

# Signposting directory

information on local  
services, facilities  
and resources





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2. Your nearest Jobcentre Plus
3. Independent welfare benefits advice and help with money or debt
4. Legal help including dealing with immigration issues
5. Dealing with the effects of crime or anti-social behaviour
6. Facilities for children and young adults
7. Advice and services for the over 55s
8. Help to get into employment
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11. Coping with substance misuse
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SELECTED SERVICES

All Enquiries

There are six walk in One Stop Services around the Borough:

Brent Town Hall, Brent House, 522-524 Kingsbury Road, Challenge House in Harlesden, Willesden Green Library and Hampton House in Kilburn.

Click here >> for full addresses and opening times

The One Stop Telephone and Online Service can deal with all enquiries across the council. tel: 020 8937 1200 Mon to Fri from 8am - 8pm Sat 9am - 1pm or email: customer.services@brent.gov.uk MINICOM users dial 020 8937 1993 The Gujarati line is 020 8937 1996

Housing Benefit Enquiries

Call 020 8937 1800. for Housing and Council Tax Benefits enquiries or email: benefits@brent.gov.uk The opening hours for the call centre are Monday to Friday 9-5, and Saturday 9-1. Outside these times you can ring the same number and leave a message.

Council Tax Enquiries

Call 020 8937 1790 for Council Tax enquiries or email: counciltax@brent.gov.uk

Parking Permits

Residents or businesses within Controlled Parking Zones can obtain parking permits from Pyramid House Parking Shop between 8am to 6:30pm or Walm Lane Parking Shop between 8:30am to 6:30pm Monday to Saturday (except on bank holidays). Download a printable version of the form by clicking here >>

click here >> for noise control info'

Send your completed form to: Pyramid House Parking Shop, Fourth Way, Middlesex HA9 0LJ tel: 020 8937 4972 , or Walm Lane Parking Shop, 84 Walm Lane, London NW2 4QY tel: 020 8451 4571

Blue Badge applications

An 'application form' for a Blue Badge can be obtained from the following sources:

Download the online form by clicking here >>

Visit any of the Council's One Stop Shops

Call the Council's One Stop Shop Contact Centre on 020 8937 1200 or 4300

Call Council's Older People Services Blue Badge Team on 020 8937 4864

click >>

Abandoned cars

Contact StreetCare on 0208 937 5050 or email streetcare@brent.gov.uk

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Bulk refuse collection

StreetCare provides a free disposal service for large items of household furniture and kitchen appliances such as mattresses, beds, sofas, fridges, heaters, TVs and internal doors. Call 020 8937 5050 to arrange a collection.

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Recycling

Weekly doorstep service operating across the borough. click here >> for more info' online.

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Pest control

Free and chargeable services available, click here >> for more info.

click here >> for the Council's a to z of services



you can



helping you to...

find your nearest Jobcentre Plus

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#### LOCAL OFFICES

##### Alperton Job Centre Plus

185 Ealing Road, Alperton, Middlesex HA0 4LW  
tel: 020 8218 2710

##### Harlesden Jobcentre Plus

161 High Street, Harlesden House, Harlesden NW10 4TL  
tel: 020 82108500

##### Kilburn Jobcentre Plus

3 Cambridge Avenue, Kilburn, London NW6 5AH  
tel: 020 7853 3500

##### Wembley Jobcentre Plus

6 St Johns Road, Wembley, HA9 7JD  
tel: 020 82583700

##### Willesden Jobcentre Plus

Chancel House, Neasden Lane, London, NW10 2XH  
tel: 020 82586700  
textphone: 020 82583745

##### Cricklewood Job Centre Plus

249-253 Cricklewood Broadway, London NW2 6NX  
tel: 0845 3771002

Jobcentre Plus is the government agency with responsibility for delivering the national employment service and the social security office in the United Kingdom administering a range of welfare benefits. They are often operated from a high street shop location.

Jobcentre Plus typically provides resources to enable the unemployed find work, including posting vacant job listings using a computer system called LMS (Labour Market System) which can be accessed by customers through Jobpoints (touch-screen computer terminals) as well as providing job-search help and information about training opportunities for those who have been registered as unemployed for some time. Part of the agency is engaged in administering claims for unemployment benefits such as Jobseeker's Allowance.

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[Click here >>](#) for on-line information about Jobcentre Plus services.



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**ADVICE AGENCIES**

**Brent Citizens Advice Bureau (CAB)**

Service Offered: Advice and information on benefits, consumer, housing, debt, immigration and employment rights. Legal advice sessions Tuesdays 7pm-9pm by appointment. Advice sessions at a range of community venues for welfare benefits advice, general advice for asylum seekers and refugees and for parents with children under 4.

Target Group: General public in Brent. Advice sessions for refugees and asylum seekers.

Languages: Arabic, Bengali, French, Gujarati, Hindi, Italian, Marathi, Punjabi, Swahili, Sylheti, Urdu, Yoruba.

How to contact:  
 tel: 0845 050 5250 fax: 020 8451 3714  
 email: [brent.cab@brentcab.co.uk](mailto:brent.cab@brentcab.co.uk)  
 web: [www.brentcab.co.uk](http://www.brentcab.co.uk)  
 Address: 270-272 High Road, London, NW10 2EY

Open Monday to Friday 9.30am-4pm for drop-in access, 9.30am-5pm for telephone assistance

**LOW COST FINANCE**

**Shrine Credit Union Limited**

44 Craven Park, Harlesden, London, NW10 4AE  
 email: [shrine@creditunion.freeserve.co.uk](mailto:shrine@creditunion.freeserve.co.uk) or tel: 020 8961 1981. Contact name: J. Hewitt  
 Financial Co-operative for people living in NW10 Postal District.

