



Directory of Services

April 2019

This directory is available in large print upon request, and is on our website.

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Introduction

This directory provides information on services that may be useful to people in need of support and/or guidance on a wide range of issues and concerns. The information included is based on details provided by each agency. Although we have been careful to include only reputable agencies, Sufra NW London does not endorse any particular service provider. We advise you to contact an agency directly to check that its service meets your needs.

How to Use this Directory

Information is arranged under general headings as listed on the contents page. Many agencies provide services that may come under more than one heading. A full index of agencies is listed at the end of the directory.

Some agencies have specific criteria for who is eligible, or for how the service can be accessed. When you contact an agency you should ensure that you meet the criteria for their service. Occasionally services change at short notice, so you should be aware that some of the information listed may have changed and some services may no longer be available.

Call charges for numbers beginning with 0800 and 0808 are free. Check with your provider for call costs for all other numbers.

Opening times are given only where they differ from the standard hours of 9am to 5pm.

Most of the local agencies listed are based in Brent. For information on services in other boroughs please contact the relevant borough.

Key to Symbols



Times



Webchat



Address



Phone



Email



Website

Advice, Benefits & Welfare

Advice South Kilburn (ASK)

A free legal advice service, primarily for people living in South Kilburn but also available to others. Advice given on housing, benefits, employment disputes, and debt/money. If more in-depth support is needed from a legal adviser, an appointment will be booked for the same day. Separate arrangements can be made for people who are unable to attend because of a caring responsibility, work commitment or disability.

 Drop-in, Wed 10am to 1pm

 020 3002 2792, Mon & Fri

 mark.keepin@advice4renters.org.uk

 The Granville, 140 Carlton Vale, NW6 5HE

 www.southkilburnnw6.london

Brent Advice Matters

A website providing advice, from a group of Brent advice agencies. Enables people to find answers to questions in relation to work, money, benefits, housing, immigration, asylum, health and wellbeing. If at the end of a search an answer to a question has not been found, a request for expert help can be made. This will be assessed and passed to the relevant agency.

 www.bam.org.uk

Brent Council Local Welfare Assistance Team

A discretionary support scheme which aims: 1. to help people in short-term need because of a crisis or an emergency, support vulnerable people in the community, and ease exceptional pressure on families by providing one-off payments to people who are unable to pay for what they need. 2. to provide crisis payments to prevent serious risk to the health and safety of a person or their

family; provide community payments to help vulnerable people live as independently as possible, covering things like furniture and white goods, minor repairs, specific travel costs and some clothing and footwear. Phone for eligibility criteria. Also provide vouchers for Sufra NW London food bank. Phone for an assessment.

 020 8937 5796 (select option 2, then option 3)


 Civic Centre, Engineers Way, Wembley, HA9 0FJ

 www.brent.gov.uk/lwa

Brent Housing Management

The Income Management Team helps council tenants with rent arrears: making re-payment arrangements, discussing any legal action that has commenced, paying online, tracing missing payments, and Housing Benefit and general benefits advice.

1. Drop-in, Thurs 9am to 1pm, William Dunbar House,
Albert Road, Kilburn, NW6 5DE
2. Drop-in, Fri 9.30am to 1pm, & 2pm to 4.30pm,
The Living Room (The Old Boiler House), next to 65-80 Besant
Way, St Raphael's Estate, London, NW10 0TY
3. Drop-in, Mon to Fri 9am to 4.30pm
Civic Centre, Engineers Way, Wembley, HA9 0FJ

 0208 937 2730

 housingmanagement@brent.gov.uk

 www.brent.gov.uk/housingmanagement

Citizens Advice Brent (CAB)

Free advice to people who live, work or study in Brent. Help people to resolve money, legal and other problems. Also provide advice on asylum and immigration. There are several ways to access the service.

1. By drop-in at Willesden for assessment (see address below).

Due to very high demand there is a first-come, first-served ticketing system. There is usually a long queue and sometimes not everyone is seen.

🕒 Mon, Thurs, Fri 10am to 4pm, Tues 1pm to 5pm, plus 5pm to 7pm for people in employment (bring a wage slip). Wed pre-booked appointments only.

2. By phone. The line can be very busy. See number below.

3. Civic Centre, Engineers Way, Wembley, HA9 0FJ

🕒 Mon 9am to 3pm. Ask at the Customer Services Desk

4. Park Royal Centre for Mental Health for people who have been admitted, as well as their carers.

🕒 Wed & Thurs mornings by appointment. Contact the ward supervisor.

5. At **Children's Centres**, for people with a child under five. Contact a centre directly for an appointment.

6. Skype Employment Advice clinic for legal advice on employment issues. Visit CAB Willesden for an eligibility assessment.

7. Brent Housing tenants. For advice on rent arrears and other debts, contact the **Income Management Team** to make an appointment with a CAB money adviser.





8. London & Quadrant Tenants. For advice on rent arrears and other debts, contact the **Income Management Team** to make a Pound Advice appointment.

9. John Fisher Free Legal Advice Project provides legal advice on personal injury, medical negligence, consumer rights, and other areas of law. Visit CAB Willesden for an eligibility assessment.

10. A service in BSL for the Brent Deaf community. See **Royal Association for Deaf People**.


11. A Pensionwise appointment for people over 50 who have a workplace pension, to help go through pension options.

To book an appointment call 0800 138 3944.



-  020 8438 1249, Mon to Fri 10am to 4pm
-  brent.cab@brentcab.co.uk
-  270 - 272 High Road, Willesden, NW10 2EY
-  www.citizensadvicebrent.org.uk

Crisis Intervention Drop-in Clinics (provided by Ashford Place)

Help for people who are experiencing crisis and struggling to cope with housing and benefits, employment, drug and alcohol abuse, debt and personal budgeting, mental health, and general wellbeing.

-  Tues 10am to 1pm
-  Christchurch, corner of Christchurch Ave and Willesden Lane, NW6 7YN (entrance on Christchurch Ave)
-  Wed 2pm to 4pm
-  Ashford Place, 60 Ashford Road, Cricklewood, NW2 6TU
-  Fri 10am to 1pm
-  Harlesden Methodist Church, 25 High St, NW10 4NE

Also fortnightly at Wembley, Ealing Road and Willesden Green libraries. Call for times.

