



useful contacts

In this factsheet we have listed some of the **major organisations** and services relevant to carers. It is not possible to list everything, and further information about these and other services is given in the **individual factsheets**.

If you do not find the information you need here, contact **Brent Carers Centre (020 8795 6240)** and we will do our best to help you.

Brent Council

Brent website www.brent.gov.uk
Switchboard 020 8937 1234

Social Services

Out of hours (5pm-9am)
020 8863 5250

One Stop Shops

Access to all council services in Brent is via the One Stop Shops. To call any One Stop Shop telephone 020 8937 1200 (8am-8pm Monday-Friday; 9am-1pm Saturdays)
minicom 020 8937 1993
Gujerati Language Line
020 8937 1996
customerservices@brent.gov.uk
www.brent.gov.uk

Brent House

349-359 High Road Wembley
Middlesex HA9 6BZ

Brent Town Hall

Forty Lane
Wembley
Middlesex HA9 9HD

Harlesden

Challenge House
1-2 Bank Buildings
61 High Street
London NW10 4LX

Willesden

Willesden Green Library Centre
95 Willesden High Road
London NW10 2ST

Children and education

www.brent.gov.uk/educ.nsf

Education Information Shop

Chesterfield House
11 Park Lane
Wembley HA9 7RW
020 8937 3000
education@brent.gov.uk

Special Education Needs and Assessment Service (SENAS)

Chesterfield House
9 Park Lane
Wembley HA9 7RW
020 8937 3215

Housing

Housing Resource Centre

Mahatma Gandhi House
34 Wembley Hill Road
Wembley
Middlesex HA9 8AD
020 8937 2040
www.brent.gov.uk/housing.nsf

- Applications for council housing
- Homelessness enquiries
- Fair rents 020 7023 6076
- Housing benefit 020 8937 1800

Emergency homeless

020 8937 1234

Private Housing Information Unit

Quality House
249 Willesden Lane
London NW2 5JH
020 8937 2787 (housing advice)
020 8937 2772 (tenancy protection team)
020 8937 2777 (lettings team)
phui@brent.gov.uk
www.brent.gov.uk/phiu

Housing benefit and council tax benefit and payments

Revenues and Benefits
Brent House
349-357 High Road
Wembley HA9 6BZ
020 8937 1800 (*housing and council tax benefits*)
020 8937 1790 (*council tax benefits@brent.gov.uk (housing and council tax benefits)*)
counciltax@brent.gov.uk (*council tax*)
www.brent.gov.uk/revben.nsf

Health services

Brent Teaching Primary Care Trust

Wembley Centre for Health and Care

116 Chaplin Road
Wembley HA0 4UX
020 8795 6000
www.brentpct.nhs.uk

North West London Hospitals NHS Trust

Northwick Park Hospital
Watford Road
HA1 3UJ
020 8864 3232
trust@nwlh.nhs.uk
www.nwlh.nhs.uk

Central and North West London Mental Health NHS Foundation Trust

30 Eastbourne Terrace
London W2 6LA
020 8237 2000
www.cnwl.org

Other health-related services

NHS Direct 0845 46 47
www.nhsdirect.nhs.uk

Brent Wheelchair Service

020 8438 7292 (8.30-12.30)
0870 4286300 (repairs and collection)

Bliss Chemist (open 9am-10pm, 7 days/week;
Christmas Day 9am-2pm; New Year's Eve 9am-7pm)
50-56 Willesden Lane
London NW6 7SX
020 7624 8000

Peace Pharmacy (open 9am-10pm, 7 days/week)

14 The Broadway
Preston Road
Wembley HA9 8JU
020 8904 2071
Bank holidays: 9.30am-10pm
Christmas Day: 10am-2pm

Brent Teaching Primary Care Trust Patient Services Department

020 8795 6753/6771/6140
pals@brentpct.nhs.uk
Listens to concerns, suggestions or queries; helps sort out problems on behalf of the service user; facilitates the NHS complaints procedure.

North West London Hospital Trust PALS

020 8869 5118
pals@nwlh.nhs.uk
For patients and carers who use Northwick Park, St Mark's or Central Middlesex Hospitals.