**Change**

Coming soon to this borough...

A low cost alternative to doorstep loan sharks and financial literacy/skills development courses.

[Click here >>](#) for details

**BASIC BANK ACCOUNTS**

Basic bank accounts are offered by many high street banks and can be opened by most people.

[Click here >>](#) for the Financial Services Authority's advice on choosing a bank

[or here >>](#) for the CAB version

see also

National Debtline, telephone helpline: 0808 808 4000  
 or email [advice@nationaldebtline.co.uk](mailto:advice@nationaldebtline.co.uk)  
 web: [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

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### LEGAL HELP

#### Brent Community Law Centre

389 Willesden High Road

Willesden

London

NW10 2JR

tel: 020 8451 1122

fax: 020 8830 2462

email: [brentlaw@brentlaw.org.uk](mailto:brentlaw@brentlaw.org.uk)

Services Offered: Advice line, legal advice and assistance to people living in Brent on matters such as housing, employment, social security, education and care in the community.

Call for more details.

[Click here >>](#) for help yourself legal info on the web from Community Legal Service Direct.

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#### See Also

The Law Society of England and Wales  
[www.lawsociety.org.uk](http://www.lawsociety.org.uk)  
who provide advice on choosing a solicitor and promote access to justice for all.



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**METROPOLITAN POLICE**

**Community Safety Unit (CSU)**

The CSU is responsible for the investigation of hate crimes within the Borough of Brent. This includes racist crime, domestic violence, homophobic crime, religious crime and hate mail.

Community Safety Unit, Kilburn Police Station  
38 Salisbury Road, Kilburn, London.  
Call 020 8733 3737 or 3736

**Brent Police Stations**

[Click here >>](#) for a list of Police Stations in Brent

**COMMUNITY SERVICES**

**Noise and other nuisance control**

Help for people with the following problems: noise including fireworks; vibration; bonfire smoke; dust; fumes; odour; pigeons.

Mon to Fri, 11am – 2am Sat, 6pm – 5am & Sun  
6pm – 2am  
tel: 020 8937 5252 during office hours and 020 8937 1234 at all other times.

**Graffiti removal team**

Streetcare cleans up graffiti across the borough. To report graffiti, call 020 8937 5050 or email [StreetCare@brent.gov.uk](mailto:StreetCare@brent.gov.uk).

**Abandoned Cars**

[Click here for Council services >>](#)

**SUPPORT SERVICES**

**Victim Support**

Victim Support Brent helps Brent residents cope with the effects of crime. They provide confidential support and information to victims of crime and to

witnesses attending local courts.

Services are free, independent of the police and courts, and available to everyone, whether or not the crime has been reported and regardless of when it happened.

contact at:

1 Morland Gardens, Stonebridge, Brent, London NW10 8DY  
tel: 020 8965 1141 fax: 020 8961 0767  
email: [vs.brent@virgin.net](mailto:vs.brent@virgin.net)

**Domestic Violence**

Brent Domestic Violence Unit - tel: 020 8733 3946  
Brent Domestic Violence Unit (24 Hours) - tel: 020 8733 3918

**Brent Women's Aid**

Po Box 2492, London NW10 5AF  
Contact: Mary Domanska  
tel: 020 8451 6047 or email [brentrefuge@aol.com](mailto:brentrefuge@aol.com)  
fax: 020 8451 6618

**MEDIATION**

**Camden Mediation Service**

11 -17 The Marr, Camden Street, London NW1 OHE  
tel: 020 7383 0733 Fax: 020 7383 7110  
Email: [info@camdenmediation.org.uk](mailto:info@camdenmediation.org.uk)

open from Mon to Fri 10.00am to 5.00pm

May be able to offer services to Brent residents but check first by calling them.

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**ONE STOP SERVICES**

**Brent Children's Information Service**  
 3Road Floor, Chesterfield House, 9 Park Lane, Wembley  
 Middlesex HA9 7RW  
 tel: 020 8937 3001 fax: 020 8937 3010  
 email: cis@brent.gov.uk

[click here >>](#) for information for 0-19 year olds

**CHILD CARE**

**Childcare link**  
 Directory for all local childcare services [click here >>](#) for Brent pages

**PLAY FACILITIES**

**Play Resources**  
 Brent Play Association runs a network of Breakfast, After School Clubs and Holiday Playschemes as well as out of school hours learning activities for primary school-age children across Brent. Brent Play Association, tel: 020 8998 9986 fax: 020 8810 8347 Email: info@brentplay.org

**Parent and Toddler groups**  
 Click here >> for your nearest sessions.

**Playschemes**  
 Click here >> to check for latest info'

**TEENAGERS**

**Brent Connexions**  
 Connexions is a countrywide information and advisory service for 13-19 year olds and people with special learning needs or disabilities under 25. They offer advice on issues related to young people including careers, work, housing, drugs, money, health and leisure.  
 Brent Connexions Centre, York House, Empire Way Wembley, HA9 0PA  
 tel: 020 8902 3141 fax: 020 8902 3144  
[click here >>](#) for the Brent Connexions homepage

See [Connexions Direct](#) for advice outside office hours >>

**Youth centres**  
 Granville Plus, tel: 020 7604 4620  
 Chalkhill Youth Centre, tel: 020 8904-1974  
 Roundwood Club tel: 020 8965-3475

[Click here >>](#) for satellite youth clubs.

