



# Directory of Services

May 2021

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

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## Services Provided by Sufra NW London

**Food Bank:** a week's worth of emergency food aid for people in crisis. Strictly by referral. See page 30 for further details and how to be referred. Open all holidays. Tues & Thurs 11am to 3pm

**Community Kitchen:** a free three course meal for anyone who turns up, regardless of their circumstances. Open all holidays. Fri doors open 6pm, food served 6.30pm to 8pm. **To resume when Covid restrictions permit.** Call or check the website for reopening.

**Refugee Resettlement:** advice and support for refugees and asylum seekers. By appointment only. Call, email, or look on the website for details.

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

**St Raphael's Edible Garden:** a therapeutic community garden for everyone. Lots of growing spaces, fruit trees, chickens, and a pizza oven for outdoor events. Free AQA accredited courses and activities such as a Growing Club, Chicken Caring Club, Forest Academy, Artisanal Workshops and more. Call, email, visit, or look on the website for details.

Garden volunteering opportunities Mon, Wed, Sat 10am to 1pm

**Food Academy:** an AQA accredited six-week course which teaches children and young people aged 11 to 18 how to cook a range of fresh, nutritious meals. **To resume when Covid restrictions permit.** Call or check the website for details.

**Volunteering:** opportunities to help across a range of services. Meet new people, learn new skills, and provide much needed help. Register by visiting the website or calling the office.

## 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. We advise you to contact an agency directly to check that its service meets your needs.

### NOTE

As a result of the COVID 19 / coronavirus pandemic, the way that services are provided has changed. The directory lists services as they are being provided at the time of publication.

As restrictions permit, further changes will occur. **Always check with an agency to confirm what services are being provided and how they are being provided.**

Due to the pandemic, there may sometimes be a delay in a service being able to respond to phone calls or emails.

## 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. An 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 (see note on page 3).

All services are independent, confidential, and free of charge.

Call charges for numbers beginning 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 Monday to Friday 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

## Befriending

### **Under One Roof:** a project of **Advice for Renters**

Support and practical help for people who may be isolated or lack confidence and would benefit from help with day-to-day challenges. Befrienders and mentors work with people for up to six months to achieve agreed goals. The aim is to encourage people to do as much as they can and to increase self-confidence, to be better able to handle a similar problem in the future. Also help with practical things, like changing energy tariffs to reduce bills, accompanying people to meetings to ensure they can have their say, introductions to local community groups, etc.

See **Advice for Renters** for contact details.

### **Befriending services are also available at:**

**The Silver Line, Cancer Black Care, Elders Voice, Sewa Day,**  
Brent Gateway Partnership Social Isolation Service (020 3948 0600)

## Benefits & General Advice





See also, "**Debt, Money & Utilities**"

### **Brent Hubs** (by Brent Council)

Places where a wide range of advice agencies provide services to the public. Some areas that are covered are: benefits, housing, employment, money management, debt, carers' services, form-filling, digital support, homelessness, support for elderly people, immigration, befriending, energy advice, **Brent Resident Support Fund**, and general advice.




When Covid restrictions permit, these services will be provided at the venues listed below. For information on opening times, and to find out at which time(s) a particular agency will be present, call the

number below, look on the website, or ask at any library. In the meantime, assistance is provided by phone.

-  William Dunbar House, Albert Rd, Kilburn, NW6 5DE
-  Libraries: Harlesden, Ealing Road, Wembley, Kingsbury, and Willesden Green. See **Libraries** on page 39.
-  020 8937 1234, and ask for Brent Hubs
-  [brenthubs.com](http://brenthubs.com)

## **Brent Indian Association**

Advice on welfare benefits, and on immigration to Level 2. Can be provided in Hindi and Gujarati. By appointment only.

-  020 8903 3019
-  116 Ealing Road, Wembley, HA0 4TH
-  [biauk.com](http://biauk.com)

## **Brent Resident Support Fund** (by Brent Council)

A discretionary support fund available to Brent residents aged 18+ who are in short-term need because of an emergency. Help is via an interest-free loan, a grant, or both. For people who are on a low income and/or or in receipt of welfare benefits, have less than £6,000 savings, are not eligible for a Short-Term Advance of Benefit payment, a Budgeting Loan, or a Budgeting Advance from the DWP that could meet the need, and have not had more than two awards in one financial year.

The grant or loan can cover things like rent or mortgage arrears, even for those already getting Housing Benefit, Council Tax arrears, household expenditure such as food and utility bills, paying off debts like credit card loans, counselling and mental health services, skills training to support employment, and getting access to the internet, a laptop, or both.

For additional qualifying criteria and to make an application, use the website, or call or visit **Brent Hubs** for assistance.

 020 8937 1234

 [brent.gov.uk](https://www.brent.gov.uk)

## **Citizens Advice Brent (CAB)**

Advice to people who live, work or study in Brent. Help people to resolve legal, money (including debt), and other problems. Also provide advice on asylum and immigration. By webchat, online form, and phone (the line can be extremely busy). A face-to-face service will resume at the venues below when Covid restrictions permit. For details, check website or ask at any library.

- 1.** Drop-in at Willesden for assessment (see page 7 for address). Due to extremely high demand, there is a first-come, first-served ticketing system. There is usually a long queue, and sometimes not everyone is seen.
- 2.** Drop-in at the Civic Centre, Engineers Way, Wembley, HA9 0FJ.
- 3.** Park Royal Centre for Mental Health for people who have been admitted, as well as their carers.
- 4.** **Family Wellbeing Centres**, for people with a child under five. Contact a centre directly for an appointment.
- 5.** Brent Housing tenants. For advice on rent arrears and other debts, contact the **Income Management Team** for an appointment.
- 6.** Following a CAB assessment: **1.** Skype Employment Advice clinic for legal advice on employment issues. **2.** John Fisher Free Legal Advice Project for legal advice on personal injury, medical negligence, consumer rights, and other areas of law.
- 7.** 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.