*For information about organisations dealing with **specific health conditions** contact Brent Carers Centre (020 8795 6240).*

Health centres and clinics

Chalkhill Health Centre

Rook Close
off Chalkhill Road
Wembley HA9 9ER
020 8904 0911

College Road Clinic

College Road
Wembley HA9 8RJ
020 8904 2299

Craven Park Health Centre

Knatchbull Road
London NW10 8XW
020 8965 0151

Helena Road Clinic

16 Helena Road
London NW10 1JA
020 8208 2565

Kilburn Square Clinic

91 Kilburn Square
London NW6 6PS
020 7625 5115



Mortimer Road Clinic

91-95 Mortimer Road
London NW10 5TN
020 8969 4040

Monks Park Primary Care Centre

Monks Park
Wembley HA9 6JE
020 8453 5900

Peel Road Clinic

5 Peel Road
Wembley HA0 7LY
020 8908 2958

Perrin Road Clinic

Perrin Road
Wembley HA0 2NW
020 8904 9331

Stag Lane Clinic

245 Stag Lane
London NW9 0EF
020 8204 9117

Wembley Centre for Health and Care

116 Chaplin Road
Wembley HA0 4UZ
020 8795 6001

Willessden Centre for Health and Care

Robson Avenue
London NW10 3RY
020 8438 7006

Hospitals

Central Middlesex Hospital

Acton Lane
London NW10 7NS
020 8965 5733

Kingsbury Hospital

Honeypot Lane
London NW9 9QY
020 8238 0900

Northwick Park Hospital

Watford Road
Harrow HA1 3UJ
020 8864 3232

St Marks Hospital

Watford Road
Harrow HA1 3UJ
020 8235 4000

St Mary's Hospital

Praed Street
London W2 1NY
020 7886 6666

Edgware Community Hospital

Burnt Oak Broadway
Edgware HA8 0AD
020 8952 2381

Wembley Walk-in Centre

Wembley Centre for Health
and Care
116 Chaplin Road
Wembley HA0 4UX
020 8795 6250
10am-7pm, Monday-Friday

Emergencies

Central Middlesex, Northwick Park and **St Mary's** Hospitals have an A&E department

Edgware Community Hospital has a 24-hour urgent treatment centre

Local voluntary organisations

BRAIN, the Brent Community website – www.brentbrain.org.uk – includes details of voluntary and community groups in the borough.

Admiral Nurse Service

Belvedere House
341 Harlesden Road
London NW10 3RX
020 8830 4459
Free support for people caring for people with a dementing illness. Provides emotional support and practical advice and information. Self referral. Nurses can visit your home or another venue of your choice.

Age Concern Brent

Design Works
Park Parade
London NW10 4HT
020 8965 7711

Provides information, advice and advocacy for older people and their families and carers on a wide range of issues, including welfare benefits. Also runs a lunch club, befriending scheme and a gardening and practical task project.

Brent Association of Disabled People

154 Harlesden Road
London NW10 3RX
020 8451 3822, text 020 8459 1834
info@badp.org, www.brentadp.co.uk
Provides information and advice on a wide range of issues, including welfare benefits, independent living and transport.

Brent Bereavement Services

Willesden Community Hospital
Harlesden Road, London NW10 3RY
020 8459 6818
brentbs@btinternet.com
www.brentbereavement.org
A free bereavement counselling service for Brent residents. Home visits possible. Operates a drop-in service 2pm-4pm every Wednesday and a self-help bereavement group (by referral) 10am-noon on the first and third Wednesday of each month, in Willesden Community Hospital.

Brent Citizens Advice Bureaux

270-272 High Road
London NW10 2EY
0845 0 505250 (9.30am-5pm, Monday-Friday)
brentcab@brentcab.co.uk
Gives advice, information, support and help with issues around debt, benefits, housing, employment, legal matters, family and consumer affairs. Open sessions: Monday-Friday (closed Tuesday). Timed tickets are issued from 9.30am.

Brent Carers Centre

Wembley Centre for Health and Care
116 Chaplin Road
Wembley HA0 4UZ
020 8795 6240
e-mail@brentcarerscentre.org.uk
See factsheet About this pack for more information.

Brent Community Car Scheme

Units 29-30 Bridge Park Complex
Brentfield
Harrow Road
London NW10 0RG
020 8965 6439
enquiries@brentcommunitytransport.co.uk
Provides a door to door transport service for disabled people who cannot use public transport.

Brent Community Law Centre

020 8451 1122
(telephone advice only)
www.brentlaw@brentlaw.org.uk
Operates a legal advice line on any legal issue, open to anyone living or working in Brent. Appointments can be made in some circumstances.

Brent Crossroads

Unit 4
Strata House
34a Waterloo Road
London NW2 7UH
020 8830 7923
brent@crossroads.org.uk
Gives domiciliary respite to the carers of disabled people. Provides home and personal care services.

