



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

Directory of Services

April 2018

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

Give Together | Eat Together

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Introduction

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

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.

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

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

 Email

 Phone

 Address


 Webchat

 Website

Basic Skills

Brent Start

Provide 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

Benefits & Welfare

See also General Advice

Brent Council Local Welfare Assistance Team

Provide a discretionary support scheme which aims: to help people in short term need because of a crisis or an emergency; support vulnerable people in the community; ease exceptional pressure on families by providing one-off payments to people who are unable to pay for what they need: 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

 Civic Centre, Engineers Way, Wembley, HA9 0FJ

 www.brent.gov.uk/lwa

Jobcentre Plus Travel Discount Card allows people to travel more cheaply in London if claiming certain benefits and looking for work (except for people participating in the Work Programme). Also, depending on eligibility, help may be given with fares during the first few months of commuting to a new job. Contact Jobcentre Plus for more information.

☎ 0800 169 0190

☎ 0800 169 0314 textphone

Turn2us

Provide 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

Carers

Brent Carers Centre

Provide services to 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 counselling service; wellbeing activities and events; employability support; drop-in clinics around Brent, including monthly at **Sufra NW London**. 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; 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

1. The Early Help Team provide **1.** Early Support for children under five who have additional needs. **2.** Portage; a home visiting service for pre-school children who have additional needs. **3.** 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; struggling to manage money; looking for work.

☎ 020 8937 2711

✉ eha@brent.gov.uk

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

🌐 www.brent.gov.uk/earlyhelp

2. The Early Years Team provide advice and support for families via the **Children and Families Information Service**, with information on a range of 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; signposting to other services; special educational needs; disability; reducing the

costs of childcare; free early years entitlement to childcare for 2 to 4 year-olds.

☎ 020 8937 3010, Mon to Fri 10am to 3pm

✉ cfis@brent.gov.uk

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

🌐 www.brent.gov.uk/cfis

Children's Centres

Provide services focussed on early childhood and family learning: all centres have a timetable of fun 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**.

☎ 020 8937 3010

🌐 www.brent.gov.uk/40538

Deaf Service

Royal Association for Deaf People

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, and booking interpreters.

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

☎ 0300 688 2525 phone

☎ 07467 914132 text or phone

☎ 0300 688 2527 minicom

✉ advice@royaldeaf.org.uk

📍 272 High Road, Willesden, NW10 2EY

🌐 www.royaldeaf.org.uk

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.

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.

☎ 020 8937 5796

✉ independenttravelteam@brent.gov.uk

Brent Mencap

Provide services for people aged 18 and over who have a learning disability: a self advocacy group called Disability Rights and Politics, for people who want to have their voices heard, about cuts, services, housing, and hate crime; social activities; a hidden history project open to everyone who wants to find out more about local history; wellbeing, social and sports activities.

Also provide a specialist advice service on all aspects of life, including employment, housing issues, transport, and money issues.

🕒 Advice service Thurs, 10.30am to 12.30pm & 1.45pm to 3pm

☎ 020 8451 5278

✉ info@brentmencap.org.uk

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

🌐 www.brentmencap.org.uk

RNIB

Provide 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

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.

☎ 0808 800 3333
✉ helpline@scope.org.uk
🌐 www.scope.org.uk

Domestic Violence

Ascent: a project of EACH Counselling & Support

Provide free, confidential, one-to-one counselling and group therapy services to women who have been affected by sexual or domestic violence and abuse, which can be: physical - hitting, punching, slapping; sexual - rape, abuse, assault; emotional and

psychological - putting you down, verbal aggression, coercion; social isolation - stopping you from seeing your friends and family; financial - keeping your money from you, not allowing you to work; 'Honour' based violence - crimes or incidents connected with protecting or defending the 'honour' of the family or community.

☎ 020 8577 6059

✉ infoascent@eachcounselling.org.uk

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

🌐 www.eachcounselling.org.uk/brent

Asian Women's Resource Centre

Provide services to women and their children, addressing issues relating to abuse, including domestic and sexual violence, forced marriage and honour based violence: 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 to Level 1, including services for asylum seekers.

☎ 020 8961 6549





✉ info@asianwomenscentre.org.uk

📍 108 Craven Park, Harlesden, London NW10 8QE

🌐 www.asianwomenscentre.org.uk





Men's Advice Line

Provide a telephone helpline for any heterosexual, gay or bisexual man experiencing domestic violence or abuse from a partner or ex-partner: practical advice, information, emotional support, and support for concerned friends and family. All helpline advisors have been trained to use Text Relay. **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




Provide 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

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: regular meetings where members share their experience of living with alcoholism. Also provide **Alateen** for teenage relatives and friends of alcoholics. A helpline is available for people who want to talk about the way they are being affected by someone else's drinking.

