are already receiving debt advice/support from Crosslight. The service cannot provide standalone form-filling support for individuals who are not debt clients. Access to support may depend on current service capacity and adviser availability. <p>Clients referred to the service should provide relevant financial and benefit documentation where possible, such as debt letters, council tax information, benefit correspondence, income details, or Universal Credit statements to support assessment and advice.</p>	Crosslight Advice	Debt & Money, Budgeting Help	HTB, Brompton Road, London	SW7 1JA	02070520318	
Crosslight Advice	Debt & Money, Budgeting Help	HTB, Brompton Road, London	SW7 1JA	02070520318			
5	<table border="1"> <tr> <td>NHS North Kensington Community Mental Health Hub</td> <td>Mental Health</td> <td>Hathaway House, 7F Woodfield Road, London, London</td> <td>W9 2BA</td> <td>02082066900</td> <td></td> </tr> </table> <p>The service provides community-based mental health support for individuals living in the Royal Borough of Kensington and Chelsea. Access to the service is via professional referral only. Referrals are commonly accepted from:</p> <ul style="list-style-type: none"> GPs Single Point of Access (SPA) services Secondary care services Health professionals Social care professionals Other partner support agencies <p>Referrals must meet the service eligibility criteria, which generally relates to:</p>	NHS North Kensington Community Mental Health Hub	Mental Health	Hathaway House, 7F Woodfield Road, London, London	W9 2BA	02082066900	
NHS North Kensington Community Mental Health Hub	Mental Health	Hathaway House, 7F Woodfield Road, London, London	W9 2BA	02082066900			

		<ul style="list-style-type: none"> ● Residence within Kensington and Chelsea ● GP registration within the borough ● Presenting mental health support needs appropriate to the service <p>The service offers a range of community mental health support interventions, including:</p> <ul style="list-style-type: none"> ● Initial assessment and triage ● Ongoing care coordination ● Psychological and therapeutic interventions ● Recovery and wellbeing support ● Signposting and referrals to partner organisations/services ● Multidisciplinary Team (MDT) reviews and care planning <p>The service operates Monday to Friday, excluding bank holidays, during core hours of 9:00am-5:00pm.</p> <p>Professionals making referrals should provide relevant background information, risk information, mental health history, and current support needs to support triage and assessment.</p>				
6	Prospects Ltd (Kensington)	Education and training leading to employment Education.	Swinbrook Community Centre, 145 Acklam Road, London	W10 5YX	02089691777	
		<p>Prospects (Kensington) Ltd provides a range of community support, advocacy, employability, digital inclusion, and educational support services for local residents. The organisation also offers wider community-based support beyond the services listed in the RBKC Get Online Handbook.</p> <p>The service accepts:</p> <ul style="list-style-type: none"> ● Self-referrals ● Referrals from Jobcentre Plus ● Referrals from community organisations, support agencies, and professionals where individuals may benefit from the service <p>Clients are encouraged to contact the service directly before attending for their first visit, as appointments are preferred for initial assessments and support planning.</p> <p>Services currently include:</p> <ul style="list-style-type: none"> ● Digital inclusion and 'Get Online' support ● Community support and advocacy ● Educational and employability-related support ● Additional community-based support services outlined in organisational leaflets and resources <p>Opening days and times are outlined in the RBKC Get Online Handbook (page 14). However, service provision may extend beyond the handbook information depending on client need and available programmes.</p> <p>Clients accessing the service may be asked to provide relevant information or supporting documentation depending on the support required, such as identification, benefit information, employment details, or digital access needs.</p>				
7	RBKC Family Hubs	A free, impartial information service for parents and carers of	St. Cuthbert Children's Centre, Warwick Road, London	SW5 9UE	02073709115	

		children and young people				
	<p>Family Hubs (previously known as Children’s Centres) provide community-based family support services, practical advice, wellbeing support, and access to partner agencies. Services are available through walk-in access and drop-in support sessions.</p> <p>Walk-in registration is available Monday to Friday, 9am-5pm. Clients attending the service will usually complete an initial assessment to determine the type of support required and identify any additional needs.</p> <p>Support available may include:</p> <ul style="list-style-type: none"> ● Benefits reviews where there are concerns about incorrect benefit entitlement ● Budgeting reviews and financial advice ● Healthy eating support ● Parenting support and parenting courses ● Healthy Start vitamins for mothers and children ● Community and family wellbeing support ● Signposting and professional advice through partner agencies operating on-site <p>Most services operate as drop-ins and do not require appointments. However, parenting courses may require prior booking or referral.</p> <p>Clients may be referred internally or signposted to other specialist agencies depending on the outcome of the assessment and support needs identified.</p> <p>Family Hub Locations and Contact Details:</p> <p>Cheyne Family Hub 10 Thorndike Close London SW10 0ST</p> <p>Telephone: 0207 361 2202 Mobile: 07739 317038</p> <p>Holmfield House Family Hub 4-6 Golborne Road London W10 5PE</p> <p>Telephone: 0207 938 8400</p> <p>Clients are encouraged to bring any relevant paperwork where appropriate, such as benefit letters, financial information, identification, or documents relating to the support required.</p>					
8	Volunteer Centre Kensington & Chelsea	Wellbeing, Employment Advice, Volunteering	1 Thorpe Close, London	W10 5XL	0208 9603722	
	<p>The organisation provides volunteering, wellbeing, community engagement, and support services for residents across Kensington and Chelsea, Westminster, and wider London boroughs.</p>					