Brent Mencap

379-381 High Road Willesden
London NW10 2JR
020 8451 5278
info@brentmencap.org.uk
*Provides a range of advice and services to people with a learning disability and their families, including housing and employment. For further information see the factsheet **Caring for people with learning disabilities**.*

Brent User Group

Ashford Offices, Ashford Road
London NW2 6TP
020 8728 8705
admin@brentusergroup.fsnet.org.uk
Gives advice and support to anyone who uses or has used mental health services.

Brent Mind

379-381 High Road Willesden
London NW10 2JR
020 8451 3200
info@brentmind.com
Offers support, advice and information to people who are

experiencing mental health problems. For further information see the factsheet *Caring for people with mental health problems*.

Brent Samaritans

1 Leopold Road
London NW10 9LN
020 8961 6181
user@brentsams.freemove.co.uk
Offers a 24-hour listening helpline. They are there when things may be getting too much. All conversations are confidential. Personal callers are welcome, usually between 10am and 9pm, and preferably by appointment.

Dial-a-Ride

Progress House
5 Mandela Way
London SE1 5SS
0845 9991 999
www.tfl.gov.uk/dial-a-ride
See factsheet *Getting around*.

Friends of African and Caribbean Carers and Sufferers of Dementia

Unit 47a
9-17 Park Royal Road
London NW10 7LQ
020 8965 1112
Offers an at-home respite service, advice, information, support and social events.

Home Start Brent

Centre for Staff Development
Brentfield Road
London NW10 8HE
020 8937 3337
brenthomestart@aol.com
Supports families in Brent with at least one child aged under 5, by offering home visiting befrienders, parenting courses (including groups for teenage parents) and a portage service to develop the skills and abilities of children with special needs.

Relate

Civic Centre Complex
Station Road
Harrow HA1 2XH
(appointments also available at the Wembley Centre for Health and Care)
020 8427 8694
Provides a range of services for couples experiencing difficulties in their marriage or family life. Services include couple counselling and relationship and family education.

Welcare Community Projects (The Accord Centre)

292-294 Kilburn High Road
London NW6 2DB
020 7604 4404/3883
Provides a venue for children to have contact with absent parents (including three levels of supervised contact).

National voluntary organisations

Cancer BACUP

3 Bath Place
Rivington Street
London EC2A 3JR
office: 020 7696 9003
helpline: 0808 800 1234
(Monday-Friday 9am-7pm)
www.cancerbacup.org.uk
Advice, support and information on every aspect of cancer treatment.

Carers UK

20-25 Glasshouse Yard
London EC1A 4JT
020 7490 8818
CarersLine 0808 808 7777
(Wednesday/Thursday 10am-noon)
An umbrella group offering advice to carers.

Contact a Family

209-211 City Road
London EC1V 1JN
020 7608 8700
textphone 0808 808 3556
(Monday-Friday 10am-4pm)
helpline: 0808 808 3555
info@cafamily.org.uk
www.cafamily.org.uk
Advice on all issues facing families who care for a child with a disability or any kind of special needs.

Continence Foundation

307 Hatton Square
16 Baldwins Gardens
London EC1N 7RJ
helpline: 0845 345 0165
(Monday-Friday 9.30am-1pm)
continence-help@dial.pipex.com
www.continence-foundation.org.uk
Provides information, advice and expertise on bowel and bladder problems and continence products.

Counsel and Care

Twyman House
16 Bonny Street
London NW1 9PG
office: 020 7241 8555
advice line: 0845 300 7585
(Monday-Friday 10am-1pm)
www.counselandcare.org.uk
Gives advice and help for older people.

Disabled Living Foundation

380-384 Harrow Road
London W9 2HU
helpline: 0845 130 9177
(Monday-Friday 10am-4pm)
textphone: 020 7432 8009
advice@dlf.org.uk
www.dlf.org.uk
Provides advice and information on equipment and gadgets. Has a large demonstration centre open Monday to Friday 10am to 4pm (telephone 020 7432 8009 to make an appointment).

A number of local voluntary organisations offering services for specific minority ethnic communities are listed in the factsheet *Carers from black and minority ethnic communities*



useful contacts

Disability Law Service

Ground Floor
39-45 Cavell Street
London E1 2BP
advice line: 020 7791 9800 (10am-1pm, 2pm-5pm, Monday-Friday)
minicom: 020 7791 9801
www.dls.org.uk
Free confidential legal advice and representation to disabled people, their families, enablers and carers.

Elderly Accommodation Counsel

3rd Floor, 89 Albert Embankment
London SE1 7TP
020 7820 1343
enquiries@eac.org.co.uk
www.housingcare.org
Provides advice and information on all forms of accommodation for older people.

