



www.sufra-nwlondon.org.uk
Registered Charity No. 1151911

Local Service Directory

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

Give Together | Eat Together

Introduction

This booklet provides information on services that may be useful to people in need of further 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 and certified 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 Booklet

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 booklet in alphabetical order.

Some agencies have specific criteria for who is eligible or 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.

Most of the local agencies listed are based in Brent. For information on services in Harrow and Ealing, please contact the relevant borough.

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Key To Symbols


 Times  Phone  Typetalk  Email
 Address  Webchat  Website

Basic Skills

Brent Start

Offer a range of courses to anyone who wants to improve their quality of life through learning a new skill, preparing for employment, and/or improving their job prospects.

Provide: courses including 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


Benefits and Welfare

Brent Council Local Welfare Assistance Team

A discretionary support scheme which aims to help people in short term need because of a crisis or emergency, to support vulnerable people in the community, or to ease exceptional pressure on families.

Provide: one-off payments to help people who have no means of paying for what they need; crisis payments to prevent serious risk to the health and safety of a person or their family; community

payments to help vulnerable people live as independent a life as possible, generally covering the cost of furniture and white goods, minor repairs, specific travel costs and some clothing and footwear. Get in touch for further details and eligibility criteria.

 020 8937 5796

 Civic Centre, Engineers Way, Wembley, HA9 0FJ


 www.brent.gov.uk/lwa

Turn2us

Information available online and via a helpline, on benefits and possible sources of grants of financial support.

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

 Freephone 0808 802 2000 Mon to Fri, 9am to 8pm

 www.turn2us.org.uk

Carers

Brent Carers Centre

For people who care for someone, regardless of their relationship with them. Carers can seek advice, information, and support on any matter relating to their caring role.

1. Advice and information; advocacy and representation; money and benefits advice; support groups; help for parents/carers of children and young people with a learning need or a disability; a

carers' mental health service for people whose health and wellbeing is affected by their caring role.

2. Service for young carers: benefit checks; assessments; age appropriate activities; support groups; advice about young people's benefits, direct payments, and other Council and NHS services. Drop-in clinics around Brent, and monthly at Sufra NW London. Interpreting service including BSL is available.

🕒 Mon to Fri 9am to 5pm, 3rd Wed of month 9am to 8pm, & last Sat of month 10am to 1pm

☎ 020 3802 7070

✉ info@brentcarerscentre.org.uk

🏠 Willesden Medical Centre, 144-150 High Rd, NW10 2PT

💻 www.brentcarerscentre.org.uk

Children

Brent Early Years Service

Early Support: for children under five who are disabled or have additional needs. **Portage:** a home visiting service for pre-school children who are disabled or have additional needs. **Family Solutions:** for families with children up to age 18, or 19 if disabled. Address needs such as: housing crisis; children or family members in trouble with the police, or with drug or alcohol worries; children not attending school; abusive relationships; mental health needs; child or parent disabled or with a long-term illness; struggling to manage money, or looking for work.

☎ 020 8937 2711


✉ EHA@brent.gcsx.gov.uk

🏠 Brent Civic Centre, Engineers Way, Wembley HA9 0FJ

💻 www.brent.gov.uk/earlyhelp

Children's Centres

Provide: fun activities, family learning, Citizen's Advice Bureau sessions, a wide range of health, special needs and parenting support, and a speech and language service. Centres around Brent. Call Brent Council for details of individual centres.

 020 8937 1234

 www.brent.gov.uk/40538


Deaf Service.

Royal Association for Deaf People at Citizens Advice Brent.


Provide: 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, booking interpreters.

