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[Harrow Town Centre](#)

Housing Advice Services

Harrow Council Housing Advice Team/Homelessness Prevention and Solutions Team

Website: [What to do if you think you will be homeless – Homeless advice – Harrow Council](#)

Webform: https://www.harrow.gov.uk/wf_housingadvice

Email: housing.advice@harrow.gov.uk

Telephone: 02084241093

Outside of office hours calls to this number are diverted to the Emergency Social Services Duty Officer who will be able to assist.

Harrow Council - Duty to Refer (for specific professionals to refer their clients)

Duty to Refer email: dutytorefer@harrow.gov.uk

Duty to Refer webform: <http://www.harrow.gov.uk/dutytorefer>

Harrow Council Rough Sleeping Service

Website: [Rough sleeping – Homeless advice – Harrow Council](#)

Rough Sleeper Outreach Referral webform: https://www.harrow.gov.uk/wf_roughsleep Email: outreach.team@harrow.gov.uk

StreetLink

Enables members of the public to connect people sleeping rough with the local services that can support them. If you are concerned about an adult that you have seen sleeping rough in London, you can send an alert to StreetLink.

Website: [Streetlink London](#)

Telephone: 0300 500 0914 (Open 24 hours, 7 days a week)

App: [Android App](#) or [Apple App](#)

Shelter

Shelter is a housing and homelessness charity.

Website: <https://england.shelter.org.uk>

Emergency Helpline: 0808 800 4444

Webchat: [Webchat with a Shelter advisor - Shelter England](#)

Crisis

Crisis is a homelessness charity.

Website: <https://www.crisis.org.uk>

Crisis Skylight London email: london@crisis.org.uk

Crisis Skylight London telephone: 0300 636 1967

Information and Advice Services

Local information and advice services

Mind in Harrow

Help for people with a mental health issue

Website: <https://www.mindinharrow.org.uk/>

Email: info@mindinharrow.org.uk

Telephone: 020 8426 0929

Citizens Advice Harrow

Free, confidential, and impartial advice on a range of issues, such as money, benefit, housing, or employment problems.

Website: www.citizensadviceharrow.org.uk

Email: www.citizensadviceharrow.org.uk/email/

Telephone: 0808 250 5705

SWISH

Free support and wellbeing information for adults in Harrow.

SWISH partners are Age UK Hillingdon, Harrow and Brent, HAD (Harrow Association of Disabled People), Harrow Carers, Community Connex (Harrow Mencap), Mind in Harrow.

Website: www.swishharrow.org.uk

Email: support@SWISHHarrow.org.uk

Telephone: 020 8515 7867

Harrow Law Centre

Advice on housing, welfare benefits, immigration, and employment.

Website: <http://harrowlawcentre.org.uk/>

Email: info@harrowlawcentre.org.uk

Telephone: 0208 863 4355

CAP Debt Help

Free debt counselling. The CAP New Enquiries team will arrange an initial appointment with a CAP Debt Coach from your local area. In Harrow the CAP Debt Centre is run in partnership with Rayners Lane Baptist Church.

Website: <https://capuk.org/i-want-help/our-services/cap-debt-help/introduction>

Telephone: 0800 328 0006

Local specialist information and advice services

Age UK Hillingdon, Harrow and Brent

Help for older people (60+) and people with dementia

Website: www.ageuk.org.uk/hillingdonharrowandbrent

Email: enquiries@ageukhnb.org.uk

Telephone: 020 8861 7980

HAD (Harrow Association of Disabled People)

Help for people with any disability

Website: www.had.org.uk

Email: general@had.org.uk

Telephone: 020 8861 9920

Harrow Carers

Help for carers

Website: www.harrowcarers.org

Email: admin@harrowcarers.org

Telephone: 020 8868 5224

Harrow Council - Carer Support

If you are providing unpaid care and support to a vulnerable person living in the Harrow

Community, we want to ensure that you are aware of what support may be available for you. Contact the Carer

Lead on 07522715765 or at carers@harrow.gov.uk <https://www.harrow.gov.uk/adult-social-care/carers-support>

Community Connex (Harrow Mencap)

Help for people with learning disabilities and/or autism and their carers

Website: www.communityconnex.co.uk

Email: iag@harrowmencap.org.uk

Telephone: 020 8423 7382

Mind in Harrow

Help for people experiencing mental health issues

Website: www.mindinharrow.gov.uk

Telephone: 020 8426 0929

Email: info@mindinharrow.org.uk

Regional and National services

Debt Free London

Debt Free London (formerly known as Capitalise - the London Debt Advice Partnership) is a network of 26 advice centres who provide free face-to-face debt advice and assistance. This service covers the whole of Greater London.

Telephone: 0800 808 5700

Website: <https://www.debtfree.london/>

Money Advice Service

Money Advice Service is an independent service that provides free and fair money advice online, on web chat, in printed guides, face to face, or over the phone.

Telephone: 0800 138 7777.

Website: <https://www.moneyadviceservice.org.uk/>

StepChange

StepChange is a charity that offers free debt and money managing advice, including personal plans.

Telephone: 0800 138 1111

Website: <http://www.stepchange.org/>

National Debtline

National Debtline offers free confidential and independent debt advice.