8. A service in British Sign Language for the Brent Deaf community.  
See **Royal Association for Deaf People**.

📞 020 8438 1249, Mon to Fri 10am to 4pm

💬 [citizensadvice.org.uk](https://citizensadvice.org.uk)

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

🌐 [citizensadvicebrent.org.uk](https://citizensadvicebrent.org.uk)

### **Crisis Intervention Drop-in Clinics** (by **Ashford Place**)

Help for people who are experiencing crisis and struggling to cope: housing, benefits, employment, drug and alcohol abuse, debt, budgeting, and mental health. By telephone and webchat, and face to face when Covid restrictions permit. Call, or visit any library for venues and times.

📞 07459 710 700, Mon, Tues, Fri 1.30pm to 4.30pm

📞 020 8208 8595, office

💬 Mon, Tues, Fri 10am to 12.20pm

🌐 [ashfordplace.org.uk](https://ashfordplace.org.uk)

### **Help to Claim Universal Credit** (by **Citizens Advice Brent**)

Advisers help people to make a new claim for Universal Credit, from opening a claim account to receiving the first full payment. Help is given to set up a Universal Credit account, complete a claim “to-dos”, verify identity, make sure you provide the right evidence to the Jobcentre, and understand what Universal Credit will mean for you. By phone; a face-to-face service will resume at the venues below when Covid restrictions permit. For details, call, check the website, or ask at any library.

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

📍 Jobcentre Plus Harlesden, 161 High St, NW10 4TL

📍 Jobcentre Plus Wembley, 6 St Johns Rd, HA9 7JD

 Civic Centre, Engineers Way, Wembley, HA9 0FJ

 Kilburn Library, 42 Salusbury Rd, NW6 6NN

 0800 144 8444, Mon to Fri 8am to 6pm

 [citizensadvicebrent.org.uk](http://citizensadvicebrent.org.uk)

## 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: being in receipt of certain benefits or tax credits, being on a low income, or pregnant. Some of the help available: travel costs to hospital, vouchers for glasses or contact lenses, and free prescriptions, sight tests, and dental treatment.

 0300 330 1343, Customer Contact Team

 [nhsbsa.nhs.uk/nhs-help-health-costs](http://nhsbsa.nhs.uk/nhs-help-health-costs)

## **Income Management Team:** Brent Housing Management (present at **Brent Hubs**)

Help 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 other welfare benefits.

 020 8937 2730

 [brent.gov.uk/housingmanagement](http://brent.gov.uk/housingmanagement)

## Turn2us

Information via telephone helpline and internet, on income-related benefits, tax credits, Council Tax Reduction, Carer's Allowance, Universal Credit, how benefits are affected by starting work or changing working hours, and more. 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 5.30pm

 [turn2us.org.uk](https://turn2us.org.uk)

## Bereavement

### Brent Bereavement Services


Trained volunteers provide individual counselling in a wide range of languages. Following a telephone assessment, regular fifty-minute appointments can be provided over twelve weeks; by phone, and face to face when Covid restrictions permit. A limited number of spaces are available for group support via video call.

 020 8459 6818 / 07747 401 448, phone or text

 [bbsonline.org.uk](https://bbsonline.org.uk)

### Cruse Bereavement Care

A helpline provides emotional support to anyone affected by bereavement. Online advice provides information on feelings when someone dies; how to respond to a bereaved person; traumatic bereavement; how grief can affect the body; loss of a partner; death of a sibling; Covid, bereavement and death. For more in-depth support, six sessions can be provided on the phone, via video, or in person; there is usually a waiting list. Webchat is available.

 0808 808 1677, Mon & Fri 9.30am to 5pm, Tues, Wed & Thurs  
9.30am to 8pm, Sat & Sun 10am to 2pm

 Mon to Fri 9am to 9pm

 [cruse.org.uk](https://cruse.org.uk)

## Carers

### **Brent Carers Centre** (present at **Brent Hubs**)

For carers who are unpaid and look after a friend or relative who cannot manage without assistance: emergency planning, carers discount scheme, care skills training, access to a Carers Emergency Card, advice and information, advocacy and representation, money and benefits advice, support groups, a counselling service, and employability support. Also, for carers aged 14 to 25, whole family assessments and support for the carer and their family, age-appropriate respite activities, support groups, and advice about young people's benefits.

 020 3802 7070

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

 [brentcarerscentre.org.uk](http://brentcarerscentre.org.uk)

## Children & Young Adults

### **Brent Children and Families**

1. The **Children and Families Information Service** provides information on services and activities for children and young people aged up to 19 (or 25 for those who are disabled or have special needs): out of school activities, parenting programmes, special educational needs, disability, entitlement to free early education and childcare, signposting to other services, and more.

 020 8937 3010

 [brent.gov.uk/childcare](http://brent.gov.uk/childcare)

2. **Early Support** co-ordinates care for children up to the age of 5 who receive four or more services from the health, education, social care or voluntary sectors, and provides families with a single and consistent point of contact.

- 3. Portage** is an educational home visiting service for children aged up to the age of 4 who are disabled or have additional needs. A portage worker will visit the home to offer support to help develop the child's communication and physical and social skills, and to improve their learning and development.
- 4. Accelerated Support** is a rapid-response service for children and young people aged 11 to 17 (or older if there are special educational needs), and their families, where the young person is in crisis and at imminent risk of entry into local authority care. Help with communication issues, reluctance to live within parental boundaries, difficulty with addiction, crime or gang-related issues, family relationship breakdown, etc.
- 5. Family Solutions** for families with children and young people up to the age of 18 (or 25 for those who are disabled or have special needs). Address needs such as children or family members in trouble with the police, or with drug or alcohol concerns, children not attending school, abusive relationships, mental health needs, etc.