 020 7403 0888, 10am to 10pm, 365 days a year
 enquiries@al-anonuk.org.uk
 www.al-anonuk.org.uk

WDP

Provide support to anyone worried about their own or someone else's relationship with alcohol or drugs. People can access a wide range of activities and support and be guided towards other services where they can receive help. The services previously provided by CGL and Addaction will be found here.

☎ 020 8451 5610

✉ enquiries@wdp.org.uk

📍 97 Cobbold Road, Willesden, NW10 9SU

🌐 www.wdp.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. Provide a friendly, safe and relaxing environment, refreshments, newspapers, TV, and computer use.

🕒 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

Elderly

Alzheimer's Society

Provide services to people experiencing dementia, and to others affected by it; a telephone helpline, an online community, live chat, 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
- 🗨 Mon to Fri 9am to 12.00, Mon to Wed 6pm to 8pm
- 🌐 www.alzheimers.org.uk

Dementia Cafes

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, Willesden, Kensal Green, Sudbury, and Kingsbury. Phone or email for details.

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

The Silver Line

Provides 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 to connect people 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.

🕒 Tue & 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

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** who will ask about your circumstances and complete the voucher, or else call to be put in touch with another referral agency; details on back page.

🕒 Wed & Sun 12pm to 3pm

Ex-Offenders

NACRO

Provide support to help people overcome barriers presented by their criminal records and to move on from previous mistakes, by providing 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

General Advice

See also [Benefits and Welfare](#)

Advice South Kilburn (ASK)

Provide 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 or work commitment, or because of disability.

🕒 Drop-in, Wed 10am to 1pm
☎ 020 3393 3237
✉ advice@southkilburntrust.org
📍 Granville, Carlton Vale, NW6 5HE
🌐 www.southkilburnnw6.london

Advice UK

Provide an online advice finder with links to agencies providing advice on a broad range of subjects, some of which are contained in this directory, as well as others such as education, age and family, legal advice and more. Also provide an option to search for local advice services.

🌐 www.adviceuk.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 be assessed and passed to the relevant agency.

🌐 www.bam.org.uk

Brent Housing Management

1. The Financial Inclusion Team helps council tenants maximise income, ensuring they are claiming all the benefits they are entitled to: assist with issues such as rents, signposting for

debt advice/money management; advise on how to switch energy providers in order to reduce energy bills; assist with spare room subsidy (bedroom tax) and benefit cap queries, including how to downsize to a smaller property.

- 🕒 Drop-in, Tue 9.30am to 1pm, & 2pm to 4pm
- 📍 William Dunbar House, Albert Road, Kilburn, NW6 5DE

2. 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.

- 🕒 Drop-in, Thurs 9am to 1pm, William Dunbar House, Albert Road, Kilburn, NW6 5DE
- 🕒 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. Income Management Team & Financial Inclusion Team

- 🕒 Drop-in, Mon to Fri 9am to 4.30pm
- ✉ housingmanagement@brent.gov.uk
- 📍 Civic Centre, Engineers Way, Wembley, HA9 0FJ
- 🌐 www.brent.gov.uk/housingmanagement

[Brent Irish Advisory Service](#)

Provide support to Irish people in accessing their rights and entitlements: advice and advocacy related to benefits, inadequate housing, homelessness, the elderly, returning to Ireland, and signposting to relevant agencies.

- 🕒 Drop-in, Tues & Wed 9.30am to 12.30pm
- ☎ 020 8459 6655
- 📍 379-381 High Road, Willesden, NW10 2JR
- 🌐 www.biasbrent.co.uk

Citizens Advice Brent (CAB)

Provide 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, Wed, Thurs, Fri 10am to 4pm, Tues 1pm to 5pm, & 5pm to 7pm for people in employment only.

2. 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 & Thurs mornings by appointment. Contact the ward supervisor.

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

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

6. 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.

7. London & Quadrant Tenants. For advice on rent arrears and

other debts, contact the **Income Management Team** to make a Pound Advice appointment.

8. 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.

9. At **WDP**, for people affected by drug and alcohol abuse. Fortnightly on Tues. Contact the centre directly.

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

☎ 020 8438 1249

✉ brent.cab@brentcab.co.uk

📍 270 - 272 High Road, Willesden, NW10 2EY

🌐 www.citizensadvicebrent.org.uk

Crisis Intervention Drop-in Clinics (by Ashford Place)

Provide 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.

