



## Support services for people with disabilities

These services are provided in the London Borough of Brent



Capitalise is a London-wide partnership of organisations funded by the Money Advice Service

## Introduction

Sometimes clients come to debt advisers seeking help with non-debt needs.

Without support for these other needs, it can be difficult for clients to engage in the debt advice process.

In some cases advisers know of organisations that can help their clients, in other cases they don't.

For this reason we've compiled a directory of non-debt services for disabled people. Some of these services are specifically for people with disabilities, others are designed for both disabled and non-disabled people.

It's designed to help you signpost disabled clients to the additional support they need, making space for you to help them with their debt problems.

## How do I access the directory?

In the Disability Toolkit section of the Capitalise website, you'll find a list of the key organisations that provide support across London (and in some cases across the U.K.).

In addition, this document includes a small sample of local organisations within your borough.

The listed services provide help with;

- **Benefits and grants**
- **Housing and utilities**
- **Employment**
- **Transport**
- **Independent living and assistive technology**

The information is not exhaustive, plus services may change. If you feel any services should be added, or if you find that details have become out-of-date, please email details to [info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)

## How do I use the information?

Simply scroll down to the section covering the area your client needs help with. There you'll find brief overviews for each service. If you require further information, you can contact the organisations directly using the contact details provided.

Dependant on your client's capabilities, you may want to print out the relevant page of this booklet for them (just remember to select 'current page' to avoid printing the whole booklet), or, if they require more support, you may wish to contact the organisation on their behalf.

Please note: These lists are not exhaustive and services may change. If you feel any services should be added to the directory, or if you find that details have become out of date, please email the updated details to:

[info@Capitalise.org.uk](mailto:info@Capitalise.org.uk)

## Benefits and grants

Organisation	Middlesex Association for the Blind
Overview	Lots of information about the benefits and concessions clients may be entitled to, including those specifically for those who are partially sighted or blind.
Address	Suite 18 Freertrade House Lowther Road Stanmore Middlesex HA7 1EP
Phone number	<b>020 8423 5141</b>
Website	<a href="http://aftb.org.uk">http://aftb.org.uk</a>

Organisation	Age UK
Overview	Part of Brent Advice Matters (BAM) 6 organisations working together to provide advice and support. Benefits advice includes: <ul style="list-style-type: none"> <li>•Claiming benefits</li> <li>•Sorting out problems with benefits</li> <li>•Making a complaint about benefits services</li> <li>•Finding a local adviser</li> </ul>
Address	120 Craven Park Road Harlesden London NW10 8QD
Phone number	<b>020 8965 7711</b>
Website	<a href="http://www.ageuk.org.uk/brent">http://www.ageuk.org.uk/brent</a>

Organisation	Brent Community Law Centre
Overview	Free legal advice to people from the London Borough of Brent, including a small amount on welfare benefits.
Address	389 High Road, <b>Willesden, London, NW10 2JR</b>
Phone number	<b>020 8451 1122</b>
Website	<a href="http://www.lawcentres.org.uk">http://www.lawcentres.org.uk</a>

Organisation	Brent Advice Matters
Overview	Brent Advice Matters (BAM) is 6 organisations working together to provide advice and support. Benefits advice includes: <ul style="list-style-type: none"> <li>•Claiming benefits</li> <li>•Sorting out problems with benefits</li> <li>•Making a complaint about benefits services</li> <li>•Finding a local adviser</li> </ul>
Address	None given
Phone number	<b>Not available</b>
Website	<a href="http://www.bam.org.uk">http://www.bam.org.uk</a>

## Housing and utilities

Organisation	Shelter
Overview	Shelter are specialists in housing advice and rights of tenure. If client is eligible for legal aid, Shelter London's legal services offer advice and court representation in cases including possession hearings and evictions.
	Offer telephone advice on fuel debt and energy problems.
Address	Shelter offer outreach services in some boroughs. Please contact them for the latest information.
Phone number	<b>0344 515 1540 Please note, Shelter do not accept third party calls on this number.</b>
Website	<a href="http://england.shelter.org.uk">http://england.shelter.org.uk</a>