**Brent Centre for Young People**

Free consultation, assessment, mental health and psychotherapy for all young people under 21 years. A comprehensive range of services for vulnerable young people Including information and advice about drugs, alcohol, sexual health, housing and legal issues.  
 For: People under the age of 21 who are experiencing problems associated with drugs, alcohol and mental health.  
 Address: 51 Winchester Avenue, London NW8 7TT  
 tel: 020 7328 0918 fax: 020 7604 5055 or email [drugs@brentcentre.org.uk](mailto:drugs@brentcentre.org.uk)  
 Drop in times: Monday to Thursday 10.00 – 7.00 Friday 10.00 – 5.00  
 Wednesday 3.30 – 7.00 Prescribing Service

**UNDER 4s**

**The Sure Start Play and Learn Bus** is a free service for children under the age of 4 years and their parents/carers residing in the Sure Start central Brent catchment area. It provides opportunities for children interact with other children, engage in educational play activities and learn computer skills. The play and Learn bus is an orange double decker with a book and toy library, sandpit, painting area and a baby unit. It also acts as an information centre. [Click here >> for info'](#)



Sure Start is the Government's programme to deliver the best start in life for every child by bringing together: early education, childcare, health and family support.

Services: advice on education and accessing education, access to childcare, information for parents, employment advice to information on childcare, and children's centres. [Click here](#) for the list of local programmes >>

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ADVICE SERVICES

Age Concern Brent

Design Works, Park Parade, Harlesden, London NW10 4TH

tel: 020 8965 7711 or fax: 020 8453 9393

Services include information, advice, advocacy, befriending, keep fit, IT Classes.

Kelsall Rise Senior Citizens Club

181, Mortimer Road, London, NW10 5TN

tel: 020 8968 1411

See Also

Counsel & Care Helpline - Free, confidential information & advice for the over 60's, their carers, friends and family - Call: 0845 300 7585

SeniorLine, Help the Aged, 207-221 Pentonville Road, London, N1 9UZ tel: 020 7278 1114 email: info@helptheaged.org.uk , Web: www.helptheaged.org.uk

A free telephone advice and information service for older people, their relatives, carers and friends.

PRACTICAL SERVICES

Council Services

Services Offered: Practical help in your home, help with personal care and meals on wheels delivered to you home. Help with laundry. Help with shopping and collecting pensions. Equipment such as bathing equipment, walking frames. Day Care services providing activities and meals. Transport to and from day care. General help with Travel.

Freedom Pass. Women over 60 and men over 65 who are Brent residents should go to their local post office and ask for a Freedom Pass form.

Residential or Nursing Home care if this is the most suitable type of service . Help for people in hospital to return to the community. Bathing Services

tel: 020 8937 1200 or fax: 020 8937 1989 or visit: www.brent.gov.uk/socserv2

Emergency Contact: 020 8937 5250 out-of Hours (Evening and Sat & Sun)

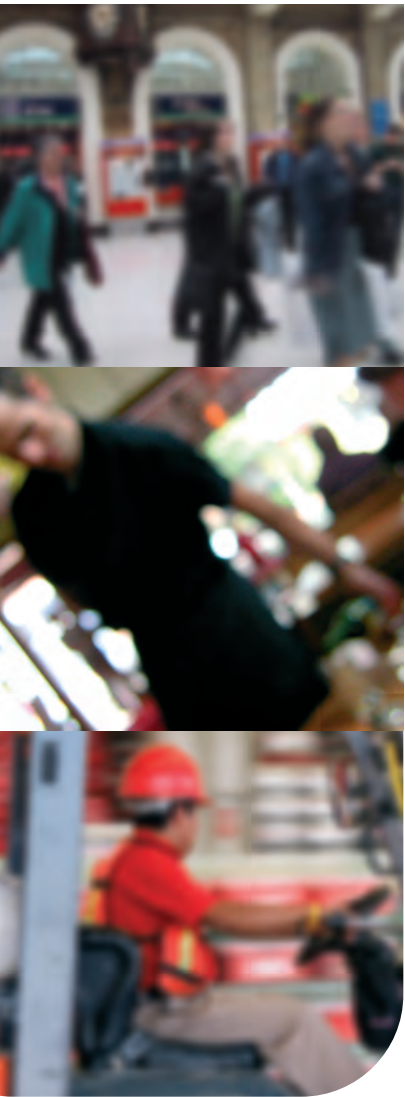
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**EMPLOYMENT ADVICE**

**Work Directions**

3Road Floor Olympic Way, Wembley, London HA9 ONP  
 tel: 020 8782 4000 fax: 020 8782 4001  
 Website: www.workdirections.co.uk

Offers a free no-pressure service to help people claiming incapacity benefits/income support get back into the kind of work they are looking for. Includes 1-to-1 employment advice, improving confidence and motivation, jobsearch, CV writing, covering letters, interview preparation. Application and interview techniques workshops, internet/computer usage and free phone calls without needing to book. Help with calculations to work out how much better off each person might be in work than on benefits, and financial assistance for attending interviews and for starting work.

Target Group: Anyone claiming Incapacity Benefits/Income Support who would like to work and who lives in Brent. Phone for more information or to book an appointment. Opening Hours, Mon-Fri 9am-5.30pm (though flexible after hours on request)

**Kilburn Into Training and Employment**

Room B302, Kilburn Centre, College of NW London, Priory Park Road, London NW6 7UJ  
 tel: 020 7624 2325 fax: 020 7624 2325

Service offered: KITE aims to Increase access to education, training and employment for Kilburn residents; and enhance the success and achievement of

Kilburn residents in education, training and employment.

