



Voluntary
Action
Harrow



Making Every Contact Count Signposting Information & Resources

Created by Voluntary Action Harrow

(All information correct at time of publishing this Directory of Services cards: January 2025)

1. Health and Wellbeing Services (Green)

Focus: Physical, mental, and emotional health support.



5 Ways to Mental Wellbeing

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Cancer Screening & Support

Dementia & Support

Diabetes Support

Early Help Support

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Focus: Physical, mental, and emotional health support.

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Sexual Health Services

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Smoking Support Services

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Vaccinations

Weight Management Support

Perimenopause, Menopause

The 5 ways to wellbeing



Give to others

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time.

Join a community group. Look out as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with people around you.



Take notice / be mindful

Be curious. Catch sight of the beautiful. Remark on the unusual. Notice the changing seasons. Savour the moment, whether you are walking to work, eating lunch or talking to friends. Be aware of the world around you and what you are feeling. Reflecting on your experiences will help you appreciate what matters to you.



Be active

Swap your inactive pursuits with active ones. Go for a walk. Step outside. Play a game. Garden. Dance. Walk or cycle when making short journeys. Being active makes you feel good. Most importantly, discover a physical activity you enjoy and that suits your level of mobility and fitness.



Connect

... with the people around you. With family, friends, colleagues and neighbours. At home, work or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.



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Keep learning

Try something new. Rediscover an old interest. Sign up for that course. Take on a different responsibility at work.

Fix a bike. Learn to play an instrument or how to cook your favourite food. Set a challenge you will enjoy achieving. Learning new things will make you more confident as well as being fun.



Central and
North West London
NHS Foundation Trust

mind
in Harrow

[Mental Health & Wellbeing support link is here on the Harrow Council Website](#)

Cancer Screening & Support



Bowel Cancer Screening:

How do I get a screening kit?

- Bowel cancer screening is offered to everyone aged 54 to 74 every 2 years. It will soon be available for everyone aged 50 to 74 years old, so you may be sent a home test kit now if you're aged 50 or over. This is because your risk of getting bowel cancer gets higher as you get older.
- You can also get screening for bowel cancer every 2 years if you are aged 75 or over, but you need to call the bowel cancer screening helpline on 0800 707 6060 and ask for the test.

Breast Cancer Screening:

The National Breast Screening Programme was introduced in 1988 as an early detection service for breast cancer. It states that all women who are aged between 50 – 70 years of age will be routinely invited for free breast screening every three years. The programme is very successful and currently saves around 1,400 lives per year.



Cervical Cancer Screening: or smear test, is a method of detecting abnormal (pre-cancerous) cells in the cervix in order to prevent cervical cancer. The cervix is the entrance to the womb from the vagina. Cervical screening is recommended every three years for women aged 25 to 49 and every five years for women aged 50 to 64 or more frequently if smear results indicates abnormal changes.

<https://healthyharrow.org.uk/wp-content/uploads/2025/01/Cancer-Information-Booklet.pdf>



Macmillan Cancer support: Have questions about cancer?

Phone: 0808 808 000

Website: Macmillan Cancer Support

MACMILLAN
CANCER SUPPORT

Bereavement Support Service



Bereavement is a personal experience. It can often affect people in different ways. Sometimes it can be hard to see these feelings in ourselves. Grief is not always felt as sadness and loneliness. It may feel like a general feeling of discomfort and things 'not being right'. Grieving takes time. Sometimes the grief can be overwhelming over a long period of time. It can be necessary to have specialist support.



Are you grieving the loss of a dear family member or friend? It may be helpful to talk to someone about how you are feeling.

Please contact us: We offer a FREE service and we are here to listen.

Telephone: 020 8427 5720

Office opening hours: Monday, Wednesday and Thursday 8.00am – 3.00pm



Dementia



Dementia is not only about memory loss. It can also affect the way you speak, think, feel and behave. It's also important to remember that dementia is not a natural part of ageing.

Dementia is a syndrome (a group of related symptoms) associated with an ongoing decline of brain functioning. There are many different causes of dementia, and many different types.

People often get confused about the difference between Alzheimer's disease and dementia. [Alzheimer's disease](#) is a type of dementia and, together with [vascular dementia](#), makes up the majority of cases.



How Common is Dementia

Research shows there are more than 944,000 people in the UK who have dementia. 1 in 11 people over the age of 65 have dementia in the UK.

The number of people with dementia is increasing because people are living longer. It is estimated that by 2030, the number of people with dementia in the UK will be more than 1 million.

Further information:

- [Living well with dementia](#)
- [Staying independent with dementia](#)
- [Looking after someone with dementia](#)
- Sign up for [Dementia Information Service emails](#)



What is Diabetes?



Diabetes is a serious condition where your blood glucose level is too high. It can happen when your body doesn't produce enough insulin or the insulin it produces isn't effective. Or, when your body can't produce any insulin at all.

Symptoms of Diabetes

The symptoms can depend on the type of diabetes you have. But the common symptoms of diabetes include:

- Going to the toilet a lot, especially at night
- Being really thirsty
- Feeling more tired than usual
- Losing weight without trying to
- Genital itching or thrush
- Cuts and wounds take longer to heal
- Blurred vision

Know Diabetes webpage: <https://www.knowdiabetes.org.uk/>



Early Help Support Services 0 – 25 years



The Early Support Team delivers services Harrow Activities for:

- parents
- carers
- pregnant women
- young people aged 0-19

(or 25 with Special Educational Needs or Disability)



Cedars Children's Centre

Telephone: 020 8736 6222

Hillview Children's Centre

Telephone: 020 8422 4692



Families Information Services: **Telephone:** 020 8901 2690

Email: fis@harrow.gov.uk

Tips to prevent falls

Check your home environment for hazards including:

- Items left on stairs
- Loose rugs or wires

Optimise your home environment

- Ensure good lighting
- Consider railings on stairs

Look after your feet

- If you have foot problems then consider seeing a podiatrist
- Check shoes are well fitting.

Check your vision every 12 months
Eye tests are free for those over 60

Exercise and physical activity

- We recommend 2.5 hours over each week of exercise that makes you breath harder
- Consider strength and balance exercises to reduce your falls risk

Medications can increase risk of falls

Your GP or pharmacist may be able to review these with you if you think they may be making you feel drowsy or unsteady.

Diet Look at a balanced diet with plenty of vitamin D and calcium to aid bone health.

Contacts and information

NHS advice on Falls prevention

 [nhs.uk](https://www.nhs.uk)

AGE UK Hillingdon Harrow and Brent

Advice and guidance

 020 8861 7980

 ageuk.org.uk


NHS 111

NHS help if you think you need medical help right now

 111

 111.nhs.uk

Harrow Adult Social Care

 020 8901 2680

 harrow.gov.uk/adults


Joy

A platform for local services and residents to connect

 <https://services.thejoyapp.com>

Harrow Carers


For advice and strength and balance classes



 020 8868 5224

 harrowcarers.org

Harrow's Falls Service


Assessment and help for those at high risk of falls

 03005 558 889 (option 1)



Preventing falls

A guide for staying safe and what to do if you fall



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Are you at risk?

Falls are a common occurrence and increase as we get older.

Between 33-50% of over 65's fall at least once a year.

- Have you fallen in the last 12 months?
- Do you feel unsteady on your feet?
- Do you have a fear of falling?

If you answer yes to any of these questions see your registered medical practitioner as soon as possible.

What to do if you fall

Try and stay calm. Assess the situation and check if you are hurt

If you cannot get up by yourself:



Try to get help Pendant alarms can be helpful, or get to a phone if possible



Keep warm Use anything nearby to cover yourself, clothing, towels



Keep moving around if you can so you are not stationary in one place preventing pressure sore formation

If you feel you can get up yourself:



Slowly roll on to your side



Come up on to your hands and knees



Crawl towards a solid piece of furniture, chair or sofa



While side on to the chair put your strongest leg forwards foot flat on the floor



Put both hands on the chair and pull yourself up on to the chair



Ensure you inform someone and if needed seek medical help.

