



COMMUNITY GROUPS COVID-19

NEWSLETTER



1 May 2020 | Issue 3

Working Together to Support Our Communities

Dear Colleague

This is the third of the Council's newsletters for colleagues in the voluntary and community sectors who are working so hard together to deliver the help Brent's people need to respond to the Covid-19 pandemic. It gives the latest information about what we are doing as a Council to support our communities; it also signposts resources and support from other agencies that can be drawn on in tackling the challenges that face us at this difficult time. If a reminder was needed, the sheer range of help and activity it signposts brings home the scale and scope of the pandemic's impact. It also proves the strength and resourcefulness Brent can draw on in addressing the crisis.

We speak for the community as a whole in extending our thoughts and sympathies to those who have lost close ones. It is clear that without the efforts of everyone reading this newsletter the impact would have been worse so a big thank you as all this hard work has saved many lives.

And there has been a huge amount of hard work. The Council alone has delivered 3.5 million sets of gloves, responded to almost 25,000 phone calls to our helpline and supported provision of over 2,100 food packages. We are delivering much-needed help to local businesses, giving over £38 million in grants so far.

Talk of a new stage in the pandemic does not mean the need to provide support is lessening. Recently the NHS wrote to around 6,000 local people who are the most at risk if they contract coronavirus. They were advised not leave their homes, even for food or exercise, to 'shield' them from the virus. Many will need help to get food, medicine and other support, and this Newsletter provides resources that will help with this.

This is only a small part of a colossal borough-wide effort involving charities, mutual aid groups, council officers and volunteers – and we would particularly like to recognise the value of the alliance between the Council and the CVS which delivers for Brent on a daily basis. The Borough can be proud of everyone involved, and we would like to add our appreciation.

We must keep the effort up, but as the pandemic unfolds and there are signs of a change in gear, we need to think about recovery – and about what comes next. Seventy-five years ago, the people of Britain were talking about the kind of society they wanted even as war continued. In the same way, as we have worked together to help our rich mix of communities and neighbourhoods over this difficult time, we have found ways to nurture community cohesiveness, resilience and solidarity and we must build on this to deliver lasting benefits beyond the current crisis. That would be the best reward for all this hard work, delivering lasting benefits for the people of our borough.

This Newsletter is intended to be a key resource for those on the frontline. As before, it outlines the range of support available; providing reminders of some of the information in previous editions, providing updates and giving further information about what is available. This edition includes advice about Ramadan, the volunteer medicine delivery offer, volunteer shopping services and details of energy supply support available. Please let us know about things that should be included in future editions and how we can improve the newsletter; contact details are given at the end.

In concluding, we would like to remind you of the Council's #BrentTogether initiative to record and celebrate the Brent community response to Covid-19 – a beacon of hope at a difficult time.

Cllr Tom Miller
Cabinet Member for Community Engagement

Shazia Hussain
Assistant Chief Executive, Brent Council



Working Together

As explained in previous Newsletters, the Council's work with voluntary/community organisations through the

pandemic is based around thematic groups, coordinated by CVS Brent. Each covers a service delivery area, led by someone from a lead

organisation. They help deliver a coordinated approach, providing each sector's point of contact with the Council. Theme leads are:

Theme	Lead Organisation
People with Disabilities and Mental Health	Brent Mencap/Brent Carers Centre Ann O'Neil/Anne-Marie Morris
Older People	Age UK (HHB) Julian Lloyd
Young People and Children	Young Brent Foundation Chris Murray
Homeless People	Crisis Atara Fridler
Foodbanks	Sufra Rajesh Makwana
Advice and Information	Citizens Advice Brent Jacqueline Carr
Cultural and Community Groups	Step Up Hub Tebussum Rashid

We continue to ask organisations and community groups providing services during the Covid-19 outbreak (new or established) to give us information about themselves, the services they provide and the communities

they support so we can ensure a coordinated approach, provide information and let people know what help is available. This is done by completing a simple form that can be found here: [Community Group form.](#)

For further support and advice on volunteering, advice and support on the themes then please contact: support@cvsbrent.org.uk or **020 3011 1690.**

Mutual Aid Groups

The CVS has developed guidance for any self-organised group working with volunteers to provide mutual aid for vulnerable people, communities and neighbourhoods in the Borough. This can be found at www.cvsbrent.org.uk. Support and advice on the work of mutual aid groups is also available at: <http://covidmutualaid.org/>.