**Lifetime Careers**

Congress House, Lyon Road, Harrow, Middx HA1 2EN tel: 020 8901 3715 fax: 020 8901 3723  
 Service Offered: Lifetime Careers & Connexions provides impartial information, advice and guidance to young people aged 13-19 and up to their 25th birthday for people with learning difficulties and/or disabilities, about career education, training and employment opportunities.

**Brent in2work**

Employment matching service for Brent residents and local businesses.  
 tel: 020 8937 6520 or fax: 020 8937 6535

[Click here >>](#) for more info' on local schemes and Refugees into Jobs

**pathways2work**

The pathways2work team can help Family Mosaic residents and their families to find employment, training or set up their own businesses.

[Click here >>](#) for more info

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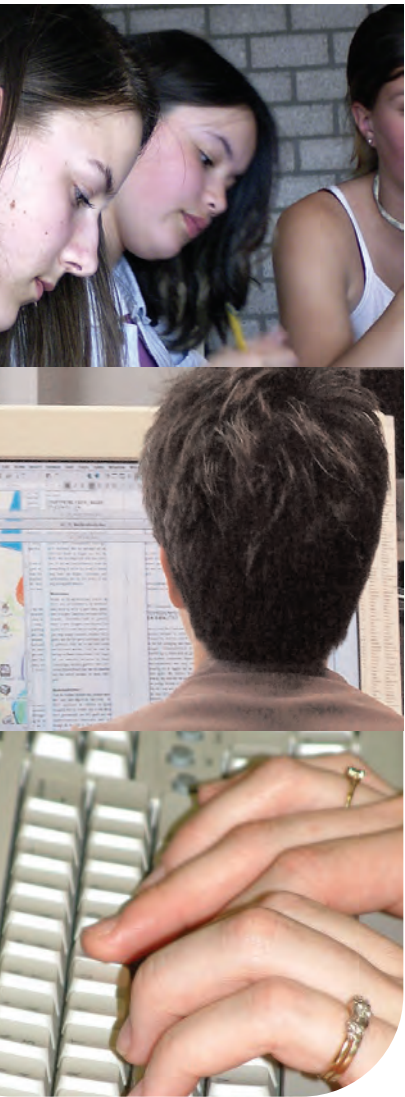
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RESOURCES

**Brent Adult Community Education Service**

Offer a wide range of courses aimed at all kinds of learners - people wishing to brush up their skills, people wanting to come back to learning after a break, those who want to improve their reading, writing, English or maths - and those who just enjoy learning.

Check their website, [www.brent.gov.uk/baces](http://www.brent.gov.uk/baces) then to contact an Advice and Information Worker call:

AREA 1 courses 020 8838 2882

AREA 2 courses 020 8795 3977

AREA 3 courses 020 7644 9460

Or e-mail: [guidance.baces@brent.gov.uk](mailto:guidance.baces@brent.gov.uk)

(Area 1 - East Brent, Area 2 - North Brent, Area 3 - South Brent)

**The Akshar IT Centre**

54-62 Meadow Garth, Neasden, London

NW10 8HD tel: 020 8838 4645 or

email: [aksharitcentre@hotmail.com](mailto:aksharitcentre@hotmail.com)

Learndirect Online ICT Training centre providing skills for life, ICT and management training through e-learning provider, Learndirect.

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SEARCH FACILITIES

Doctors (GPs)

Find a GP by using this search facility provided by Brent Teaching Primary Care Trust [click >> here](#).

Pharmacies

Find a pharmacy (including late-night and emergency services) by visiting this search facility, [click here >>](#)

Dentists

[Click here >>](#) to see a list of dentists who have agreed with Brent Teaching PCT to provide NHS dental services.

HEALTH AUTHORITY

**Brent Teaching Primary Care Trust** (Brent tPCT) is the local NHS organisation responsible for providing health services to 300,000 Brent residents.

HQ Address:  
Brent Teaching Primary Care Trust  
Wembley Centre for Health & Care  
116 Chaplin Road, Wembley HA0 4UZ  
tel: 020 8795 6000

**Patient Advice and Liaison Service - PALS**  
tel: 020 8795 6140/6181/60250800 587 8078  
Call for advice and guidance on any aspect of healthcare in Brent.

HOSPITALS

**The North West London Hospitals NHS Trust** delivers acute hospital services to the residents of Brent. It

incorporates Northwick Park & St Mark's Hospitals in Harrow, Central Middlesex Hospital in Park Royal and outreach services based close to local communities in Wembley, Willesden, Edgware, Stanmore and Harlesden.

Wembley Hospital, Fairview Avenue, Wembley, Middlesex, HA0 4UH  
tel: 020 8903 1323 fax: 020 8962 4051

OTHER

**Brent Sickle Cell & Thalassaemia Centre**  
122, High St, Harlesden, London NW10 4SP  
tel: 020 8961 9005

See Also  
NHS Direct: Gateway to health information on the web or by phone  
0845 4647  
www.nhsdirect.nhs.uk

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**SERVICES**

**Brent Community Alcohol Service**

Brent Community Alcohol Service (BCAS) is a community-based scheme offering a range of interventions and support services for residents of Brent experiencing alcohol problems. The service is for men and women aged 18 years and above who wish to address alcohol issues.