Organisation	Age UK
Overview	Part of Brent Advice Matters (BAM) 6 Brent advice services working together with the CVS Brent to create a new online advice service including: <ul style="list-style-type: none"> <li>• Being evicted</li> <li>• Rent</li> <li>• Repairs</li> <li>• Harassment if you are a tenant</li> <li>• Homeless in Brent</li> <li>• Tenancy deposits</li> <li>• Licensing of shared homes</li> </ul>
Address	120 Craven Park Road Harlesden London NW10 8QD
Phone number	<b>020 8965 7711</b>

<b>Website</b>	<a href="http://www.ageuk.org.uk/brent">http://www.ageuk.org.uk/brent</a>
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<b>Organisation</b>	<b>Brent Community Law Centre</b>
<b>Overview</b>	Brent Law Centre provides free legal advice to people from the London Borough of Brent including housing.
<b>Address</b>	389 High Road, <b>Willesden, London, NW10 2JR</b>
<b>Phone number</b>	<b>020 8451 1122</b>
<b>Website</b>	<a href="http://www.lawcentres.org.uk">http://www.lawcentres.org.uk</a>

<b>Organisation</b>	<b>Brent Advice Matters</b>
<b>Overview</b>	Part of Brent Advice Matters (BAM) housing section includes info on: <ul style="list-style-type: none"> <li>• Being evicted</li> <li>• Rent</li> <li>• Repairs</li> <li>• Harassment if you are a tenant</li> <li>• Homeless in Brent</li> <li>• Tenancy deposits</li> <li>• Licensing of shared homes</li> </ul>
<b>Address</b>	None given
<b>Phone number</b>	None given
<b>Website</b>	<a href="http://www.bam.org.uk">http://www.bam.org.uk</a>

<b>Organisation</b>	<b>Age UK</b>
<b>Overview</b>	Part of Brent Advice Matters (BAM) 6 Brent advice services working together with the CVS Brent to create a new online advice service. Utilities advice is included within the money advice section.
<b>Address</b>	120 Craven Park Road Harlesden London NW10 8QD
<b>Phone number</b>	<b>020 8965 7711</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/brent">http://www.ageuk.org.uk/brent</a>

# Employment

Organisation	Middlesex Association for the Blind
Overview	The employment service provides advice to those looking to return to work. They equip people with the skills and confidence to successfully apply for jobs and to develop their career. I.T. and Braille training provide skills and help with access to information and services.
Address	Suite 18 Freetrade House Lowther Road Stanmore Middlesex HA7 1EP
Phone number	<b>020 8423 5141</b>
Website	<a href="http://aftb.org.uk">http://aftb.org.uk</a>

Organisation	Shelter
Overview	Shelter can offer advice on work related welfare benefits. They can advise on accessing employment.
Address	Shelter offer outreach services in some boroughs. Please contact them for the latest information.
Phone number	<b>0344 515 1540</b>
Website	<a href="http://england.shelter.org.uk">http://england.shelter.org.uk</a>

Organisation	Age UK
Overview	Part of Brent Advice Matters (BAM) 6 Brent advice services working together with the CVS Brent to create a new online advice service including: Your rights at work <ul style="list-style-type: none"> <li>• Employment contracts</li> <li>• Pay and pensions</li> <li>• Other benefits you can expect at work</li> <li>• Your health, safety and well-being at work</li> </ul> Getting work or training when you are out of work <ul style="list-style-type: none"> <li>• Coping with being out of work</li> <li>• Getting work experience</li> <li>• Choosing a job or career move</li> <li>• Job Seekers Allowance Claimant Commitments</li> <li>• Where to look for jobs</li> <li>• Local jobs and employment support</li> <li>• How to apply for jobs</li> </ul>