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

🕒 Tues 10am to 1pm

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

🕒 Wed 2pm to 4pm

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

🕒 Fri 10am to 12 noon

Also at the following venues: Lindsay Park Baptist Church, Kingsbury; Willesden Green Library; Ealing Road Library;

Wembley Library, Civic Centre, Wembley. Phone for details.

☎ 020 8208 8595

🌐 www.ashfordplace.org.uk

Harlesden Community Hub

Provides a supportive environment for face to face advice on housing, benefits, Council Tax, work, debt, private renting, and an employment support service. For monthly activities related to health, business start-up and money advice, check website.

🕒 Drop-in, Wed & Thurs 10am to 5pm

🕒 Employment support service Wed 2pm to 5pm

☎ 020 8965 2561

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

Health & Wellbeing

See also [Alzheimer's Society](#)

Bowel Cancer Screening

Bowel cancer is the fourth most common cancer in the UK. Bowel cancer screening can save lives; it aims to detect bowel cancer at an early stage, when treatment has the best chance of working. The test can also find polyps (non-cancerous growths), which might develop into cancer, and which can easily be removed to lower the risk of bowel cancer: **1.** People aged 55 are invited for a one-off bowel screening scope. **2.** From age 60 to 74 people are invited to take part in bowel cancer screening every two years, by way of a home testing kit. Further information can be found on the St Mark's Hospital website and via the helpline.

☎ 0800 707 6060, 8am to 5pm

🌐 www.stmarksbowelscreen.co.uk

British Lung Foundation

Provide 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: how to manage a condition, information about specific conditions, options about medication and treatments, what diet or exercise might be appropriate, and more. The helpline can get busy, so keep trying or leave a message.


 0300 003 0555

 helpline@blf.org.uk

 www.blf.org.uk

Coronary Heart Disease

Coronary heart disease is one of the five most common causes of early death. It is the term that describes what happens when the heart's blood supply is blocked or interrupted by a build-up of fatty substances in the coronary arteries. Over time, the walls of the arteries can become furred up with fatty deposits. 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. This will also have other health benefits, such as helping reduce the risk of stroke or dementia. 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. Anyone experiencing any of the

following symptoms should visit their GP as soon as possible: feeling very thirsty, urinating more frequently than usual, particularly at night, feeling very tired, weight loss and loss of muscle bulk, itching around the penis or vagina, frequent episodes of thrush, cuts or wounds that heal slowly, or blurred vision. In the UK, about 90% of all adults with diabetes have what is known as type 2 diabetes, which is often linked to being overweight. Eating healthily, losing weight if overweight, 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](#)

Blood pressure is the pressure of the blood in your arteries. High blood pressure means your blood pressure is constantly above recommended levels. It 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 your blood pressure checked: adults aged 40 to 74 can get a free NHS Health Check via their GP, and at some pharmacies. If you are under 40 and think you might be at risk of high blood pressure, you can ask your GP for a test. More information is available on [NHS Choices](#).

[NHS Choices](#)

A website for information about health conditions and treatments, advice on healthy living, and a wide range of further subjects. Also for finding a GP and other local health services, which can also be done by calling NHS England.

☎ 0300 311 2233

🌐 www.nhs.uk/pages/home.aspx

SIBI (Social Involvement in Brent Initiative)

Provide 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, several activities can usually be suggested.

☎ 020 3011 1699, or text or phone 07415 315 998 for a call-back

✉ 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, and others facing disadvantage.

1. Damien Centre, 3-5 Church Road, Acton, W3 8PU

Free refreshments and social activities.

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

☎ 020 8993 6096

2. Emmaus House, 1 Berrymead Gardens, Acton, W3 8AA

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.

🕒 12 noon to 2pm on alternate Mondays, & Tues to Fri

☎ 020 8992 5768

✉ actonhomelessconcern@yahoo.com

🌐 www.actonhomelessconcern.org

Brent Council Homelessness Prevention Services

Provide services to 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

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

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

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

Crisis Skylight Brent

Provide information, advice and guidance around housing, employment, and access to services and benefits, to 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. **1.** Provide training to prepare for work: job search, IT skills, wellbeing, improving mental health, motivational training, arts & drama, job applications, CV writing and interview preparation. **2.** Help with finding volunteer and job opportunities, and with sustaining and progressing in work; finding and keeping a rented home. **3.** Motivational coaching to help break down barriers around homelessness and to help reach goals.

