

Mental/Physical Health



Alcohol/Substance Misuse



Homelessness



VAWG



Offending History



Mental/Physical Health

Services	Access Point	Barriers
<p>NHS CNWL:</p> <ul style="list-style-type: none"> • Mental, physical and sexual health services. • Community services • Mental health connectors 	<p>300+ health services accessed via approach or referral</p>	<ul style="list-style-type: none"> - Lack of awareness - Lack of support services for specific health issues - Lack of dual diagnosis - Lack of culturally specific support
<p>Brent Council, Brent Health Matters, NHS Brent:</p> <ul style="list-style-type: none"> • Advice line for non-clinical health and social care queries, signposting to service providers and advice for health condition management • Community forum addressing health inequalities • Advice on access to GP registration, immunisation & vaccination information and signposting to partner agencies 	<p>Advice line 020 8102 3456 open Monday to Friday, 9am to 5pm.</p> <p>Email: BrentHealthMatters@brent.gov.uk</p>	
<p>Look Ahead:</p> <ul style="list-style-type: none"> • registered care services • supported accommodation, crisis and recovery houses • day centres and support workers • hospital discharge support + medication support 	<p>North Surrey floating support and Tower Hamlets complex needs support accept self-referrals</p> <p>Online enquiry forms for agency referrals: Referrals - Look Ahead</p>	
<p>Pathway:</p> <ul style="list-style-type: none"> • support with services and advice on housing, benefits, medications • complex care planning, referrals and help with GP registration • fresh clothes, shoes and other basics, help to recover documents • help to reconnect with loved ones 	<p>Based in hospitals in NW London@ Teams - Pathway</p>	
<p>Ashford Place:</p> <ul style="list-style-type: none"> • dementia projects • online and in person activities and face-to-face support with mentors and befrienders • GP, counselling, social prescribing services • Laundry and shower facilities 	<p>What's on Ashford Place get in touch for events/programs</p> <p>General Help & Advice Ashford Place contact numbers and pop-up sessions</p>	
<p>BWW Mind:</p> <ul style="list-style-type: none"> • Community hubs in Pimlico, Tooting and Cricklewood with skills activities. • Suicide prevention and postvention workers 	<p>020 7259 8100 hello@bwwmind.org.uk</p>	

Alcohol/Substance Misuse

Services	Access Point	Barriers
<p>NHS CNWL:</p> <ul style="list-style-type: none"> • Club drug clinic for residents of H&F, K&C or Westminster • HYPE and ARC – Hounslow drug and alcohol services for workshops/activities/advice • Recovery intervention services Ealing – short-term treatment • Work in partnership with WDP and B-3 • Recovery Day Program 	<p>Referral process varies by service: Addictions and Substance misuse :: Central and North West London NHS Foundation Trust (cnwl.nhs.uk)</p>	<ul style="list-style-type: none"> - Many people may not want to access support - Using alcohol/substances may be a coping mechanism for people experiencing homelessness – housing issues may need to be tackled before people are willing to engage with recovery services
<p>WDP - New Beginnings:</p> <ul style="list-style-type: none"> • Advice, support and 1-2-1 keyworking • Needle exchange and harm reduction services • Groupwork incl. women only and LGBTQ+ spaces • Inpatient and outpatient detox 	<p>Self-referral via phone or in person and third-party referrals accepted – 03003034611 24 hour helpline: 0800 107 1754 97 Cobbold Road and Willesden Centre for Health, Harlesden Road</p>	
<p>B-3:</p> <ul style="list-style-type: none"> • BSAFE (Brent Social Access for Everyone) out of hours weekend drop-in service – Saturdays 12pm-5pm • Recovery champions course 4x per year 	<p>Drop-in at 97 Cobbold Road.</p> <p>Express interest in course by contacting Radha Allen or keyworker can refer in</p>	
<p>EACH (Ethnic Alcohol Counselling in Hounslow):</p> <ul style="list-style-type: none"> • Brent Reach – support Brent residents to sustain tenancy • Brent women and families floating support • Hospital stepdown resettlement support • IPS Works – employment support for BME Brent residents aged 25+ unemployed for 1 year+ with MH issues • Real Talk – support for young people affected by substance misuse, gangs or knife crime and their families 	<p>brentreachreferrals@thamesreach.org.uk</p> <p>eachwaf@eachcounselling.org.uk</p> <p>ipsworks@eachcounselling.org.uk</p> <p>realtalk@eachcounselling.org.uk</p>	