To help ensure a coordinated response and make the best use of resources available borough-wide, we continue to ask that

any voluntary sector referrals for support or volunteers are made through the CVS and not via the mutual aid groups - who are currently focussed on particular neighbourhoods and/or communities. Although neither the Council nor the CVS are managing these self-organised groups or what they do, the thematic leads will provide them with help if asked - including providing information and advice to support groups to help them

meet the needs of local people.

Mutual Aid Group Grants

The help given to the wider community in many neighbourhoods by residents and community organisations through mutual aid groups is playing a vital role in responding to the pandemic. To support this, the Council is offering small grants of up to £500 targeted at helping the 20 mutual aid groups in Brent who are delivering this much



needed support.

To apply, a mutual aid group will need to work with one of the Council's registered partner organisations, who can apply on their behalf. The group must

be based in Brent and able to demonstrate support from the local community for their proposed project(s).

Further information and an expression of interest form can

be found at: www.brent.gov.uk/your-community/community-and-voluntary-sector-support/community-grants-and-funding/

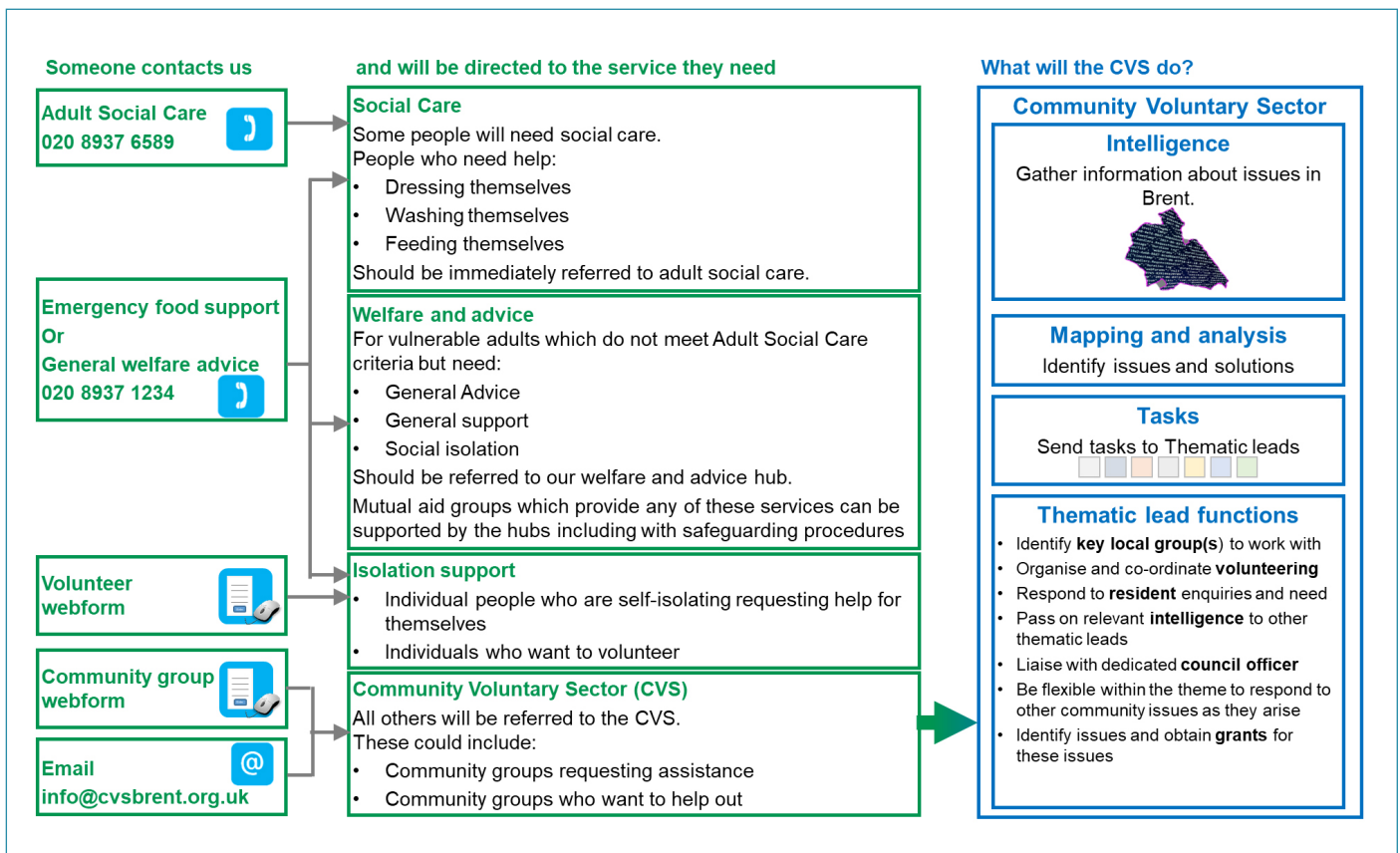
Accessing council services

Referral Process

The Council has an easy to use

referral approach for those wanting to access our services, which we ask

all organisations needing to make a referral to follow:



Brent Council Helpline

The Council has a dedicated helpline for people needing support on **020 8937 1234** (open 9am-5pm, Monday to Friday). Deaf and hard of hearing customers can call us using

[SignVideo](#) from their own home, free of charge between 9am-5pm, Mondays to Fridays.

Outside these hours there is also a dedicated email address: coronavirus@brent.gov.uk.

Urgent concerns about any Brent resident can be raised with the Council using this emergency email address:

ASCcoronavirus@brent.gov.uk



Changes to council services

Latest information and advice on council services affected by

coronavirus, including housing, parking, parks, waste and recycling

can be found here:

[Check changes to our services](#)

Brent Community Hubs

Brent Community Hubs are working closely with partner organisations to provide support

on areas including welfare benefits, employment, money and debt advice. They offer a phone support

service for vulnerable residents. Hub Advisors can be contacted on **020 8937 1234**.

Volunteering

The Council has worked with CVS Brent to set up a volunteering service to provide help with food shopping and medicine delivery for residents who are shielding, self-isolating or are otherwise vulnerable. More than 670 local people have come forward; after checking applicants, the process of matching volunteers to organisations who have requested them has started.

Anyone wanting to volunteer

should register using the [Volunteering sign up form on the Council's volunteering web page](#).

To match these with the roles to be filled the Council is asking voluntary/community organisations to let us know where volunteers with particular strengths are most needed. This can be done by completing the community group form on the Council's web pages for volunteering:

www.brent.gov.uk/your-community/coronavirus/volunteering/.

Alternatively, call **020 3011 1690** where you can leave a message and your call will be returned within 24 hours (Mon-Fri 9-5pm).

The CVS has developed [downloadable guidelines](#) (.pdf, 157.2kB) for volunteer networks, to help keep volunteers and the people they are helping safe.

Volunteer shopping service

The volunteer shopping service is intended for people who are shielding, self-isolating or otherwise vulnerable and have the means to pay for shopping. This includes collecting shopping ordered by residents using 'click and collect' services. Local volunteers are being matched to shopping requests made through Brent Council's Coronavirus helpline (**020 8937 1234**) or by email coronavirus@brent.gov.uk

Where needed payment will be made by volunteers using Council-issued pre-payment cards. Clients will be re-charged for their shopping at a later date.

The Council has received reports about "pop up" organisations claiming to offer shopping services of this kind. We have no information about their status or reliability and would strongly advise that anyone needing this sort of service should approach the Council. If you encounter a group of this kind, please encourage them to register with the Council through the community group registration form (link given earlier).





Volunteer Medicine Delivery Offer

The demand for medication delivery has significantly increased during the pandemic. The volunteer medicine delivery offer will support our community pharmacies by delivering medication to those who cannot

leave their home. It provides pharmacies with Disclosure/Barring Service-checked link volunteers who will be delivering medications to residents. This service is intended to reduce the number of people who visit

pharmacies to collect medication, reducing the risk of infection. Pharmacies who are yet to take advantage of this offer and would like support should contact Meenara Islam at the Council: **Meenara.Islam@brent.gov.uk**.

Food Support

The last newsletter explained how Brent Council and the Brent Food Aid Network are working together to deliver foodbank services.

Residents needing food parcels can be referred to the service by calling **020 8937 1234**.

Anyone can make a referral. This service includes help for those who are unable to prepare their own meals, open tins and/or don't have a microwave or oven. Callers will be taken through a simple assessment; the details provided will be relayed to a Central Hub and Distribution Centre, located at Bridge Park where the foodbank service will be provided.

Food parcels for residents unable to get food

Brent Shield food parcels are for residents unable to get food and supplies for themselves. Parcels take less than 48 hours to be delivered - quicker for those in urgent need. Parcels can be requested by calling **020 8937 1234** between 9am-5pm, Monday to Friday.