-  020 8208 8595
-  www.ashfordplace.org.uk

Harlesden Community Hub

Advice on the following: housing, repairs, homelessness, Housing Benefit, Council Tax support, debt, welfare benefits, employment, eviction, repossession, bailiffs, disconnection, managing money, using a computer, and the Council's "My Account".

-  Drop-in, Mon, Wed & Thurs 10am to 5pm
-  Harlesden Library, 49A Craven Park Road, NW10 8SW

Help With Health Costs

In some circumstances it may be possible to get help with health costs, and the costs of travel to and from appointments. Some examples of eligibility are receipt of certain benefits or tax credits, on a low income, or pregnant. Some of the help available: travel costs to hospital; vouchers for glasses or contact lenses; free prescriptions, sight tests, and dental treatment.

 0300 330 1343 Customer Contact Team

 www.nhsbsa.nhs.uk/nhs-help-health-costs

Turn2us

Information via telephone helpline and internet on income-related benefits, tax credits, Council Tax Reduction, Carer's Allowance, Universal Credit, and how benefits are affected by starting work or changing working hours. Also provide an online benefits calculator and a facility to make a grants search for possible sources of financial support.

 0808 802 2000 Mon to Fri 9am to 8pm

 www.turn2us.org.uk

Basic Skills

Brent Start

A range of courses for anyone who wants to improve their quality of life through learning a new skill, preparing for employment, and/or improving their job prospects: employability, maths, English, ESOL, literacy, IT, childcare, family learning, hairdressing and much more. There are also courses for adults with learning disabilities. It is possible to study for free, depending on your financial circumstances.

 020 8937 3950

 www.brent.gov.uk/brentstart


Carers

Brent Carers Centre

Services for people who care for someone, regardless of their relationship with them.


1. Adult services for people aged 18 and over: advice and information; advocacy and representation; money and benefits advice; support groups; carers' forums; help for parents/carers of children and young people with a learning need or a disability; a mental health service for people caring for someone with a mental health condition; a dedicated service for young adults aged 18 to 25; a counselling service; wellbeing activities and events; employability support; drop-in clinics around Brent. Call for details.

2. Carers aged 8 to 18: whole family assessments and support for young carers and their families, age appropriate respite activities, support groups, and advice about young people's benefits.

 Mon to Fri 9am to 5pm, 3rd Wed of month 9am to 8pm, & last Sat of month 10am to 1pm. Interpreting service available.

 020 3802 7070

 info@brentcarerscentre.org.uk

 Willesden Medical Centre, 144-150 High Road, NW10 2PT

 www.brentcarerscentre.org.uk

Children

Brent Children and Families

The **Early Help Team** provide: **1.** Support for children under five who have additional needs. **2.** Portage; a home visiting service for pre-school children who have additional needs. **3.** Support for young carers and their families. **4.** Family Solutions for families with children up to age 18, or 19 if disabled. Address needs such as: children or family members in trouble with the police, or with

drug or alcohol concerns; children not attending school; parental conflict; abusive relationships; mental health needs; children or parents who are disabled or have a long-term illness, and more.

The **Early Years Team** (via the **Children and Families Information Service**) provide advice and support for families, with information on services and activities for children and young people aged up to 19 (or 25 if they have special needs): out of school activities; parenting programmes; special educational needs; disability; reducing the costs of childcare; entitlement to free early education and childcare; signposting to other services.

 020 8937 3010, Mon to Fri 10am to 5pm

 cfis@brent.gov.uk

 Civic Centre, Engineers Way, Wembley, HA9 0FJ

 www.brent.gov.uk/cfis

Children's Centres

Services focussed on early childhood, with family learning and support: all centres have a timetable of fun educational activities, family learning, **Citizens Advice Brent** sessions, and a wide range of health, special needs and parenting support. Specialist on-site services available. Details of individual centres can be found on the website, or by phoning the **Children and Families Information Service**.

 www.brent.gov.uk/40538

Deaf Service

Royal Association for Deaf People

Help and advice in BSL on benefits, debt, housing, employment, discrimination, access to health and social care services, understanding correspondence, completing forms, signposting, referrals to other services, and booking interpreters.

- 🕒 Drop-in or by appointment, Thurs 10am to 4pm, Sat by appointment only
- ☎ 0300 688 2525 phone
- ☎ 07467 914 132 text or phone
- ☎ 01 **Temporary closure. Contact for alternative service.**
- ✉ advice@royaldeaf.org.uk
- 📍 272 High Road, Willesden, NW10 2EY
- 🌐 www.royaldeaf.org.uk

Debt & Money

SHINE

Energy advice for people living in London who are in any of the following categories: over sixty, on a low income, disabled, have a long-term illness, have children. Provide energy saving advice, energy debt support, and information on electricity and water discounts. An Energy Doctor can make a home visit and fit low energy light bulbs, draught proofing, reflective radiator panels and water saving devices, and can also check heating controls and review energy bills. Other services can also be accessed, such as benefit checks, fire safety checks, air pollution alerts, and heating and insulation grants. Contact the SHINE team for an assessment. Interpreting is available.

- ☎ 0300 555 0195 / 020 7527 2001
- ✉ contact@shine-London.org.uk
- 🌐 www.shine-London.org.uk


StepChange Debt Charity

A wide range of services, solutions and ongoing support to suit every situation, which includes advice on the budgeting process and finding appropriate solutions. Can help with applying for different types of debt solutions, such as Debt Relief Orders or

Individual Voluntary Arrangements, or can liaise with creditors and set up a Debt Management Plan to help repay debts over a realistic period of time, making an affordable single payment each week or month.

 Mon to Fri 8am to 8pm & Sat 8am to 4pm

 0800 138 1111

 Mon to Fri 8am to 8pm & Sat 9am to 2pm

 via website

 www.stepchange.org

The Money Advice Service

A free money advice service set up by the government, providing: advice and printed guides to help improve finances, and tools and calculators to help keep track and plan ahead, with budget planning, managing benefit payments, getting a free basic bank account, tackling debt, etc.

