

Supporting the Vulnerable



A “sign-post” of agencies *Supporting the Vulnerable*.

A resource for those who want to help any in need.

Supporting the Vulnerable

This will always be “work in progress”.

Not all of the contacts have been tested and may not be available at time of drafting.

Do let us know what you think about this project:

- if it helps
- what should be added.

Please email HIFN at duncan@hifn.co.uk or contact by telephone at 07791 966276.

The purpose is to empower those approached with a request for help:
the *Front Line* providers.

If you find yourself in the situation of wanting to help, we hope that this document may prove helpful.

Agencies Offering Support for the Vulnerable

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ADDICTION

AA Alcoholics Anonymous

For details of local meetings <http://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting>
London Contact Telephone 020778330022.

Al-Anon Al-Anon Family Groups for friends and relatives of alcoholics.

<http://www.al-anonuk.org.uk/contact>
Confidential Helpline Telephone 020 7403 0888.

EACH Enabling Change

Work with diverse communities across West London to provide specialist services to individuals and families to address their alcohol, drug, mental health and domestic violence concerns.

Part time Outreach Worker is Mahamoud Ahmed whose email is mahmed@eachbrent.org.uk.

Website: www.eachcounselling.org.uk

FRANK Drug Action Team (Hillingdon)

Drug & Alcohol Action Teams (DAATs) bring together representatives of all the local agencies involved in tackling the misuse of drugs and alcohol, including the health authority, local authority, police, probation, social services, education and youth services, and the voluntary sector.

c/o Hillingdon Primary Care Trust, Kirk House, West Drayton UB7 7HJ

Telephone 01895 452098.

Mon - Fri: 9am - 5pm.

HAGAM Hillingdon Action Group for Addiction Management

Managing Addiction-For drugs and alcohol addictions.

Referrals only.

<http://hagam.com>

Appointments by telephone, 01895 207 788.

HDAS Hillingdon Drug and Alcohol Services

Old Bank House, 64 High Street. Telephone 01895 207777.

London Street Rescue

Drugs and alcohol advice

<http://www.thamesreach.org.uk/advice/drugs-and-alcohol/>

Refer to website for specific advice and contacts.

Mens Centre

Freephone Advice Helpline for housing debts and drugs and alcohol advice only. Telephone 0808 801 0327.

Sanctum Drop-in/Referral Centre-Deals with drugs/alcohol addiction referrals.

Referrals by GP only. Telephone 0330 555 0002.

SORTED a confidential service for 12-21 year olds in Hillingdon who are experiencing a drug or alcohol-related problem.

Drop in at Fountain's Mill Young People's Centre

<http://young.hillingdon.gov.uk/index.jsp?articleid=14269>

FINANCE

Aon Hewitt-Home visits for accessing benefits.

By appointment only.

Telephone 0800 372 3469

Benefits Applications

National number to make benefit applications for JSA and ESA.

Telephone 0800 655 6688.

CAB Citizens Advice Bureau

Advice and Information. Assistance with negotiating with agencies. They enable the client to make decisions. They will refer the client to other specialist agencies.

Monday, Tuesday, Wednesday and Thursday: 9.30am to 12.30pm and 1pm to 3pm. Automated information service at other times.

Website: www.hillingdoncab.org.uk

Telephone 0844 848 7903

CAB Specialist Financial Capability Coordinator

Susan Carr, is happy to come and talk to local groups. She can be contacted by email susancarr@hillingdoncab.org.uk or by phone 01895277822.

CAP Christians Against Poverty

A national charity, working across the UK to lift people out of debt and poverty. They offer free debt counselling through a network of debt centres based in local churches.

Use the website to find local centres: <https://capuk.org/>

Consumer Credit Counselling Service

For debt advice and advice for making payments to creditors. Also assistance given for filling in forms.

Website: www.stepchange.org

Freephone 0800 138 1111.

DOORWAY Advice Information and Care Service

Provides a comprehensive service, confidential and free of charge.

Bell Farm Christian Centre, South Road, West Drayton, Middlesex UB7 9LW.