[Find out what a food parcel contains](#)

Food banks in Brent (including donations)

Details of food bank services in Brent can be found at:

Sufra

www.sufra-nwlondon.org.uk

Rumi's Kitchen

www.rumis.org/kitchen

Fresh Horizons

<https://freshhorizonscnb.org>

Brent Food Banks

<https://brent.foodbank.org.uk/>

These websites give information about the help provided and how to make donations to those in need.

If you shop at these supermarkets, you can donate non-perishable items in-store:

Sainsbury's Superstore 1 Nash Way, Kenton, Harrow	Check store for opening times	Please leave items in the orange boxes near the customer services desk
Wembley Tesco Extra Great Central Way, Neasden	Check store for opening times	Front of the store, near the exit

Soap and other basic hygiene items

The Council has worked with local churches to launch an appeal for soap and other basic hygiene products to help stop the spread of the virus. While getting food supplies out to families is a priority, many are struggling to afford basics such as soap and shower gel.

More help is needed. Residents are being urged to support families struggling to buy basic hygiene supplies with a 'clean act of kindness' by donating soap

and other toiletries. These will be packaged up, and then sent out with critical food supplies to families in need.

Items urgently needed for families (No old, damaged or used products and no food).

- Nappies
- Wet wipes
- Soap (packaged)
- Shampoo (up to 250ml)

- Shower gels
- Toothbrushes
- Toothpaste
- Toilet roll

[Find out more and donate](#)

Donations can be made by calling **07795 637193** or emailing: **shirley.holmes@brent.gov.uk**.



Making Resources Accessible

The Council is working to ensure information on the support and services it provides in response to the pandemic is accessible to everyone. It has brought together a wide range of published information in formats such as easy read, BSL clips and alternative languages [here](#). Other resources have also been put in place:

Providing Covid-19 Information in other Languages

Residents needing help accessing information and services who don't speak English as a first language can be directed to the translation service built into the Council's website. The Browsealoud service translates web pages (and some forms) into 90 different languages.

It also allows the information to be heard in 36 of the most commonly spoken global languages.

The service also provides help for those using assistive technologies. Users can simplify their view, highlight, mask and enlarge the text to further help with understanding. To access the service, click on the orange 'Speak' button located at the top of the website, accept the terms of use and the BrowseAloud navigation bar will appear. [Step-by-step instructions on using the service are available online.](#)

Providing information for Deaf or hard of hearing residents

Residents who are Deaf or hard of hearing can use [Sign Video](#)

to contact the Council between 9am and 5pm. The Council also has a contract with DA Languages for British Sign Language (BSL) interpretation, which can be accessed 24 hours a day.

[BSL Health Access](#) is a new free video remote interpreting service for any public health care requirement in England, Wales and Scotland where access to BSL interpretation is not available.

[SignHealth and InterpreterNow](#) are working together to provide free access to online BSL interpreters in health-related situations such as GP's, dentists, pharmacies, opticians, NHS hospitals and any health-care related appointments. The free service is available 24 hours a day, 7 days a week.

Ramadan

Ramadan 2020 will be a very different experience for Muslims during the coronavirus lockdown. Congregational acts of worship

for Muslims outside of the home will remain suspended, to stop the spread of the virus. So, it's important to plan Ramadan activities

that follow the Government's social distance rules. Advice can be found here:

[Ramadan advice to consider](#)

Using London Councils Taxicard scheme to collect shopping

London Councils has announced changes to the Taxicard scheme so it can be used to pay Taxicard drivers for picking up and delivering essential supplies to Card holders and to allow friends and family to travel on Card holders' behalf for the same purpose.

To access the service, users should make a booking advising that they want a collection of pre-bought items from a supermarket, pharmacy or takeaway etc. or that they want a nominated person to use a taxi on their behalf to purchase or collect essential items

for them. They will be given a cost of the journey and will have to pay their contribution at time of booking using a debit or credit card.

All collections have to be pre-paid and an order number provided (if applicable) at the →



time of booking. As some supermarkets are limiting the amount of people in store at one time, users will need to book two journeys if someone is doing a shop on their behalf - drivers will

not wait while someone shops, and a return journey will have to be booked once the shopping has been completed. CityFleet remains the sole contractor for Taxicard. Taxicard members will

still need to contact CityFleet to arrange journeys.

To make a booking call CityFleet on **020 7763 5001**.

Read more [here](#).

Bereavement Support

Brent Bereavement Services can provide individual counselling by trained volunteers. Anyone wanting to talk to someone

following the death of a loved one can call Brent Bereavement Services, on **020 8459 6818**.