Telephone: 0808 808 4000

Website: <http://www.nationaldebtline.org>

Pensions Advisory Service

Pensions Advisory Service is an independent non-profit organisation that provides free information, advice, and guidance on the whole spectrum of pensions covering State, company, personal and stakeholder schemes Website: <https://www.pensionsadvisoryservice.org.uk/>

Mary Ward Legal Centre

Provides free independent advice to people who live and work in London to help them access their legal rights and entitlements; the main areas of law they help with are debt, housing, and welfare benefits.

Website: <https://www.marywardlegal.org.uk/>

Gingerbread

Free advice and practical support for single parents.

Website: [Home - Gingerbread](#)

Telephone: 0808 802 0925

The Resourceful Women's Network

- Legal advice - The Resourceful Women's Network operate a rota of local family law firms who offer 30 minutes of free family law legal advice – women can self refer by completing this form: <https://forms.office.com/r/8fUQgjt7s7>
- Information and Support - Run weekly drop ins offering information and support to women. The drop ins are free and there is no need to book: Tuesday 10am – 1pm: North Harrow Library, Fridays 10am – 3pm: The meeting room, The Boardwalk Shopping Centre, Edgware

Email: rwninfo@harrowwomenscentre.org.uk

Phone / text / what's app: 07414 932 902

Website: www.resourcefulwomensnetwork.org

Benefits

Benefits entitlement

Check your entitlement to welfare benefits including Universal Credit and Council Tax Support:

<https://harrow.entitledto.co.uk/home/start>

Turn 2 Us

Check your benefit entitlement, search for grants, support with energy bills, and other financial advice and support. Website: <https://www.turn2us.org.uk/>

Harlow Jobcentre

Harlow Jobcentre is located at: King's House, Clarendon Rd, Harlow, HA1 1YJ

Telephone: 0800 169 0190

Textphone: 0800 169 0314

An additional job centre opened on 25 March 2022 at Spencer House, 29 Grove Hill Road, Harlow, HA1 3BN.

Universal Credit

Apply for UC here: [Apply for Universal Credit - GOV.UK \(www.gov.uk\)](https://www.gov.uk/apply-universal-credit)

Sign into your UC account here: [Sign in to your Universal Credit account - GOV.UK \(www.gov.uk\)](https://www.gov.uk/sign-in-to-your-universal-credit-account)

Universal Credit helpline

Telephone: 0800 328 5644

Textphone: 0800 328 1344

CAB Help to Claim UC service

[Contact us about applying for Universal Credit - Citizens Advice](#)

Council Tax Support

Council Tax Support is a reduction in your council tax if you are on a low income or unemployed. To find out if you are eligible and to apply see [Council Tax Support](#).

Financial Hardship

Breathing Space Moratorium

This prevents creditors in most circumstances contacting the client for a period while they receive debt advice and while they recover from a mental health crisis. For further guidance and who to contact see

<https://www.gov.uk/government/publications/debt-respite-schemebreathing-space-guidance> or
<https://www.citizensadvice.org.uk/debt-and-money/if-you-cantpay-your-bills-because-of-coronavirus/>

Discretionary Housing Payments

Discretionary Housing Payments provide normally short term help for people who receive assistance with their housing costs either through Universal Credit or Housing Benefit and are struggling to make up the difference between their benefit and rent. It cannot help with service charges.

More information is available on the Council's website: [Discretionary Housing Payments – Harrow Council](#)

Hardship Payments

Hardship payments are available to people on Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA), or Universal Credit (UC), whose benefits have been stopped and who need money for essentials such as food or utilities. They are also available for people who are vulnerable or who look after people who are at risk

You should enquire about hardship payments at your local Jobcentre Plus or by calling the Department of Work and Pensions on 0345 608 8545 to find out more.

Household Support Fund (HSF)

Through the Household Support Fund, Harrow Council will be supporting up to 750 eligible households with one-off awards of up to £300. The scheme is currently open for applications until 31 January 2023. Awards will only be made while funds remain available.

To qualify for a payment from the Harrow Household Support Fund you must meet **all** of the following criteria:

- You must not have been entitled to a 'Cost of Living Payment' for Low Income and Tax Credits or Disability. You can find out if you should have received a 'Cost of Living Payment' by checking the [Government's website](#). If you were entitled but didn't receive a payment, you will need to contact the Department for Work and Pensions (DWP) as the Council will be unable to help you.
- You must be liable for energy fuel for the property in which you live.
- No one else in your household has already received an award under this Household Support Fund application scheme.

You must also meet **one** of the following criteria:

- Started to receive a [Qualifying means-tested benefit](#) between 26 May 2022 and 30 September 2022.
- Started to receive a [Qualifying disability benefit](#) between 26 May 2022 and 30 September 2022.
- For the period 26 April 2022 to 30 September 2022:
 - Were in receipt of Housing Benefit; and
 - Have not received any of the qualifying benefits set out in the above two criteria; and
 - Have not received a voucher payment of £100 from the Council under the Household Support Fund. Most of these payments will be issued in November 2022.

Applicants will be required to submit eligibility evidence, and this will be verified with other sources such as the Department of Work and Pensions.

Only one award will be made per household. Awards will be distributed as a flat rate amount via Bank Transfer. Residents must approach their bank in respect to first right of appropriation if they are overdrawn.

www.harrow.gov.uk/benefits/household-support-fund

Hardship fund scheme

The hardship fund scheme is a discretionary service which supports qualifying residents in extreme emergency situations. It provides awards of between £10 and £100 so long as this need cannot be met elsewhere. This service is only for short term support and where there is a risk to the safety and/or health of the household.