Watch a video about how to get up from the floor after a fall

[harrow.gov.uk/falls](https://www.harrow.gov.uk/falls)

Getting active

Physical activity is recommended to help prevent falls. There are many options to exercise in Harrow:

Strength and balance classes

Classes to help reduce your risk of falling. See the website for details.

 [harrow.gov.uk/falls](https://www.harrow.gov.uk/falls)

Stay active and feel great in Harrow

Information on local exercise at low or no cost including strength and mobility

 [harrow.gov.uk/stayactive](https://www.harrow.gov.uk/stayactive)

Harrow Health walks

A free programme of walks for anyone who wants to improve their wellbeing and health, meet new people and explore Harrow's hidden gems.

 [harrow.gov.uk/walk](https://www.harrow.gov.uk/walk)
 020 8424 1255

Harrow leisure centre

Situated about 10 minutes' walk from Harrow and Wealdstone station, the leisure centre offers a wide range of sports, leisure and recreation facilities.

 [harrow.gov.uk/health](https://www.harrow.gov.uk/health)

Falls Prevention Service (Hillingdon)



📍 Age UK Hillingdon Harrow and Brent

💰 Free

**Call 02087 564392 for
more info**

Please note, this service is not available outside Age UK Hillingdon, Harrow and Brent - Head Office's catchment area.

Age UK Hillingdon Harrow and Brent
Chapel Court
126 Church Road
Hayes
Middlesex
UB3 2LW
United Kingdom

Email: falls@ageukhbb.org.uk
Telephone: 02087 564392

Falls Prevention



For individuals aged 65 and over who have had a fall, near miss or ongoing fear of falling that affects daily activities.

Watford FC's Community Sports and Education Trust are delivering FREE strength and balance exercise classes in Harrow. These sessions are run by qualified instructors to improve peoples' balance and strength, as well as their physical and mental wellbeing. All exercises are tailored to reduce the risk of falls.

For more information or to book please contact Shona McHale on 07510 593 192 or email fallsprevention@watfordfc.com



[Click here to complete our form and register your interest](#)

If you would like an accessible registration form, please contact Shona.



Feeling Unwell?



NHS
Providing NHS services

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children and young adults aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)

Ask your pharmacy for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charges apply when you need to see a pharmacist



WE WANT TO KNOW ABOUT YOUR EXPERIENCE WITH LOCAL PHARMACIES.

Answer this quick survey to let us know about how you use your local pharmacy and help shape future improvements to pharmacy services in your borough.

To access the survey type this link into your internet browser: <https://forms.office.com/e/T3CLNc3tEu>



Or scan this QR code to access the survey



Feeling Unwell?



When to use NHS 111 online or call 111

NHS 111 can help if you think you need medical help right now. You can get help from NHS 111:

- by using 111 online
- in the NHS App
- by calling 111
- 111 can direct you to the best place to get help if you cannot contact your GP during the day, or when your GP is closed (out-of-hours).

Depending on what you need, you might be advised to:

- call 999 or go to A&E in an emergency
- go to an urgent treatment centre
- see an evening and weekend GP (out-of-hours GP)
- book a callback from a nurse
- get urgent specialist support, for dental or mental health problems
- contact your own GP surgery
- see a pharmacist for help with a minor illness
- look after yourself safely at home



What is the difference between urgent and emergency healthcare?



Urgent care:

Is for an illness or injury that needs attention quickly but is not a life-threatening situation. Although some urgent care is provided in hospitals, much is also provided by services outside hospital.



Urgent care – for an illness or injury that needs attention quickly but is not life-threatening.

Call 111 for advice or an appointment

- Sprains and strains
- Suspected broken bones
- Minor head injuries
- Cuts that need stitches
- Minor burns and scalds
- Feverish illnesses
- Abdominal (tummy) pain
- Urgent mental health concerns

What is the difference between urgent and emergency healthcare?



A & E - Emergency Care:

This is help for life-threatening conditions. If someone is in immediate danger because of an injury or a severe health problem, they need emergency care quickly. This is available at emergency departments (EDs), also known as Accident and Emergency (A&E) or casualty.

The role of EDs: EDs have specialist staff and equipment to handle serious health emergencies. However, with rising demands, EDs are becoming very busy.



Emergency care – treatment for life-threatening conditions or injuries, which need treatment as soon as possible.

Call 999 or go to ED (examples)

- Signs of a heart attack
- Signs of a stroke
- Severe difficulty breathing
- Seizures
- Heavy bleeding (spraying or pouring)
- Choking
- Rapid swelling of lips, tongue or mouth
- Severe injuries after a serious accident

What happens when you call 999



The call handler will ask you some questions. They will want to know things like:

- the location of the emergency (for example, the postcode or any landmarks)
- what has happened (the main symptom or reason for the call)
- your contact number (in case they need to call you back)

They will tell you when they have all the information they need.

If you are told you will get a callback, make sure there is someone there to answer.

Information:

Calling 999 does not always mean an ambulance will be sent.

You might be told it's safe for you to make your own way to A&E, or to be seen elsewhere.

Get help from NHS 111 if:

- you're not sure if you need to call 999

NHS 111 can check your symptoms and tell you what to do.

[Check your symptoms on 111 online](#), or call 111 to speak to someone if you need help for a child under 5.



General Mental Health & Wellbeing

Harrow Health Walks

- Free, leader-led walks for all ages and fitness levels.
- No booking required; runs daily across the borough.
- Contact: 020 8424 1255 | publichealth@harrow.gov.uk | [Details](#)



Hypertension



High blood pressure can often be prevented or reduced by eating healthily, maintaining a healthy weight, taking regular exercise, drinking alcohol in moderation and not smoking.

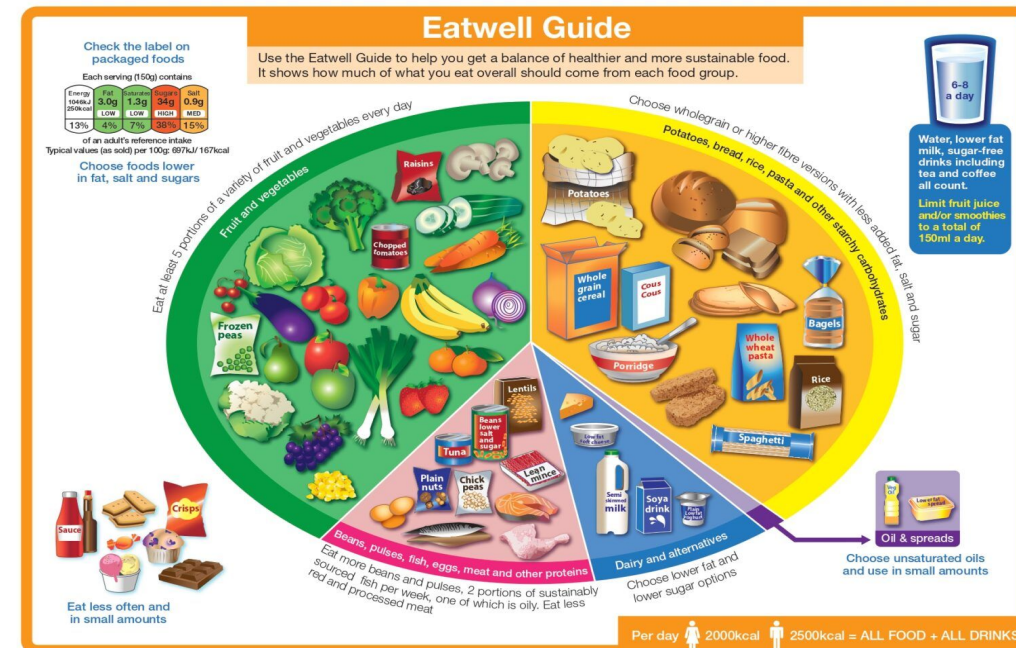
The Eatwell Guide highlights the different types of food that make up our diet, and shows the proportions we should eat them in to have a well-balanced and healthy diet.