Mencap

123 Golden Lane
London EC1Y 0RT
helpline: 0808 808 1111
minicom: 0808 808 8181
help@mencap.org.uk
www.mencap.org.uk/helpline
An umbrella group offering advice to people with a learning disability and their carers. Website includes easy to read pages for people with learning disabilities.

Motability

City Gate House
22 Southwark Bridge Road
London SE1 9HB
0845 456 4566
minicom: 0845 675 0009
www.motability.co.uk
See factsheet Getting around.

National Centre for Independent Living

4th Floor
Hampton House
20 Albert Embankment
London SE1 7TJ
020 7587 1663
textphone: 020 7587 1177
info@ncil.org.uk
www.ncil.org.uk
Information on all aspects of direct payments and independent living.

Princess Royal Trust for Carers

142 Minories
London EC3N 1LB
020 7480 7788
help@carers.org
www.carers.org
An umbrella group offering advice to carers. Website includes chatline for carers.

RADAR

Unit 12, City Forum
250 City Road
London EC1V 8AF
020 7250 3222
textphone: 020 7250 4119
radar@radar.org.uk
www.radar.org.uk
Produces a range of publications on disability. Can signpost callers to specialist organisations.

Relatives and Residents Association

24 The Ivories
6-18 Northampton Street
London N1 2HY
020 7359 8136
info@relres.org
www.relres.org
A support organisation for older people in homes and their family and friends.

Samaritans

PO Box 9090
Stirling FK8 2SA
08457 90 90 90
jo@samaritans.org
www.samaritans.org.uk

Sane (Schizophrenia and National Emergency)

1st Floor
Cityside House
40 Adler Street
London E1 1EE
office: 020 7375 1002
Saneline: 0845 767 8000 (1pm-11pm; every day of the year)
info@sane.org.uk
www.sane.org.uk
See factsheet Caring for people with mental health problems.

Young Minds

48-50 St John Street
London EC1M 4DG
office: 020 7336 8445
parents information line:
0800 018 2138 (10am-1pm Monday and Friday. 1pm-4pm Tuesday-Thursday. 6pm-8pm Wednesday)
www.youngminds.org.uk
Information and advice for anyone with concerns about the mental health of a child or young person

Other sources of information

Adviceguide

www.adviceguide.org.uk *Up to date, independent advice, including benefits, employment, debt, family, health, housing and education.*

Disabled people and carers

www.direct.gov.uk
Government website with information for disabled people and carers in such areas as employment, health and education, and advice on financial support, independent living and rights.



Jobcentre Plus offices

Your postcode determines the office that will deal with your enquiries

HA9, HA0, NW10, NW6, NW2
(local call rate) 0845 377 1002
textphone: 0845 377 1110

Harlesden Jobcentre Plus
161-163 Harlesden High Street
London NW10 4TL
020 8210 8566

Willesden Jobcentre Plus
Chancel House
Neasden Lane
London NW10 2XH
020 8258 6700

Wembley Jobcentre Plus
6 St John's Road
Wembley HA9 7JD
020 8258 3700

Kilburn Jobcentre Plus
3 Cambridge Avenue
London NW6 5AH
020 7853 3560

HA3 and HA1
Harrow Jobcentre Plus
Kings House
Clarendon Road
Harrow HA1 1YJ
020 8426 3000

**HA8 and NW9 postcodes
beginning with 5**
Edgware Jobcentre Plus
Middlesex House
29-45 High Street
Edgware HA8 7DX
020 8732 3450
textphone 020 8372 6095

All other NW9 codes
Hendon Jobcentre Plus
Crown Building
10 Finchley Lane
London NW4 1DP
020 8732 3450
textphone 020 8732 6095

W9
Marylebone Jobcentre Plus
Tresco House
65 Lisson Grove
London NW1 6UW
020 7853 4600/14
textphone 020 7853 4653

UB6
Ealing Jobcentre Plus
86-92 Uxbridge Road
London W13 8RA
020 8258 3000
textphone 0845 377 0400

W12
Shepherds Bush Jobcentre Plus
176-180 Uxbridge Road
London W12 7JP
020 8210 8700
textphone 020 8210 8107

For benefit claims contact Jobcentre Plus Direct on 0800 055 6688, textphone 0800 023 4888. They will take claims for Jobseeker's Allowance, Income Support and Income Benefit over the phone, and can give you information about claiming other benefits.

For further information about Jobcentre Plus services see www.jobcentreplus.gov.uk