 0800 138 7777, Mon to Fri 8am to 6pm

 Mon to Fri 8am to 6pm & Sat 8am to 3pm


 enquiries@moneyadviceservice.org.uk

 www.moneyadviceservice.org.uk/en

Disability

Accessible Transport

1. Taxicard: subsidised transport for people who have a serious long-term mobility impairment or severe sight impairment, and who experience difficulty using public transport. Contact Brent Council for further details.

 020 8937 5796

 independenttravelteam@brent.gov.uk

2. Dial-a-ride: a free door-to-door local transport service shared with other people, with at least one return journey guaranteed each week; takes most wheelchairs. The driver can give assistance to and from the vehicle, and one person can travel with the user. Contact Transport For London for eligibility and further details

☎ 0343 222 7777

✉ dar@tfl.gov.uk

Brent Mencap

Services for people aged 18 and over who are disabled or have a health condition: inclusive health and well-being activities such as “Wellesden” on Wednesday afternoons, a yoga group on Thursday afternoons, and other social activities. Also a specialist advice service for people with a learning disability, on all aspects of life, including employment, transport, and housing and money issues.

☎ 020 8451 5278

✉ administrator@brentmencap.org.uk

📍 379-381 High Road, Willesden, NW10 2JR

🌐 www.brentmencap.org.uk

Disabled Persons Freedom Pass

Allows free travel across London and free bus journeys nationally, to people in certain circumstances. To discover the criteria and how to apply, call Brent Council’s Independent Travel Team, or look on the website by keying in: Brent Council Freedom Pass.

☎ 020 8937 5796

✉ independenttravelteam@brent.gov.uk

RNIB

Services for people who are losing their sight, or who are blind or partially sighted: practical and emotional support, and information

and advice on business, children, learning disability, young people and families, and e-learning. Also provide reading services, and a helpline for information on understanding eye health and eye conditions, legal rights, advice on products, concessions, benefits and tax.

 0303 123 9999, Mon to Fri 8am to 8pm & Sat 9am to 1pm

 helpline@rnib.org.uk

 www.rnib.org.uk

Scope

Information and support on issues that matter to disabled people and their families, both online and by phone. Subjects covered: money and benefits, independent living and social care, grants, energy bills, assistive technology, work, how to find legal help, the elderly, bullying, housing and adaptations, and children and young people. Telephone interpreting available.

 0808 800 3333

 helpline@scope.org.uk

 www.scope.org.uk

Domestic Violence

Asian Women's Resource Centre

Specialist support for Black, Asian and Minority Ethnic women and girls experiencing abuse. Provide domestic abuse advocacy services: supporting women to recognise abuse; minimising risks; safety planning; building self-esteem and confidence through group work; advice and information on welfare benefits, homelessness, debt, and immigration to Level 1. Provide workshops: computers, ESOL, arts and crafts, sewing, healthy eating and yoga. Women are also offered social and networking opportunities through activities and networking groups.

🕒 Mon to Fri 10am to 5pm
☎ 020 8961 6549 / 5701
✉ info@asianwomencentre.org.uk
📍 108 Craven Park, Harlesden, London NW10 8QE
🌐 www.asianwomencentre.org.uk

Men's Advice Line

A telephone helpline for men experiencing domestic violence from a partner, ex-partner, or other family member; a confidential service providing emotional support, practical advice, and signposting to other services offering specialist help. Interpreters and Next Generation Text available. **Only use email or live chat if it is safe to do so.**

☎ 0808 801 0327
💬 Tues and Thurs 10am to 4pm
✉ info@mensadviceline.org.uk
🌐 www.mensadviceline.org.uk

National Domestic Violence Helpline

An emergency service for women experiencing domestic violence, and others calling on their behalf; support, help and information over the phone; referrals to emergency safe accommodation; information about law, housing, welfare rights and options; referral to relevant services and professionals; online crisis and safety planning; emotional support. Interpreters available. Can refer deaf women to services providing full deaf access. **Only use email if it is safe to receive a reply.**

☎ 0808 200 0247, 24 hours a day
✉ helpline@refuge.org.uk
✉ helpline@womensaid.org.uk
🌐 www.nationaldomesticviolencehelpline.org.uk

Drugs and Alcohol

Al-anon

Family groups for anyone whose life is, or has been, affected by someone else's drinking, regardless of whether or not that person is still drinking, and meetings where members can anonymously and confidentially share their experience of living with alcoholism. A helpline is available for people who want to talk about the way they are being affected by someone else's drinking. Also provide **Alateen** for teenage relatives and friends of alcoholics.

☎ 0800 008 6811, 10am to 10pm, 365 days a year

✉ enquiries@al-anonuk.org.uk

🌐 www.al-anonuk.org.uk

New Beginnings

A service for individuals, their families and carers, who are affected by drug and/or alcohol problems and who are Brent residents. There are specialist teams including substance misuse practitioners, doctors, nurses and psychologists, as well as volunteers and peer mentors. Provide information, advice, support, assessment, key working, substitute prescribing, group work, access to inpatient detoxification and residential rehabilitation, women's groups, support for individuals in the criminal justice system, a Young People's Team, and needle exchange and harm reduction services. There is a helpline providing immediate support and advice.

☎ 0300 303 4611

☎ 0800 107 1754, helpline 24 hours

✉ info.brent@wdp.org.uk

📍 97 Cobbold Road NW10 9SU

📍 Willesden Centre for Health, Harlesden Road, NW10 3RY

🌐 www.wdp.org.uk

BSAFE: a weekend drop-in service for people with substance misuse issues and/or in recovery. People can access activities and support and be guided towards other services where they can receive help. Provide a friendly, safe and relaxing environment, refreshments, newspapers, TV, and computer use.