 Drop-in, or by appointment, Thurs 10am to 4pm

Sat by appointment only

 07467 914132 Text or Phone

 0845 688 2525

 Minicom: 0845 688 2527

 advice@royaldeaf.org.uk

 272 High Road, Willesden, NW10 2EY


 www.royaldeaf.org.uk

Disability

Brent Community Car Scheme

Provide: door-to-door transport for elderly and disabled people who live in Brent and who have difficulty using public transport. It is mainly (but not only) available to users of large wheelchairs,

and is subject to meeting the criteria set by Brent Council. Apply to Brent Council's Independent Travel Team.

 020 8937 5796


 independenttravelteam@brent.gov.uk

 www.brentct.org.uk/services/communitycar


Brent Mencap

For people of all ages living in Brent who have a learning disability.

Provide: Fit Fridays - playing sports or dancing; a 'talking about my life' group; a going out club; multi sports sessions; disability rights and politics for people who are worried about cuts to their services and benefits; talking about hate crime and getting help to report it.

 020 8451 5278

 info@brentmencap.org.uk


 379-381 High Rd, Willesden, NW10 2JR

 www.brentmencap.org.uk


RNIB

Offer services for people who are losing their sight, or who are blind or partially sighted.

Provide: practical and emotional support, and information and advice on: learning disability; business; children, young people and families; 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

Provide: 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, elderly people, bullying, and children and young people. A telephone interpreting service is available.

 Freephone 0808 800 3333. Deaf people dial 18001 first.

 helpline@scope.org.uk

 www.scope.org.uk


Domestic Violence

[See also Asian Women's Resource Centre on page 14](#)


Men's Advice Line

For any heterosexual, gay or bisexual man experiencing domestic violence or abuse from a partner or ex-partner.

Provide: practical advice, information, emotional support, and support for concerned friends and family. All helpline advisors have been trained to use Text Relay. **Only email or use live chat if it is safe to do so.**

 Freephone 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.

Provide: 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 are available. Can refer deaf women to services providing full deaf access. **Only email if it is safe to receive a reply.**



Freephone 0808 2000 247, 24 hours a day



helpline@refuge.org.uk



helpline@womensaid.org.uk



www.nationaldomesticviolencehelpline.org.uk

Drugs and Alcohol

See also EACH Brent on page 30

AddAction Brent Treatment and Recovery Service

Advice and information on drugs and alcohol, viruses such as hepatitis and HIV, and on harm reduction.

Provide: health checks, blood borne virus screening, a needle exchange service, one to one sessions, support for people needing further residential treatment, a women's morning, support surgeries; housing, psychology, citizens advice, and substitute opiate prescribing. Also structured groups; motivational, cannabis, alcohol, creative.



Drop-in Mon to Fri 10am to 7pm



020 8459 9510

✉ info@addaction.org.uk

📄 97 Cobbold Road, Willesden, NW10 9SU

🌐 www.addaction.org.uk

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

🕒 Drop-in Sat 12 noon to 5pm, Sun 1pm to 4pm

☎ 020 8459 9510

☎ 07958 086346

✉ info@b-3.org.uk

📄 97 Cobbold Road, Willesden, NW10 9SU

🌐 www.b-3.org.uk

Al-anon

Provide: family groups for anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not. Also provide **Alateen** for teenage relatives and friends of alcoholics.

☎ 020 7403 0888


🌐 www.al-anonuk.org.uk


Change, Grow, Live (CGL)

A service supporting anyone worried about their own or someone else's relationship with alcohol or drugs, by providing advice and support around substance misuse.

Provide: a full assessment to devise a personalised care plan; specialist key work sessions; access to inpatient detoxification

and residential rehabilitation; blood borne virus screening and vaccination; links to recovery coaches; health and wellbeing checks. Make an appointment in person, by phone or email.

 020 8955 9710

 brent@cgl.org.uk


 6 Craven Park, Harlesden, NW10 8SY

 www.changegrowlive.org/nhs

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.

 Tue & Thurs 1pm to 4pm, Fri 11am to 3pm

 St Mary's, 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

Sufra Food Bank


People who have acquired a voucher can receive a weeks' worth of food, for themselves and their family. To obtain a voucher call Brent Council Local Welfare Assistance Team (see page 4) who will ask about your circumstances and complete the voucher, or else call to be put in touch with a referral agency.