 020 8937 2711

 [brent.gov.uk](http://brent.gov.uk)

## Family Wellbeing Centres

Eight centres providing support through pregnancy and birth, until the child is aged 18 (or up to 25 for those who have special educational needs). **1.** Health: midwifery, health visitors, infant feeding support, development checks, emotional wellbeing, speech and language support, etc. **2.** Education: early learning, looking for childcare, applying for a school place, starting school, homework clubs, etc. **3.** Family support: parenting workshops, one-to-one support. **4.** Support for parents and carers: dads' programme, money management, housing, counselling, legal advice. **5.** Special Educational Needs and Disability support for all age groups, including parents' support group. **6.** English and other courses, getting back into employment, etc.

For venues and times, contact an individual centre. Details can be obtained by phone, or from the website, or any library.

 020 8937 1234

 [brent.gov.uk](http://brent.gov.uk)

### **RealTalk:** a project of Each Counselling & Support

Help people aged 11 to 21, and their families or carers, by offering support around substance misuse, and providing alternative options for those who may be classed as vulnerable or caught up in gang-related culture and violence: one-to-one support, music & spoken word production, studio engineering, radio presenting, barbering lessons, personal gym training, and more. By phone, and face to face when Covid restrictions permit.

 020 8961 8623

 The Designworks, Park Parade, Harlesden, NW10 4HT


 [eachcounselling.org.uk](http://eachcounselling.org.uk)

## **Deaf Service**

### **Royal Association for Deaf People**

Help and advice in British Sign Language, on benefits, debt, housing, discrimination, access to health and social care services, employment, booking interpreters, understanding correspondence, completing forms, and more. Also signposting and referrals to other services. By video call, and face to face when Covid restrictions permit.

 Tues 10am to 4pm

 Desk 31, Customer Services, Civic Centre, Engineers Way, Wembley, HA9 0FJ

 Thurs 10am to 4pm

 Citizens Advice Brent, 270-272 High Road, Willesden, NW10 2EY

 0300 688 2525, phone and minicom

 07467 914 132, text or phone

 [royaldeaf.org.uk](http://royaldeaf.org.uk)

## Debt, Money & Utilities

See also, **Citizens Advice Brent**, **The Unity Project**, **Turn2us**

### **Advice For Renters Money** (present at **Brent Hubs**)


Provide a holistic, person-centred approach to assist with money worries: welfare rights, budgeting, maximising income, energy advice, support in a financial crisis, access to affordable credit, grant applications, switching and paying for utilities, and managing and resolving complex debt.

 020 3971 4580

See **Advice for Renters** for further contact details.

### **Christians Against Poverty** (CAP)

Help with any debt issue. Appointments are provided with a debt coach to relieve the stress of debt, and to find the best solution to becoming debt-free. Ongoing emotional support continues to be provided until the debt issue is resolved. By phone, and face to face when Covid restrictions permit.

 0800 328 0006, Mon to Thur 9.30am to 5pm, Fri 9.30am to 3.30pm

 [cap.org](http://cap.org)

### **Debt Free London**

Help with debt: types of debt, how to prioritise debts, debt solutions, and an online debt advice tool. Also budgeting and managing money: advice on running a bank account, planning finances and cutting costs, a budget planner and a benefits

calculator, and advice for spotting, avoiding, and recovering from scams. Online, by WhatsApp, phone, and video, and face to face at **Citizens Advice Brent** when Covid restrictions permit.

 0800 808 5700, Mon to Fri 10am to 5pm

 [debtfree.london](https://debtfree.london)

## **Green Doctors**

For people who are aged 65 and over, or who have a child under the age of five, are on a low income, have a long-term health condition, or are disabled. A phone consultation or home visit is arranged to give advice to help people to manage their energy use and bills, and to help them to live in better, warmer homes, and save money: free small energy saving devices; impartial advice on things such as switching fuel companies to save money; help given with managing and understanding bills, writing off debts, applying for grants, and obtaining local services such as a handyman, a fire safety check, etc.

 0300 365 3005

 [groundwork.org.uk/projects/green-doctors-london](https://groundwork.org.uk/projects/green-doctors-london)

## **Let's Talk Money** (present at **Brent Hubs**)

Help people improve their money management skills and financial situation, by providing tailored one-to-one support, helping people put together a budget, manage bills effectively, reduce everyday costs, apply for grants for essential items and utility or rent arrears, and access further support.

 07914 789 397

 [letstalkmoney.org.uk](https://letstalkmoney.org.uk)

## **StepChange Debt Charity**

A wide range of services and ongoing support, 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, making an affordable single payment each week or month.

 0800 138 1111, Mon to Fri 8am to 8pm & Sat 8am to 4pm


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

 [stepchange.org](https://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, to assist with budgeting, managing benefit payments, getting a free basic bank account, and tackling debt. Also, mortgages, pensions, financial effects of Covid, etc.

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

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

 [moneyadviceservice.org.uk](https://moneyadviceservice.org.uk)

## The Sherriff Centre

Advice on a wide range of debt issues, including utility debts, rent and council tax arrears, credit debts, overpayment of benefits and tax credits. Also, assistance with emergency situations: creditors about to take drastic action such as eviction, repossession, disconnection, bailiffs, imprisonment, or deadlines approaching, such as a court hearing date, replying to court forms, etc. By appointment, and at **Brent Hubs**, where there is usually a long queue and sometimes not everyone is seen.

 07806 807 730, Mon to Fri 10am to 4pm

 [thesherriffcentre.co.uk](https://thesherriffcentre.co.uk)

# Disability

## Accessible Transport

1. **Taxicard:** subsidised transport in licensed taxis and private hire vehicles, for people who have a serious long-term mobility impairment or severe sight impairment, and who have trouble using public transport. Can be used by the carer or personal assistant of the card holder. Administered by Brent Council.