Salt raises your blood pressure. The more salt you eat, the higher your blood pressure. Aim to eat less than 6g (0.2oz) of salt a day, which is about a teaspoonful.

Eating a low-fat diet that includes lots of fibre, such as wholegrain rice, bread and pasta, and plenty of fruit and vegetables also helps lower blood pressure.

Having too much salt can cause high blood pressure.



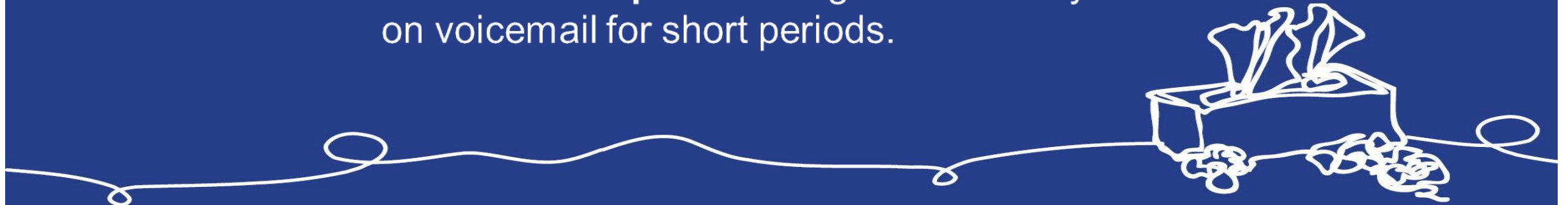


Mental Health Information Helpline

0208 426 0929

info@mindinharrow.org.uk

You can ring us if you need talk to someone for some emotional support. We are **open from Mon-Thurs 9.30 a.m. - 5.00 p.m.** although the line may be on voicemail for short periods.



Harrow Oral Health Promotion Team



Oral Health Promotion Team for the Borough of Harrow aims to ensure that every child in living Harrow is given the best start in life and the opportunity to grow up free from dental decay.

Harrow has the highest rates of decay in children and now falls at the top above all other London Boroughs. This data highlighted that 42.4% of 5 year olds living in Harrow have dental decay.



For more information



Tooth Decay & How to Brush Your Teeth



You can start brushing your baby's teeth as soon as they start to come through. Use a baby toothbrush with a tiny smear of fluoride toothpaste.



Take your child with you when you go for your own dental appointments so they get used to the idea.

NHS dental treatment for children is free, but not all dentists will take on new NHS patients.

To find a dentist, you can use our [services search](#), ask at your local clinic, or contact NHS England on 0300 311 22 3 or email england.contactus@nhs.net.

Use your postcode to find a dentist:



1 Place the brush at a 45° angle to the front tooth surface. Bristles must contact both lines of tooth and gum.



2 Move the brush in a small, jiggle, circular motion.



3 Clean the inside surfaces of the back teeth by moving the brush in a small back and forth motion.



4 Clean the inside surfaces of the front upper teeth by tilting the brush vertically using small up and down strokes.



5 Clean the inside surfaces of the front lower teeth by tilting the brush vertically using small up and down strokes.



6 Move the brush in a back and forth motion to clean the biting surfaces.

Safe Sleep








For the first 6 months of your baby's life the safest place for them to sleep is in a cot in the same room as the person looking after them, for all sleeps.


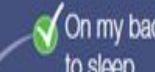




Sadly, every year a small number of babies die suddenly and unexpectedly in their sleep. Sometimes a cause is found, such as an underlying health condition, but often there's no obvious reason.



Reduce the risk by avoiding these things.

-  Don't smoke when pregnant and keep my home and car smoke free
-  Never fall asleep with me on a sofa or armchair
-  Avoid letting me sleep in your bed
-  Don't leave me in my car seat when I am not travelling
-  Don't let me sleep in my chair, swing or nest. My head can roll forwards if I am not sleeping flat. Soft surfaces near my face are hazardous when I am sleeping.

For the first six months, the safest place for me to sleep is in my cot in your room.

-  Clear my cot
No teddies
Pillows
Cot bumpers
Just me!
-  On my back to sleep
-  Tuck me in with blankets under my arms
-  Feet to foot
-  Check the room temperature when I'm asleep
16 - 20°C
-  If I use a dummy or am swaddled, I need this for every sleep, day or night

For more advice and information contact us
www.scottishcotdeathtrust.org 0141 357 3946

Scottish
COT DEATH
Trust

Sexual Health Appointments



Call 020 3893 8575 or email LNWH-tr.HarrowISRH@nhs.net

Please note sexual health appointments are available Monday to Friday, 9am to 4.30pm.

Lines open

- Monday: 8.30am to 5.30pm
- Tuesday: 8.30am to 5.30pm
- Wednesday: 8.30am to 7pm
- Thursday: 8.30am to 7pm
- Friday: 9am to 4.30pm
- Saturday: Closed
- Sunday: Closed



Sexual Health Support & Services

Sexual Health Clinics

Caryl Thomas Clinic Harrow

A guide to sexual Health Services (NHS)

Sexual Assault & Rape Support services



Single Point of Access



The Single Point of Access is open 24 hours a day, seven days a week, 365 days a year. You can call us on [0800 0234 650](tel:0800 0234 650) or email cnw-tr.spa@nhs.net

- The Single Point of Access provides one number and one email address for referrals to secondary mental health services and support in a mental health crisis in the Boroughs of Brent, Harrow, Hillingdon, Kensington & Chelsea and Westminster, and also Milton Keynes (out of hours).
- You can also call NHS 111 and select the mental health option if you are experiencing something that makes you feel unsafe, distressed, or worried about your mental health. This is an additional way to contact crisis services and does not replace the Trust's Mental Health Crisis Line.

You can read more about NHS 111 [on this page](#)

- [Watch the VAH video](#)





☎ 020 8424 7701

✉ cnwl.harrowhub@nhs.net

We're open 9am – 5pm Monday to Friday (not including Bank Holidays).

This phone number and email is for current patients of any of our Harrow Community Mental Health Hubs to get in touch about appointments, it is not for referrals.

The Cove

If you want to speak to someone who is not a clinician, ask the mental health team looking after you for a referral to The Cove, a local community safe space opening 2-10pm every day, 7 days a week, offering appointments in person or virtually.

For more information, visit [The Coves web page](#).



Kooth

Kooth is for children and young adults aged 11-25. You can access free, safe and anonymous support through Kooth which is supported by the NHS for anyone who resides in North West London.

Visit our [Kooth web page](#) for more information on how to access the service.



Hub of Hope

Not ready to speak to someone? Visit [Hub of Hope](#) to find what services are open near you.



Smoking Support Services



Access one to one specialist advice for quitting smoking for good.

Speak to a smokefree advisor by calling 0300 123 1044.

Speak to your GP to get support in quitting.



Substance Misuse Service



Young People (Under 18s)

Compass provides a free and confidential service. It's for children, young people and families who need help with their own or another's drug or alcohol use. People under 18 years can self-refer or be referred. They can then support them up to the age of 24.

Find further details on the [Compass website](#)



Substance Misuse Service



Substance Misuse Service Adults (Over 18s)

The adult substance misuse service is delivered by Via. It is for Harrow residents, aged over 18, their families and carers. They focus on recovery.

- Services available include:
- drug and alcohol testing
- clinic based and outreach work - providing screening and assessment
- aftercare skills for life, providing education, training and employment
- prescribing medicine to assist recovery
- dual diagnosis counselling and consumption service

supervised by a pharmacy

- criminal justice and psychosocial interventions – hospital liaison service
- VIA also provide training and support to for professionals.