🕒 Sat 12 noon to 5pm, Sun 1pm to 4pm

☎ 0300 303 4611 / 07958 086 346

✉ info@b-3.org.uk

📍 97 Cobbold Road, Willesden, NW10 9SU

🌐 www.b-3.org.uk

Elderly

Age UK Brent

For people who live in Brent and have a Brent GP.

1. Befriending for people over 75 who live alone, are housebound or have limited ability to get out, and are socially isolated. A visit from someone is provided for companionship once a week.

☎ 020 8861 7994

✉ befriending@ageukbrent.org.uk

2. Telephone information and advice for people over 55, on a range of topics that affect older people, and signposting for further help.

🕒 Mon to Fri 10am to 1pm

☎ 020 8965 7711

✉ enquiries@ageukhbb.org.uk

🌐 www.ageuk.org.uk/hillingdonharrowandbrent

Alzheimer's Society

A wide range of services for people experiencing dementia, and for others affected by it; a telephone helpline, an online community,

factsheets, and online information. Can provide advice on daily living, legal and financial matters, staying independent, help with care, activities and more.

- 🕒 Mon to Wed 9am to 8pm, Thurs & Fri 9am to 5pm,
Sat & Sun 10am to 4pm
- ☎ 0300 222 1122, Helpline
- 🌐 www.alzheimers.org.uk

Dementia Cafés

Provide people who live with dementia, and their carers and families, with an opportunity to gather in an informal, relaxed and friendly atmosphere, where they can meet other people in similar circumstances, enjoy activities, and receive support. There are cafes in Cricklewood, Wembley, Neasden, Willesden, Kensal Green, Sudbury and Kingsbury. Phone or email for details.

- ☎ 07904 202 517
- ✉ gabby.horecka@ashfordplace.org.uk

Elders Voice





Provide a **floating support** and **handyperson service** for people over 55 with housing related support needs. For other services ring the office number.

1. Floating Support helps with things like benefit entitlements, housing repairs, moving home, debt management, home safety & security, and enjoying an active social life.

- ☎ 020 8206 7505, Floating Support





2. The Handyperson Service provides practical support, enabling people to live independently and safely at home: change light bulbs, install smoke alarms, locks, bolts, curtain rails, grab rails and other adaptations. Also other small jobs including carpentry

and plumbing. Labour charges are means tested.

-  020 8206 7506, handyperson
-  020 8968 8170, Office
-  181 Mortimer Rd, London NW10 5TN
-  www.eldersvoice.org.uk

The Silver Line








A telephone helpline for people over 55, offering information, friendship and advice; telephone and letter friendship schemes matching volunteers with older people, based on their interests; facilitated group calls; help people to connect with local services in their area.

-  0800 470 8090, helpline 24 hours a day, 365 days a year
-  020 7224 2020, office Mon to Fri 9am to 6pm
-  info@thesilverline.org.uk
-  www.thesilverline.org.uk

Emergency Food Parcel Provision

Brent Food Bank

Three days' emergency food is provided to people who have a food voucher. Phone or email to be put in touch with a referral agency which can issue a voucher.

-  Tues & Thurs 1pm to 4pm, Fri 11am to 3pm
-  St Mary's Church, Neasden Lane, NW10 2TS
-  Wed 1pm to 3pm
-  Lindsay Park Baptist Church, The Mall, Kenton, HA3 9TG
-  020 3745 5972
-  info@brent.foodbank.org.uk
-  www.brent.foodbank.org.uk

Harlesden Methodist Church

- 🕒 Fri 10am, fresh produce, no voucher required
- 📍 Harlesden Methodist Church, 25 High St, NW10 4NE

St Andrew's Church

- 🕒 Tues & Thurs 10.30am to 3pm, no voucher required.
- 📍 St Andrew's Church, 56 Harrow Rd, Sudbury, HA0 2QA.

Sufra NW London Food Bank

People who have acquired a voucher can receive a week's worth of food for themselves and their family. To obtain a voucher call **Brent Council Local Welfare Assistance Team** (see page 2), or else call Sufra to be put in touch with another referral agency.

- 🕒 Wed & Sun 12pm to 3pm
- ☎ 020 3441 1335
- 📍 160 Pitfield Way, Stonebrige, NW10 0PW

Ex-Offenders

NACRO

Help for people to overcome barriers presented by a criminal record, and to move on from previous mistakes. Information and advice for ex-offenders, families, and people working with them: disclosing criminal records; jobs and voluntary work; education and training; advice for prisoners, people on licence, sex offenders and those under MAPPA; employment rights and representation; housing; managing money and debt; addiction services; travelling abroad and immigration to the UK; support and advice services.

- 🕒 Mon to Thurs 9am to 5pm, Fri 1pm to 5pm
- ☎ 0300 123 1999

✉ helpline@nacro.org.uk

🌐 www.nacro.org.uk

PLIAS Resettlement

Provide the tools to succeed after a criminal conviction. Clients are provided with an individually tailored service: information, advice and guidance, education and training, employment support, mentoring and advocacy, counselling and legal advice. Also provide services to family members of ex offenders.

📞 020 8838 6800

✉ enquiries@plias.co.uk

📍 Unit 12 Bridge Park Complex, Harrow Road, Stonebridge,
NW10 0RG

🌐 www.pliasresettlement.co.uk

Health and Wellbeing

See also Alzheimer's Society

British Lung Foundation

A telephone helpline for people who are worried about their lung health or who are affected by a lung condition, as well as for their families, friends and carers. Cover subjects such as options about medication and treatments, information about specific conditions, what diet or exercise might be appropriate, and more.

📞 0300 003 0555

✉ helpline@blf.org.uk

🌐 www.blf.org.uk

Coronary Heart Disease

You can reduce your risk of getting heart disease by making some simple lifestyle changes, such as being physically active, giving up

smoking, and controlling blood cholesterol and sugar levels. More information can be found on **NHS Choices**, and via the British Heart Foundation helpline.

 0300 330 3311

 hearthelpline@bhf.org.uk

 www.bhf.org.uk

Diabetes

Diabetes is a lifelong condition that causes a person's blood sugar level to become too high. Eating healthily, maintaining a healthy weight and exercising regularly are all important. Further information is available via the Diabetes UK helpline and on **NHS Choices**.