 020 8937 5796

 [brent.gov.uk/services-for-residents/transport-and-streets](https://brent.gov.uk/services-for-residents/transport-and-streets)

2. **Dial-a-ride:** a free door-to-door service for those with a permanent or long-term disability, with at least one return journey guaranteed each week. Takes most wheelchairs. The driver can give assistance to and from the vehicle, and one other person can travel with the user.

 0343 222 7777

 [tfl.gov.uk](https://tfl.gov.uk)

## Brent Mencap

Services for people aged 18+ who have a learning or other disability, or a long-term health condition: **1.** weekly keep fit, dance, art, local history, and gardening. **2.** a self-advocacy group where disabled people find out about and give opinions on issues important to them, hear speakers, and decide what action they want to take. By phone and video, and face to face when Covid restrictions permit.

 020 8451 5278

 379-381 High Road, Willesden, NW10 2JR

 [brentmencap.org.uk](https://brentmencap.org.uk)



## Disabled Persons Freedom Pass

Allows free travel across London, and free bus journeys nationally, to disabled people in certain circumstances. Administered by Brent Council's Independent Travel Team.

 020 8937 5796

 [brent.gov.uk](http://brent.gov.uk)

## Scope

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

 0808 800 3333, Mon to Fri 9am to 6pm, Sat & Sun 10am to 6pm


 [scope.org.uk](http://scope.org.uk)

## Domestic and Sexual Violence & Abuse

**Anyone in immediate danger should dial 999.**

## Advance

Non-judgemental support to women, men, and young people living in Brent who are experiencing domestic abuse; one to one, on the phone or in person. Wherever possible, the same independent domestic violence adviser works with the person throughout. Can give help with getting to a place of safety, with talking to the police, and with understanding options and legal rights. Can also attend criminal court.

 07398 454 898, Mon, Wed, Fri 10am to 9pm & Tues, Thurs 10am to 6pm

 [advancecharity.org.uk](http://advancecharity.org.uk)

## **Ascent:** a project of EACH Counselling & Support

A one-to-one counselling and group therapy service for women who have been affected by sexual or domestic violence or abuse.

 020 8577 6059

 The Designworks, Park Parade, Harlesden, NW10 4HT

 [eachcounselling.org.uk](http://eachcounselling.org.uk)

## **Asian Women's Resource Centre**

Specialist domestic abuse and harmful practice support service for black, Asian and minority ethnic women and girls. Domestic abuse advocacy services: supporting women and girls aged 16+ to recognise abuse and minimise risk; safety planning; support and services to build self-esteem and confidence through group work; advice and information on welfare benefits, homelessness, and Level 1 immigration; social networking opportunities through activities and group workshops, including computer skills, ESOL, sewing, healthy eating, and yoga.

 020 8961 6549 / 5701 Mon to Fri 10am to 5pm

 108 Craven Park, Harlesden, NW10 8QE

 [asianwomencentre.org.uk](http://asianwomencentre.org.uk)

## **Chrysalis Advice Centre**

An advice service providing specialist support for Brent residents aged 16+ who are affected by domestic abuse. Provide advice on benefits, debt, housing, children and young people affected by domestic abuse, mental health issues, drug and alcohol challenges, and tech abuse. Provide support with legal issues. Specialist domestic violence support is available for people from Asian and Eastern European communities. By appointment via phone or video call; booking is by phone or email. Face to face when Covid restrictions permit.

See **Advance** for contact details.

## Men's Advice Line

Services for male victims of domestic abuse. Offer advice and emotional support to men who experience abuse, and to those supporting them, such as concerned family members, friends, and frontline workers. By phone, email, or webchat. Interpreters and Next Generation Text available.

☎ 0808 801 0327, Mon to Fri 9am to 8pm

💬 Wed, Thurs, Fri 10am to 11am & 3pm to 4pm

🌐 [mensadvice.org.uk](https://mensadvice.org.uk)

## National Domestic Abuse Helpline

An emergency service for women experiencing domestic violence, and others calling on their behalf: information and support, referrals to emergency safe accommodation, information about law, housing, and welfare rights, referral to relevant services and professionals, and emotional support. Can refer deaf women to services providing full deaf access. Contact can be made via a web form, stating the safest way to be contacted (leaves no email trace).

☎ 0808 200 0247, 24 hours a day, interpreters available

💬 Mon to Fri 3pm to 10pm

🌐 [nationaldahelpline.org.uk](https://nationaldahelpline.org.uk)

## Solace Women's Aid

Support for women affected by domestic and sexual abuse: immediate advice and short-term support on safety planning, legal rights and options, housing advice, financial concerns, immigration issues, safeguarding and mental health issues. Can refer to specialist services as necessary.

☎ 0808 802 5565, Mon to Fri 10am to 4pm, plus Tues 6pm to 8pm

🌐 [solacewomensaid.org](https://solacewomensaid.org)

## SurvivorsUK

For sexually abused men and their friends and family: support for survivors who have reported, or are considering reporting, to the police; a clinic providing sexual health services in a supportive environment; group therapy and individual counselling; help with thinking about safety and what can be done to improve it, and with questions about taking civil action. Webchat available.

🕒 Mon to Sun 12pm to 8pm

📞 020 3322 1860 (text) / 07491 816 064 (WhatsApp)

📞 020 3598 3898, office 9.30am to 5pm

🌐 [survivorsuk.org](http://survivorsuk.org)

## Drugs and Alcohol

### Al-Anon and Alateen

Family groups for anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking, and meetings where members can anonymously and confidentially share their experience of living with a problem drinker. A telephone helpline is also available. Provide Alateen for teenage relatives and friends of alcoholics.

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

🌐 [al-anonuk.org.uk](http://al-anonuk.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. Service will resume when Covid restrictions permit. Call for details.