Services	Access Point	Barriers
<p>AWRC (Asian Womens Resource Centre):</p> <ul style="list-style-type: none"> • Multi-lingual DA support services incl. for people with NRPF • Support groups, workshops, community engagement activities 	<p>Referrals AWRC Women's services Brent Welfare advice Brent Women's services Brent (asianwomencentre.org.uk) online self and third party referrals</p>	<ul style="list-style-type: none"> - Fear of repercussions if abuser finds out - Denial of situation - Lack of awareness of services - Lack of opportunity to contact services due to coercive control - Digital exclusion - Difficult to trust - Saviour approach may belittle those wanting support - Leaving prostitution is difficult for those working at home – may be forced out of their homes.
<p>Hestia:</p> <ul style="list-style-type: none"> • Brent cove drop-in centre 2-10pm Monday-Sunday for MH issues • Modern slavery response • Refuge and IDVA services 	<p>Cove - Brent Hub Community Enterprise Centre, 6 Hillside Refuge self-referral 0808 169 9975 Mon-Fri 10am-4pm</p>	
<p>Brent Council:</p> <ul style="list-style-type: none"> • VAWG team • Specialist DA team within housing options 	<p>Housing needs assessment application: Domestic abuse and housing options Brent Council or 020 8937 2000. Agencies can complete duty to refer Duty to Refer Brent Council or request same-day assesement</p>	
<p>NIA:</p> <ul style="list-style-type: none"> • East London Rape Crisis Helpline • Counselling and advocacy • Refuges and outreach services 	<p>Several contact numbers - Contact us - NIA Ending Violence Against Women and Girls (niaendingviolence.org.uk)</p>	
<p>Advance:</p> <ul style="list-style-type: none"> • IDVA support and advice • Women's centres with workshops and activities • Crystalis one-stop-shop 	<p>Women's centres in Hammersmith, Finsbury Park and Stratford Call 07398454898 or referral via GP One-stop-shop Tuesdays 9:30am-12:30pm</p>	
<p>LAWRS (Latin American Womens Rights Service):</p> <ul style="list-style-type: none"> • Free creche support • Advice and guidance in English, Spanish and Portuguese • Helpline Mon-Fri 11am-1pm • Language café – informal conversation course 	<p>Creche booking - 020 7336 0888 Helpline – 08081454909 Language café - 07708 133886</p>	
<p>IKWRO (Iranian and Kurdish Womens Rights Organisation):</p> <ul style="list-style-type: none"> • Advocacy and IDVA services • Refuge for Middle Eastern, North African and Afghan Women. • Free counselling 	<p>Refer clients via online form or client's can contact https://ikwro.org.uk/referral-form/</p>	
<p>Galop:</p> <ul style="list-style-type: none"> • LGBTQ+ Helplines for DA, conversion therapy and hate crime • Advocate services and online anonymous survivors forum 	<p>Self or third-party referrals Make a referral - Galop the LGBT+ anti-abuse charity - Galop</p>	
<p>Southall Black Sisters:</p> <ul style="list-style-type: none"> • IAG in English, Hindi, Punjabi, Gujarati and Urdu + interpretation • Access to legal advice and representation, counselling and support groups 	<p>Contact helpline 9am-5pm Mon-Fri 020 8571 9595</p>	