Service offered: Support centred around harm reduction, including goal setting, controlled drinking, alcohol awareness and abstinence. tel: 020 8961 7510 or fax: 020 8453 1746 address: 25 Station Road, London, NW10 4UP

**Brent Drug & Alcohol Action Team**

Wembley Centre for Health & Care, 116 Chaplin Road, Wembley, Middlesex HA0 4UZ  
tel: 020 8795 6191 fax: 020 8795 6262

**Drug Interventions Programme**

Fulton house, Fulton Road, Wembley, Middlesex HA9 0TF tel: 020 8728 8712 fax: 020 8728 8750  
Opening hours Monday to Friday 9am—5pm

**Addaction Brent**

Drop-in access, free and confidential advice and information, one to one support, group work, referrals to other services for detox, prescribing, counselling and rehabilitation. Complementary therapies (acupuncture, shiatsu, and detox teas), needle exchange. scheme, and safer injection advice. Additional service for young people under 19 years. Target Group: Drug and alcohol users, their carers, families and friends.  
97 Colbold Road, London NW10 9SU  
tel: 020 8459 9510 fax: 020 8459 9511  
Drop in times: Mon 10.00 – 12.30, Tue 1.30 – 4.30  
Thu 1.30 – 4.30 Crack programme: Wed 4.00 – 7.00

**Junction Project**

Free prescribing service for heroin/opiate users, one-to-one counselling, and referral to detoxification and rehabilitation centre. Information and advice including methadone maintenance and safer injecting advice. For: Heroin/Opiate users and Poly Drug users. The Junction operates on an agency referral and client self-referral basis. Some referrals and appointments are made through Addaction Brent.  
27 Station Road, London NW10 4UP tel: 020 8961 7007  
Fax: 020 8963 0953 Drop in times: 9.45 – 5.40

**Ethnic Alcohol & Counselling Hounslow (Harrow & Brent)**

Specialised counselling for black and minority ethnic communities in Brent. Free and confidential help for those with alcohol, drug and mental health concerns. Address: EACH (Brent) Wembley Centre for Health and Care,  
116 Chaplin Road, Wembley, Middlesex HA0 4UZ  
Tel: 020 8795 6050 Fax: 020 8795 6688  
Drop in times: Monday to Friday 9.30 – 5.00 Appt need-ed

**Brent Alcohol Counselling Services (BACS)**

Free counselling for up to six months for those worried about their own or someone else's drinking. Services are offered in a range of different languages including English, Croatian, Farsi, Gujarati, Bengali, Swahili, Hindi, Punjabi and Italian.  
For: Alcohol users who live and work in Brent, their carers, families and friends.  
13 Brondesbury Road, Kilburn NW6 6BX  
tel: 020 7625 6885 Fax: 020 7625 6885  
Drop in times: Mon to Thur 10.00 – 7.00, Fri 10.00 – 1.00. 24/hr telephone service.

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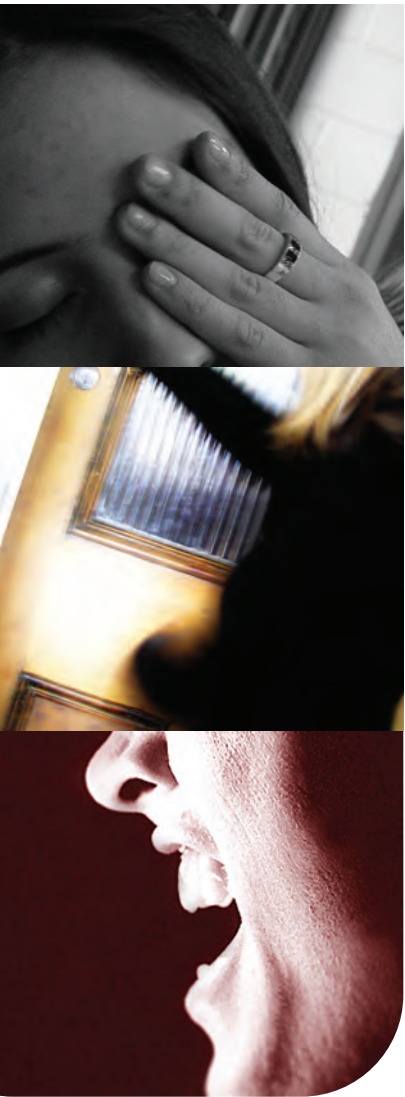
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ACCESS TO STATUTORY & VOLUNTARY SERVICES

Brent Mind

379-381 High Road, Willesden, London NW10 2JR  
tel: 020 8451 3200 fax: 020 8830 0431  
email: info@brentmind.com

Services offered include counselling, supported housing, befriending, workshops in schools, dual diagnosis support, user involvement, supported employment, short courses, complementary therapies and drop-in social and support groups.

Brent Mental Health Teams

There are four mental health teams across the borough. Contact the team that serves your local area.

Community Mental Health Team (North West)  
36 London Road, Wembley, HA9 7SS  
tel: 020 8937 4280 fax: 020 8937 4298

Community Mental Health Team (East)  
13/15 Brondesbury Road, London, NW6 6BX  
tel: 020 8937 4549 fax: 020 8937 6333

Community Mental Health Team (South)  
The Courtyard, 6 Avenue Road, Harlesden, NW10 4UG  
tel: 020 8937 4939 fax: 020 8937 6366

Black Women's Mental Health Project

Unit 27 Park Royal Business Centre., 9-17 Park Royal Road, London NW10 7LQ  
tel: 020 8961 6324

Various services, call for more details

Samaritans (Brent)

1 Leopold Road, London, Church End, NW10 9LN  
tel: 020 8961 6181

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STATUTORY CARE SERVICES

Brent Council provides a range of community care services, available to anyone aged 18 or over who needs advice, support or care because of their particular needs.