	<p>General volunteering support and volunteer brokerage services are available for individuals seeking volunteering opportunities. The service supports general volunteering enquiries from people across London boroughs and advertises volunteering roles mainly with charities and organisations based in Kensington and Chelsea and Westminster.</p> <p>Some specialist projects require referrals and completion of online referral forms before support can begin. These include:</p> <ul style="list-style-type: none"> ● Inside Out Project - supports ex-offenders with engagement, support, and community reintegration. ● Wellbeing Project (including <i>Stepping Stones</i> and <i>Supported Access</i>) - supports individuals experiencing isolation, mental health difficulties, disabilities, or wellbeing challenges. Participants are encouraged to engage in wellbeing activities and community opportunities at their own pace. <p>The organisation also delivers:</p> <ul style="list-style-type: none"> ● Community Champions programme ● Maternity Champions programme supporting residents on Lancaster West and Silchester Estates ● Climate Champions project focused on community engagement and environmental awareness <p>Clients accessing referral-based projects may be required to complete referral forms online and provide relevant background information or supporting details relating to their support needs.</p> <p>The service operates Monday to Friday, 9:30am-5:30pm.</p> <p>Individuals interested in volunteering opportunities or wellbeing support are encouraged to contact the organisation directly to discuss eligibility, referral requirements, and available programmes.</p>					
9	Allkind	Mental Health Support, Mental Health Training, Children & Young People's Workshops	Office 1, 7 Thorpe Close, London	W10 5XL	02072598100	
	<p>Allkind (formerly part of the Mind federation) provides adult mental health and wellbeing support services for residents of the Royal Borough of Kensington and Chelsea (RBKC). The organisation continues to deliver peer support and skills development services through its newly rebranded charity structure.</p> <p>Information about available programmes and support services can be accessed through the Adult Services section of the Allkind website. Current services include:</p> <ul style="list-style-type: none"> ● Peer support services ● Skills development and wellbeing support ● Mental health and recovery-focused community support for RBKC residents ● Group-based and community-based wellbeing activities <p>Services are intended to support adults experiencing mental health challenges, isolation, or wellbeing difficulties and may include structured support programmes, recovery-focused activities, and opportunities to build confidence and independent living skills.</p> <p>Eligibility is generally limited to residents of the Royal Borough of Kensington and Chelsea (RBKC). Access arrangements, referral routes, and programme availability may vary depending on the specific service or project.</p> <p>Clients and professionals are encouraged to access the website for up-to-date information on:</p> <ul style="list-style-type: none"> ● Adult support services ● Referral processes ● Programme availability 					

	<ul style="list-style-type: none"> Group activities and wellbeing support <p>Website: Allkind</p> <p>The organisation has recently rebranded and is no longer part of the Mind federation. Existing partnership arrangements and foodbank voucher authorisation processes may currently be under review or re-registration.</p>					
10	SEETEC	Employment and Skills development	SOBUS Centre Freston Road London	W10 6T	?	
	<p>The service is funded by the UK Government and provides employment and work-related support to help individuals return to work. Support is aimed at people who may require additional assistance with employability, confidence building, skills development, or accessing suitable employment opportunities.</p> <p>Services may include:</p> <ul style="list-style-type: none"> Job searching support CV and application support Upskilling and training opportunities Employment preparation support Work-related guidance and coaching Additional tailored support to help individuals move towards employment <p>To access the service, individuals must:</p> <ul style="list-style-type: none"> Live in one of the eligible boroughs listed below Be willing and motivated to return to work <p>Eligible boroughs:</p> <ul style="list-style-type: none"> Royal Borough of Kensington and Chelsea/ Westminster/ Camden/ Lambeth/ Haringey/ Southwark <p>The service operates Monday to Friday, 8:30am-5:00pm.</p> <p>Nearest tube station: Latimer Road</p> <p>Clients accessing support may be asked to provide relevant information relating to employment history, benefits status, qualifications, or job goals to help determine suitable support and next steps.</p> <p>The organisation has advised that outreach and visiting patterns may change, therefore clients are encouraged to contact the service directly for the most up-to-date information regarding appointments and availability.</p>					
11	Help through Hardship Helpline	Foodbank Referrals	-	-	08082082138	
	<p>Clients are advised to call a few days before the session to check availability and access support. Due to reduced staffing capacity, waiting times may be longer than usual. An initial assessment will be completed to identify support needs</p>					