[Visit www.viaorg.uk](http://www.viaorg.uk)

v-i-a



Vaccinations



Winter vaccinations

The following vaccinations are offered to people who are higher risk of developing more severe symptoms and complications including pneumonia and hospitalisation.

Flu

- It is recommended to get the flu vaccination every year. This includes adults aged 65 and over, younger adults with certain medical conditions (such as lung conditions), pregnant women, primary school children and carers.

COVID-19

- This is offered if you are pregnant, aged 65 and over, a younger adult with higher risk of complications because of a health condition or treatment, or a care home resident.
- Your GP will likely contact you to arrange the above vaccinations. You could get a letter, text, phone call or email. However, if you know you are due for a vaccination, you can speak to your GP surgery to book the appointment.

To find out where you can get your vaccine use the QR code:



Adult Vaccinations



Adults

The following vaccinations are offered to adults who are at higher risk of complications.

- **Shingles**

You are eligible for the shingles vaccine when you turn 65. You will be offered 2 doses of the vaccine which are given between 6 and 12 months apart.

- **Pneumococcal**

The pneumococcal vaccine helps protect against serious illnesses like pneumonia and meningitis. The risk of serious infection and hospitalisation increases with age. It is therefore recommended to have one dose of vaccine at the age of 65.

Child Vaccinations



It is important that vaccines are given on time for the best protection, but if you or your child missed a vaccine, contact your GP to catch up.

NHS vaccination schedule

Vaccines for babies under 1 year old

Age	Vaccines
8 weeks	6-in-1 vaccine Rotavirus vaccine MenB vaccine
12 weeks	6-in-1 vaccine (2nd dose) Pneumococcal vaccine Rotavirus vaccine (2nd dose)
16 weeks	6-in-1 vaccine (3rd dose) MenB vaccine (2nd dose)

Vaccines for children aged 1 to 15

Age	Vaccines
1 year	Hib/MenC vaccine (1st dose) MMR vaccine (1st dose) Pneumococcal vaccine (2nd dose) MenB vaccine (3rd dose)
2 to 15 years	Children's flu vaccine (every year until children finish Year 11 of secondary school)
3 years and 4 months	MMR vaccine (2nd dose) 4-in-1 pre-school booster vaccine
12 to 13 years	HPV vaccine
14 years	Td/IPV vaccine (3-in-1 teenage booster) MenACWY vaccine



Weight Management



Register for Shape-Up

You can register for the Shape-Up programme if you:

- are aged 18 to 65
- have a Body Mass Index over 30 (or 27.5+ for BAME individuals)
- live in Harrow or are registered with a Harrow GP

To discuss the options, call 01923 496391 or email shapeup@watfordfc.com

Find out more & register for Shape-Up visit website

Sign up to Harrow Council's "Shape Up" programme, to help manage your weight.



**COMMUNITY SPORTS
& EDUCATION
TRUST**
REGISTERED CHARITY NO: 1102239



Perimenopause

Perimenopause is when you have symptoms of menopause but your periods have not stopped. Perimenopause ends and you reach menopause when you have not had a period for 12 months.

To find out more about the signs and indicators of Perimenopause please use the QR code



To read the booklet about menopause see web link to PDF below:

<https://menopausesupport.co.uk/wp-content/uploads/2023/10/Understanding-Menopause-booklet-poster-replaced-Oct-23-1-scaled.jpg>

Menopause



- Menopause is when your periods stop due to lower hormone levels. It usually affects women between the ages of 45 and 55, but it can happen earlier.
- It affects anyone who has periods.
- Menopause can happen naturally, or for reasons such as surgery to remove the ovaries (oophorectomy) or the uterus (hysterectomy), cancer treatments like chemotherapy, or a genetic reason. Sometimes the reason is unknown.
- Menopause and perimenopause symptoms can have a big impact on your life, including relationships and work.

For support & help please scan the QR code



2. Disability and Accessibility Support (Blue)



Focus: Support for individuals with disabilities or special needs

Adult & Community Development Academy (ACDA)

ADHD & Autism Support for Adults

Disability Hate Crime

Harrow Association of Disabled People

Harrow Carers and Care Assessments

Optivita Early Years & Men's Support

Adult & Community Development Academy (ACDA)



- 12-month ESOL & Digital Skills for Health outreach service funded by Harrow Giving.
- Focus: Health engagement for disadvantaged families through language and digital skill development.
- Contact: info@acda.org.uk | [Website](#) | Twitter: [@ACDA_UK](#)



Best Beginnings - Baby Buddy App

Multi-award-winning app supporting families' mental and physical health. Integrates with Harrow's maternity and early years pathways. [Learn More](#)



Home-Start Barnet, Brent & Harrow - Dad Matters

- Supporting male parents in the First 1001 Days with attachment, bonding, and mental health.
- Contact: admin@homestartbarnet.org | [Website](#)

HASVO

- Empowering Somali and Arab communities with culturally tailored workshops and videos.
- Focus: Immunisation, prenatal/postnatal health, and reducing health inequalities.
- Contact: info@hasvo.org | [Website](#)

ADHD & Autism Support for Adults in Harrow



Centre for ADHD & Autism support sessions



They provide information, training, support groups and practical help to residents of North-West London. Their support services encompass education, benefits, parenting and care advice with signposting to other agencies if appropriate. They also offer specialised parenting courses, workshops and training. Should you live outside of these areas and need support, please see the [ADHD Foundation](#) for advice on ADHD and the [National Autistic Society](#) for information on autism.



Disability Hate Crime



We are committed to supporting the disabled community in fighting against all types of disability hate.

In 2021/2022, over 14,242 disability hate crimes were reported to the police across England and Wales.

How Stop Hate UK support people affected by hate against the disabled community:

A huge part of our work is to deal directly with victims of Hate Crime and to help them cope with the incident and navigate their options.

Visit the website for details online [Reporting Form is here](#)



Harrow Association of Disabled People (HAD)



Ensuring that Disabled people have access to relevant information, advice and support from HAD.

Delivering high quality services that empower and enable disabled people to have the freedom of choice, access their rights to live independently and gain equality.

Providing a channel and voice for Disabled people to campaign on the issues they identify as important.

Influencing and assisting wider society to remove all physical and attitudinal barriers that cause exclusion and disadvantage to Disabled people.

Be pro-active in bringing for consultation, to Disabled people's attention, any issues which may affect them in the future.

Address: The Wealdstone Centre, 38-40 High Street, Wealdstone, HA3 7AE

Telephone: 020 8861 9920 **Email:** General@HAD.org.uk





Who is a carer?

A carer can be a child or an adult who provides support to family or friends who could not manage without this help. This could be caring for:

- a relative,
- Partner or friend who is ill, frail, disabled or has mental ill-health or substance misuse problems. All the care they give is unpaid.

How do you identify a carer?

Many carers juggle their caring responsibilities with work, study and other family commitments. Some, in particular younger carers, are not known to be carers or may not see themselves as carers.

Carer's Assessment: Local authorities have a duty to offer a carer's assessment to individuals providing care. These assessments help identify carers and assess their needs. If you are a carer, you can request a carer's assessment from your local authority.



Harrow Carers - Harrow Carers is an independent charity and voluntary organisation is the focal point for carers in Harrow to obtain information and advice.

Self-referral - 020 868 5224 / admin@harrowcarers.org

Any practice staff can make a referral by email / phone / website online form <https://harrowcarers.org>

Carers Guide Book - [Guide for Carers in Harrow \(harrowcarers.org\)](https://harrowcarers.org) - has information and a range of resources for carers including a wide range of organisations who can be of use for Carers.