Accessing Services

Call Brent's one stop shop on 020 8937 1200 to be put through to the right Social Services/Health team.

Brent Community Care Division helps people who need support to lead lives which are as full and independent as possible. It also helps those who care for others.

Out of hours service

The Emergency Duty Team operates out of office hours from Monday to Friday from 5.30 p.m. to 8.30 a.m. and 24 hours at the week-end and on Bank Holidays. The Emergency Duty Team Social worker can be contacted by telephoning 020 8863 5250.

To speak to a Social worker out of hours, leave a short message with the Operator who will contact the Duty Social Worker on call.

There is one Social Worker on duty for the whole of the London Borough of Brent who will deal with emergency referrals only. This will cover Child Protection cases, Mental Health Assessments and any other urgent cases will receive priority attention.

OTHER SERVICES

Careline

The Harrow Helpline alarm service provides a 24 hour 365 day monitoring service for Brent residents who feel at risk in their own homes.

The service is available to anyone who feels at risk in their own home because of age, disability, isolation, illness or vulnerability. Contact via the One Stop Shop on the following number:

One Stop Shop Contact Centre - 020 937 1200

Cost: There are two methods of payments - the client can pay an initial amount of £175 - which then gives a reduce weekly charge of £1.60

or

pay the full weekly rate of £3.55

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ADVICE/SUPPORT AGENCIES

Asian People's Disability Alliance

Suite 1, 4th Floor, Alperton House, Bridgewater Road, Wembley Middlesex HA0 1EH  
tel: 020 8902 2113, 020 8902 2083  
fax: 020 8902 2113  
Email: apdmcha@aol.com

The Middlesex Association for the Blind  
Service offered: Support for people who are blind, partially sighted and deafblind, to lead independent lives. They provide advice and information to people across nine London boroughs: Barnet, Brent, Ealing, Enfield, Haringey, Harrow, Hillingdon, Hounslow, and Richmond.

Brent Mencap

Voluntary sector organisation in Brent working with and on behalf of people of all ages with a learning disability.

Contact us by post: 79-381 High Road, Willesden, London, NW10 2JR, or tel: 020 8451 5278  
fax: 020 8830 4152

Apna Ghar Housing Association

1 Olympic Way, Wembley, Middlesex HA9 0NP  
tel: 020 8795 5405

Service offered: Floating support for disabled people. Office hours 9 am to 5 pm.

MS Society

58 Castleton Avenue, Wembley, HA9 7QQ  
tel: 020 8903 3479

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**SELECTED SERVICES**

**Brent Community Transport**

Independent charitable organisation established to provide affordable and accessible transport for the benefit of the community.

The Community Car Scheme is a service for people who are unable to access public or private transport that has not been modified to meet their needs. Call 020 8965 6439 for details.

The Community Car Scheme is available 7 days a week, subject to driver availability, but notice is required (48 hours) prior to any booking. Trips cost £1.50 each way plus 0.50 per mile.

**Brent Blue Badge Scheme**

The Blue Badge Scheme gives concessions for people with severe walking difficulties, who travel either as drivers or passengers.

The scheme also applies to people who are registered blind and people with very severe upper limb disabilities who regularly drive a vehicle but cannot turn a steering wheel by hand.

It allows badge holders to park close to their destination, but the national concessions apply only to onstreet parking.

An 'application form' for a Blue Badge can be obtained from the following sources:

- By downloading an online form [click here >>](#)
- By visiting any of the Council's One Stop Shops
- By telephoning the Council's One Stop Shop Contact

Centre on 020 8937 1200 or 4300  
By telephoning the Councils Older People Services Blue Badge Team on 020 8937 4864

One Stop Shop Staff will, upon request, provide help to complete the Application Form.

**Taxicard**

The London Taxicard Scheme allows people with disabilities who cannot use buses or trains to travel in licensed black cabs at reduced fares tel: 020 7484 2929

**Bus and Tube Passes**

People aged 60+ can get a 'Freedom Pass' from most local post offices. Scheme is managed by ALG tel: 020 7484 2929

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COMMUNITY CENTRES

Brent Council has leased 12 centres to be run by voluntary and community organisations. All of these centres are being managed by one or more of the user groups and provide a range of activities for all ages, including playgroups, nurseries, lunch clubs, sports activities, social events and special needs groups. For further information on the events and services they provide, contact individual centres.

Brent Indian Centre, 19 Dudden Hill Lane Willesden, London NW10 2ET tel: 020 8459-1107

Gladstone Community Centre, Anson Road, Willesden, London NW2 6BH tel: 8452-6272

Kensal Green Centre, Hazel Road, Kensal Green London NW10 5PP tel: 020 8969-9745

Kingfisher Club, Crest Road, Neasden, London NW2 tel: 020 8452-2170

Kingsbury (Eton Grove) Community Centre, Eton Grove, Kingsbury, London NW9 tel: 020 8952-1704

Kings Hall Community Centre, 155 Harlesden Road. Willesden, London , NW10 2BS tel: 020 8459-3487

Learie Constantine Centre, 43-47 Dudden Hill Lane Willesden, London NW10 2ET tel: 020 8451-0297