	<p>Help to deal with problems at work</p> <ul style="list-style-type: none"> <li>• Bullying and harassment</li> <li>• Discrimination</li> <li>• Your health and safety at work</li> <li>• Pay or pensions</li> <li>• Getting time off</li> <li>• Changes to contract and redundancy</li> <li>• Being disciplined or being sacked</li> </ul>
<b>Address</b>	120 Craven Park Road Harlesden London NW10 8QD
<b>Phone number</b>	<b>020 8965 7711</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/brent">http://www.ageuk.org.uk/brent</a>

<b>Organisation</b>	<b>Brent Community Law Centre</b>
<b>Overview</b>	Provides free legal advice to people from the London Borough of Brent including a small amount on employment.
<b>Address</b>	389 High Road, <b>Willesden, London, NW10 2JR</b>
<b>Phone number</b>	<b>020 8451 1122</b>
<b>Website</b>	<a href="http://www.lawcentres.org.uk">http://www.lawcentres.org.uk</a>

## Transport

<b>Organisation</b>	<b>Middlesex Association for the Blind</b>
<b>Overview</b>	Info on their website answering questions around driving and getting around for those who are losing their sight.
<b>Address</b>	Suite 18 Fretrade House Lowther Road Stanmore Middlesex HA7 1EP
<b>Phone number</b>	<b>020 8423 5141</b>
<b>Website</b>	<a href="http://aftb.org.uk">http://aftb.org.uk</a>

<b>Organisation</b>	<b>Age UK</b>
<b>Overview</b>	Information is provided on a range of services including transport.
<b>Address</b>	120 Craven Park Road Harlesden

	London NW10 8QD
<b>Phone number</b>	<b>020 8965 7711</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/brent">http://www.ageuk.org.uk/brent</a>

## Independent living and assistive technology

<b>Organisation</b>	<b>Middlesex Association for the Blind</b>
<b>Overview</b>	Direct support, advice and information to help those experiencing sight loss remain independent.
	Resource Centres: advice as well as allowing you to try out specialised equipment and technologies for the home and when out-and-about. The Association acts as a distributor for the British Wireless for the Blind Fund, supplying radio cassette and CD players directly to people who have sight loss. The sets are specially designed to be easy to operate by those with a visual impairment, offering a vital link to the outside world and allowing people to listen to talking newspapers, audio newsletters and books.
<b>Address</b>	Suite 18 Freetrade House Lowther Road Stanmore Middlesex HA7 1EP
<b>Phone number</b>	<b>020 8423 5141</b>
<b>Website</b>	<a href="http://afb.org.uk">http://afb.org.uk</a>

<b>Organisation</b>	<b>Age UK</b>
<b>Overview</b>	Offer an advocacy and befriending service for older people.
<b>Address</b>	120 Craven Park Road Harlesden London NW10 8QD
<b>Phone number</b>	<b>020 8965 7711</b>
<b>Website</b>	<a href="http://www.ageuk.org.uk/brent">http://www.ageuk.org.uk/brent</a>



Organisation	Brent Advice Matters
<b>Overview</b>	BAMs health and wellbeing section includes info on: <ul style="list-style-type: none"> <li>•<b>How to look after your physical and mental health</b></li> <li>•Social health, relationships and meeting people in Brent</li> <li>•<b>How social care works in Brent</b></li> <li>•Finding health and care services in Brent</li> <li>•Finding <b>support and social activities</b></li> <li>•The standards you can expect to <b>get from public, private and charity health and social care services</b></li> <li>•How to complain about a poor health <b>or social care service</b></li> <li>•Links to NHS information about <b>lots of health conditions</b></li> <li>•Information about health conditions that affect many people in Brent</li> </ul>
<b>Address</b>	None given
<b>Phone number</b>	<b>None given</b>
<b>Website</b>	<a href="http://www.bam.org.uk">http://www.bam.org.uk</a>