

Welcome to Lambeth Resolve

Information, Advice and Advocacy for Older and Disabled People

What is Lambeth Resolve?

On 3rd October 2011 we launched an important new service called **Lambeth Resolve** for people who are over 55 or who have a learning disability, a physical impairment, a sensory impairment or a long term illness. If you are in one of these groups and you need advice and support we are here to help you.



Our service is based at The Accord Centre, 336 Brixton Road, London SW9 7AA and it is provided by four local charities working together:

- Age UK Lambeth
- Disability Advice Service Lambeth
- Royal Association for Deaf People
- Lambeth Mencap

What will Lambeth Resolve do?

The main services we offer are:

- A comprehensive information and advice service on a wide range of subjects of importance to older and disabled people including benefits, pensions, health and disability, transport and mobility and housing.
- Advice casework on welfare benefits as part of Lambeth Council's Every Pound Counts service.
- Advice casework on other issues such as debt, housing, employment and fuel poverty.
- Advocacy to support you to get community care, health and housing services, to deal with financial and family problems and to be safe from abuse.

How can I get in touch with Lambeth Resolve?



You will be able to use Lambeth Resolve's services in a variety of ways to suit you:

- By ringing the **Lambeth Resolve Enquiry Line** on **020 7095 5720**. Friendly and experienced staff will be available to take your call and give you the information and advice you need from 9am – 5pm Mondays to Fridays. You can leave messages at other times and we will call you back promptly on the next working day.

- By emailing Lambeth Resolve at ask@lambethresolve.org.uk
- By visiting the Lambeth Resolve website (this will go live by December 2011)
- By arranging an appointment to see an advice worker or an advocate. You can see someone either at The Accord Centre or at home if you find it hard to travel. Ring **020 7095 5720** to discuss your needs. Our team includes a deaf caseworker who can provide advice to BSL users.
- By visiting one of Lambeth Resolve's information and advice surgeries held at different community centres around the borough. You do not need to make an appointment, just drop in at a convenient centre for one of the sessions below. At the surgery you can get information on a wide range of subjects and help with filling in forms and dealing with correspondence. If you need a longer appointment at a different time we will arrange this with you.

Our current surgeries take place at the following centres:

Vida Walsh Centre, 2B Saltoun Road, SW2 1EP
Mondays 1 – 4pm and Thursdays 10am – 1pm

Lambeth Community Care Centre, Monkton Street, Kennington, SE11 4TX
Tuesdays 10am – 1pm

Woodlawns, 16 Leigham Court Road, Streatham, SW16 2PJ
Fridays 10am – 3pm

If you need more information about these surgeries please ring our Enquiry Line on 020 7095 5720. We will be adding new venues for surgeries soon.



Remember, one number gets you through to **Lambeth Resolve**
020 7095 5720



In partnership with  **Lambeth** and  **every pound counts**