- 🕒 Sat 12pm to 5pm & Sun 1pm to 4pm
- 📞 0300 303 4611
- 📍 97 Cobbold Road, Willesden, NW10 9SU
- 🌐 b-3.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. Specialist teams, including substance misuse practitioners, doctors, nurses, and psychologists. Provide information, advice, support, assessment, key working, substitute prescribing, access to inpatient detoxification and residential rehabilitation, women's and men's groups, needle exchange and harm reduction services, a young people's team, and support for individuals in the criminal justice system. By telephone only; a face-to-face service will resume when Covid restrictions permit.

- 📞 0800 107 1754, helpline, 24-hour
- 📞 0300 303 4611, office
- 📍 97 Cobbold Road, Willesden, NW10 9SU, and Willesden Centre for Health, Harlesden Road, NW10 3RY
- 🌐 wdp.org.uk

## Elderly

### Age UK Brent (present at Brent Hubs)

For people aged 55 and over who live in Brent. Provide telephone information and advice on a range of topics that affect older people, and signposting for further help. Information is also available on the website.

- 📞 020 8861 7980, 9am to 3pm
- 🌐 ageuk.org.uk/hillingdonharrowandbrent

## Dementia Helpline

For anyone with questions or concerns about vascular dementia and Alzheimer's disease, from looking out for the first symptoms to understanding the challenges of living with someone with dementia. A tailored information pack can be sent by post or email following a call. Information also available online.

 0800 888 6678, Mon to Fri 9am to 9pm, Sat & Sun 9am to 5pm

 [dementiauk.org](http://dementiauk.org)

## Elders Voice

Services for people aged 55 and over. **1.** Floating Support helps with things like benefit entitlements, housing repairs, moving home, debt management, home safety & security, and enjoying an active social life. By telephone, and face to face when Covid restrictions permit (020 8206 7505). **2.** The Handyperson Service provides practical support enabling people to live independently and safely at home: changing light bulbs, installing smoke alarms, locks, bolts, curtain rails etc, as well as other small jobs including carpentry and plumbing. Labour charges are means tested (020 8206 7506). **3.** Telephone befriending available 020 8206 7503.

 020 8968 8170

 181 Mortimer Road, Kensal Green, NW10 5TN

 [eldersvoice.org.uk](http://eldersvoice.org.uk)

## The Silver Line

A telephone helpline for people aged over 55, providing information, advice, and conversation; arrangements for friendship calls; connecting people with local services; protection and support for people who are suffering abuse or neglect; or just for a chat.

 0800 470 8090, 24 hours a day, 365 days a year

 [thesilverline.org.uk](http://thesilverline.org.uk)

## Wellbeing Café (by Ashford Place)

For people aged 65 and over who are experiencing difficulties with their mental health: information, advice and guidance on mental health issues, companionship, activities, and a cup of tea.

☎ 020 8208 8590, ask for Tania

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

🌐 [ashfordplace.org.uk](http://ashfordplace.org.uk)

## Employment & Basic Skills

See also, **Working West London, Citizens Advice Brent**

### Acas

Information and guidance about any kind of work-related dispute and about relationship issues within the workplace, online and by telephone helpline. Advice on employment rights and rules, such as pay deductions, redundancy, working hours, zero hours contracts, equality, and discrimination. Interpreters available.

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

🌐 [acas.org.uk](http://acas.org.uk)

### 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 more. Face-to-face and online courses; for those who do not have a laptop, one can be provided on loan. Depending on financial circumstances, it is possible to study for free.

☎ 020 8937 3950

🌐 [brent.gov.uk/brentstart](http://brent.gov.uk/brentstart)

## Brent Works

An employment and apprenticeship recruitment service. Help to find jobs and apprenticeships with local employers across all sectors, and specifically within construction, hospitality, customer service, social care, retail, and administration. Opportunities to train for the next career step, and one-to-one advice and guidance through all the steps towards finding work.

 020 8937 6295

 Civic Centre, Engineers Way, Wembley, HA9 0FJ

 [brent.gov.uk/brentworks](http://brent.gov.uk/brentworks)

## IPS Works: a project of EACH Counselling & Support

One-to-one employment advice and support for members of black and minority ethnic communities aged 19+ who have mental health issues. Help is given with dealing with anxiety and low mood, and with education, accredited training courses, and finding jobs that fit around home life. Once in employment, ongoing support can be given for up to six months.

 020 8961 8623

 The Designworks, Park Parade, Harlesden, NW10 4HT

 [eachcounselling.org.uk](http://eachcounselling.org.uk)

## New Challenge

Intensive one-to-one career guidance and job-matching support to unemployed people; coaching and support across a wide range of employability skills, including interview techniques, completing application forms, developing job search strategies, using social media for job search, and understanding the hidden job market. Also provide a range of accredited courses, and for those who need it, more intensive support to improve confidence in relation to skills and employment.



 020 8795 3999

 114 Wembley Park Drive, Wembley, HA9 8HP

 [newchallenge.org](http://newchallenge.org)

## **Remploy Mental Health Support Service**

For people who are in work and experiencing depression, anxiety, stress, or other mental health issues affecting their work. Work-focused mental health support for nine months: practical advice, identifying suitable coping strategies, a support plan to help remain in a job, and ideas for workplace adjustments to help people fulfil their role. Online enquiry form and webchat available.

 0300 456 8110

 [remploy.co.uk](http://remploy.co.uk)

## **Shaw Trust**

Employment programmes. **1.** Help people who have been unemployed and receiving benefits for at least 13 weeks to find work; support through one-to-one meetings for up to 6 months; personal development, employability skills, access to local vacancies, online courses, and training and video tutorials. **2.** Help people who have a health condition, or who are long-term unemployed, to manage their health, improve their life, develop skills, and gain sustainable employment; for refugees, ex-offenders, care-leavers, victims of domestic violence, carers or ex-carers, armed forces personnel and ex-armed forces personnel, a young person in a gang, and people who are homeless or facing homelessness, dependent or previously dependent on drugs or alcohol, or affected by the benefits cap.