More support for dealing with

loss can be found at:

www.brent.gov.uk/services-for-residents/adult-social-care/end-of-life-care/dealing-with-loss/.

Registration of deaths

Registration services are being provided remotely. To register a death please call **020 8937 1010** or click here to book an

appointment to register a death by telephone.

More information can be found at: **[**\[for-residents/births-marriages-and-deaths/deaths/register-a-death/\]\(http://www.brent.gov.uk/services-for-residents/births-marriages-and-deaths/deaths/register-a-death/\)**.](http://www.brent.gov.uk/services-</p></div><div data-bbox=)**

Mental Health and Emotional Support

Help with concerns about coping, depression and low mood should be sought by self-referral to GPs in the first instance. GPs remains the main referral route to other mental health services (including those listed below).

For mental health concerns where specialist support may be necessary but not considered a crisis, Brent Talking Therapies Services offers practical strategies to help cope with the current situation.

To find out more or to refer yourself, visit: **cnwtalkingtherapies.org.uk**, email **cnw-tr.brent.iapt@nhs.net** or call **020 8206 3924**

For mental health crisis where there are concerns around safety, contact Single Point of Access (SPA) **0800 0234 650**.

If you are concerned about somebody's mental health or wellbeing when in a public place, please call the emergency services giving a clear description of the person, the behaviour leading to the concern and their location.

Further details of emotional and wellbeing support can be found at:

www.brent.gov.uk/your-community/coronavirus/public-health-advice/emotional-and-wellbeing-support/





Homelessness and Housing Support

Anyone who is homeless or threatened with homelessness can call the Housing Contact Centre on **020 8937 2000**, choosing option 3.

If you are worried about someone sleeping rough, **please report the location to @tell.**

streetlink by calling 0300 500 0914 or visiting [streetlink.org.uk](https://www.streetlink.org.uk). Local teams will contact them with services to find emergency accommodation.

Further information is available by visiting the [Streetlink London website](https://www.streetlink.org.uk).

Private tenants

Private tenants threatened with eviction can call Brent Tenancy Protection Service, on **020 7874 8414**.

Benefits Support

Citizens Advice Brent

CAB benefits advice can be accessed by calling:

- 0800 144 8 444** for people making a new claim for Universal Credit for the first time only.
- 020 8438 1241** for local agencies who want to speak to a member of the Help to Claim team (please note the change).
- 020 8438 1249** for all other enquiries, including benefits and current UC claims.

Discretionary Housing Benefit

Anyone needing help with paying

rent while waiting to receive Housing Benefit, or to meet the gap between the Housing Cost element of Universal Credit and their full rent charge, can:

- [Apply for a Discretionary Housing Payment](#), or
- Call the Housing Benefits team, on **020 8937 1800**

Overpayments

Changes in circumstances can lead to over-payment of Housing Benefit. Anyone wanting to discuss over-payments can call the Council Housing Benefits Overpayments Team, on **020 8937 2589**

Local Welfare Assistance

Anyone needing support to help deal with a one off emergency, and who is entitled to Housing Benefit or certain Department of Work and Pensions benefits can apply for [Local Welfare Assistance](#).

Council Tax support

Anyone on a low income, or whose circumstances have changed, and need help to pay your Council Tax can:

- [Apply for Council Tax support](#), or
- Call the Council Tax team, on **020 8937 1790**

Energy Supply Support

As reported in the previous edition, the Department for Business, Energy and Industrial Strategy and domestic energy suppliers have agreed how to support customers during the pandemic. These measures focus on prioritising customers who may need additional support and supporting customers financially. Customers should contact their supplier to discuss.

The full agreement can be found

here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/873960/Supplier_Agreement_19.3.2020.pdf.

The Government/supplier agreement includes a commitment that no one on a prepayment meter will be disconnected during the outbreak.

Households who are vulnerable in

any way – including in particular (but not limited to) those including residents who are of pensionable age, children under five, or who have a disability or long-term medical condition – should ensure they are on their supplier's Priority Service Register in order to be eligible for additional support where appropriate. Full details were given in Newsletter 2. →



Customers are encouraged to resolve non-urgent queries online as call centres are experiencing an increased demand for their service.

Other energy support

Groundwork London provides a

Green Doctors service, helping residents save money, stay warm, and improve their homes' energy efficiency by providing free consultations for anyone on a low income or over 65 or with a long term health condition or disability.

These aim to help save money on energy bills and stay out of debt. Consultations can be booked on **0300 365 5003**.