 Wed and Sun 12pm to 3pm

Ex-Offenders

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.

 020 8838 6800

 enquiries@plias.co.uk

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

 www.pliasresettlement.co.uk


General Advice

Advice South Kilburn (ASK)

A free legal advice service primarily for people living in South Kilburn, but also available to others.

Provide: advice on housing, benefits, employment, immigration and debt/money problems. 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 or work commitment, or because of disability. Due to move in 2018. Call for address.

 Drop-in Wed 10am to 1pm

 020 3393 3237

 advice@southkilburntrust.org

 South Kilburn Studios, 2a Canterbury Rd, NW6 5SW

 www.southkilburnnw6.london

Advice UK

The co-ordinating body for UK independent advice providers.


Provide: an online advice finder with links to agencies providing advice on a broad range of subjects, some of which are contained in this booklet, as well as others such as education, age and family, legal advice, and more. Check the catchment area for each service. For the advice finder, click on “Other Sources Of Advice”

 www.adviceuk.org.uk


Asian Women's Resource Centre

An organisation providing services to women and their children, addressing issues relating to abuse, including domestic and sexual violence, forced marriages, and honour based violence.

Provide: advice and information on housing, welfare, benefits, debt and employment; one to one casework and advocacy; emotional and practical support; short beginner courses which include ESOL, computing, yoga, knitting and sewing. In some circumstances immigration advice is available, including services for asylum seekers, to Level 1.

 020 8961 6549

 info@asianwomenscentre.org.uk

 108 Craven Park Rd, Harlesden, NW10 8QE

 www.asianwomenscentre.org.uk

Brent Advice Matters


A website providing advice by Brent advice agencies: Citizens Advice Brent, Advice4Renters, AgeUK Brent, Brent Community


Law Centre and Ashford Place. Enables people to find answers to questions in relation to work, money, benefits, housing, immigration and asylum, health and wellbeing. If at the end of a search an answer to a question hasn't been found, a request for expert help can be made. This will automatically refer the person to the agency most relevant to their search.

 www.bam.org.uk


Brent Housing Management


- 1.** The Financial Inclusion Team help tenants with benefits and any other financial issues: rent, benefits, debt, reducing energy bills, smart meters and more.
- 2.** The Income Management Team help 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.

 Drop-in Tue 9.30am to 4.30pm

 Financial Inclusion Team. William Dunbar House, Albert Road, Kilburn NW6 5DE

 Drop-in Mon to Fri 9am to 4.30pm

 Income Management Team & Financial Inclusion Team. Civic Centre, Engineers Way, Wembley HA9 0FJ

 020 8937 2790

 info@bhphousing.co.uk

 www.bhphousing.co.uk/tenants/money-and-benefits

Brent Irish Advisory Service

Support Irish people in accessing their rights and entitlements.

Provide: advice and advocacy related to benefits, inadequate housing, homelessness, the elderly, and returning to Ireland, and provide signposting to relevant agencies and resources.

🕒 Drop-in Tues & Wed 9.30am to 12.30pm

☎️ 020 8459 6655

📄 379-381 High Rd, Willesden, NW10 2JR


🌐 www.biasbrent.co.uk

Citizens Advice Brent (CAB)

Provide: free advice to people who live, work or study in Brent, regardless of background or circumstance. 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. Drop-in at Willesden for assessment (see address below). Due to very high demand there is a first-come, first-served ticket system. There is usually a long queue and sometimes not everyone is seen. 🕒 Mon, Wed, Thurs, Fri 10am to 4pm, Tues 1pm to 7pm
2. Drop-in at the Civic Centre, Engineers Way, Wembley HA9 0FJ 🕒 Mon 9am to 3 pm
3. Park Royal Centre for Mental Health for people who have been admitted, as well as their carers. 🕒 Wed morning by appointment. Contact the ward supervisor.
4. At Children's Centres (see page 7). Must have a child under five. Contact a centre directly.
5. Skype Employment Advice clinic provides legal advice on employment issues. Visit Willesden for an eligibility assessment.