Harrow Council - Carers Conversation Approach - Council staff will have 'conversations' with you, to best understand what is happening for you in your caring role and how it is impacting on your own health and wellbeing.

contact: 020 8901 2680 or email AHadults@harrow.gov.uk

or via www.harrow.gov.uk / carers@harrow.gov.uk for information and advice

IDENTIFY **REGISTER** **SIGNPOST**



Optivita Early Years



Optivita Early Years is a new and innovative pilot which will deliver services to families in the South Harrow area. The NHS England-funded pilot will focus on improving life chances for parents and babies who are living in some of the most disadvantaged areas of the borough by delivering a set of interventions in early life that can prevent the escalation of complex needs, reduce inequalities in access, and improve outcomes for children under five. With a focus on prevention and health promotion as early as possible, the project aims to **target support for families with children under five** to improve health and wellbeing in later years.

Ignite Youth - GLOW Up! Young Mums' Fitness Café

- Weekly term-time sessions (2 hours) for mums aged 13 - 25
- Activities include:
 - **GLOW Up! Cafe:** A space for healthy snacks, resources, and maternal confidence-building.
 - **Fitness Club:** Zumba classes with a qualified instructor to enhance physical fitness and social skills.
 - **Mentoring:** 1:1 sessions for emotional well-being and life skills.

Families in Action Together (Wealdstone Baby Bank)

- Addressing gaps in healthcare and education access.
- Activities include hosting professionals and tailored workshops for parents.
- Contact: w.babybank@gmail.com | [Facebook](#)



Men's Mental Health Initiatives

(for dad's as well as the dad's group in Optivita)



Mind in Harrow Men's Social and Support Group

- Weekly meetings (Tuesdays) at Mind in Harrow office.
- Includes soup lunch and refreshments.

The Man Down Project

- Combating toxic masculinity through talks, walks, and creative arts.
- Registration: [Link](#) or email: themandownproject@gmail.com.



3. Housing and Environmental Issues (Yellow)



Focus: Housing conditions, safety, and environmental concerns

Condensation, Damp & Mould

Damp, Mould & Housing Support

Find a Warm Space (Community Hubs)

Homelessness & Resources

How to Keep Warm at Night

How to Keep Warm in Winter

How to Keep Your Home Warm

Staying Cool in Summer

Warm Hubs Harrow (Community Hubs)

Condensation, Damp and Mould



Condensation, damp and mould can have a serious effect on people's health, especially if they have respiratory illnesses, allergies and asthma.

Damp can be caused by condensation (from cooking, bathing, drying wet clothes) or by issues such as leaks or blocked gutters. Damp can lead to mould growth. Problems with damp and mould should be reported to the landlord (private, housing association or council). If the landlord does not address the issue, contact Harrow Council Environmental Health using the webform:

www.harrow.gov.uk/housing-property/report-issue-privately-rented-accommodation

Harrow Council tenants should report concerns with damp and mould online at

www.harrow.gov.uk/housing-property/request-repair-council-home

by phone 020 8901 2630



Do you have an issue with your rental home you'd like to discuss? Contact:

jacksoncaines@harrowlawcentre.org.uk

Damp, Mould & Housing Support



DAMP AND MOULD

Advice for keeping your home damp-free

Dry clothes outside when possible		Ventilate rooms for 15 minutes a day	
Use the extractor fan when bathing		Keep a window or ventilator open	
Cover pans and use the extractor fan		Keep living areas 18°C to 21°C	
Wipe moisture from surfaces		Check your heating system regularly	
Keep a gap between walls and furniture		Consider insulation and thick carpet	

If your issue has not gone away after following this guidance, speak to your landlord/housing provider.
If you do not have a response, report it to the Council

www.harrow.gov.uk/dampandmould

Harrow Law Centre can provide advice in the following areas:

Possession and eviction

Homelessness

Unlawful evictions

Disrepair cases, where there is a serious risk of harm to the health and safety of the individual or member of the individual's household.

Most of our housing work is funded by the Legal Aid Agency. We will assess whether you are financially eligible for legal aid and also whether your case is in scope for legal aid.

If you require housing advice, please contact us by email or calling us on 020 8863 4355 and select option 1.

Do you have an issue with your rental home you would like to discuss? Contact:
jacksoncaines@harrowlawcentre.org.uk

Find a Warm Space



As temperatures plummet, many organisations across the country are creating warm hubs. These spaces offer warm food and drink, heating and a place to meet others.

Warm Welcome has 3,000 registered hubs across the UK, offering welcoming spaces to the public. **You can find one near you, here.**

Many local organisations such as churches, town halls, shops, pubs and cafes are also offering warm hubs. **Check with your local council** to find a space near you.

Harrow Community/Warm Hubs link is here

Harrow Giving



Preventing Homelessness



London is in a severe housing affordability crisis due to the cost of living and changes to the Private Rented Sector (PRS).

Difficult to find affordable larger accommodation locally, especially for families who need help from HB/UC for housing costs and/or are affected by the Benefit Cap.

Harrow has a small social housing stock. Housing solutions will usually be in the private rented sector. It is difficult to find alternative accommodation in Harrow, so it is really important to try to avoid losing your current home.

Get advice early on if you think you may need to move.

If you are at risk of losing your home use the online webform

https://www.harrow.gov.uk/wf_housingadvice or call Housing Advice on 020 8424 1093 (option 1).

Local resources for homeless people

FirmFoundation – Services include drop-in sessions for food and shower, the Winter Night Shelter, outreach and floating support and Hope Place supported housing.

Monday 2-4pm and Friday 2-4pm at Harrow Baptist Church Tel: [020 8426 5515](tel:02084265515) OR Email: js@firmfoundation.org.uk

Street link – Helps people sleeping rough <https://www.streetlink.org.uk/> - helpline: 0300 500 0914

Harrow Council's Housing Advice Team. If you are homeless on the day you can speak with a Housing advice officer between 9am and 5pm Monday to Friday on 0208 424 1093

Harrow Street Pastors

They are usually on patrol to help people on the streets from 10pm to 4am on a Friday or Saturday and can be contacted via **Email:** harrow@streetpastors.org.uk

YMCA: contactable via T 020 8832 1550 | E roxethgate@ymcaspg.org

Use [Homeless Link](#) to refer to hostels



How to Keep Warm at Night



Staying warm at night

Temperatures plummet when it gets dark, so in winter it's important to know how to keep your bedroom as warm as possible at night. As with any room, exclude any draughts, close the windows when it's cold, and put down rugs to insulate the floor.

Bedding: Staying warm in bed is vital for us all in winter. Use extra blankets, or buy flannel or fleece bedding if you can. These materials are the warmest bedding options, as they trap body heat and are better insulators than cotton. Using thicker tog duvets will also provide additional warmth.

Electric or weighted blankets: An electric blanket is a lot cheaper to run than a heater and provides a constant source of heat throughout the night. Weighted blankets are also very comforting and help you stay warm as they don't let chilly air into the bed.

Toasty pyjamas: Wearing warm clothes in winter isn't just for daytime. At night, wearing fleece or flannel pyjamas will go a long way to keeping you warm as they trap the heat. Don't forget your feet either. Bed socks will keep your feet warm and help you sleep.

Hot water bottle: Cost effective and long lasting, a hot water bottle will provide a safe source of warmth throughout the night.

How to Keep Warm in Winter



Keep your feet and hands warm

They might not be the first thing you think of, but if you want to stay nice and toasty this winter, it's important you know how to keep your feet and hands warm.

When it gets cold, your body works harder to keep blood flowing to your core and vital organs to keep them warm. This can change the blood flow to your hands and feet, meaning they may get cold. Keeping your fingers and toes snug can help regulate your body temperature, so make sure not to ignore them.

How to keep your feet warm

Wearing thick socks and slippers when indoors will help trap the heat and keep your feet toasty. If you're outside, wear warm socks and shoes that are completely waterproof.

How to keep your hands warm

Wearing gloves made of insulating materials, like wool or leather, will help keep your hands warm. You can also use winter warmer packs like hand warmers. These work best when tucked into gloves or clothing.