Offending History

Services	Access Point	Barriers
National Probation Service: <ul style="list-style-type: none"> Statutory criminal justice service supervising high-risk offenders released into community 	Mandatory service – probation officer assigned upon release from prison	<ul style="list-style-type: none"> 1st service used is usually probation and many ex-offenders do not feel supported well – sets low expectations
St Mungos: <ul style="list-style-type: none"> Prison and community based advice Accommodation for ex-offenders HARP connect (housing, advice, resettlement, prevention) 	In-prison access. Connection to other community/housing service via outreach in Westminster	
Plias: <ul style="list-style-type: none"> Positive turnaround – employment support 3C – care, connect, community – homelessness assistance Global Thinking – young women’s diversionary project to prevent gang related and violent crime – ages 10–25 Phoenix project(P&Act) – BAME support and advocacy service for DA and sexual violence 	Self-referrals and agency referrals P&ACT Project – PLIAS Resettlement	
Catch 22: <ul style="list-style-type: none"> Offender management, rehabilitation and gangs work in prisons and community Victim support services Future pathways – employability programme 	Future pathways – self or third-party referral via email employability@catch-22.org.uk	
Advance: <ul style="list-style-type: none"> London Minerva WrapAround Services – 1-2-1 support, keyworkers, peer mentors, support groups and workshops 	Referrals from NPS, LAs, health providers, voluntary sector agencies and self-referrals	
Working Chance: <ul style="list-style-type: none"> Employability support – CV and interview support and assistance to find careers that suit skills, aspirations and needs 	Agencies and self-referrals via email referral@workingchance.org	

Homelessness

Services	Access Point	Barriers
<p>Crisis:</p> <ul style="list-style-type: none"> • Support with housing and employment • Skills workshops and group activities • Hotel placements and day centres at Christmas 	<p>Self-approach by phone or in-person</p> <p>Referrals from agencies</p>	<ul style="list-style-type: none"> - Council assessment under housing legislation means some are denied assistance. Number of people requesting assistance means very long wait times. - Council assistance requires provision of documents as evidence of circumstances which is often hard to obtain or may put women at risk. - Services tend to focus on families or single men – little provision for single women - Digital exclusion - Shortage of accommodation + rising rent prices
<p>St Mungo's:</p> <ul style="list-style-type: none"> • Outreach • Hostels, shelters and supported accommodation provider • Advice and skills training/employment support 	<p>Streetlink referral</p>	
<p>Depaul:</p> <ul style="list-style-type: none"> • Nightstop: volunteer hosts for people aged 16-25 in London experiencing homelessness • Support accommodation provider • Housing advice 	<p>Self-referral 0207 9391 234 between 10am-4pm Mon-Fri. Partner agency referrals also accepted</p> <p>nightstop.london@depaulcharity.org.uk</p>	
<p>Groundswell:</p> <ul style="list-style-type: none"> • HHPA (Homeless Health Peer Advocacy) operates in neighbouring boroughs H&F, K&C, Westminster and Camden • Progression programme supports people with experience of homelessness to participate in designing and delivering solutions of homelessness whilst progressing their own lives 	<p>Agency Referrals: Referral and Service Request Form (alchemer.com)</p>	
<p>Thames Reach:</p> <ul style="list-style-type: none"> • Supported hostel provider • Outreach in City and Croydon. Pan-London Rapid Response and TfL outreach • Brent Reach – partnered with EACH. 	<p>Streetlink referral</p> <p>Brent Reach referral - 0203 617 8837</p>	
<p>Brent:</p> <ul style="list-style-type: none"> • SHPS (Single Homeless Prevention Service) in partnership with Crisis • Statutory homelessness assistance including casework and TA. • SMART team within ASC for joint working 	<p>Housing needs assessment application: At risk of homelessness Brent Council or 020 8937 2000. Agencies can complete duty to refer Duty to Refer Brent Council or request same-day assessment</p>	
<p>Caridon Foundation:</p> <ul style="list-style-type: none"> • Supported accommodation provider (self-contained and shared) 	<p>Homeless organisations/LAs can send referral form and risk assessment to info.brent@caridonfoundation.org</p>	