 0345 123 2399, Mon to Fri 9am to 6pm

 helpline@diabetes.org.uk

 www.diabetes.org.uk

Hypertension - High Blood Pressure

High blood pressure rarely has noticeable symptoms, but if untreated it increases your risk of serious problems such as heart attacks and strokes. People of African Caribbean background are at higher risk of having high blood pressure or a stroke than other ethnic groups in the UK. The only way to find out if your blood pressure is high is to have it checked. You can ask your GP to do this. More information is available on **NHS Choices**.

Lifestyle and Cancer


Some risk factors are known to increase or influence a person's risk of getting cancer. We can make lifestyle choices about some of these: stopping smoking, eating a balanced diet, avoiding becoming overweight, or reducing weight if already overweight, cutting down on alcohol, and getting regular exercise. In the case of any unexplained symptoms, a GP should be consulted. It is not wasting their time to get such symptoms checked.


Macmillan Cancer Support

1. A national helpline giving practical, medical, financial and emotional support to people who have been diagnosed with cancer, as well as to people affected by it, such as family members and carers: questions about cancer, treatment, or what to expect; worries about money or work issues; or just someone to talk to.
2. Macmillan Information and Support Centre for anybody affected by cancer, for face-to-face advice and support. By drop-in, or for a lengthier consultation, by appointment.

 Drop-in, Mon to Thurs 9.30am to 4pm

 0808 808 0000, National Helpline, Mon to Sun 8am to 8pm

 020 8453 2190, Office

 Information and Support Centre, Central Middlesex Hospital, NW10 7NS

 www.macmillan.org.uk

NHS Choices

A website for information about health conditions and treatments, advice on healthy living, how to book GP appointments and prescriptions online, and a wide range of further subjects. The site can also be used for finding a GP and other local health services. Alternatively, call NHS England.

 0300 311 2233

 www.nhs.uk

SIBI (Social Involvement in Brent Initiative)

Signposting for people aged 18 and over to a wide range of clubs, groups, classes and activities in Brent, by talking on the phone with people about their interests, whether it's art, sport, music, going to a lunch club, playing dominos, or something else. From a list of 1,100 activities in the local community, detailed information is provided about activities best matching

the person's interests, budget, travel, etc.

📞 020 3011 1699, or text or phone 07415 315 998 for a callback

✉️ sibi@cvsbrent.org.uk

🌐 www.cvsbrent.org.uk/services/social-isolation-in-brent-initiative

Homelessness

See also [Shelter](#)

Acton Homeless Concern

Two centres for homeless people.

1. Damien Centre. Free refreshments and social activities.

2. Emmaus House. Free hot meals, housing advice, clothing, showers, barber/hairdresser, chiropodist, doctor, optician, women & children's group, alcohol/drug counsellor, and dentist. Phone or visit for times of individual services.

Damien Centre

🕒 Mon to Fri 9am to 12pm & 2pm to 6pm, Thurs 2.30pm to 6pm

📞 020 8993 6096

📍 3-5 Church Road, Acton, W3 8PU

Emmaus House

🕒 Alternate Mondays, & Tues to Fri 12 noon to 2pm

📞 020 8992 5768

📍 1 Berrymead Gardens, Acton, W3 8AA

✉️ actonhomelessconcern@yahoo.com

🌐 www.actonhomelessconcern.org

Brent Council Homelessness Prevention Services

Services for people facing homelessness: assess people and refer them to other services if appropriate; take steps to help them avoid the loss of existing accommodation before helping,

where appropriate, with a planned move to private rented accommodation. In some circumstances short-term housing or hotel accommodation may be provided.

1. **Brent Housing Needs** for people *with children*

☎ 020 8937 2000, Mon to Fri 9am to 5pm

☎ 020 8937 1234, outside of above hours

✉ housing.options@brent.gov.uk

2. **Single Homelessness Service** for people *with no children*

☎ 020 8937 2573, Mon to Fri 9am to 5pm

☎ 020 8937 1234, outside of above hours

✉ singlepathways@brent.gov.uk

📍 Civic Centre, Engineers Way, Wembley, HA9 0FJ

🌐 www.brent.gov.uk/services-for-residents/housing/worried-about-homelessness

Crisis Skylight Brent

Information, advice and guidance around housing, employment, and access to services and benefits, for people who are or who have been homeless in the last two years or are at risk of becoming homeless. Homeless can mean sleeping on the streets or living in a hostel, shelter or refuge; living in supported housing because of homelessness; sofa surfing; living in a B&B, a squat, or other temporary accommodation.

1. Provide progression coaching which helps break down barriers around homelessness and supports access to housing.

2. Provide help with preparing for work: job search, IT skills, job applications, CV writing, interview preparation and finding volunteering opportunities.

3. Support with wellbeing; improving mental health, motivational training, and arts & drama.

- 🕒 Drop-in, Mon to Thurs 10am to 4pm & Fri 10am to 1pm
- ☎ 020 8965 2561
- ✉ enquiries.brent@crisis.org.uk
- 📍 Unit 2 Ajax House, 16A St Thomas Road, Harlesden, NW10 4AJ
- 🌐 www.crisis.org.uk/get-help/brent

WLM Seymour Place

A drop-in service for hot breakfasts, showers, clothing store, haircuts, luggage storage, and mail collection; a service for accommodation links and referrals, and jobs and benefits advice; a homeless health team comprising nurse, doctor, optician, dentist and podiatrist; support with mental health problems and drug and alcohol problems; services to build clients' confidence, assist with social integration and provide support in moving away from a street based lifestyle.

- 🕒 9am to 10.30am, for the first fifty people only
- ☎ 020 7569 5900
- 📍 134-136 Seymour Place, Marylebone, W1H 1NT
- 🌐 www.wlm.org.uk

Hot Food Provision

A Free Hot Meal Open To All

Check with individual services for Ramadan and Christmas opening times. Occasionally services change at short notice, and some may no longer be available.