How to Keep Warm in Winter



Keep your body warm

Extremely cold weather can have a negative impact on our health. People with respiratory problems such as asthma, or heart conditions are at particular risk during the winter months. Our bodies need to be kept at a core body temperature of 37C to stay healthy, which means rooms should be heated to a minimum of 18C.

There are many ways you can maintain your core body temperature and stay warm in winter, without turning the central heating on.

Try these tips:

Layer up your warmest indoor clothing

- Wearing lots of layers rather than one thick piece of clothing will help trap your body heat and keep you warmer. Clothes made with insulating material, like wool jumpers and thermal underwear, are best for keeping you warm at home. Using a hot water bottle is also an inexpensive way to stay warmer for longer. You can also keep your feet warm with thick socks and slippers.

Food and drink

- Eating healthily and drinking plenty of hot drinks throughout the day will help with staying warm at home. Avoid alcohol - it prevents your blood vessels from constricting and you'll begin to lose body heat.

Move around

- It's also important to avoid sitting still for long periods of time - move around and keep as active as possible. This will help boost your circulation and keep you warm.

How to Keep your Home Warm



Keep your house warm

- Heating one room during the day is a cost-effective way to keep your house warm and your energy bill down. Here are a few ways to keep a room warm without using central heating.

Curtains

- Open your curtains during the day - the sun still provides warmth, even in the winter months. Make sure you close them as soon as the sun sets to keep the warm air in. Investing in thicker curtains, or thermal curtain liners, will help keep the cold air out and prevent heat loss.

Use a draught excluder

- We tend to lose a lot of heat through gaps around windows and doors. Exclude draughts by lining your windows with rubber seals and use a homemade draught excluder by doors - this could even be an old towel, tightly rolled.

Move furniture away from external walls

- Sitting with your back against an internal wall will instantly feel a lot warmer.

Insulate your floor with rugs

- If you don't have carpets, put down plenty of rugs. Hardwood or laminate floors are a lot colder than carpeted areas.

Avoid condensation on windows

With the windows closed, condensation can quickly build and can eventually turn to mould. This can be harmful to your lungs. Make sure you turn extractor fans on in the bathroom and kitchen and wipe down windows at regular intervals.

Staying Cool in Summer



Stay hydrated

Drink plenty of cool fluids and water and eat cold foods with high water content like salads and fruit. Sweating causes you to lose body fluids, so staying hydrated is key to staying cool.

Take cool baths or showers

The CDC recommends taking a cool bath or shower to prevent heat-related illnesses, injury, or death. You can also cool off by chilling in a lake, pool, or ocean, but be sure to wear waterproof SPF.

Block the heat

Close curtains in rooms that face the sun, and open windows if the air outside is cooler than the air inside. You can also try sprinkling water over your skin or clothing, or keeping a damp cloth on the back of your neck.

Staying Cool in Summer



Turn off electrical items

Appliances generate a lot of heat, so turning them off when not in use can help keep rooms from feeling too humid. Consider visiting an air-conditioned building such as a shopping centre or public library.

Limit hot activities

Ovens and cookers emit a lot of heat, so try sticking to cold foods like sandwiches and salads, especially during the hottest times of the day.

Wear Loose clothing

Keep cool: use air conditioning or a fan, wear light and loose-fitting clothing, and keep skin wet, using a spray bottle or damp sponge and by taking cool showers.

Warm Hubs



Community/Warm Hubs are safe places giving residents a friendly and inclusive welcome.

People can come along on their own, or with a friend, and talk to others over a hot drink.

Find Warm Hubs in Harrow

[Link to Harrow Council cost of living page](#) Energy saving

[Help to get food on Harrow Council webpage](#)

[Support for Children and young people Harrow Council Webpage](#)

[Debit Advice on Harrow Council Website](#)



<https://harrowgiving.org.uk/warmhubs/>

4. Domestic and Community Safety (Red)



Focus: Addressing abuse, safety, and community wellbeing

Domestic Abuse Support Services Info

Fire Safety

Safe Havens in Harrow

Domestic Abuse



Harrow domestic violence support agencies

- Domestic Abuse Support Service: Cranstoun For IDVA and Floating Support
email: harrowdass@cranstoun.org.uk
- Victim Support Harrow: 080 8168 9111
- Harrow Safeguarding Adults Service: 020 8420 9453
- Out of Hours for Safeguarding Children or Adults: 020 8424 0999
- Harrow Citizens Advice Bureau: 020 8427 9477
- EACH: Domestic Abuse Counselling: 0208 427 5188
- WISH: Counselling and support for Young People: 020 8416 7277
- Jewish Women's Aid: 0808 801 0500
- Resourceful Women's Network (Harrow)

Domestic Abuse



Other Specialist Support Services

- Forced Marriage Unit: 020 7008 0151
- RESPECT - support for Male Survivors: 0845 802 4040
- The Female Genital Mutilation Helpline (NSPCC): 0800 028 3550
- Asian Women's Resource Centre: 0208 961 6549/5701. Or email: info@asianwomenscentre.org.uk
- DAWN - an organisation that supports communities around Harrow



What we offer

Domestic abuse services in the London Borough of Harrow are delivered by Cranstoun.

We offer a support service for adults 16+ who are victim/survivors of domestic abuse. We work through a range of one-to-one support, programmes and interventions, each delivered by staff with specialist skills and experience of supporting those affected by domestic abuse.

- Independent Domestic Abuse Advocate (IDVA) Service
- Outreach service
- Victim/survivor support programmes
- Safe accommodation, refuge provision & floating support

Contact us

Cranstoun Harrow

P: 020 8129 5438

E: harrowdass@cranstoun.org.uk

Click the QR Code to find out more:



cranstoun.org



Domestic abuse services in the London Borough of Harrow

CRANSTOUN
Empowering People, Empowering Change

To be a world-class leader in rebuilding lives.



Central office
Thames Mews
Portsmouth Road
Esher
Surrey
KT10 9AD
T: 020 8335 1830
E: info@cranstoun.org.uk
www.cranstoun.org

Registered Charity No: 1061582
Registered Company No: 3306337

CRANSTOUN
Empowering People, Empowering Change

Everyone deserves a life without domestic abuse

Our services in Harrow are here to help.





Our work in Harrow

Our range of services include:

- Assessment, support and safety planning for victim/survivors of domestic abuse.
- Assessment and support for those who want to change their abusive behaviour.
- Support in seeking safe and appropriate housing options, if needed.
- Targeted support for those who may otherwise struggle to access services.
- Support with seeking expert legal advice.
- Help working with the police and support to understand the Criminal Justice System.
- Empowering clients to make informed choices that are right for them.
- Information about how to make a home safe with additional security measures.



IDVA Service

IDVAs (Independent Domestic Abuse Advocates) are specialist workers supporting victim/survivors who are at high risk of immediate and significant harm from domestic abuse.

IDVAs provide a lifeline for victim/survivors at a time when they are most vulnerable. They provide emotional and practical advice and information, enabling people to make their own choices about the action that they take to promote their long-term safety and wellbeing. IDVAs also represent the victim/survivors' views at a Multi-Agency Risk Assessment Conference (MARAC).

Outreach service

Support and advocacy service for 16+ year-olds at risk of harm from intimate partners, ex-partners, or family members. The service supports individuals to increase their safety and that of their children and offers advice and interventions appropriate to the needs of each person. The outreach service provides appropriate crisis support completing in-depth assessments of risk and undertaking high-quality safety and support planning, signposting and referring clients to external agencies and other specialist services as required.

Victim/survivor support programmes

These programmes help victim/survivors understand what constitutes domestic abuse, including coercive control. They take a focused look at healthy relationships and what changes may be needed for a safer future. We examine the relationships victim/ survivors have with themselves and teach practical skills for recovery, working on confidence, assertiveness and strengthening social connections in a safe environment. We encourage sharing of behaviours, thoughts and feelings around the aftermath of domestic abuse.