Preston & Mall Community Centre, The Mall, Kenton Middlesex HA3 9UA tel: 020 8204-1148

St. Raphaels Community Centre, Rainborough Close St. Raphaels Estate, London NW10 0TW tel: 020 8451-7530

Tokyington Community Centre, Sherrens Farm St. Michaels Avenue, Wembley, Middlesex HA9 tel: 020 8902-0755

Wembley Youth and Community Centre, London Road, Wembley, Middlesex tel: 020 8937 3621

OTHER FACILITIES

South Kilburn Community Alliance William Dunbar House, Albert Road, London NW6 5DE tel: 020 7373 3355

The Vale Community Centre Pentland Road, London NW6 5RT tel: 020 7604 4965

Click here >> for more centres and associations like these

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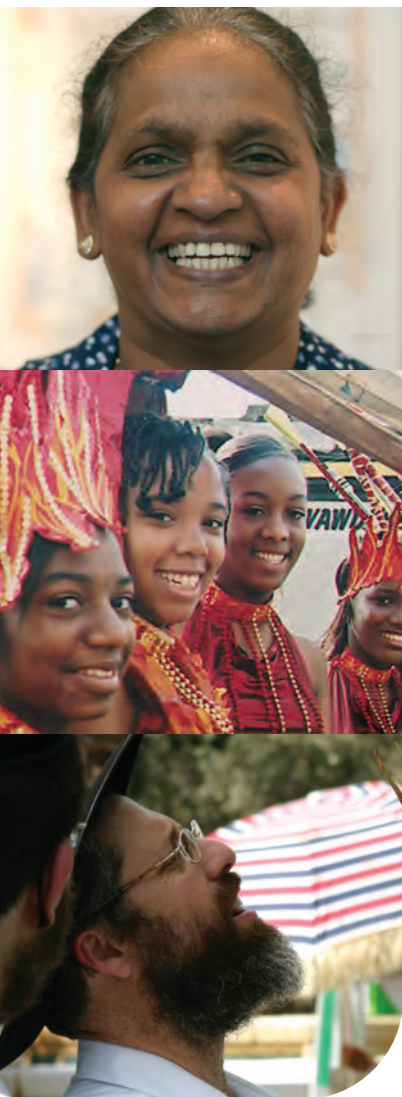
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COMMUNITY RESOURCES

Asian Women's Resource Centre

108, Craven Park, Harlesden, London, NW10 8QE  
tel: 020 8961 6549

Afro-Caribbean Peoples Organisation (Brent)

St Raphael's Community Centre, Rainsborough Close  
NW10 0TS tel: 020 8451 7530 fax 020 8451 7530  
Small charitable organisation located in and providing services to the local community.

Muslim Women's Helpline

The Muslim Women's Helpline aims to provide any Muslim girl or woman in a crisis with a free, confidential listening service and referral to Islamic consultants, plus practical help and information where required.  
Call 0800 032 7587.

Association of Jewish Refugees,

Jubilee House, Merrion Avenue, Stanmore, Middlesex HA7 ARL Open Mon-Thu 9.30am-5pm, Fri 9.30-1.30pm  
tel: 020 8385 3070 fax: 020 8385 3080

This association offers a range of services for survivors of the Holocaust, including a day centre, sheltered housing and advice on German and Austrian pensions.

Brent French Speaking Community

3 Allies House, Dollis Hill Estate, 105 Brook Road, London NW2 7BZ tel: 020 8438 4723

Tamil Refugee Action Group

Worthington House, 449-451 High Road, London, Willesden, NW10 2JJ tel: 020 8459 9070

The Lebanese Welfare Community

14 Brondesbury Road, London NW6 6AS  
tel: 020 7625 8584

Sankofa African Caribbean Advocacy Service

Wembley Point, 1 Harrow Road, Wembley, Middx  
tel: 020 8903 5111 fax 020 8902 3979

Support, advice, advocacy and information that is appropriate, acceptable and culturally sensitive to the needs of African Caribbeans who have become mentally distressed and vulnerable. Sankofa also caters for the needs of Afro-Caribbeans who feel that their needs are not being met because of differences of culture, language or perception.

Kilburn Christian Centre

5, Whitmore Gardens, London NW10 5HG  
tel: 020 8969 3689

CHURCHES

Click here >> to get a list of places of worship in Brent

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SELECTED SERVICES

Brent Crossroads Care Attendant Scheme

1 Robson Av, London, Willesden Green, NW10 3SG  
tel: 020 8459 7286

Offers a care attendant scheme providing home respite care enabling carers to take a break on a regular or occasional basis. Also provides holiday respite and overnight care.

Family Outreach Project

34 Craven Park, Roundwood, London NW10 8QN  
tel: 020 8965 5480 fax: 020 8453 0273

Support to families and individuals irrespective of their backgrounds.