Centre of Help and Hope

Seventh Day Adventist Church (entrance on Glebe Rd), NW10 2JD.
Tues & Wed 10.30am to 2.30pm. Soup & sandwich, fresh produce and dry goods. Nurse on first Wed of month.

Community Kitchen at Sufra NW London

160 Pitfield Way, Stonebridge, NW10 0PW. **Fri** 6.30pm to 8.30pm, including all holidays. **Halal**, **Vegetarian**, **Child friendly**

Granville Community Kitchen

The Granville Centre, 140 Carlton Vale, NW6 5HE.

Fri 5.45pm to 7.15pm. **Halal**

Harlesden Christian Centre

21 Shakespeare Rd, Stonebridge, NW10 8EY. **Thurs** 1pm.

Harlesden Methodist Church

25 High St, London NW10 4NE. **Fri** 10am. Also fresh produce, for which a voucher is not required.

Harvest Soup Kitchen

The Leadership Training Centre, 40-43 North End Rd, Wembley, HA9 0AT (off Fourth Way). First & third **Sat** of month 12.30pm.

Lindsay Park Baptist Church

The Mall, Kingsbury, HA3 9TG. **Wed** 1pm to 3pm. Soup and sandwich. A short Christian address is given. **Child friendly**

Missions Soup Kitchen

Christ Temple, Clifford Way, Neasden, NW10 1AN. **Thurs** 7pm.

Rumi's Kitchen Cricklewood

26A Chichele Rd, Cricklewood, NW2 3DA. **Sun** 12.30pm.

Not during Ramadan. **Halal**, **Child friendly**

Rumi's Kitchen Harlesden

Ummah Community Centre, 21 Craven Park Road, Harlesden, NW10 8SE. **Sat** 12.30. Not during Ramadan. **Halal**, **Child friendly**

Sacred Heart Church

Quex Road, Kilburn, NW6 4PS. **Thurs** 6pm. **October to March**

Salvation Army

32 Manor Park Rd, Harlesden, NW10 4JJ. **Tues** 7.30pm.

Soup & sandwich April to September (**except Aug**).

Hot food October to March.

St Andrew's Church

956 Harrow Rd, Sudbury, HA0 2QA. **Tues & Thurs** 10.30am to 3pm. **Child Friendly**

St Laurence's Larder

Christchurch, Corner of Christchurch Ave & Willesden Lane (entrance on Christchurch Ave), NW6 7YN. **Tues & Thurs** 10am to 1pm. **Child Friendly**

Willesden Green Baptist Church

94 High Rd, Willesden, NW10 2PR. **Thurs** 7pm. *A short Christian address is given.*

Housing

Advice4Renters

Information, support and legal advice for private tenants and others in housing need: specialist housing advice and legal representation, longer term support through volunteer mentors and befrienders, and information and training for tenants to learn more about their housing rights.

Can provide legal advice to those eligible for Legal Aid in cases of: serious disrepair, severe overcrowding; possession proceedings, illegal evictions, and harassment. Can advise people on their rights when they are homeless, and challenge Council decisions where a homeless application has been made.

🕒 Drop-in, 9.45am to 1pm

☎ 020 7624 4327

✉ info@advice4renters.org.uk

📍 36-38 Willesden Lane, Kilburn, NW6 7ST

🌐 www.advice4renters.org.uk

Brent Council Private Housing Services

Help with queries about unlicensed properties, problems when the

landlord refuses to remedy disrepair, looking for a property, the Benefit Cap, the eviction process, and more.

☎ 020 8937 6410

🌐 www.brent.gov.uk/services-for-residents/housing

Brent Reach Floating Support

Advice and practical support for single adults who are at risk of losing their tenancy: people who have a history of homelessness, tenancy breakdown, substance misuse, offending, or mental health issues, or who have experienced domestic abuse or are considered vulnerable for other reasons. Help is given with accessing education, training, volunteering, and employment opportunities. Call or email for eligibility and assessment.

☎ 020 3617 8837

✉ brentreachreferrals@thamesreach.org.uk

🌐 www.thamesreach.org.uk/what-we-do/prevention/floating-support

Shelter

Information and advocacy for people with all kinds of housing problems; online, and by phone, webchat and face to face. Deal with homelessness, private renting, tenancy deposits, reposessions, Housing Benefit, council housing, eviction, repairs, energy costs. Also provides homelessness advice. Call the London Public Advice Line to find a local Shelter adviser.

🕒 Mon to Fri 8am to 8pm, Sat & Sun 9am to 5pm:

☎ 0808 800 4444, helpline

🕒 Mon to Sat 9.30am to 6pm, London Public Advice Line:

☎ 0330 053 6091 for *under 25s*

☎ 0344 515 1540 for *over 25s*

💬 Mon to Fri 9am to 5pm

✉ info@shelter.org.uk

🌐 www.shelter.org.uk

Immigration and Asylum

Club for Refugees (run by the Refugee Council)

A free club where people can practice English, play games, have a friendly chat, and make friends. Refreshments provided.

🕒 Drop-in, Fri 10.30am to 12.30pm

📍 Harlesden Library, 49A Craven Park Road, NW10 8SW

🌐 www.refugeecouncil.org.uk

Joint Council for the Welfare of Immigrants

1. A helpline for people in the UK without documentation who would like free and confidential legal advice.

☎ 020 7553 7470 Mon, Tues, Thurs 10am to 1pm.

2. An advice surgery by appointment only, on all aspects of immigration and asylum law, including European Union applications. There is a one-off fee.

☎ 020 7251 8708

✉ info@jcwi.org.uk

📍 115 Old St, London, EC1V 9RT

🌐 www.jcwi.org.uk

Refugee Council

1. A destitution service for asylum-seekers having difficulties accessing support or protection. Provide a hot meal, shower and laundry facilities, and referral to legal advice services which can provide help with a claim for protection and access to asylum support.

🕒 Fri 11am to 4pm

✉ destitution@refugeecouncil.org.uk

📍 Hackney Day Centre, 92 Dalston Lane, Hackney, E8 1NG

2. Integration services support newly recognized refugees to make the challenging first steps towards resettlement: financial stability, access to training, and addressing housing needs.