Website: <https://www.harrow.gov.uk/benefits/hardship-fund-scheme>

Council Tax Protection Fund

Website: [For residents experiencing exceptional financial hardship – Council Tax Protection Fund \(effective from 1st April 2020\) – Harrow Council](#)

Grants For Individuals

Government Support

In response to the cost of living crisis, the Government has launched a support package targeted at those most vulnerable households. The support available includes:

- £15 billion energy bill rebate package
- £650 Cost of Living payment for those on benefits
- £300 Pensioner Cost of Living Payment
- £150 Disability Cost of Living Payment
- The Warm Homes Discount
- Winter Fuel Payments
- Cold Weather Payments

All information on Government help available can be [found here](#).

Local Authority Help

Local councils may be able to help individuals to pay for things like:

- energy and water bills;
- Food;
- essential items such as for example clothes or household items such as cookers, etc.

This help is known as 'welfare assistance' or the 'Household Support Fund'. Each council runs their own scheme. The help they offer and who can get it varies. Individuals should ask their local council if they run a welfare assistance or Household Support Fund scheme. [Find out how to contact your local council on GOV.UK](#).

BC Children in Need Emergency Essentials Programme (UK)

BBC Children in Need Emergency Essentials Programme supports children and young people who are facing exceptionally difficult circumstances, and is delivered by Family Fund Business Services. The programme provides items that meet a child's most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to a child's wellbeing. Applications can be made at any time.

<https://www.familyfundsolutions.co.uk/emergency-essentials/>

All applications must be made by a registered referrer.

British Gas Energy Support Fund (UK)

The Trust has launched a new energy support fund to help the most financially vulnerable British Gas customers who are struggling to pay their energy bills. This fund has been set up in response to the increasing cost of living and rising inflation, including Ofgem's most recent price cap increase. Through the fund eligible British Gas customers with fuel debt of £250 to £750 can apply for grants to help pay their energy bills over the coming months. The fund will remain open until all the money invested has been awarded.

<https://britishgasenergytrust.org.uk/grants-available/>

The British Gas Energy Trust (England, Scotland and Wales)

The British Gas Energy Trust provides help and advice to households in England, Wales and Scotland struggling with money and energy debt. This includes free resources to help make sure households are getting the support and benefits they may be entitled to as well as a direct access energy debt programme – that awards grants to households that remove energy debt, fund emergency fuel credit and provide boiler replacements. This support is available no matter who the energy supplier is.

<https://britishgasenergytrust.org.uk/>

EDF Customer Support Fund (UK)

The EDF Customer Support Fund awards grants to vulnerable customer households. It aims to provide customers with a fresh start and financial stability. It can help households stay out of fuel debt and better be able to afford ongoing energy costs. The Fund also offers grants to buy *essential energy efficient white goods* such as cookers, refrigerators, or washing machines. Applications can be submitted at any time.

<https://www.edfenergy.com/for-home/help-centre/faq/extra-support-when-you-need-it?steps=23147#chapter-23146-3>

E-On Next Energy Fund (UK)

The aim of the E.ON Next Energy Fund is to help E.ON Next customers who are experiencing financial hardship and struggling. There are two ways this fund can help:

- The first option is to help with paying gas and electricity bills through grants, helping individual to become financially stable and to get back control of their finances.
- The other option is to provide a replacement appliance such as a cooker, fridge, fridge-freezer or washing machine if yours has broken or poor condition

Applications are open to individual customers of e-on and applications can be submitted at any time.

<https://www.eonnextenergyfund.com/>

Friends of the Elderly - Grants for Older People (England & Wales)

Friends of the elderly provide support for older people affected by loneliness and grants for those living on a low income. Through the Grants for Older People programme they provide grants of up to £400 to older people who are of/over state pension age and have savings of less than £4,000. Funding is currently being provided through four schemes: Home Essentials to help with the cost of replacing everyday items, small home repairs and mobility adaptations; Digital Connection to help older people get online; Financial Support to help with unexpected bills; and Essential Living Costs including clothing, food, medicines and books. Applications must be made via a third-party Referral Agent such as charities, local authority and social services representatives. This grant is open to applications. Applications can be submitted at any time.

<https://www.fote.org.uk/our-charity-work/grants-2/>

Longleigh Foundation - Individual Hardship Grants (England)

Individual Hardship grants are available to Stonewater Residents who are experiencing short-term hardship or crisis situations, for example: Sickness resulting in sudden unemployment and short term lack of funds - support may be needed for food vouchers; Oven or fridge requiring emergency replacement. The maximum grant value for Hardship Grants is £1000 per household in any 12-month period. This grant is open to applications. Applications can be submitted at any time.

<https://longleigh.org/our-grants/individual-grants/>

OVO Energy Fund (UK)

The OVO Energy Fund is a fund that helps people who've fallen behind with their energy payments to OVO. To qualify, individuals need to be in receipt of one of the following: Income Support, Job Seekers Allowance, Pension Credit, Employment and Support Allowance, or Universal Credit (but only if not working). In addition to qualify the energy debt on the energy account needs to be at least £150 and the annual household income is £16,190 or less.