Further information is available at www.greendoctors-london.org

Business support grants

The application process to claim the Small Business and Retail/Leisure/Hospitality grant funds is now live.

Brent Council has already distributed £38 million to over 2,400 local businesses through the COVID-19 business support grants. **Please spread the word to any businesses that you know who may be eligible and have not yet applied.** The grants available are:

Small Business Grant Scheme

This makes one-off grants of £10,000 to businesses currently eligible for small business rate relief, rural rate relief or tapered relief to help them meet ongoing business costs. A BACS payment will be made once the details have been verified. **Business eligible**

for the Small Business Grant must complete this form.

Retail, Leisure and Hospitality Grant Scheme

A one-off grant of either £10,000 or £25,000 (depending on the rateable value of each business) is now available to eligible businesses in these sectors to help them meet ongoing business costs.

Businesses can check their eligibility by reading the government's official guidance [here](#).

Businesses eligible for this payment must complete [this form](#).

For more information visit www.brent.gov.uk/businessgrants

Business Support Tool

For any business unclear about what help they can seek, the

Government has released a comprehensive tool for them to see what financial support businesses they may be entitled to. Business owners or anyone self-employed wondering what they might be entitled to can complete a simple online questionnaire; they will then be directed to a list of all the financial support they may be eligible for.

[Check it out here.](#)

Sign up for Business e-news

For the latest business-related news from Brent Council straight to your email inbox, [click here to sign up and select Business e-newsletter.](#)

Funding opportunities

Council grants and funding

The Council offers a range of grants and funding opportunities to voluntary organisations. For more details visit www.brent.gov.uk/your-community/community-and-voluntary-sector-support/community-grants-and-funding/

Edward Harvist Emergency Response Grant

Additional support for Brent's voluntary and community sector in response to the Covid - 19 outbreak is being made from the Edward Harvist fund. The key eligibility criteria remain the same,

however the Council will also consider specific pandemic-related funding.

Further detail and an application form is available via the Grants Portal at www.brent.gov.uk/your-community/community-and-voluntary-sector-support/community-grants-and-funding

The Portal will be open from 29 April 2020 reflecting the changes, until further notice. Applications will be reviewed weekly.

Brent 4 Community

Brent 4 Community is a community funding support website. Voluntary and community

organisations, charities, community groups, social enterprises, and voluntary organisations can search through hundreds of Government, National Lottery, charitable trust, and other funds available. Visit www.idoxopen4community.co.uk/brent or https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/873960/Supplier_Agreement_19.3.2020.pdf

Brent Community Lottery

Brent Community Lottery is a weekly online lottery established by the Council to support local →



voluntary groups and good causes in Brent. Tickets are only £1 per week, with 60% cash raised going directly to local good causes and prizes up to £25,000. For more information and to buy a ticket visit www.brentcommunitylottery.co.uk.

Community Impact Partnership

The Community Impact Partnership provides social investment to help charities, social enterprises, and community businesses to grow and innovate. The CIP fund remains open and welcomes applications for investment. Further information can be found at:

<https://communityimpactpartnership.co.uk/>

London Community Response grant

Wave 2 of this fund is now opened with grants for both crisis response (up to £10k) and delivering differently (up to £50k) available. The Mayor has recently announced an extra £4m for the fund – bringing the total funding pot up to a total of £16m.

Wave 3 is about providing immediate support to the sector as we exit lockdown and deal with surges in demand. Wave 4 is looking at building on the best of what happened during the crisis to support a strong and resilient civil society post-crisis.

[Details can be found here.](#)

Government Aid for frontline charities

The Government has announced a package of £750 million in aid for frontline charities working with the vulnerable to fight the coronavirus. As part of the scheme, £360m will be directly allocated by government departments to those charities. Another £370m will go to small local charities, including those delivering food and essential medicines and providing financial advice. The Government is working up details of the scheme.

Sport England support package

Sport England have announced [a support package of up to £195 million](#) to help the community sport/physical activity sector through the outbreak. The package includes:

a new £20 million Community Emergency Fund, which is open now for local club and community organisations to bid for grants between £300 and £10,000;

a new £5 million fund for existing Sport England partners facing specific and immediate financial difficulty; and

£55 million put aside to support the sector during the social distancing restrictions to fund new and innovative ways to keep people active and, once the outbreak is over, to help organisations get back to business and adjust to a different environment.