Safe accommodation, refuge provision and floating support

We work with victim/survivors to offer ongoing support, refuge provision and help and advice with housing resettlement needs and tenancy sustainment including:

- Advice on tenancy rights.
- Help with applications for grants and benefits.
- Support setting up community connections.
- Referrals to organisations who can help with home safety and security.
- Support with applications for new properties.

Home Fire Safety Harrow



Home Fire Safety Checker: Harrow Fire Brigade:

Get tailored advice for your home or for someone you care for.



Common Causes of fire include but are not limited to:

Cigarette

Candles

Vapes

Plug in Air Fresheners

Electric Circuit overload

Electrical Appliances

Electric Blankets

Gas

Harrow Council leaflet with info is

Available in this QR code



Safe Havens in Harrow



- Safe Havens offer temporary refuge to people who are at risk or vulnerable. It's a sanctuary within the community for people to get help and support their onward journey. The scheme is primarily aimed at women and girls, although these locations are open to anyone who feels harassed, vulnerable, or threatened.
- Staff across the 14 locations have undergone bespoke training with the Safer Business Network, a crime reduction agency, who we are working with as part of the Council's work to improve feelings of safety and end violence against women and girls.
- The locations (which include cafés, Harrow libraries, fire stations and more) will welcome individuals requesting help and offer a secure environment until they feel ready to move on.
- Each location will display a sticker on their window confirming it is part of the scheme.



5. Financial and Resource Support (Orange)



Focus: Financial assistance, cost-of-living help, and food resources.

Baby Banks

Benefits Calculators

Cost of Living and Energy Efficiency

Food Banks

Gas/Electric Grants

Gas/Electric Priority Services Register

Healthy Start Scheme

Water Bills and Support

Where to Get Debt Advice

Foodbanks



Help Harrow

- Help Harrow provides residents with access to food supplies, energy, health, wellbeing and benefits. Help Harrow allows residents in need of food to make food requests online.
- This winter, Help Harrow will also be opening 'Warm hubs' across the borough. Help Harrow will also distribute 'Winter Warmth Packs' to residents who may be struggling with their energy bills. To find out more visit [HelpHarrow.org](https://www.HelpHarrow.org)

London Community Kitchen

- You can visit the London Community Kitchen market every Friday 3pm to 6pm.

In Harrow you can access surplus food for free at:



The Kind Café (next to Harrow Leisure Centre) The Bridge, Christchurch Ave, Harrow, HA3 5BD

Website: [LondonsCommunityKitchen.com](https://www.LondonsCommunityKitchen.com) / Email: Office@Londonscommunitykitchen.com

Romanian Food Hub

- The Romanian Food Hub provides families and vulnerable adults weekly access to non-perishable food. They also link users to services offered by local authorities and other organisations. [Visit Romanian Culture and Charity Together \(rcct.uk\)](https://www.rcct.uk)



Breaking Bread Trust

- Support for the local community, including food help. [Visit BreakingBreadTrust.org](https://www.BreakingBreadTrust.org)

Foodbanks



Helping Hands

- Help and support for vulnerable and elderly residents, including food help.
- [Visit Helping Hands](#)

My Yard

- Supporting people facing food poverty to have access to a healthy diet and enjoy life.

Focus on Grange Farm Estate in South Harrow, [Visit MyYard.org.uk](#)

The Basherri Project

- Support for Afghan residents in Harrow, run by Masa Restaurant. For details email: management@masarestaurant.co.uk

Harrow Food Bank

- Part of a nationwide network of foodbanks, supported by The Trussell Trust. The food bank works using a voucher referral system. You will need a voucher issued by a local agency to access food at the food bank, such as Citizens Advice Harrow or your Health Visitor.
- There is a limit on the number of times you can be given a Voucher.
- [Visit Harrow.Foodbank.org.uk](#)

If you already have a voucher, [View the locations and opening times of Harrow Food Banks](#)



Baby Banks



Supporting families in need in Harrow and surrounding areas with baby essentials and pre-loved items for children aged 0-5 years.



Cariad Baby Bank

King's Church Harrow

Brigade House, Brigade Close, HA2 0LQ

Email: cariadbabybank@gmail.com

[Referral Website link](#)

Wealdstone Baby Bank

Wealdstone Methodist Church

Locket Rd, Harrow, HA3 7ND, Harrow, United Kingdom

Telephone: 07727 687328

Email: w.babybank@gmail.com



What benefits can you get ?

Use a **free benefit calculator** to check which benefits you can get

[Turn2us](#)



[Entitledto](#)



[Policy in Practice](#)



Cost of Living



Household Support Fund

- The Council's Household Support Fund may be able to help through:
- **Help Harrow:** Access to food supplies as well as advice on energy, health, wellbeing and benefits
- **Application Scheme:** One-off payments that qualifying households can apply for
- **Vouchers for Low-income Households:** The council will contact eligible households who will be sent a voucher
- **Free School Meals during the Holidays:** Vouchers will be given to vulnerable households



Find out more about the Household Support Fund

If you receive benefits, you may automatically get Cost of Living Support Payments from the Department of Work and Pensions.



Where to get debt Advice

- **Stepchange:** 0800 138 1111 or stepchange.org
- **National Debtline:** 0808 808 4000 or nationaldebtline.org
- **Debt Free Advice** 0800 808 5700
- **Pay Plan** - 0800 280 2816 or online <https://www.payplan.com/>
- **Debt Free Advice** – 0800 808 5700 or online <https://debtfreeadvice.com/>
- **Business Debt Line** - 0800 197 6026 or online <https://www.businessdebtline.org/>
- **Citizens Advice Harrow**
 - Advisers may support clients to make an informally negotiated arrangements. Also deal with debt emergencies.
 - Budgeting advice.
 - Clients may be referred to CAH specialist money adviser.
- <https://www.citizensadvice.org.uk/debt-and-money/help-with-debt/dealing-with-your-debts/check-your-debt-options/>



Gas/Electricity - Priority Services Register

www.ofgem.gov.uk/information-consumers/energy-advice-households/getting-extra-help-priority-services-register

Search 'ofgem priority services register'

ofgem



Gas/Electricity - Grants

<https://britishgasenergytrust.org.uk/grants-available/> Search "British Gas grants"

Welcome to the British Gas Energy Trust

Struggling with the rising price of energy?
Support is available no matter who your
energy supplier is.

WHAT SUPPORT
IS THERE FOR
YOU? >

FIND LOCAL
MONEY &
ENERGY ADVICE >



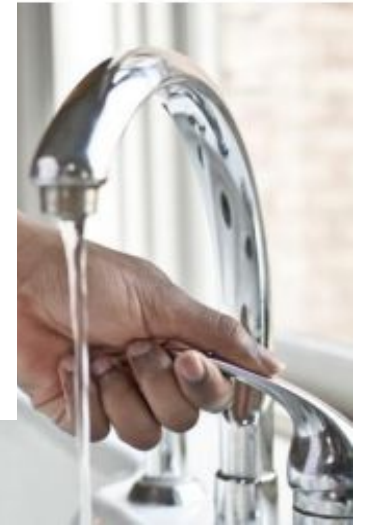
Water Bills



- **Thames Water:**
- WaterHelp - Income under £20,111 in London - Cuts bills by 50%
- Watersure - must have a water meter - Caps water bill at £423 per annum in 2022/3
- **Affinity water** - Low-Income Fixed Tariff (LIFT) - bill will be fixed at £107.20 (£71.50 if getting council tax support).

<https://www.thameswater.co.uk/help/account-and-support/waterhelp>

Search “Thames Water help”



Healthy Start Scheme

<https://www.healthystart.nhs.uk/> Search "Healthy Start Scheme"

Get help to buy food and milk

(the Healthy Start scheme)

What is Healthy Start?