<https://www.ovoenergy.com/help/debt-and-energy-assistance>

Scottish Power Hardship Fund (UK)

Because some customers have difficulties paying their bills due to low income or other circumstances, ScottishPower has a Hardship Fund to help them get their energy payments under control. The Fund can help by clearing or reducing arrears by crediting a customer's ScottishPower energy account. To qualify, individuals need to be in receipt of one of the following: Income Support, Job Seekers Allowance, Pension Credit, or Employment and Support Allowance.

<https://community.scottishpower.co.uk/t5/Extra-Help/Hardship-Fund/ta-p/53>

Sense - Cost of Living Support Fund Launched (England, Northern Ireland or Wales)

In response to the cost of living crisis in the UK, Sense, the national disability charity, has launched a fund to provide financial support to people with complex disabilities who live in the family home and are on low incomes. The Sense Cost of Living Support Fund will award grants of £500. All applications must be completed on the individual's behalf by a social care professional nominated by Sense. This can be a support worker, service manager or a social care worker. There are no restriction on how the money can be spent. Sense is has partnered with the Turn2us charity to process payments. For any questions please contact Turn2us on 0808 802 2000 or email them at sensegrants@turn2us.org.uk. No application deadlines have been indicated.

<https://www.sense.org.uk/our-services/sense-cost-of-living-support-fund/>

Depher

Disability and Elderly Plumbing and Heating Emergency Repair provide vulnerable people access to vital emergency works. It offers partial or fully discounted costs on emergency works which include the following: Gas leaks, No heating, No hot water. Also provides financial help to people over 65, the disabled and families/individuals on low income. This has included buying food and paying gas/electric bills. The service is free during the winter months and discounted services at other times. Thanks to Disability Grants. Added 25 Aug 22.

<https://www.depher.com/>

Lightening Reach Portal

Built during the pandemic, the Lightening Reach portal allows individuals to find and apply for support from multiple providers, quickly and easily. For example, grants, local schemes and discounted tariffs. Added 8 Sep 22.

<https://www.lightningreach.org/application-portal>

Octo Assist Fund (Octopus Energy)

A £7 million fund for Octopus customers. You can complete a quick and simple online tool which asks you a series of questions about your financial situation. We can offer a number of support options based on circumstances and need, including access to existing schemes, monetary support from the fund, or a loan of a thermal imagery camera to find heat leaks at home. Added 7 Sep 22.

<https://octopus.energy/blog/struggling-to-pay/>

School Uniform Grants

But all local authorities in Northern Ireland, Scotland and Wales, and some in England (though here it's a postcode lottery), have schemes in place to help parents and carers shoulder the cost of school uniforms. Grants up to £200. Added 25 Aug 22.

<https://www.moneysavingexpert.com/news/2022/07/school-uniform-grants-low-income/>

Smallwood Trust - Cost of Living Grants Fund

Open to women aged 18 or above, living in the UK, on a low income / not in work and in receipt of all benefits entitled to, or have no recourse to public funds, with savings under £2,000. Priority to: single parents, the disabled, no recourse to public funds, who are or who have been affected by domestic violence or abuse and BAME women. Typical uses might include: increase in household energy bills, or weekly food shop and essentials or other increases to bills through daily living. Grants up to £750. Each month they aim to award c.£25k in grants up to Dec to a total value of c.£200k. Added 8 Sep 22.

<https://www.smallwoodtrust.org.uk/grants-individuals-COST%20OF%20LIVING>

Turn2Us - Energy and Water Bills

Financial support for those struggling with energy and water bills. Energy Schemes, Charitable Grants, Energy Efficiency, Water Schemes, Benefits, Help from your local council and Advice and Support. Added 19 Aug 22.

<https://www.turn2us.org.uk/Your-Situation/Energy-and-Water-Bills>

Grants Currently Closed but May Open Later in the Year

EDF Energy Trust (UK)

The EDF Energy Trust helps families and individuals living in fuel poverty, suffering or other distress who are struggling to pay their gas and/or electricity bill by awarding grants to clear those debts. The aim of the Trust is to give vulnerable individuals a fresh start and financial stability enabling them to remain free of fuel debts going forward. Bankruptcy applications will not be considered from homeowners and those with assets above a value of £1,000 and total debts less than £15,000. This grant is closed to applications.

<https://www.edfenergytrust.org.uk/>

Warm Hubs

Warm Hubs are warm, safe places where residents can expect a friendly and inclusive welcome. People can come along on their own, or with a friend, and talk to others over a hot drink.

[Warm Hubs Map](#) | [Warm Hubs List](#)

Food Help

Free School Meals

You can apply for free school meals if your child attends a Harrow school, is aged between 5 and 18 years, and you get certain benefits.

Website: [Apply for free school meals – Harrow Council](#)

School Holiday Food project

Families who qualify for free school meals in term time can access food vouchers during the school holidays. Contact your school for more details.

Harrow Activities and Food (HAF) Programme

Holiday programme for children in reception up to age 16. School age children and young people eligible for income related Free School Meals can take part in fun and enriching activities for free over the school Easter, summer and Christmas holidays

Website: [H.A.F \(youngharrowfoundation.org\)](http://H.A.F.youngharrowfoundation.org)

Help Harrow

Food, support, and advice service.