Serco Foundation: funding available from the Coronavirus Community Support Fund

Any Serco employee (including those employed by them to provide parking services in Brent) can nominate any voluntary organisation, known to them or their local community, which is providing meaningful and valuable support to others during this worldwide pandemic. For further information and to apply e-mail info@sercofoundation.org. The expectation is that grants of £1,000-£5,000 will be given but larger grants will also be considered.

Big Society Capital

Big Society Capital has set up a resources hub and information page (including information on funding) for charities and social enterprises, please visit:

<https://bigsocietycapital.com/covid-19-information-social-investors/>

Pay It Forward London

The Mayor of London has launched Pay It Forward London – a crowdfunding platform offering small businesses across the city the chance to pre-sell their services during the shutdown. This enables London's businesses to generate income by connecting them to their local communities and providing 100% free fundraising.

For more information about the campaign, [see here](#).





Domestic abuse

We are all being asked to stay at home to protect our communities. For some people though, we know home won't feel like a safe place. Domestic abuse takes many forms; it doesn't always mean being hit or physically hurt. It can be humiliation, bullying, threats, withholding money, or stopping people from calling or texting friends and family. The Government has made it clear that **lockdown** rules **do not apply** to those facing abuse in their homes. Survivors of domestic abuse can be supported to leave their homes and find a safe space.

The Council is set to launch a domestic abuse campaign following a rise of incidents during lockdown.

'Lockdown is no excuse for domestic abuse' will target hard-to-reach sufferers (available in four languages) who are isolated and too scared to reach out.

Retailers, supermarkets and pharmacies are asked to place a poster in a prominent position to help raise awareness of local and national helplines. Retailers are also being asked to install a free, specially designed receipt roll into their card machine readers. The receipt roll will ensure that people can take away the helpline numbers and keep them. The receipt can be kept in a bag or purse, as an innocent record of expenditure, without raising too much suspicion with a perpetrator. If perpetrators, who often stalk their victims by checking bags and phones, find evidence that the victim is seeking help it can trigger dangerous and sometimes deadly consequences. Popping to the shops may be the only valid excuse some sufferers have for leaving home. For more details email: **Cathy.hickey@brent.gov.uk**.

Several local and national agencies can offer support if a resident or someone they know is affected by domestic abuse;

details are given below. **But in an emergency, always call 999.**

LOCAL SERVICES

ADVANCE - support and advocacy for male and female victims/survivors of domestic abuse

07393 454 898 or **brent.admin@advancecharity.org.uk**

Chrysalis (one stop shop)

Every Tuesday 9:30-12:30

07393454898 or **brent.admin@advancecharity.org.uk**

The Nia Project

Support for women involved in sex work **020 7683 1270** or **exiting.advocacy@niaendingviolence.org.uk**

Rise Mutual

Domestic Abuse Perpetrator programmes and integrated victim support service. **07495099694** or **bev.plunkett@risemutual.org**

Brent Domestic Abuse Housing Team 02089372000 (option 3) or via **My Account**.

The Asian Women's Resource Centre

Support for women experiencing domestic abuse, including women with no recourse to public funds **020 8961 5701**

PLIAS Resettlement

Support for Black, Asian and minority ethnic women experiencing violence and harmful practices **020 8838 6800/07494091586**

EACH -

121 counselling, refuges, floating support and life therapies for women and families affected by abuse **020 8961 8623**

London Victim & Witness Service
majlinda.bici@nhs.net
My Support Space – online

resource to help victims cope and move forward after crime

West London Rape Crisis

For women who have experienced any kind of sexual violence, recent or historic **0808 801 0770**

NATIONAL AND PAN-LONDON National Domestic Abuse Helpline 0808 200 0247

Women's Aid Live Chat

If it's unsafe or you're unable to speak on the phone

<https://chat.womensaid.org.uk/>

Men's Advice Line

Support for Male Victims and Survivors **0808 801 0327**

GALOP LGBT+ Domestic Abuse Helpline

020 7704 2040 or **0800 999 5428**

Hourglass Helpline

Support around elder abuse **0808 808 8141**

Women and Girls Network Advice Line

Counselling, advocacy and advice for women and girls **0808 801 0660**

Suzy Lamplugh Trust

National Stalking Helpline and Stalking Advocacy services **0808 802 0300**

The Sharan Project

Support for South Asian Women **0844 504 3231**

Deafhope

Support for deaf victims/survivors of abuse: **02039472601/da@signhealth.org.uk**
Text/WhatsApp/Facetime **07970 350 366**

Respect

Support and advice for





perpetrators of abuse
0808 802 4040 or Live Webchat

For more information on the national guidance to support victims of domestic abuse from the during the Covid-19 pandemic please visit

www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse



Safeguarding children and vulnerable adults

Everybody has a responsibility to safeguard children and vulnerable adults from harm.