Brent Carers Centre

116 Wembley Centre For Health Care  
Chaplin Road, Wembley Central, London HA0 4UZ  
email@brentcarerscentre.org.uk  
tel: 020 8795 6240 fax: 020 8795 6250  
web www.carers.org/brent

Brent Carers Centre provides support, information and advocacy for individual carers; support groups and newsletters. Projects include community outreach, forums, young carers support and primary care development

Click here >> for [www.parentscentre.gov.uk](http://www.parentscentre.gov.uk) for general advice about parenting

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See Also  
Lone Parent Helpline 0800 018 5026  
[www.oneparentfamilies.org.uk](http://www.oneparentfamilies.org.uk)  
Free confidential helpline service for single parents run by independent charity. Advice available on benefits, tax, child support, and employment



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LEISURE CENTRES

The Council owns the following Sports Centres in the Borough:

Bridge Park Community Leisure Centre in Stonebridge  
Brentfield, Harrow Road, London NW10 0RG  
tel: 020 8937 3730 fax: 020 8937 3708

Charteris Sports Centre in Kilburn  
24 - 30 Charteris Road, Kilburn, London NW6 7ET  
tel: 020 7625 6451 fax: 020 7625 9842

Vale Farm Sports Centre in Wembley  
Watford Road, North Wembley, Middlesex HA0 3HG  
tel: 020 8908 6545 fax: 020 8901 1617

Willesden Sports Centre  
Donnington Road, Willesden London NW10 3QX  
tel: 020 8955 1120 fax: 020 8955 1124

PARKS

Click here >> for an excellent interactive map of parks in the borough

OTHER FACILITIES

Click here >> for Libraries in Brent

Click here >> for Allotments in Brent

SPORTS CLUBS

Click here >> for an excellent directory of local sports clubs

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COMMUNITY FURNITURE PROJECTS

Furnish Ltd

Paul Rideout, Community Furniture Store, 20 Mitre Bridge Ind Park, Mitre Way, W10  
tel: 020 8969 3332 fax: 020 8969 3339

POWER COMPANIES

Help on choosing a utility company - gas and electricity, visit [www.energywatch.org.uk](http://www.energywatch.org.uk)

GAS EMERGENCIES

Transco 0800 111 999

WATER

Thames Water Utilities Ltd  
PO Box 436  
Swindon SN38 1TU

tel: metered account enquiries	0845 9200 887
unmetered account enquiries	0845 9200 888
non-bill related enquiries	0845 9200 800
minicom	0845 7200 899
freephone leakline	0800 714 614

COMMUNITY CARE GRANTS

Community Care Grants help people who are getting Income Support or income based Jobseeker's Allowance or Pension Credit who are likely to get one of these benefits when moving out of institutional care or a care home. They help people live independently in the community and ease exceptional pressure on families. They cover a wide range

of personal circumstances and variety of needs and expenses. They do not have to be paid back.

Contact your local Job Centre, Job Centre Plus or Social Security Office for an application form

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**SELECTED SERVICES**

**London Friend**

Voluntary organisation that has been serving the lesbian, gay and bisexual community for over 30 years. They exist to promote, support and campaign for the social and emotional well-being, physical and sexual health of lesbian, gay and bisexual people and those who are unsure of their sexuality.

They offer counselling and support services which set out to explore issues of same sex- relationships, sexual identity and promote personal growth and self confidence and also provide a safe space as an alternative place to meet and socialise.

All services are delivered by trained lesbian, gay and bisexual volunteers. Services provided include:

- Telephone Helpline - 020 7837 3337 (19:30 - 22:00 daily)
- One to One Counselling, Support Groups, Social Groups, A library on LGBT issues
- Free information on HIV/AIDS and other Sexually Transmitted Infections, Free condoms and lube

[www.londonfriend.org.uk/index.php](http://www.londonfriend.org.uk/index.php)

**London Lesbian and Gay Switchboard**

Information, support and referral service for lesbians, gay men and bisexual people from all backgrounds throughout the United Kingdom.

Switchboard aims to: maintain comprehensive information on support, social and specialist services of relevance to lesbians, gay men and bisexuals. Raise awareness of sexual health issues including safer sex and to endorse positive personal choice. Offer support and initial advice to all callers on any problems they are facing. Suggest sources of more specialist advice, counselling or other help if callers want it.

Lesbian and Gay Switchboard 020 7837 7324  
[www.llgs.org.uk](http://www.llgs.org.uk)

**LAGER**

Unit 1G, Leroy House, 436 Essex Road, London N1 3QP  
General Enquiries: 020 7704 2205

Independent advice agency affiliated to the Federation of Independent Advice Centres (FIAC). Free confidential legal advice, information and support to lesbians and gay men who are facing discrimination in the workplace or whilst looking for work.

**Audre Lorde Clinic** Ambrose King Centre, Royal London Hospital, Whitechapel, London E1 1BB Fri 10am-5pm - tel: 020 7377 7312 Services for lesbians.

**Beaumont Society**

The largest and longest established transgendered support group in the UK and has developed a support network, which has been at the forefront of the transgender, transvestite, transsexual and cross-dressing community since 1966! website: [www.beaumontsociety.org.uk](http://www.beaumontsociety.org.uk)

**Stonewall Housing**

Housing advice for lesbians and gay men.  
website: [www.stonewallhousing.org](http://www.stonewallhousing.org)

**GMFA**

Volunteer-led gay men's health organisation. website: [www.metromate.org.uk](http://www.metromate.org.uk) Call 020 7649 9311 (lines are open between 8.30am and 6pm Mon to Fri and 9am to 1pm on Sat)

**Harrow and Brent Lesbian and Gay Group**

Tenterden Sports Club, Preston Road, Wembley  
Mondays from 8.30pm-11:00pm A weekly social group for both lesbian women and gay men. All ages welcome. For more details please call 07941 707 884

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**LISTENING EAR**

**Samaritans**

call 08457 90 90 90 anytime

**ChildLine**

free helpline for children and young people in the UK. Children and young people can call us on 0800 1111 to talk about any problem.

**Families Anonymous**

For Relatives and Friends Concerned About the Use of Drugs or Related Behavioural Problems  
Helpline: 0845 1200 660

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