6. Brent Housing tenants. For advice on rent arrears and other debts, contact the Income Management Team (see page 15) to make an appointment with a CAB money adviser.

 020 8427 9477

 brent.cab@brentcab.co.uk

 272 High Road, Willesden, NW10 2EY

 www.citizensadvicebrent.org.uk

Crisis Intervention Drop-in Clinics (by Ashford Place)


For people who are experiencing crisis and struggling to cope.

Provide: support around housing and benefits, employment, drug and alcohol abuse, debt and personal budgeting, mental health, and general wellbeing.

Tue St Laurence's Larder, Christchurch, corner of Christchurch Ave and Willesden Lane, NW6 7YN

 10am to 12 noon

Wed Ashford Place, 60 Ashford Rd, Cricklewood, NW2 6TU

 2pm to 4pm

Lindsay Park Baptist Church, The Mall, Kenton HA3 9TG


 3pm to 5pm 1st and 3rd Wed of month

Thurs Willesden Green Library, 95 High Rd, NW10 2SF

 2nd and 4th Thurs of every month 12 noon to 4pm

Fri Harlesden Methodist Church, 25 High St, NW10 4NE

 10.30am to 12 noon

 020 8208 8595

 www.ashfordplace.org.uk

Harlesden Community Hub

Provide: face to face advice to anyone on housing, benefits, council tax, work, addiction, and private renting. Also provide signposting for immigration and more.

🕒 Drop-in Wed & Thurs 10am to 6pm

☎️ 020 8937 3400

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

Health & Wellbeing

See also EACH Brent on page 30

Brent Mind

Provide: support to people who experience emotional distress in different areas of their lives: reducing social isolation to improve life chances; equipping people with illness and relapse prevention skills; mental health support groups for people in Brent aged 13 to 25; monthly creative workshops; a weekly support group; mindfulness and meditation; a sports engagement service; a mental health directory; information and signposting.

☎️ 020 7604 5177

✉️ info@brentmind.org.uk


📁 Design Works, Park Parade, Harlesden, NW10 4HT

🌐 www.brentmind.org.uk

Brent Talking Therapies

Provide: NHS psychological treatment for depression and anxiety to people over 18 who live in Brent or are registered with a Brent GP. People can be referred by their GP, or can refer themselves using an online form. Alternatively, a form can be provided by post upon request. Following an initial telephone

conversation further appointments can be offered either by telephone or face to face. BSL interpreters available.

 020 8206 3924

 www.cnwltalkingtherapies.org

Mind England

Provide: online guides to services and sources of support: addiction and dependency, drugs and treatments, housing, money and benefits, abuse, advocacy, children and young people. Information is also available via two telephone helplines. Interpreters are available.

 Information Line 030 0123 3393


 Legal information & Advice Line 030 0466 6463

 supporterservices@mind.org.uk

 www.mind.org.uk

NHS Choices

A resource for finding a GP and other local health services, information about conditions and treatments, advice on healthy living, and a wide range of further subjects.

 020 8900 5300



 breccg.brentenquiries@nhs.net

 www.nhs.uk/pages/home.aspx

Single Point of Access


An NHS service for people who feel they need urgent help or support. People can refer themselves or 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, call for an immediate assessment to identify the best course of action to stop things getting worse. If there is an immediate danger, visit the nearest Accident and Emergency Department. An interpreting service is provided for people whose preferred language is not English. 24 hours, 365 days a week.