Anyone working in the community may come across situations that might cause concern about people they are working with or someone else in the family home. It is essential that if something does not seem right, it is reported as soon as possible.

Any concerns that a child or vulnerable adult is being harmed or at risk of harm should be reported by contacting Brent

Family Front Door and/or the Safeguarding Adults Team.

Concerned about a child? Contact Brent Family Front Door
Telephone: **020 8937 4300**
Online: [Brent Council website/safeguarding children](#)

Concerned about a vulnerable adult? Contact Safeguarding Adults Team Telephone: **020 8937 4098**

Email: safeguardingadults@brent.gov.uk

Online: [Brent Council website/adults social care](#)

If you believe a child/adult is in immediate danger or you have witnessed a crime-taking place you should call the police call **999**.

Emergency support available

Adult Social Care

If you or someone you know needs urgent help washing, feeding or dressing themselves but does not have any friends or family to support them, call **020 8937 6589**.

Emergency Childcare

For emergency childcare (for vulnerable children or children of key workers), call **020 8937 3010**.

Person at Risk

If you have any concerns about a person being harmed or at risk of abuse, call the Safeguarding Adults Team on **020 8937 4098**.





Beware fraud and scams during Covid-19 pandemic

Given the rise in the instances of opportunistic criminals using the pandemic as a way to scam people, it would be helpful to promote these resources providing practical advice and assistance.

Law enforcement, government and private sector partners are working together to encourage everyone to be more vigilant against fraud, particularly about sharing financial and personal information as criminals seek to capitalise on the pandemic.

Take Five to Stop Fraud is a national campaign offering advice to help avoid preventable financial fraud.

More information can be found at www.nca.gov.uk.

Action Fraud

Reports to Action Fraud can be completed online www.actionfraud.police.uk or by calling **0300 123 2040**. If you've been the victim of an online scam contact the Citizens Advice Scams Action service online or over the phone **0808 250 5050**. If you've been scammed out of money, report it to your bank first.

Cyber crime

[The National Cyber Security Centre's \(NCSC\)](https://www.ncsc.gov.uk) new Cyber Aware campaign provides advice including tips on how to protect passwords, accounts and devices. The National Cyber Security Centre has also published

[guidance on using video-conferencing services securely](#);

and has established a suspicious email reporting service for the public.

Online safety at home

Technology provides hours of education and important social opportunities for children and young people while lockdown restrictions are in place.

But it can also present risks. Advice, support and activity packs are available to help parents, children and young people stay safe.

[Visit the ThinkUKnow website](#)

Social Distancing

Following the Government's guidelines remains vital. It has made a real difference in ensuring health services are there for everyone needing them – and saving lives. The Council is committed to ensuring social distancing requirements are adhered to – not least by supporting the range of support set out in this newsletter.

If you see a large group of people gathering – in a park or elsewhere - please call the Council's Community Safety Team on **020 8937 1058** or by email community.safety@brent.gov.uk.

Please also bear the importance of social distancing in mind when planning and delivering support and other services.





National Institute for Health North West London Research

The National Institute know that voluntary or community organisations, groups or networks have responded in various, fabulous ways to the needs of people and residents in North

West London. They would like to capture these efforts and have created a short (10 minute) survey to do so: https://imperial.eu.qualtrics.com/jfe/form/SV_26oNR5tfOucfIYB

They will be feeding anonymised data back to respondents and organisations to help everyone understand what is going on and any outstanding needs in this area.

Contacting the Council

Much of the coverage of the outbreak emphasises using technology to make contact. For people who don't have internet

access, the council is circulating a booklet containing the main council phone numbers to call if people need help. The most

important contacts numbers are set out in this newsletter.

Further Information

For more information about the things covered in this Newsletter, visit www.brent.gov.uk/coronavirus.

If you have a question email coronavirus@brent.gov.uk or call 020 8937 1234.

A special Covid-19 edition of the YourBrent Magazine is online now www.brent.gov.uk/yourbrent and will be going through letterboxes across the borough from early next week.

In this special 'thank you' issue, we shine a light on the amazing

collaboration between the NHS, councillors, council officers, community and voluntary groups and volunteers who have been passionately supporting vulnerable people in the community.