Website: <https://helpharrow.org/>

London's Community Kitchen

You can visit the London Community Kitchen market every Friday 3pm to 6pm to access surplus food for free at The Kind Cafe, The Bridge, Christchurch Ave, Harrow, HA3 5BD (next to Harrow Leisure Centre).

Website: <https://www.londonscommunitykitchen.com>

Email: Office@Londonscommunitykitchen.com

Harrow Food Bank

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

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.

You can exchange the voucher for a food parcel at:

Holy Trinity Church Wealdstone

1a Headstone Drive

Wealdstone

Harrow

HA1 5QX

| | |
|---------|---------------|
| Tuesday | 13:00 - 15:00 |
| Friday | 13:00 - 15:00 |

Rayners Lane Baptist Church
139 Imperial Drive
North Harrow
HA2 7HW

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| Saturday | 10:00 - 12:00 |
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Kenton Methodist Church
Woodgrange Avenue
Kenton
HA3 0XF

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| Wednesday | 13:00 - 15:00 |
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South Harrow Baptist Church
270 Northolt Road
Middlesex
HA2 8EB

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| Monday | 13:30 - 15:30 |
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Warehouse to make donations:
Unit H2
Phoenix Business Centre
Harrow
HA1 2SP
020 8416 7344

| | |
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| Monday | 10:00 - 15:00 |
| Tuesday | 10:00 - 15:00 |
| Wednesday | 10:00 - 15:00 |
| Friday | 10:00 - 15:00 |

Harrow Foodbank Delivery Service (delivery service to extremely vulnerable people) - food parcel delivery slot.
Call 07521 651283 OR 07521650265 for information about our delivery service requirements.

| | |
|-----|---------------|
| Thu | 12:00 - 14:00 |
|-----|---------------|

Romanian Food Hub

The Romanian Food Hub provides families and vulnerable adults weekly access to nonperishable food and links the Hub users not only to core services offered by local authorities but also to services/ opportunities offered by the 15 organisations collaborating through the Romanian and Eastern European Network.

Website: [Projects – Romanian Culture and Charity Together \(rcct.uk\)](http://rcct.uk)

Breaking Bread Trust

Support for the local community, including food help.

Website: [Breaking Bread Trust – A charity based in NW London working with organisations, businesses, charities and individuals to help the most vulnerable in our society](http://breakingbreadtrust.org.uk)

Helping Hands

Help and support for vulnerable and elderly residents, including food help.

Website: [Helping Hands – Harrow Central Mosque \(harrowmosque.org.uk\)](http://harrowmosque.org.uk)

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, with other projects in other areas. Website: [My Yard – Sharing Food, Creativity, Inspiration and Compassion](http://myyard.org.uk)

Soul Kitchen

Collect a free pre-packed meal every Sunday from 12noon to 2pm at 39 Gloucester Road, Harrow, HA1 4PR. All faiths and backgrounds are welcome.

Website: www.soulkitchen.co.uk

Pregnancy and Families With Children

Healthy Start Vouchers

The Healthy Start provides eligible families with free vouchers every week to spend on food and milk. The vouchers are now digital and on a Healthy Start card. They can be used to buy certain types of milk, infant formula, fruits, and vegetables. You can also get free vitamins. Ask your midwife or health visitor where to collect your free vitamins. You may qualify if you are at least 10 weeks pregnant or have at least one child under the age of 4 and you are on benefits (or if you are pregnant and under 18).

Website: <https://www.healthystart.nhs.uk/>

Wealdstone Baby Bank

Wealdstone Baby Bank can provide baby clothes (0-24months) and items of baby equipment (nappies, toys, books, blankets, and other small items). Larger items are stored off-site but can be made available.

Friday mornings 10am to 12noon

Address: Wealdstone Methodist Church, Locket Road, Wealdstone, Harrow, HA3 7ND

Website: <http://wmclr.org.uk/wealdstone-babybank/>

Email: w.babybank@gmail.com

Harrow's Early Support Children's Centres

Harrow's Early Support Children's Centres run a range of free activities and services, from pregnancy to 9 years old. A timetable is available.

There are 5 sites in the Cedars Hub: Cedars (HA3), Stanmore Park (HA7), The Pinner Centre (HA5), Whitefriars (HA3) and Chandos (HA8).

There are 4 sites in the Hillview Hub: Hillview (HA2), Kenmore Park (HA3), Elmgrove (HA3) and Gange (HA3).

Website: [Children's hubs – Harrow Council](#)

BBC Children in Need- Emergency Essentials

The Emergency Essentials programme supports individual children and young people living with severe poverty, a lack of the basic facilities which most of us take for granted and additional pressures such as domestic violence, disability, or poor health in the family. The programme provides items that meet children's most basic needs such as a bed to sleep in, a cooker to give them a hot meal, clothing (in a crisis) and other items and services that are critical to children's wellbeing.

Website: [Emergency Essentials - BBC Children in Need](#)

Home Start Barnet, Brent, Enfield and Harrow

Home Start offers emotional and practical support.

Website: <https://homestartbarnet.org/>

Email: admin@homestartbarnet.org

Telephone: 0208 371 0674

CNWL Health Visiting Team

The Health Visiting Service is a specialist team that provides advice, support, and intervention to families with children in the first years of life.