 0800 389 0186

 [shawtrust.org.uk](http://shawtrust.org.uk)

## **Steps Into Work** (by Twining Enterprise)

For people aged 19+ who are unemployed but not on benefits, and experiencing mental health issues. A three-week course can give the skills and confidence needed to prepare for work and for independent job searching, resulting in a new CV, a LinkedIn profile, improved interview skills, tools to access the hidden job market, goals to aspire to, and new ways to discover job opportunities.

 020 8840 8833

 [twiningenterprise.org.uk/stepsintowork](https://twiningenterprise.org.uk/stepsintowork)

## **The Living Room** (by Brent Council)

A service for Brent residents who need support with either getting into work or making progress in work: employment support, job searching and job matching, access to careers advice, apprenticeships, traineeships, volunteering, and work experience opportunities. Call, email, or visit **Brent Hubs**.

 020 8937 1234, ask for Brent Hubs

## **Work Rights Centre**

Services to UK and EU citizens around employment, which can be provided in a variety of European languages: help with any kind of employment problem or dispute, and with determining employment status, applying for a National Insurance number, applying to the EU Settlement Scheme, and more. Provide help with obtaining better employment, job search, CV writing. Can help with welfare benefit problems. A face-to-face service will resume when Covid restrictions permit.

 0300 400 0100 Mon to Sat, 11am to 5pm

 [workrightscentre.org](https://workrightscentre.org)

## Ex-Offenders

### NACRO

Help, support, and advice 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.

 0300 123 1889

 [nacro.org.uk](http://nacro.org.uk)

### PLIAS Resettlement

Improving life chances and prospects for people with a criminal conviction. Clients are provided with an individually tailored service: information, advice and guidance, education, training, and employment. Also services for family members of ex-offenders.

 020 8838 6800

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

 [pliasresettlement.co.uk](http://pliasresettlement.co.uk)

### Unlock

Support for people who face stigma and obstacles because of their criminal record: online self-help information, an online tool that works out when convictions are spent and so don't need to be disclosed to most employers and insurers, and peer advice.

 01634 247 350, Mon to Fri 10am to 4pm

 07824 113 848, text & WhatsApp

 [unlock.org.uk](http://unlock.org.uk)

## Food Aid

The following is a list of places where people can obtain free hot food or food parcels. Services may change without notice.

Food Parcels: **FP** · Hot Food: **HF** · By delivery: **D** · By collection: **C**

**Ansar Youth Project, FP, D, C**, Wembley Youth Centre, London Road, HA9 7EU, Fri 1pm to 6pm

**Brent Food Bank, FP, C, 1**. Vestry Hall, St Mary's Church, Neasden Lane, NW10 2TS, Tues, Thurs 1pm to 3pm. **2**. Lindsay Park Baptist Church, The Mall, Kenton, HA3 9TG, Wed 1pm to 3pm. **By referral:** call Citizens Advice, 0808 208 2138.

**Brent Indian Association, HF, FP, C**, 116 Ealing Road, Wembley, HA0 4TH, Sat 11am to 1pm, expect a long queue

**Centre of Help and Hope, HF, C**, Seventh Day Adventist Church, Glebe Road (at the corner with Pound Lane), Willesden, NW10 2JD, Tues 10.30am to 1.30pm (and Wed 10.30am to 1.30pm when Covid restrictions permit)

**Church of God of Prophecy, HF, C**, 197 Ealing Road, HA0 4LW, last 2 Sundays of the month, 9am to 10.30am

**Granville Community Kitchen, FP, C & D**, The Granville Centre, 140 Carlton Vale, NW6 5HE, Wed 3pm to 4pm, Sat 5.30 to 7pm

**Harlesden Methodist Church, FP, C**, 25 High St, NW10 4NE, Fri 9am to 12pm

**Harvest Soup Kitchen, HF, C**, The Leadership Training Centre, 40-43 North End Road, Wembley, HA9 0AT (off Fourth Way), 1st & 3rd Sat of month, 12.30pm

**Kilburn Streets Kitchen, HF, C**, Kilburn High Rd, NW6 6JE, outside the Clarks shop, Fri 7.15pm, also some dry goods

**Pentecostal City Mission Church, FP, C & D**, 2 Scrubs Ln, Harlesden, NW10 6RB, Fri 12pm

**Rumi's Kitchen, HF, C, 1.** Harlesden Ummah Centre, 21 Craven Park Rd, NW10 8SE, Sat 1pm to 1.30pm. **2.** Rumi's Cave, Carlton Vale, NW6 5HH, Mon to Fri, 9am to 10.30am

**Sacred Heart Church, FP, C**, Quex Road, Kilburn, NW6 4PS, Mon to Fri, 9.30am to 4.30pm

**Salvation Army, HF, C**, 32 Manor Park Road, Harlesden, NW10 4JJ, Tues, 7pm to 8pm

**Sewa Day, FP, C, D**, Alperton. **By referral:** call 020 8937 1234 and ask for Brent Hubs, (020 8167 4189, office)

**St Andrew's Church, FP, C**, Harrow Road, Sudbury, HA0 2QA, Thurs, 12.30 to 3pm

**St Cuthbert's Church, HF, C**, Fordwych Road, Kilburn, NW2 3TN, Sat, 1.30pm to 2.15pm

**St John The Evangelist Church, HF, C**, The Community Centre, 1 Crawford Ave, Wembley, HA0 2HX, Wed 10am & 3pm

**St Laurence's Larder, FP, C**, Christchurch, Christchurch Ave, Willesden Lane, NW6 7YN, Thurs 10am to 12.30pm

**Sufra NW London, FP, D & C, 1.** 160 Pitfield Way, NW10 0PW, Tues, Thurs 11am to 3pm. **2.** Pakistan Community Centre, Marley Walk, Willesden Green, NW2 4PU, Tues, 11am to 4pm. **3.** Ansar Youth Project, Wembley Youth Centre, London Road, HA9 7EU, Fri 1pm to 5pm. **By referral:** call 020 8937 1234 and ask for Brent Hubs. **HF**, see **Community Kitchen** on page 2.