 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

Provide a drop-in service for hot breakfasts, showers, laundry for working homeless people, clothing store, haircuts, luggage storage and mail collection; a service for accommodation links and referrals, jobs and benefits advice and opportunities; a homeless health team comprising nurse, doctor, optician, dentist 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.

🕒 9am to 11.30am

☎ 020 7569 5900

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

🌐 www.wlm.org.uk

Hot Food Provision

Free hot meal open to all:

Community Kitchen at Sufra NW London

🕒 Fri 6pm to 8.30pm

📍 160 Pitfield Way, Stonebridge, NW10 0PW

Harvest Soup Kitchen

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

📍 The Leadership Training Centre, 40-43 North End Road, Wembley, HA9 0AT

Rumi's Kitchen Harlesden

🕒 Sat 12 noon to 3pm

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

Rumi's Kitchen Cricklewood

🕒 Sun 12 noon to 3pm

📍 26A Chichele Road, Cricklewood, NW2 3DA

Sacred Heart Church

🕒 Thurs 5pm September to April

📍 Quex Road, Kilburn, NW6 4PS

Salvation Army

- 🕒 Tues 7pm (except Aug), hot meal November to March, soup & sandwich April to October
- 📍 32 Manor Park Road, Harlesden, NW10 4JJ

St Laurence's Larder

- 🕒 Tues & Thurs 10am to 1.30pm
- 📍 Corner of Christchurch Ave & Willesden Lane, NW6 7YN

Housing

Advice4Renters

Provide information, support and legal advice to 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 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

Brent Council Private Housing Services

Provide help with queries about unlicensed properties, help when the landlord refuses to remedy disrepair, and information about disabled facilities grants.

☎ 020 8937 6410

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

Brent Reach Floating Support

Provide help for people to enable them to sustain a tenancy: people who have a history of homelessness, or tenancy breakdown, substance misuse, offending, 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.

☎ 07874 227 967

✉ brentreachreferrals@thamesreach.org.uk

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

Shelter

Provide 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, repossessions, Housing Benefit, council housing, eviction, repairs, energy costs. It may take a while to get through to the helpline. 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 575 1540 *for over 25s*
🗨 Mon to Fri 9am to 5pm
✉ info@shelter.org.uk
🌐 www.shelter.org.uk

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@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; 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

UK Lesbian & Gay Immigration Group

Provide support to 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

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.

☎ 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.

☎ 0300 330 0630, 10am to 10pm, 365 days a year

🗓 when available

✉ chris@switchboard.lgbt

🌐 www.switchboard.lgbt

Mental Health

See also [Project Stride](#)

Hestia Mental Health & Wellbeing Services (Brent)

Provide support to Brent residents registered with a Brent GP.

1. Engagement, recovery & co-production: wellbeing workshops, events and forums, opportunities for service user training and co-production, plus peer support groups:

🕒 first and third Tues of the month 1.30pm to 3.30pm

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

🕒 every other Fri 1.30pm to 3pm, phone for dates

📍 Chalkhill Community Centre, Wembley, HA9 9FX

☎ 07796 714586

✉ Engagementbrent@hestia.org

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

☎ 07964 207626

✉ GPNetworks@hestia.org

3. Employment Support: medium term support for people dealing with issues related to all areas of the employment journey.

☎ 07875 672460

✉ 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

Brent Talking Therapies

Provide NHS psychological treatment for depression and anxiety for people over 18 who 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.

☎ 020 8206 3924

🌐 www.cnwltalkingtherapies.org

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

✉ djames@bwwmind.org.uk

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

🌐 www.bwwmind.org.uk

Connect and Change a project of EACH Counselling & Support

Provide a mental health therapeutic service for people from the African, Caribbean and Asian communities and their descendants. Offer one to one sessions and group therapy, as well as groups which focus on topics surrounding health and wellbeing.

☎ 020 8961 8623

✉ c&c@eachcounselling.org.uk

📍 Designworks, Park Parade, Harlesden, NW10 4HT

🌐 www.eachcounselling.org.uk

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, 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


☎ 0300 466 6463, legal information & advice line

✉ 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. 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, people can call to discuss the situation and 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.


 0800 023 4650, 24 hours, 365 days a year


Money & Debt

National Debt Line

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

 Mon to Fri 9am to 8pm & Sat 9.30am to 1pm

 0808 808 4000

 times as above

 www.nationaldebtline.org

StepChange

Provide a wide range of services, solutions and ongoing support to suit every situation: debt advice, making a budget, payday loan debt, what creditors can do, money advice, utility switching, benefits checker and more. Provide a Debt Arrangement Scheme: a free debt payment programme (DPP) to help repay debts over a realistic period of time, making an affordable

payment each week or month. Interest and charges are frozen and creditors can't take any further action while a DPP is in place. Available online and by phone.