3. Therapeutic services provide therapeutic counselling to asylum seekers and refugees presenting with mental distress caused by the asylum-seeking process: physical and/or psychological problems that may result from issues such as loss, separation, torture, rape and/or abuse, sexual and domestic violence.

 020 7346 6700

 therapeutic.london@refugeecouncil.org.uk (counselling)

 refugeeadvice@refugeecouncil.org.uk (integration)

 PO Box 68614, London, E15 9DQ

 www.refugeecouncil.org.uk

Salusbury World

Educational, social and practical support for asylum-seekers, refugees, new-migrant children, young people and adults. Services include: clubs for children, ESOL classes for women, volunteering, work experience, employment support, and advice and advocacy (AQS & OISC accredited).

 020 7372 2244 / 07415 957 976

 mail@salusburyworld.org.uk

 Salusbury Primary School, Salusbury Rd, NW6 6RG

 www.salusburyworld.org.uk

UK Lesbian & Gay Immigration Group

Support for lesbian, gay, bisexual, trans, queer and intersex (LGBTQI+) asylum seekers, through psychosocial support, legal information, and visits to detention centres. All LGBTQI+ asylum seekers are welcome to a monthly asylum meeting. Call for details, or search on website.


 020 7922 7811
 admin@uklgig.org.uk
 www.uklgig.org.uk

LGBT+

See also UK Lesbian & Gay Immigration Group





Stonewall

Information and support for LGBT communities and their allies. Information on asylum, coming out, discrimination, criminal law, hate crime, partnership rights, and parenting rights. Can help find LGBT - inclusive solicitors, support services and community groups. Provide online links to other useful sources of support.

 0800 050 2020, Mon to Fri 9.30am to 4.30pm
 www.stonewall.org.uk

Switchboard (LGBT+ helpline)

An information, support and referral service for lesbians, gay men, bisexual and trans people, and anyone considering issues around their sexuality and/or gender identity.

 0300 330 0630, 10am to 10pm, 365 days a year
 when available
 chris@switchboard.lgbt
 www.switchboard.lgbt

Mental Health

See also BWW Mind

Brent Talking Therapies

NHS psychological treatment for depression and anxiety for people aged 18 and over who are registered with a Brent GP. Also provide

a service to people living with a long-term physical health condition who are experiencing stress, worry or sadness. Talking therapies can help improve the quality of life. People can be referred by their GP or can refer themselves using an online form, or a form can be provided by post upon request. Following an initial telephone conversation, further appointments can be offered either online, by telephone, or face to face.

 020 8206 3924

 www.cnwltalkingtherapies.org

Hestia Mental Health & Wellbeing Services (Brent)

Support for Brent residents registered with a Brent GP.

1. Wellbeing workshops, events and forums, and opportunities for service user training.

Peer support group: first and third Tues of the month 1.30pm to 3.30pm.

A group for people who live with hearing voices: second and fourth Tuesday of the month 1.30pm to 3pm.

 07796 714 586

 Engagementbrent@hestia.org

 Ashford Place, 60 Ashford Road, Cricklewood, NW2 6TU

2. Peer Support: short term one to one mental health and social need support and signposting service.

 07964 207 626

 GPNetworks@hestia.org

3. Employment Support: medium term support for people dealing with issues related to employment.

 07875 672 460

 employmentsupport@hestia.org

4. Mentoring & Befriending: opportunities for people living with mental health issues to access a mentor/befriender, or to become a mentor/befriender.

 020 8208 8590, extension 205

 tania.towns@ashfordplace.co.uk

 Ashford Place, 60 Ashford Road, Cricklewood, NW2 6TU

 www.facebook.com/BrentHestiaMH

Mind England

Online guides to services and sources of support: addiction and dependency, drugs and treatments, housing, money and benefits, abuse, advocacy, children and young people, legal rights, and an A-Z of mental health. Information is also available via two telephone helplines. Interpreters are available.

 0300 123 3393, Information line, 9am to 6pm


 0300 466 6463, Legal information & advice line, 9am to 6pm

 info@mind.org.uk / legal@mind.org.uk

 www.mind.org.uk

Single Point of Access

An NHS service for people who feel they need urgent help or support, or for people who wish to make enquiries on behalf of someone else. Whether it's a sudden deterioration of an existing mental health problem, or experiencing problems for the first time, people can call to discuss the situation and identify the best course of action to stop things getting worse. Interpreting is available.

 0800 023 4650, 24 hours, 365 days a year

Other Useful Services

Libraries

Free computer and Wi-Fi access. To use a computer you can just

turn up, or book an appointment. To use this service you must first become a member, and proof of address will be required. Apply for membership at any library. People with no postal address should call Sufra NW London.

Ealing Road: Coronet Parade, Ealing Road, Wembley, HA0 4BA

Harlesden: 49A Craven Park Road, Harlesden, NW10 8SE

Kilburn: 42 Salusbury Road, Kilburn, NW6 6NN

Kingsbury: 522 - 524 Kingsbury Road, Kingsbury, NW9 9HE

Wembley: Civic Centre, Engineers Way, Wembley, HA9 0FJ

Willesden Green: 95 High Road, Willesden, NW10 2SF

 020 8937 3400

 brent.gov.uk/services-for-residents/libraries/joining-a-library

Rape Crisis

A service for women and girls who have experienced rape, child sexual abuse and/or any kind of sexual violence at any time in their lives. Information for friends, partners, family and other people supporting a sexual violence survivor. Helpline for confidential support and/or information, or to find details of other Rape Crisis services.







 12 noon to 2.30pm & 7pm to 9.30pm

 0808 802 9999, 365 days a year

 www.rapecrisis.org.uk







Samaritans (Brent)

24-hour confidential, non-judgemental emotional support for anyone who has feelings of distress or despair, including those that could lead to suicide. A volunteer will listen carefully and talk through the things that are going on in your life, how you are feeling, and the options that you feel are open to you. Also available face-to-face at the office; call first to check if a volunteer will be available.