**YWAM Urban Key London, FP, C, D**, 13 Station Rd, Harlesden, NW10 4UJ, Fri 11am, fresh fruit and vegetables

## Health

See also, **Help with Health Costs**

### **Cancer Black Care**

A service provided to anyone who is affected by cancer. Advice, information, and support through the illness: practical and emotional family support, advocacy, befriending, addressing dietary needs, benefits advice, form-filling, grant applications, housing support, and counselling. It is hoped to provide face-to-face support, a coffee morning, and support group meetings when Covid restrictions permit.

 020 8961 4151

 [cancerblackcare.org.uk](https://cancerblackcare.org.uk)

### **Macmillan Cancer Support**

A national helpline giving practical, medical, financial, and emotional support to people who have been diagnosed with cancer, as well as to family members and carers; questions about cancer, treatment, or what to expect; worries about money or work issues; or just someone to talk to.

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

 [macmillan.org.uk](https://macmillan.org.uk)

### **The NHS Website**

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. Can also be used for finding a GP and other local health services. For those with no access to the internet, call NHS England.

 0300 311 2233

 [nhs.uk](https://nhs.uk)

## Homelessness

See also, **Shelter**

### **Brent Council Homelessness Prevention Services**

Services for people facing homelessness. Assess people and refer them to other services if appropriate, and take steps to help them avoid losing 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.

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

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

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

☎ 020 8937 1234, outside of above hours

### **Crisis Skylight Brent**

Support and advocacy for people who are homeless or at risk of becoming homeless. Homeless can mean sleeping on the streets, sofa surfing, or living in unsecured or temporary accommodation, including a hostel, shelter, B&B, etc. Provide help by breaking down barriers around homelessness, and providing holistic support: accessing housing and jobs, improving skills, addressing mental health and well-being, and practical support. By phone, and drop-in when Covid restrictions permit.

☎ 020 8965 2561, Mon to Thurs 10am to 4pm & Fri 10am to 1pm

📍 Ajax House, 16A St Thomas Road, Harlesden, NW10 4AJ

🌐 [crisis.org.uk/get-help/brent](https://crisis.org.uk/get-help/brent)

## **Homeless Project Team** (by Brent Council)

For private renters who potentially face homelessness. Help for anyone living in a privately rented property who is concerned about paying the rent, an eviction notice, or anything else that has arisen because of the pandemic.

 020 8937 2211 / 020 8937 2534

 Civic Centre, Engineers Way, Wembley, HA9 0FJ

 [brent.gov.uk](http://brent.gov.uk)

## **Housing**

See also, **Homeless Project Team**

### **Advice for Renters**

Information, support, and legal advice for private and social tenants 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; legal advice to those eligible for Legal Aid in cases of serious disrepair, possession proceedings, illegal evictions, and landlord harassment; advice for people on their rights when they are homeless; challenge incorrect Council decisions where a homeless application has been made. By phone, and by appointment when Covid restrictions permit.

 020 7624 4327, Mon to Fri 9.30am to 4.30pm

 36-38 Willesden Lane, Kilburn, NW6 7ST

 [adviceforrenters.org.uk](http://adviceforrenters.org.uk)

### **Brent Council Private Housing Services**

A wide range of information online for private tenants. Can respond to requests for intervention when landlords will not carry out necessary work on their accommodation. In some instances, part



of a problem, such as a broken boiler, may be treated as urgent and dealt with quickly, whilst provision of additional amenities will take longer. If work needs to be done, instructions will be issued to the landlord setting out what needs to be done, and the timescales in which it must be completed. A landlord failing to carry out legally required work may be prosecuted. Report a problem online or by phone, or at **Brent Hubs**.

 020 8937 2384

 [brent.gov.uk](http://brent.gov.uk)

## **Brent Reach Floating Support**

Housing related support and advice for people 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 a physical or learning disability, or have experienced domestic abuse, or are considered vulnerable for other reasons. Help is given with accessing education, training, volunteering, and employment opportunities.

 020 3617 8837

 [thamesreach.org.uk](http://thamesreach.org.uk)

## **Shelter**

Information and advocacy for people with all kinds of housing problems; online, by phone and webchat. Help with homelessness, private renting, tenancy deposits, repossessions, benefits, council housing, eviction, repairs, etc. London Youth Gateway service for people 16 to 25 who are homeless or facing homelessness. Webchat is available.

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

 0808 800 4444, helpline for urgent enquiries

 0330 053 6091, London Youth Gateway, 9.30am to 6pm

 [shelter.org.uk](http://shelter.org.uk)

## Immigration & Asylum

See also, **Shaw Trust**

### Joint Council for the Welfare of Immigrants

Deal with all areas of asylum and immigration law. **1.** Represent clients at all stages of the legal process, including applications to the Home Office, entry clearance, appeals and judicial review. Advice is provided to detainees held at Yarl's Wood Immigration Removal Centre. Call the office number. **2.** A helpline is provided for UNISON members, dealing with all aspects of immigration law, for which members should contact their union representative to be referred.

**3.** Irregular Migrants helpline for anyone in the UK without status and in need of legal advice.

🕒 Mon, Tues, Thurs 10am to 1pm

☎ 020 7553 7470, a call-back can be requested

**4.** A confidential advice line for prisoners who are foreign nationals.

☎ 020 7553 7468, Wed 10am to 11am

☎ 020 7251 8708, office

🌐 [jcw.org.uk](http://jcw.org.uk)

### Migrant Help

A wide range of services, including a helpline for people who have claimed asylum or are intending to claim: help with how to claim asylum, notifying the Home Office of a change of circumstances, finding legal representation, accessing healthcare, the post-decision period, asylum payment issues, housing maintenance issues, applying for asylum support, including accommodation, etc.