Website: [Harrow Health Visiting Service :: Central and North West London NHS Foundation Trust \(cnwl.nhs.uk\)](#)

Address: Milman's, Grove Avenue, Pinner, HA5 5PF

Telephone: 020 3317 2555

Email: cnw-tr.harrowhealthvisiting@nhs.net

Young Harrow Foundation

Young Harrow Foundation is a membership organisation that supports over 200 voluntary organisations delivering services and activities for children and young people in Harrow. Website: [Home \(youngharrowfoundation.org\)](http://youngharrowfoundation.org)

Harrow Activities and Food (HAF) Programme

Holiday programme for children in reception up to age 16.

Website: [H.A.F \(youngharrowfoundation.org\)](http://youngharrowfoundation.org)

Harrow's Local Offer

Harrow's Local Offer provides information about services for children and young people 0-25 with Special Educational Needs and Disabilities.

Website: [Harrow Council Local Offer \(harrowlocaloffer.co.uk\)](http://harrowlocaloffer.co.uk)

Low Cost Furniture and Electricals

Trinity

Trinity Furniture stores provide low cost furniture and electricals.

Website: <https://www.wearetrinity.org.uk/shops/>

Charity Shops

Some charity shops in Harrow sell low cost furniture and electricals.

St Luke's Hospice

Sells furniture in its Kenton shop and small furniture in its North Harrow shop. Electrical items are sold at its Harrow Weald shop. Website: <https://www.stlukes-hospice.org/shops/specialist-shops>

British Heart Foundation- Harrow Home Store

Range of quality preloved furniture, electricals and homewares from sofas, tables, beds and wardrobes to TVs and home appliances.

Address: 57, St Anne's Road, Harrow, London, England, HA1 1JU

Email: H70@bhf.org.uk

Telephone: 0203 3940820

Utility Bills

Council Tax Energy Rebate

The council tax rebate will provide a payment of £150 to households living in council tax bands A – D. Payments will be made from April 2022 and will not need to be paid back. Additional households may also receive a council tax rebate depending on their circumstances.

See [Council Tax energy rebate – Harrow Council](#)

Energy Bills Support Scheme

Through the Scheme, domestic electricity customers in Great Britain will receive a £400 grant which will appear as a credit from energy suppliers from October 2022 onwards. This will not need to be repaid.

Winter Fuel Payment

If you were born on or before 26th September 1955 you could get between £100 and £300 to help you pay your heating bills. The tax-free annual benefit is normally paid from November, but most payments are made by Christmas. The Cold weather payment is aimed at residents who are long-term ill, disabled or of state pension age. To be eligible for the Cold weather payment you must be receiving Pension Credit, Income Support, Income Support based Jobseeker's Allowance, Income support based Employment and Support Allowance or Universal Credit. Any money you get towards your heating bill will not affect any other benefits. You should receive the Cold weather payment automatically if you receive one of the eligible benefits.

See [Winter Fuel Payment – Harrow Council](#)

Debt on Meter

Where there is debt on a meter and you are not liable because you did not use the gas or electricity, you should take a meter reading on the day you move in and contact the utility company. You may be asked to provide a copy of your tenancy agreement or a document that shows the date you moved in.

If you are liable for the debt because it arose at your former property and you cannot afford to clear the debt you should seek advice on any grants are available, options for reducing the rate or recovery or help with drawing up a repayment arrangement.

<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-yourbills/struggling-to-pay-your-energy-bills/>

Fuel Poverty/Climate Change

Green Doctors

Expert energy advisors who provide advice and support for Londoners; helping you stay warm and save money on your home energy bills.

Website: <https://london.greendoctors.org.uk/>

Green Homes Grant

Seven London boroughs have joined together to carry out smart energy efficiency retrofits on up to 700 homes across the participating boroughs.

Those living in the coldest and least efficient properties may be eligible for up to £10,000 of grant funding. This is to cover the installation of efficiency measures, such as low carbon heating systems, insulation, and smart heating controls.

[Save on your energy bill – Green Homes Grant - local authority scheme – Harrow Council](#)

SHINE

The Seasonal Health Intervention Network (SHINE) is a fuel poverty referral network and free energy advice service for Londoners. SHINE London offers a dedicated helpline and affordable warmth interventions to ensure households get the help they need to reduce utility bills, tackle energy debt, and ultimately stay well and warm.

Website: [Home \(shine-london.org.uk\)](https://shine-london.org.uk)

Warmer Homes

The Mayor of London's Warmer Homes programme provides free heating, insulation and ventilation improvements for low income Londoners who own their own homes or rent privately.

<https://www.london.gov.uk/what-we-do/housing-and-land/improving-quality/warmer-homes>

Centre for Sustainable Energy

Independent national charity that shares its knowledge and experience to help people change the way they think and act on energy.

Website: [Welcome | Centre for Sustainable Energy \(cse.org.uk\)](https://cse.org.uk)

OFGEM

Ofgem is Great Britain's independent energy regulator and works to protect energy consumers, especially vulnerable people, by ensuring they are treated fairly and benefit from a cleaner, greener environment.

Website: [Getting help if you can't afford your energy bills | Ofgem](#)

Grants to improve energy efficiency

Government schemes can help you make your home more energy efficient for free.