-  116 123 freephone, 24 hour national helpline
-  07725 909 090 text / 020 8961 6181 Office
-  face-to-face Mon, Tues, Thurs 7pm to 9pm, Wed 9am to 9pm, Fri 9am to 3pm
-  jo@samaritans.org
-  1 Leopold Road, Willesden, NW10 9LN
-  www.samaritans.org/branches/brent-samaritans


SurvivorsUK

Help for sexually abused men and their friends and family, no matter when the abuse happened: a service for people with questions about taking civil action in relation to abuse; help with thinking about safety and what can be done to improve it; group therapy and individual counselling, with fees from £5 on a sliding scale according to income; independent sexual violence advisors who support survivors who have reported to the police or are considering reporting to the police; a clinic providing sexual health services in a supportive environment.

-  Mon to Fri 10.30am to 9pm & Sat and Sun 10am to 6pm
-  020 3598 3898
-  020 3322 1860 / text 07491 816 064
-  Whatsapp times as above
-  info@survivorsuk.org
-  www.survivorsuk.org

Volunteering Brent

Help for people to find volunteering opportunities. Register online or attend the drop-in session held at Wembley library, where you can learn more. **This service has been discontinued** on a regular basis.

-  First and third Tues of month 1pm to 3pm
-  0300 365 9920, Mon to Fri 10am to 4pm

✉ enquiry@volunteeringbrent.org.uk

📍 Wem **This service has been discontinued**

🌐 www.volunteeringbrent.org

Work

ACAS

Information and guidance about any kind of dispute and about relationship issues within the workplace. Provide advice on employment rights and rules; for example, pay deductions, redundancy, working hours, discipline, zero hours contracts, equality and discrimination. There is an online advice finder and an online helpline. If unable to use these, contact by phone.

📞 0300 123 1100, Mon to Fri 8am to 6pm

🌐 www.acas.org.uk

Brent Works

A free employment and apprenticeship recruitment service: opportunities to find jobs and apprenticeships with local employers across all sectors, and specifically within construction, hospitality, retail and social care; opportunities to train for the next career step, and one-to-one advice and guidance through all the steps towards finding work. Call for more information or to arrange an appointment.

📞 020 8937 6295

✉ brent.works@brent.gov.uk

📍 Civic Centre, Engineers Way, Wembley, HA9 0FJ

🌐 www.brent.gov.uk/brentworks

BWW Mind (Brent, Wandsworth and Westminster Mind)

Provide a service called Building Better Opportunities: support for Brent residents over 25 who have, or are managing, mild to moderate mental health conditions, such as depression and

anxiety; help for finding and engaging in paid work, voluntary work, education or training, or any meaningful activity that improves quality of life. Via drop-in. Phone for times and venues.

☎ 020 7604 5177 / 07974 679737

✉ djames@bwwmind.org.uk

📍 60 Ashford Place, Ashford Road, London NW2 6TU

🌐 www.bwwmind.org.uk

Smart Works (West London)

A clothing service for women attending a work interview, via a dressing and interview preparation service: expert stylists provide a dressing service, making sure women look and feel good; women receive one free, complete outfit to wear to an interview and then to keep, including shoes and accessories if needed; highly experienced volunteers provide interview coaching. If successful at interview, women can return for more clothing to see them through to their first pay cheque. By referral. Call to find out who can refer.

☎ 020 8962 6586



✉ london@smartworks.org.uk

Suited & Booted

Interview clothing for vulnerable, unemployed and low-income men, and advice, interview training and support. In a warm, welcoming environment, men are helped to find a good quality suit that fits well and looks good, and accessories such as ties, cufflinks and shoes. Men keep the clothing and accessories and if successful in finding a job, a few extras such as shirts and ties can be provided. By referral only. Call to find out who can refer.


☎ 07808 531 654

✉ info@suitedbootedcentre.org.uk


 The Suited & Booted Centre Ltd, 4 London Wall Buildings,
 Blomfield St, City of London, EC2M 5NT
www.suitedbootedcentre.org.uk

The Living Room Employment Support Service

A service for Brent residents who need support with either getting into work or making progress in work: advice on money and debt, childcare, health and wellbeing; employment support, job searching and job matching; access to careers advice, apprenticeships, traineeships, volunteering and work experience opportunities. Walk in or call to make an appointment.

 020 8937 6450

 thelivingroom@brent.gov.uk

 The Old Boiler House, next to 65 Besant Way,
St Raphael's Estate, NW10 0TY

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Services Provided By Sufra NW London

Community Kitchen: a free 3-course meal to anyone who turns up, regardless of their circumstances.

🕒 Fri 6.30pm to 8.30pm, including all bank holidays

Food Academy: an AQA accredited course which teaches children and young people aged 11 to 18 how to cook a range of fresh, nutritious meals, as well as basic budgeting skills.

Food Bank: a week's worth of emergency food aid for people in crisis. Strictly by referral. See page 18 for further details and how to obtain a voucher.

🕒 Wed & Sun 12pm to 3pm

Growing Club: all are welcome to come and try their hand at gardening, as a one-off visit or with a view to regular volunteering.

🕒 Wed 10am to 2pm

Homework Club: at Sufra NW London for guests aged 8 to 16, referred by Food Bank or Community Kitchen.

🕒 Tue 5pm to 7pm

Refugee Resettlement: support for refugees and asylum seekers.

🕒 Sat 2pm to 5pm, or by appointment

St Raphael's Edible Garden: hosting raised beds, a tipi, a wildlife pond, fruit trees, a chicken coop with 20 chickens, and more. All visitors welcome.

🕒 Wed to Fri 10am to 4pm

Welfare Advice: advice and advocacy on benefits, housing, homelessness and more, for guests referred by Food Bank or Community Kitchen.

🕒 Thurs 10am to 4pm

Sufra NW London

020 3441 1335

160 Pitfield Way, Stonebridge,
London, NW10 0PW

admin@sufra-nwlondon.org.uk
www.sufra-nwlondon.org.uk

Next update April 2020