Drop in service:

Tuesdays: 10:00 am to 1:00 pm and 2:00 pm to 4.30 pm

Thursdays: 10:00 am to 1:00 pm and 2:00 pm to 4.30 pm

Telephone 01895 422544

Email: info@bfcc.org.uk Website: www.bfcc.org.uk

Fassnidge Memorial Trust

For the benefit of old persons residing in the area of the former Urban District of Uxbridge.

Website: http://hillingdon.tripod.com/fassnidge_memorial_trust.htm

Telephone: 01895 821818/ 821817

Email frazinejohnson@lawyer.com.

Hillingdon Credit Union

Savings and Loans Co-Operative. Providing Financial Services to Members.

Website: www.hillingdoncu.co.uk. Telephone 01895 250951.

Help for people with no recourse to Public Funds

Phone contact initially then book an appointment at local borough.

Telephone 0870 606 7766.

Hillingdon Benefit Welfare Association

Visiting residents at home to assist in filling in and making benefit applications. Telephone 01895 250 122.

St Mungo's Advisory Service

Advocacy Service-advice given regarding benefits, housing and debts.

Referral only to Renu Vhid on 01895 279 030 or 07771833210.

Tenant's Rent Arrears

Referral only by CAB/Housing Needs. Advice.

Telephone helpline, 01895 556 056.

Uxbridge United Welfare Trusts

Uxbridge United Welfare Trusts is a charitable organisation whose purpose is to help relieve poverty in the area once defined as the old Urban District of Uxbridge.

Address: Trust Office, Woodbridge House, New Windsor Street, Uxbridge, UB8 2TY

Email: enquiries@uuwt.org. Telephone: 01895 232 976

HEALTH & WELLBEING

Age Uk Hillingdon

Our aim is to improve the quality of life and promote a positive view of all older people in the London Borough of Hillingdon, www.ageuk.org.uk/hillingdon/ Telephone 020 8756 3040.

Hillingdon's shadow Health and Wellbeing Board is a multi-agency group. It aims to make Hillingdon a borough with excellent health, social care and housing, where all residents can enjoy fulfilling and happy lives.

<https://www.hillingdon.gov.uk/article/20047/Health-and-Wellbeing-Board>

HOMELESS

Hillingdon Housing Options

Needs-Assists with homelessness and the urgent housing of vulnerable people. Telephone 01895 556 666.

Harefield Academy for Homeless Young

Homeless sheltered housing. Telephone 01895 250 388.
Sheltered night time housing. Telephone 0808 800 4444.

High Street Practise – emergencies

Emergencies, social services and housing during night time and weekends. Areas covered: Hayes, Hillingdon, Uxbridge and West Drayton.
Telephone 0845 770 8090.

Hillingdon Womens Centre

For victims of crime and homelessness. Telephone 01895 259 578.

London Street Rescue

Helps rough sleepers off the street and into accommodation.
www.thamesreach.org.uk/what-we-do/on-the-street/

St Mungo's

Their mission is to house, support and care for vulnerable and excluded people who either have been, or are at risk of, sleeping rough and homelessness. To make a referral to an outreach team within London for NSNO.
Website: www.mungos.org/help_and_services_in_london_and_beyond Telephone 0870 383 3333.

StreetLink

For rough sleepers
www.streetlink.org.uk/ Telephone 0300 500 0914

New Day Housing

Referral only by Housing Options/Needs. Telephone 01895 556 056.

No Second Night

www.nosecondnightout.org.uk/rough-sleeper-referral-form/
24/7 rough sleeping helpline on: 0870 383 3333

Trinity

www.wearetrinity.org.uk/housing.htm
Telephone 020 8797 9500.

HOUSING

Hillingdon Housing Options

Needs-Assists with homelessness and the urgent housing of vulnerable people. Telephone 01895 556 666.

LEGAL

CAB For details, see Finance.

Hillingdon Law Centre

12 Harold Avenue, Hayes, UB3 4QW. Monday - Friday 10am - 5pm
info@hillingdonlawcentre.co.uk
www.hillingdonlaw.org.uk. Telephone: 0208 561 9400.