To check if you are eligible visit the [gov.uk energy grants calculator here.](#)

Water Bills

Affinity Water

The low income, fixed tariff (LIFT) is available to customers who are earning less than £16,480 a year, or who are currently claiming benefits, such as Universal Credit or Job Seeker's Allowance. If you are eligible, you'll receive a fixed-price bill each year for your clean water. In 2022/23 your clean water bill will be capped at £107.20. The LIFT tariff is applied to your clean water bill and calculated from the date your application is received and cannot be backdated. If your current clean water bill is lower than £107.20, we will keep you on your current tariff, so that you don't pay more. To help keep your payments simple and affordable, you can also make smaller, monthly payments throughout the year.

Website: <https://www.affinitywater.co.uk/billing/lift>

Sewerage Charges

You may be eligible for a discount on your sewerage charges, provided by Thames Water, Anglian Water or Southern Water. Thames Water's scheme is called WaterHelp.

Website: [Help with sewerage charges - Affinity Water](#)

Digital Inclusion

Universal Credit claimants may qualify for heavily discounted broadband deals from several broadband providers, called social broadband tariffs.

Website: [Cheaper broadband and phone packages - Ofcom](#)

Credit Unions

Credit unions are not for profit organisations that offer services such as saving accounts and low-cost loans to its members. They are regulated by the Financial Conduct Authority.

Hillingdon Credit Union

Website: <https://www.hillingdoncu.co.uk>

Telephone: 01895 250958

M For Money

Website: <http://www.m4mcu.org>

Telephone: 020 8756 3866

Learning and Employment

Learn Harrow

Learn Harrow provides a wide choice of learning opportunities for all ages and abilities across a range of courses in partnership with its providers, including ESOL. Website: <https://www.learnharrow.ac.uk/>

Xcite

Job brokerage for Harrow residents, help with applications, interview practice, career advice and training
Website: <https://www.harrow.gov.uk/jobs/careers-advice-training>

Shaw Trust

The JETS Programme is designed to help with the practical skills to relaunch your career. The programme offers up to 6 months of support delivered online. If you are on UC/JSA (for 13 weeks or more) you are likely to be eligible for JETS.

Website: [JETS - Shaw Trust](#)

Ingeus – Restart

Universal Credit claimants can [Ask your Jobcentre Plus Work Coach](#) about the Restart Scheme. 12 months support to find work.

IPS WORKS

IPS Works is an employment support project for people with common mental health issue from BME communities in North and West London.

Support Offered: Developing new skills, finding suitable employment, building resilience, and learning to cope with stress, anxiety, and depression.

Eligibility Criteria: 25+, BME (Black and Minority Ethnic), Living in Harrow, Unemployed for 12+ months, Presenting with common mental health issues.

Email: ipsworks@eachcounselling.org.uk

Support Services

Freephone National 24-hour Domestic Violence Helpline

Telephone: 0808 2000 247

Hestia IDVA (Independent Domestic Violence Advisors) service

This service offers support to both men and women (16+) who are currently experiencing Domestic Abuse. Support is tailored to individual needs and is focused on reducing the risk and minimising the harm of the trauma of Domestic Abuse.

Telephone: 02089078148 (Monday to Friday, 9am to 5pm)

Email: idva.Harrow@hestia.org

Hestia Complex Needs service

For Harrow residents with domestic abuse support needs, housing-related needs, and other support needs such as mental health or substance misuse.

Email: DA.Intervention@hestia.org

EACH Counselling & Support housing-relating floating support

For Harrow residents with generic, substance misuse and offending support needs.

Telephone: 02084275188

Email: harrowfs@eachcounselling.org.uk

Rethink floating support

For Harrow residents with mental health support needs and for older people. Email: BridgeFloatingSupport@rethink.org

Support for Ukrainian refugees

The Romanian and Eastern European Hub

The Romanian and Eastern European Hub is a service designed to support the Romanian and Eastern European communities both in London and more widely across the UK. The team of staff and volunteers offers free, tailored support to those needing help due to language, digital, and cultural barriers. Free support for Ukrainian refugees and their families living in the UK.

Website: <https://ro-eehub.org.uk/>

Support for Afghan refugees

Paiwand

Offers a range of services, including advocacy, immigration advice, mental health advocacy & counselling, education projects (such as supplementary education), and youth projects. Referrals can be made online.

Website: www.paiwand.com

Afghan Association of London (Harrow)

Offers a range of services, including general advice, immigration advice, education projects, youth and sports projects, and cultural events. Referrals can be made online.

Website: <https://afghanassociationlondon.org.uk/>

The Basherri Project

Support for Afghan residents in Harrow, run by Masa Restaurant.

Website: management@masarestaurant.co.uk

DAWN

Afghan Community Mental Health Line

Email: khalida.o@dawncharitabletrust.org.uk

Mental Health Support

CNWL Mental Health Services Single Point of Access

The Single Point of Access is open 24 hours a day, seven days a week, 365 days a year. 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 Harrow.

Telephone: 0800 0234 650

Email: cnw-tr.spa@nhs.net

Harrow Talking Therapies (CNWL)

For anyone who is struggling with their mental health at the current time Harrow Talking Therapies is a free NHS service offering support to those who are finding the current situation difficult. They offer 1:1 support via telephone or video call. They offer bereavement support, anxiety and worry management support, low mood support and help if you are selfisolating, or feel isolated being on your own at this time amongst other support you might be needing at this time. You will be assessed very quickly and booked in for treatment quickly too.