  Freephone 0800 0234 650

SIBI (Social Isolation in Brent Initiative)

Provide: help for people in Brent who feel lonely or isolated. An assessment is made by telephone to find out what a person's interests are, and what kind of activities they might like to pursue. Details are then given of relevant activities to investigate. People are welcome to call again to ask for further suggestions.

 020 3011 1697, or Text 07415 315 998 for a call-back

 sibi@cvsbrent.org.uk

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

Homelessness


Acton Homeless Concern

Two drop-in centres for homeless people and anyone experiencing disadvantage.

 Damien Centre, 3-5 Church Rd, Acton, W3 8PU

Provide: refreshments and social activities.

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

 020 8993 6096

📍 Emmaus House, 1 Berrymead Gardens, W3 8AA

1. Provide: free hot meals.

🕒 11.45am to 2pm on alternate Sundays and Mondays, and Tuesday to Friday.

2. Provide: housing advice, clothing, showers, barber/hairdresser, chiropodist, doctor, optician, women & children's group, alcohol/drug counsellor, dentist. Phone or visit for times of individual services.

🕒 12 noon to 2pm on alternate Mondays, & Tuesday to Friday

☎ 020 8992 5768

✉ actonhomelessconcern@yahoo.com

🌐 www.actonhomelessconcern.org

Brent Housing Options

Provide: help prevent homelessness by giving advice to help someone stay in his or her home or find a new one. Sometimes help is given to find a home with a private landlord. In some circumstances, short-term housing or hotel accommodation may be provided. To qualify for this, there must be no other suitable accommodation that could reasonably be used and the person must be homeless, but not intentionally homeless, have a priority need, and have a local connection with Brent.

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

☎ 020 8937 1234, Outside of above hours

✉ housing.options@brent.gov.uk


📍 Civic Centre, Engineers Way, Wembley HA9 0FJ

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

Crisis Skylight Brent

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; living with friends or family because there is nowhere else to go; sofa surfing; living in a B&B, a squat, or other temporary accommodation.

Provide: information, advice and guidance about benefits; access to training; help with job applications, CV writing and interview preparation; finding volunteering and job opportunities; help with sustaining work; job search sessions and IT classes; progression coaching to help break down barriers around homelessness; motivational coaching to help reach goals; housing coaching to help find a rented home.

 020 8965 2561

 Unit 2 Ajax House, 16A St Thomas Rd, Harlesden, NW10 4AJ

 www.crisis.org.uk/get-help/brent

West London Day Centre

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

🕒 Drop-in 9am to 11.30am

☎ 020 7569 5900

📄 134-136 Seymour Place, Marylebone, W1H 1NT

💻 www.wlm.org.uk

Hot Food Provision

Community Kitchen at Sufra NW London

🕒 Fri 6.30pm to 8.30pm

📄 160 Pitfield Way, Stonebridge, NW10 0PW

Harlesden Christian Centre

🕒 Thurs 1pm

📄 21 Shakespeare Rd, Stonebridge, NW10 8EY

Harvest Soup Kitchen

🕒 1st and 3rd Sat of every month 12.30pm to 3pm

📄 The Leadership Training Centre, 40-43 North End Rd,
Wembley, HA9 0AT

Rhema Winners Citadel

🕒 Mon to Fri 9am to 11am

📄 St Mary's Road, Harlesden, London, NW10 4AL

Rumi's Kitchen Harlesden

🕒 Sat 12 noon to 3pm

📄 Harlesden Ummah Community Centre, 21 Craven Park Road,
NW10 8SE

Rumi's Kitchen Cricklewood

🕒 Sun (except 24th Dec) 12.30pm to 3pm

📍 26A Chichele Rd, Cricklewood, NW2 3DA

Salvation Army

🕒 Tues 7pm (except Aug)

📍 32 Manor Park Rd, Harlesden, NW10 4JJ

St Laurence's Larder

🕒 Tues & Thurs 10am to 1.30pm

📍 Corner of Christchurch Ave & Willesden Lane, NW6 7YN

Housing

Advice4Renters

Inform, support, and provide legal advice to private tenants and others in housing need.