LOSS AND LONELINESS (Including bereavement)

CRUSE Hillingdon CRUSDE closed in 2012

There are a number of centres in Hillingdon offering bereavement support and advice. For details of a centre in your area, contact
www.harrowbereavementcare.co.uk. Telephone 0208427 5720

Hillingdon Dining centres

Voluntary dining centres and lunch clubs where over 60s can socialise and enjoy a warm welcome and a meal.

Age Concern Hillingdon Interactive Older People's Club

Open: Tuesday and Thursday from 9.30 am to 2.00 pm and Wednesday 10.30am to 3.00pm. Lunch is served between 12.30pm and 2.00pm. The cost is £5 for a meal and drinks or £2.50 for members of Age UK.
Location: Salvation Army Hall, 71 Coldharbour Lane, Hayes.
Phone: 0208 573 7341

Bell Farm Christian Centre

Open: Tuesdays only - 11am to 3pm
Location: South Road, West Drayton, Middlesex UB7 9LW
Phone: Donna Rall - 01895 444 406 Ex 202

Dovetail Dining Centre at Hillingdon Park Baptist Church

Open: Monday to Friday - 11am to 2pm
Location: 25 Hercies Road, Hillingdon, Middlesex UB10 9LS
Phone: Catering Manager Ray Wadham 01895 814424

Northwood Live at Home

Open: Wednesdays only
Location: St Johns United Reform Church.
Phone: Angela O'Mally on 01923 842494 for further details.
The scheme will provide a nutritious freshly cooked meal and an opportunity for older people to socialise.

Older Peoples Welfare Dining Centre

Open: Wednesday and Thursday - 11am to 1.30pm
Location: Older People's Welfare Committee, at the Manor House, Hayes.
Phone: Jeanne Smith 0203 3751 243
Email: info@olderpeopleswelfare.co.uk
Website: www.olderpeopleswelfare.co.uk

Ruislip Northwood Old Folks Association (Tudor Club)

Open: Monday to Friday - 10.30am to 2pm
Location: Tudor Lunch Club, 461 Field End Road, Eastcote, Middlesex HA4 9NZ
Email: mail@tudorclub.co.uk
Phone: 020 8866 8603
Website: www.tudorclub.co.uk

Elm Park Club

Open: Monday - Friday 10.30am to 2pm
Location: Park Way, Ruislip Manor, Middlesex
Contact: Roger Draper - email: roger_d1000@hotmail.com
Phone: 01895 634962 and 020 8866 8603

Uxbridge Old People's Welfare Association

Open: Monday to Friday - 10.30am to 2pm (varies each days)
Location: Fassnidge Memorial Hall, 61 High Street, Uxbridge, Middlesex UB8 1JB
Phone: Rita Wilson - 01895 234 052

Yiewsley Methodist Luncheon Club

Open: Wednesdays only 10.30am to 1.30pm
Location: Yiewsley Methodist Church, Fairfield Road, Yiewsley, Middlesex UB7 8EY
Phone: Eileen Barker - 01895 445 060

The Oasis Coffee Shop

Open: 9am-4pm, Monday to Saturday
Location: St Margaret's Church in the centre of Uxbridge – opposite the underground station.
Wide range of quality coffee. Fresh varied menu, including toasted sandwiches, paninis and salads. Fairtrade products. Great value. Free wifi. Friendly people. Beautiful surroundings. We say we serve 'Coffee with a heart' because we aim to care for every person who comes through our doors. We also have Outreach Pastoral Workers available each day to talk, listen and pray with people.

Silverline

The Silver Line is a free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.
www.thesilverline.org.uk
Telephone 08004 708090.

MENTAL HEALTH

EACH Enabling Change

For details, see Addiction section.

Harrow and Hillingdon Early Intervention Service

For people aged 14-35 experiencing their first episode of psychosis

<http://directory.mindinharrow.org.uk/Pages/Organisations.aspx?OID=2675>

Telephone 01895 627762

Hillingdon MIND

Mental Health Service Groups for socialising, befriending and counselling.

www.hillingdonmind.org.uk Telephone 01895 271 559.