- 🕒 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 guides to help improve finances; 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 8pm & Sat 9am to 1pm
- 🗨 times as above
- ✉ enquiries@moneyadviceservice.org.uk
- 🌐 www.moneyadviceservice.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. 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

POhWER

Provide independent health complaints advocacy which is free, independent of the NHS, and confidential. Help people to use the NHS complaints process, which covers all NHS funded treatment: explain the process; provide an information pack on how to make a complaint; give advice at each stage of the process; provide an advocate if more help is needed.

☎ 0300 456 2370, Mon to Fri 8am to 6pm

☎ 0300 456 2364 minicom

✉ pohwer@pohwer.net

🌐 www.pohwer.net

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 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)

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.

☎ 116 123 freephone national helpline

☎ 07725 909 090 text / 020 8961 618 office

🕒 Face to face, Mon, Tues, Thurs 7pm to 9pm, Wed 9am to 9pm, Fri 9am to 3pm. Call first to check if a volunteer will be available.

✉ jo@samaritans.org

📍 1 Leopold Road, Willesden, NW10 9LN

🌐 www.samaritans.org/branches/brent-samaritans

SurvivorsUK

Provide 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

Provide help for people to find volunteering opportunities. Register online or attend the drop-in session held at Wembley

library, where you can learn more. Operated on a ‘first-come first-served’ basis. Sessions also held at other venues. Call for details.

🕒 First Tue of month 1pm to 3pm

☎ 0300 365 9920, Mon to Fri 10am to 4pm

✉ enquiry@volunteeringbrent.org.uk

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

🌐 www.volunteeringbrent.org

Work

See also [PLIAS Resettlement](#), [BWW Mind](#), [NACRO](#), [Hestia](#)

ACAS

Provide 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 information cannot be found by these routes, then use the telephone helpline.

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

🌐 www.acas.org.uk

Brent Works

Provide 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, 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

Project Stride: a project of EACH Counselling & Support

Provide a free service offering employment, training, and educational opportunities to residents of Brent who have experienced mental health issues, substance misuse or domestic violence: employment training and educational opportunities; one-to-one coaching; workshops; IT sessions to prepare for employment; a job club; volunteering opportunities; interview technique; job search and application. By drop-in or appointment.

🕒 IT drop-in, Thurs 11.30am to 1pm

🕒 Job club drop-in, Tues 10am to 12pm

☎ 020 8961 8623

✉ stride@eachcounselling.org.uk

📍 Designworks, Park Parade, Harlesden, NW10 4HT

🌐 www.eachcounselling.org.uk

Smart Works (West London)

Provide a clothing service to 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

📍 1st Floor, St Charles Hospital, Exmoor Street, Ladbroke Grove, W10 6DZ

🌐 www.smartworks.org.uk/london-smart-works

Suited & Booted

Provide interview clothing to 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 to support their working wardrobe. By referral. Call to see 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

Provide 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

Food Bank: a weeks' worth of emergency food aid for people in crisis. Strictly by referral. See page 12 for full details. ☎ Wed & Sun 12pm to 3pm.

Community Kitchen: free 3-course meal and children's activities. No referral required. ☎ Fri 6pm 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.

Food Academy: AQA accredited learning that teaches children and young people aged 11 to 18 how to cook a range of fresh, nutritious meals, and basic budgeting skills. Get in touch or see website for further details and course dates. ☎ Sat during term time 10am to 2pm.

Food Academy Plus: an intensive 4 week AQA accredited course which helps unemployed adults secure employment in the catering industry with cookery skills, work experience and literacy, numeracy and IT modules. Get in touch or see website for further details and course dates.

Growing Club: informal growing activities on St. Raphael's Edible Garden for people of all ages and backgrounds. ☎ Wed & Sun 11am to 2pm.

Growing Academy: An AQA accredited horticultural course for children aged 7 to 11. See website for next course dates.

Refugee Resettlement: support for refugees and asylum seekers. ☎ Sat 11am to 2pm, or by appointment.

☎ 020 3441 1335 ✉ Ibrahim@sufra-nwlondon.org.uk

Sufra NW London

020 3441 1335

160 Pitfield Way, Stonebridge,
London, NW10 0PW

admin@sufra-nwlondon.org.uk

www.sufra-nwlondon.org.uk

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