Provide: information, 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 where there is danger or health is being affected; severe overcrowding with at least two bedrooms short of the standard; possession proceedings where the landlord is trying to get an order from the court for an eviction; 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

Shelter

Provide: advice, information and advocacy to people with all kinds of housing problems: homelessness, private renting, tenancy deposits, repossessions, Housing Benefit, Council housing, eviction, repairs, energy costs. The helpline gets busy, so it may take a while to get through.

☎ Freephone 0808 800 4444, Mon to Fri 8am to 8pm, Sat & Sun 8am to 5pm


✉ info@shelter.org.uk

💻 www.shelter.org.uk

START Plus

Support vulnerable people to live independently or to move on to independent living; people in temporary, private, or settled accommodation, or who are homeless or about to be made homeless.

Provide: advice and advocacy in connection with housing or tenancy matters; benefits advice including making applications and attending benefit interviews and assessments; support with budgeting and other skills; building and strengthening relationships with family and friends; accessing local services such as mental health teams; disability, drug, alcohol, and black and minority ethnic services.

 020 8937 2573

 startplus@brent.gov.uk

 Civic Centre, Engineers Way, Wembley, HA9 0FJ


Immigration & Asylum

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@jcw.org.uk

 115 Old St, London, EC1V 9RT

 www.jcw.org.uk


Refugee Council


1. A destitution service for **asylum seekers** having difficulties accessing support or protection, providing food, shower and laundry facilities; referral to legal advice services who can provide help with a claim for protection and access to support; an Online Services Directory to find legal and asylum support services.

 Fri 11am to 4pm

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

2. For asylum seekers and refugees there are services providing advice & support, and therapeutic services in relation to: 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


 PO Box 68614, London, E15 9DQ

 www.refugeecouncil.org.uk

UK Lesbian & Gay Immigration Group

Support lesbian, gay, bisexual and transgender asylum seekers.

Provide: support and information via a helpline, referral to solicitors, monthly support meetings, detention centre visits, social support projects.

 020 7922 7811

 admin@uklgig.org.uk


 www.uklgig.org.uk

LGBT

See also Lesbian & Gay Immigration Group above

Stonewall

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


 Freephone 0800 050 2020, Mon to Fri 9.30am to 5.30pm

 info@stonewall.org.uk

 www.stonewall.org.uk

Switchboard (LGBT+ helpline)

Provide: 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.



 030 0330 0630

 www.switchboard.lgbt

Money & Debt

National Debt Line

Provide: free debt advice by phone and online; an easy online budget tool to help work out options to deal with debts; a range of information and factsheets on a wide range of topics. Webchat available...


  0808 808 4000, Mon to Fri 9am to 8pm & Sat 9.30am to 1pm

 www.nationaldebtline.org

The Money Advice Service

Free and impartial money advice set up by the government.

Provide: advice and guides to help improve finances; tools and calculators to help keep track and plan ahead, with budget planning, getting a free basic bank account, savings, mortgages, etc.

 Freephone 0800 138 7777, Mon to Fri 8am to 8pm & Sat 9am to 1pm

 Web Chat, times as above

 enquiries@moneyadvice.service.org.uk

 www.moneyadvice.service.org.uk/en

Other Useful Services

Brent Library Service

Provide: 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.

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


Harlesden. Craven Park Road, Harlesden NW10 8SE

Kilburn. 42 Salusbury Road, Kilburn NW6 6NN

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

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

Willesden Green. 95 High Road, Willesden NW10 2SF

 020 8937 3400

 www.brent.gov.uk/services-for-residents/libraries

Brent Samaritans

Provide: 24-hour confidential, non-judgmental 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 you feel are open to you.