Maytree

A sanctuary for the suicidal

72 Moray Road, Finsbury Park, London, N4 3LG

maytree@maytree.org.uk

Telephone 020 7263 7070

Samaritans

www.hillingdonsamaritans.org.uk

Telephone 08457 90 90 90

Thames Reach

www.thamesreach.org.uk/advice/mental-health/

OTHER

Hillingdon Association of Voluntary Services (HAVS)

Network of the voluntary sector in the London Borough of Hillingdon.

www.hillingdonconnected.org.uk

Telephone 01895 442722

Hillingdon Carers

Delivering a wide range of support services

www.hillingdoncarers.org.uk/about-hillingdon-carers/

Telephone 01895 811206

LBH Contact details for Emergency out of hours service

01895 250111 **24 hours**

www.hillingdon.gov.uk/article/9493/Contact-details-for-

LBH Useful Contacts list June 2010

www.hillingdon.gov.uk/media.jsp?mediaid=20684&filetype=pdf

LBH Single Non-Priority People: Options Available

<http://www.hillingdon.gov.uk/media.jsp?mediaid=19438&filetype=pdf>

Priority to those with a connection to LB Hillingdon.

101 - The police non-emergency number

<http://www.police.uk/contact/101/>

PHYSICAL AND DOMESTIC ABUSE

For a comprehensive list, link to Domestic Violence directory link

www.hillingdon.gov.uk/media/pdf/f/h/dv_forum_directory.pdf

HIDVA Hillingdon Independent Domestic Violence Advocacy

Telephone helpline for victims of violence. Appointments and assistance given. Freephone National Helpline number: 08082 000 0247.

EAVES - Putting women first

www.eavesforwomen.org.uk/

post@eavesforwomen.org.uk

Monday – Friday, 9:30am – 5:30pm. Telephone: 020 7735 2062

Hestia

Empowering people, changing lives
Hestia Housing & Support, 1st & 2nd Floor, Maya House.
134-138 Borough High Street, SE1 1LB
www.hestia.org/about-us/contact-us Telephone 020 7378 3100.

Hillingdon Asian Women's Group

Social, health and welfare group for Asian women.
www.hillingdonconnected.org.uk/HAWG
Email: hillingtonawg@btinternet.com
Telephone: 020 8561 0231

Hillingdon Women's Centre

For victims of crime and homelessness.
Telephone 01895 259 578.

Southall Black Sisters

Helpline
<http://www.southallblacksisters.org.uk/>
Telephone 0208 571 0800

Hillingdon A Directory of local and National Agencies and helplines

www.hillingdon.gov.uk/media.jsp?mediaid=14304&filetype=pdf

YOUTH

LBH Advice and assistance for young and single people

<http://www.hillingdon.gov.uk/14580;jsessionid=6EA970A38198D40A9BD5691B3A4B720F>

NetMums

Find support for single parents in Hillingdon. This listing provides details of groups and organisations dedicated to helping single parents, including contact names and numbers, email addresses and websites.
www.netmums.com/hillingdon/local/index/support-groups/single-parents

Papyrus

Prevention of Young Suicide
www.papyrus-uk.org/
Telephone HOPELineUK 08000864141.

P3 Navigator Young People's Advice Centre,

1st Floor, 10a Station Rd, Hayes, UB3 4DA
Telephone 02085811054 & 02085811055

P3 Navigator Yiewsley Housing Advice and support centre

housing@p3charity.org
Telephone 01895 426074/5

Teenager fathers

(I failed to find any useful contacts!)
<http://teenadvice.about.com/od/teenfathers/a/teenfathersFAQ.htm>

Young Homeless

Target group is young people aged 16-25 who are working, studying or want to do so. Must be in housing need and be able to benefit from living in a semi-independent setting. Priority to those with a connection to London Borough of Hillingdon.

Jupiter House, 150 Clayton Road, Hayes, UB3 1RX.
Telephone: 020 8573 9196
www.homelessuk.org/details.asp?id=HO1000928

Challenger House, 76-77 Mint Close, Hillingdon, UB10 0TL
01895 462078
www.homelessuk.org/details.asp?id=HO1007795