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops. We'll add your benefit onto this card every 4 weeks.



6. Energy-Saving and Sustainability (Purple)



Focus: Green initiatives and sustainability efforts

Energy Saving Changes at Home

Energy Saving Support Green Doctors

Sustain IT

You can save energy by making small changes to your home and habits, which can have a big impact in saving you money and your carbon footprint.



Here are some changes you can make without spending a penny:

- Close your curtains at dusk to stop heat escaping. Make sure that your curtains don't block radiators as this will stop heat flowing into the room.
- Don't leave appliances on stand-by.
- Turning your thermostat down by 1 °C can cut your bills by up to 10%. Rooms temperatures should be around 18 °C, except the living room that should be set at 21 °C. For vulnerable people and small children keep room temperatures at 21 °C.
- Switch off lights when you leave a room. Energy saving bulbs can save you up to £8 per year per bulb compared to traditional ones. Residents in receipt of benefits can receive two free bulbs from the council.
- Wash your clothes at 30 °C instead of 40 °C. This uses a third less electricity.
- Only boil the amount of water that you need when using the kettle.
- Check to see if you are eligible to receive a grant for your home.

Harrow Energy Advice and Support with the Cost of Living



Call the Green Doctors

0300 365 3005

Struggling with your energy bills?

Our Green Doctors can help you:

- Reduce energy usage
- Install energy saving devices
- Tackle energy or water debt
- Priority Services Register

This project is funded by UK Shared Prosperity Fund and delivered by Green Doctors, part of Groundwork London- a charity that helps people save money, stay warm, and use less energy.

The call is free

**THE SERVICE
IS FREE**

Find out more at
london.greendoctors.org.uk



The money you deserve



If you're getting into debt over your energy bills, there may be grants that can support you.

We'll check what support you are eligible for and help you to apply for the money you deserve.

Energy saving tips

- Use energy efficient lightbulbs
- Turn the thermostat down by 1°C
- Only boil as much water as needed in the kettle
- Turn appliances and chargers off at the plug

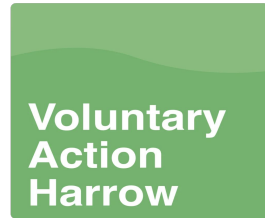


The service we provide



We can offer energy efficiency advice, provide support to apply for:

- WaterSure, Water Plus
- Priority Services Register, and connect you to other sources of help.



Sustain IT - Voluntary Action Harrow



Our mission for Sustain IT is to bridge the digital divide by providing access to technology for local charities and voluntary organizations. The refurbished laptops are distributed to these groups, empowering them to better serve their communities and reach their goals. Through this initiative, we help reduce electronic waste, foster sustainability, and enable others to thrive with the tools they need for success.

At Harrow Sustain IT, we work hand-in-hand with the local community to give unused laptops a second life. We collect donated laptops, keyboards, mice, and cables from individuals and regularly gather laptops from the Harrow Recycling Centre. These donations are then cleaned, repaired, and tested by our team of dedicated volunteers to ensure they're in working order.

For more information sustainit@vah.org.uk



Do you have an old laptop you are no longer using?



Would you like to volunteer to help repair and clean the laptops?



Do you want to teach others how to repair their broken and slow devices?

7. Information and Training Resources (Pink)



Focus: Information directories, training, and additional resources.

Additional Resources

Contact for MECC Training

Harrow Support Directories

MECC London Link

9. Additional Resources



[Live Well - NHS
\(www.nhs.uk\)](https://www.nhs.uk)

Advice and guidance around a wide range of health related topics including diet, exercise, smoking and alcohol use

[How Are You? quiz - NHS
\(www.nhs.uk\)](https://www.nhs.uk)

free 10 minute quiz creating a personalised health score with dashboard of where you can improve

[Mental health and wellbeing – Harrow Council](#)

Site with advice and extensive local resources for mental health in the locality

[Better Health - NHS
\(www.nhs.uk\)](https://www.nhs.uk)

Healthy changes start with little changes. Whether you want to lose weight, get active or quit smoking, Better Health is here with lots of free tools and support

[Citizens Advice Harrow](#)

Provide free, confidential and impartial advice and campaign on big issues affecting people's lives, online or telephone options available

[Joy - The right support is just a few clicks away
\(thejoyapp.com\)](https://thejoyapp.com)

New digital platform JOY that is being used by PCNs to help with non-clinical referrals. It serves as a directory of community services for the public and other community organisations



MECC Sessions

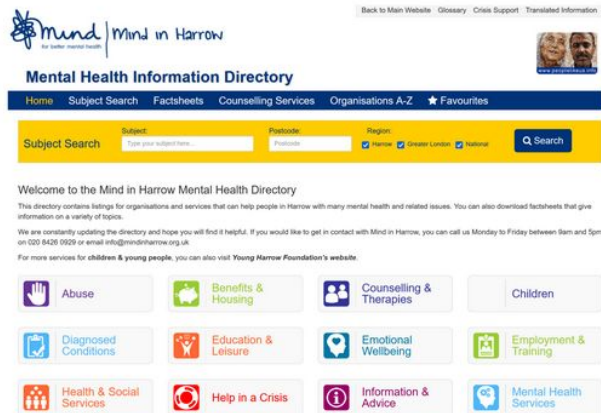
Hopefully this training has given you an overview of what MECC is, why it's a good idea and how you can start incorporating MECC into your everyday working life.



[Healthy Harrow Website](#)

Resources sessions and information on ME

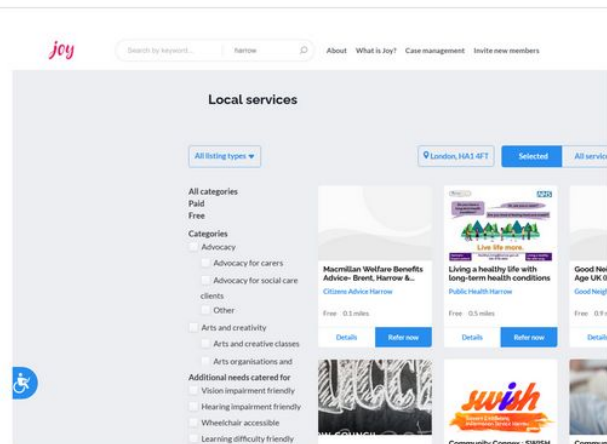




Mind In Harrow – Mental Health Information Directory

This directory contains listings for organisations and services that can help people in Harrow with many mental health and related issues. You can also download factsheets that give information on a variety of topics.

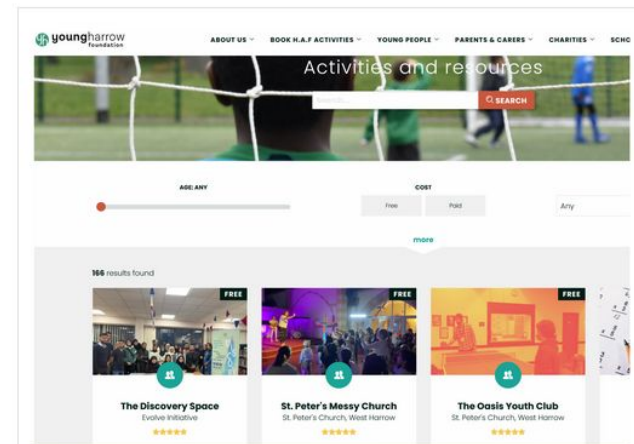
[Visit Here](#)



JOY

Connecting people and communities. Joy enables health and social care professionals to link clients to local services and demonstrate outcomes.

[Visit Here](#)



Young Harrow Foundation – Local Young People's Directory

Find activities, services and organisations for young people aged 12 to 25.

[Visit Here](#)



MECC Link



A one stop website with local and national resources and services for a range of health and wellbeing problems



MECC Link – Also available as an App