☎ 020 8961 6181

☎ Freephone National Helpline 116 123

🕒 Drop-in Mon, Tues, Thurs 7pm to 9pm, Wed 9am to 9pm, Fri 9am to 3pm, or call to check if a volunteer will be available.

✉ jo@samaritans.org

📍 1 Leopold Road, NW10 9LN

EACH Brent

Services offering support in relation to substance misuse, mental health, domestic and sexual violence.

Provide: 1. Employment, training and educational opportunities, one to one coaching, workshops, and IT drop-in sessions to prepare for employment; 2. Counselling and support for women and girls affected by sexual and domestic violence or abuse; 3. A mental health service for people from the African, Caribbean and Asian communities and their descendants.

☎ 020 8961 8623

✉ brent@eachcounselling.org.uk


📍 The Designworks, Park Parade, Harlesden, NW10 4HT

🌐 www.eachcounselling.org.uk/brent

Rape Crisis

Provide: a service for anyone who has experienced rape, child sexual abuse and/or any kind of sexual violence. Information for friends, partners, family and other people supporting a sexual violence survivor. Helpline, 365 days, for confidential support and/or information, or to find details of local Rape Crisis helplines and services.

🕒 12 noon to 2.30pm & 7pm to 9.30pm


 0808 802 9999 24 hours


 www.rapecrisis.org.uk

SurvivorsUK


Help sexually abused men and their friends and family, no matter when the abuse happened.

Provide: emotional and practical support to survivors of rape, sexual abuse and sexual assault; information on the criminal justice process and health services; help with thinking about safety and what can be done to improve it; group therapy and individual counselling. Fees from £5 on a sliding scale according to income. Also provide a clinic to access sexual health services in a supportive environment. Text and Web Chat available to survivors, their close friends and family.

 Mon to Fri 10.30am to 9pm, & Sat and Sun 10am to 6pm

 Text Chat 020 3322 1860

 Webchat, times as above

 020 3598 3898

 info@survivorsuk.org

 www.survivorsuk.org

Work

See also [EACH Brent on page 30](#)

ACAS

Provide: guidance about any kind of dispute or query about relationship issues within the workplace, and advice on employment rights and rules, best practice and disputes. Before phoning, if possible search online for advice, by selecting 'Advice A-Z', or by using the online helpline.


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

 <http://www.acas.org.uk>

Brent Works

A free service helping people find meaningful employment, across a range of sectors including construction.

Provide: opportunities to find jobs and apprenticeships, training for the next career step, and one-to-one advice and guidance through all the steps towards finding work. An online search is available for current job and apprenticeships. Get in touch 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


The Living Room Employment Support Service

For residents of St Raphael's Estate who need support with either getting into work or making progress in work.

Provide: advice on money and debt, childcare, health and wellbeing; employment support, job searching and job matching; access to careers advice, apprenticeships and traineeships, volunteering and work experience opportunities. By appointment only.

 020 8937 6450

 thelivingroom@brent.gov.uk

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

Sufra NW London

Food Bank: a weeks' worth of emergency food aid for people in crisis. Strictly by referral. For full details see page 12.

🕒 Wed and Sun 12pm to 3pm

Community Kitchen: free 3-course meal and children's activities. No referral required. Fri 6.30pm to 8.30pm, including all bank holidays.

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

Food Academy: teaches children and young people aged 11 to 18 how to cook fresh, nutritious meals. Get in touch or see website for details.

🕒 Sat during term-time 10am to 2pm

Food Academy Plus: an intensive course which helps unemployed adults secure employment in the catering industry. Get in touch or see website for course dates.

Growing Club: informal growing activities on St. Raphael's Edible Garden for people of all ages and background.

🕒 Drop-in Wed and Sun 10am to 2pm, excluding bank holidays.

Horticultural Courses: accredited training in food growing for children aged 7 to 11. See website for next course dates.

Refugee Resettlement: support for refugees and asylum seekers. 🕒 Drop-in Sat 11am to 2pm

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