Telephone: 0208 515 5015 (lines are open Monday-Friday 9am-5pm)

Email: harrow.iapt@nhs.net

Website: [Harrow Talking Therapies :: Central and North West London NHS Foundation Trust \(cnwl.nhs.uk\)](https://www.harrowtalkingtherapies.nhs.uk/)

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.

[Mind in Harrow Mental Health Information Directory - Home](#)

Samaritans

Whatever you're going through, a Samaritan will face it with you. They are there for you 24 hours a day, 365 days a year. Website: www.samaritans.org

Telephone: 116 123

Email: jo@samaritans.org

Heads Up (Mental Health Partnership)

HeadsUp Harrow is a consortium partnership of 5 local charities offering specialist mental health services to young people aged 11-25 across Harrow who face additional barriers to support. The service is provided by Mind in Harrow, Mosaic LGBT+ Young Persons' Trust, Centre for ADHD and Autism Support, Paiwand and The WISH Centre.

[HeadsUp Harrow | specialist mental health support for young people 11-25 \(mindinharrow.org.uk\)](https://www.mindinharrow.org.uk/)

Need To Talk

A charity organisation based in Harrow, offering a non judgemental, understanding and safe place where concerns and issues can be worked on and explored by a fully qualified counsellor on a one to one basis.

Website: <https://needtotalk.london/>

The Resourceful Women's Network

Run a low cost counselling service. Charges range for £2-£40 an hour depending on income with some free places for Universal Credit recipients. Women can self refer by completing this form:

<https://forms.office.com/r/MnGMiybaGb>

Email: rwninfo@harrowwomenscentre.org.uk

Phone / text / what's app: 07414 932 902

Website: www.resourcefulwomensnetwork.org

Free and discounted things to do and places to visit

Harlow Libraries

Harlow has 6 libraries: Greenhill, Kenton, Pinner, Roxeth, Stanmore and Wealdstone.

Website: <https://www.harlow.gov.uk/libraries>

Harlow Libraries are free to visit. It is free to join and to borrow books. Free events are held throughout the year, at the libraries and online including regular rhyme time and story time sessions for children held at all libraries. Reading Challenges for children are held and these are free. Look out for the Summer Reading Challenge which has the theme of Gadgeteers for 2022 to discover the amazing science and innovation behind the world around you. Book Start packs are available for free- every child in England is entitled to a free Bookstart pack before they are 12 months old and again aged 3-4 years – see Bookstart for Families for more information:

<https://www.booktrust.org.uk/what-we-do/programmes-and-campaigns/bookstart/families/>

Harlow Parks

There are many parks in Harlow, and they are all free to visit. Many of the parks have 'friends' groups who volunteer to run community activities and events, which are often advertised on social media or on the group's website (if they have one).

Website: [Environment and Parks – Harlow Council](#)

Harlow Arts Centre

The Gallery at Harlow Arts Centre is free to visit. Harlow Arts Centre offers a range of discounted rates for selected shows including over 60s, under 16s, students, disabled patrons, and those in receipt of benefits. Family and group tickets are available for some shows.

Website: [Home | Harlow \(harlowarts.com\)](http://Home | Harlow (harlowarts.com))

Address: Harlow Arts Centre, 171 Uxbridge Rd, Hatch End, HA5 4EA

Telephone: 02037737161

Email: box.office@harlowarts.com

Headstone Manor and Harlow Museum

Headstone Manor and Harlow Museum is free to visit. Events and activities are held throughout the year, some of which are free. Discounts are available for over 60s, disabled patrons and those in receipt of benefits.

Website: [Headstone Manor Museum – 1200 years of history in Harlow](#)

Address: Headstone Manor and Harlow Museum, Headstone Manor Park, Pinner View, Harlow, HA2 6PX

Telephone: 02088636720

Email: info@headstonemanor.org

Harlow's Early Support Children's Centres

Harlow's Early Support Children's Centres run a range of free activities and services, from pregnancy to 9 years old. A timetable is available.

There are 5 sites in the Cedars Hub: Cedars (HA3), Stanmore Park (HA7), The Pinner Centre (HA5), Whitefriars (HA3) and Chandos (HA8).

There are 4 sites in the Hillview Hub: Hillview (HA2), Kenmore Park (HA3), Elmgrove (HA3) and Gange (HA3).

Website: [Children's hubs – Harlow Council](#)

Harrow Wealdstone Youth Hub

Free activities and services for young people aged 9 years to 19/25 years

Address: Wealdstone Youth Hub, The Wealdstone Youth Centre, 38 – 42 High Street, Wealdstone, HA3 7AE

Telephone: 020 8416 8667

Website: [Wealdstone Hub – Early Support Hubs – Harrow Council](#)

North Harrow Community Library

North Harrow Community Library is run by volunteers. It is free to join the library and to borrow books.

Community events and activities are run throughout the year, including Rhyme Time for children, some of which are free.

Address: North Harrow Community Library, 429-433 Pinner Road, Harrow, HA1 4HN

Tel: 020 8062 8418

Website: [North Harrow Community Library \(northharrowlibrary.org\)](http://northharrowlibrary.org)

Harrow Town Centre

The Harrow Town Centre team run a range of community activities throughout the year, some of which are free.

Website: [Home - We are Harrow \(harrowtowncentre.co.uk\)](http://harrowtowncentre.co.uk)