☎ 0808 8010 503, 24 hours a day, 365 days a year

🌐 [migranthelpuk.org](http://migranthelpuk.org)

## Refugee Council

**1.** An advice service for people who have received refugee status within the last six months and who are homeless or at risk of destitution; from help to apply for one-off Home Office loans, to accommodation via the private rented scheme, and advice on issues relating to immigration documentation, welfare rights, housing, access to health services, and more. **2.** Counselling services are provided for people seeking asylum who have experienced or witnessed domestic or gender-based violence.

 020 7346 6700

 [refugeecouncil.org.uk](http://refugeecouncil.org.uk)

## Salisbury World

Services for asylum-seekers, refugees, new-migrant children, young people, and adults: advice and advocacy on welfare benefits, housing, employment, education, and immigration; ESOL classes for women; clubs for children; volunteering opportunities; social and practical support.

 020 7372 2244 / 07415 957 976

 Salisbury Primary School, Salisbury Road, NW6 6RG

 [salisburyworld.org.uk](http://salisburyworld.org.uk)

## The Unity Project

Support migrants who have no recourse to public funds (NRPF). In some circumstances, it is possible to have the NRPF condition removed from leave to remain. Online information and advice about making an application to have the NRPF condition removed. For those who need it, help is given to apply. Initial contact is via online form or email only.

 [info@unity-project.org.uk](mailto:info@unity-project.org.uk)

 [unity-project.org.uk](http://unity-project.org.uk)

## UK Lesbian & Gay Immigration Group

Emotional support and legal advice for lesbian, gay, bisexual, trans, queer and intersex asylum seekers, including to those in detention centres (in person when Covid restrictions permit). Legal advice and information for people applying for partnership visas.

 020 7922 7811

 [uklgig.org.uk](http://uklgig.org.uk)

## Working West London (by Action West London)

Help refugees gain employment, by building on existing skills and experience so that people can return to work in jobs and professions for which they have previously trained. Support with managing barriers to work, and with developing the confidence to apply for jobs: advice and support with benefits, job search, travel documents, etc; CV and interview technique; applications for indefinite leave to remain; identifying suitable training courses and helping with applications to local colleges. Based in Acton; travel costs can be considered in limited circumstances.

 020 8993 9605

 [actionwestlondon.org.uk](http://actionwestlondon.org.uk)

## Mental Health

See also, “**Employment & Basic Skills**”, **Wellbeing Café**

### **Brent Recovery Café:** a project of Hestia

Provides a welcoming, safe, and supportive space for people aged 18+ who may be experiencing, or be at risk of developing, mental health distress, to equip them with the skills needed to reduce immediate anxiety, combat social isolation, formulate short self-directed support plans, and provide information on local services and resources that may help with moving forward.

By referral or appointment, and face to face when Covid restrictions permit.

☎ 07766 200 910, Tues, Fri, Sat 6pm to 11pm

📍 Tokyngton Community Centre, 91 St Michaels Avenue, HA9 6SA

## **Brent Talking Therapies**

NHS psychological treatment for common mental health difficulties, for people aged 18 and over who are registered with a Brent GP. Can help with anxiety, low mood or depression, fear or phobias, stress and PTSD, insomnia, and physical health anxiety. People can refer themselves by phone, email, or online form, or can be referred by their GP. Following an initial telephone conversation, further appointments can be offered either online, by telephone, or face to face.

☎ 020 8206 3924

🌐 [cnwltalkingtherapies.org](http://cnwltalkingtherapies.org)

## **Mind England**

Online guides: addiction and dependency, drugs and treatments, housing, abuse, advocacy, children and young people, legal rights, tips for everyday living, helping someone else, information for young people, an A-Z of mental health, coping with the effects of Covid, and more. Also, two helplines, for which interpreters are available: **1.** Infoline, for mental health problems, where to get help locally, treatment options, advocacy services. **2.** Legal line, for information on being detained under the Mental Health Act (sectioning), mental capacity, community care, and equality.

☎ 0300 123 3393, Info line 9am to 6pm

☎ 0300 466 6463, Legal line 9am to 6pm

🌐 [mind.org.uk](http://mind.org.uk)

## Samaritans

A 24-hour service providing non-judgemental emotional support for anyone who has feelings of distress or despair, including feelings 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.

 116 123 freephone

## 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 is 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.

 0800 328 4444, 24 hours, 365 days a year, interpreting available.

## Other Useful Services

### Libraries

Provide: **1.** Free Wi-Fi access and computer use. To use a computer, you must first become a library member, and proof of address will be required. People with no postal address should call Sufra NW London. **2.** Home Library Service; free book delivery to the home of someone who, due to ill health or caring responsibilities, is unable to visit a library. **3.** Events and activities; for details, phone, look on the website, or visit a library.

**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, NW9 9HE

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

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

 020 8937 3400

 [brent.gov.uk](http://brent.gov.uk)

## **POhWER**

An independent health complaints advocacy service, which is 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.net](http://pohwer.net)

## **Victim Support**

Help adult victims of crime and traumatic incidents to cope with their experience, and to recover from it. Types of crime for which support is given: burglary, domestic and sexual abuse, rape and sexual assault, hate crime, fraud, robbery, anti-social behaviour, violent crime, major crime incidents, etc. Also support victims and witnesses through the criminal justice system. Contact via online form, 24-hour webchat, and phone.

 0808 168 9111, Mon to Fri 8am to 8pm & Sat 9am to 5pm

 [victimsupport.org.uk](http://victimsupport.org.uk)

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Registered Charity No. 1151911

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