

**BRENT IRISH ADVISORY SERVICE
(BIAS)**

Working with Irish People

Directory of Services

Provided by

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BIAS Information Centre

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BIAS Community Services

*BIAS Information Centre 1995
5th Edition 8/95*

BIAS' MISSION STATEMENT

Brent Irish Advisory Service (BIAS) aims to give accurate, skilled and impartial information, advice and support to Irish people in need and in crisis in the community.

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BIAS Information Centre

1. Telephone Information and Advice Helpline

For information on -

- * *Housing Options*
- * *Welfare Rights, Benefits and Services*
- * *Employment & Training Opportunities*
- * *Health Services*
- * *Legal Services*
- * *Irish Social & Cultural Activities*
- * *Moving to Ireland*
- * *Working in Europe*

**TELEPHONE BIAS' INFORMATION AND ADVICE HELPLINE ON:
0171-328 1188**

Open :- Monday to Friday (10.00am - 5.00pm)
Closed :- Wednesday (10.00am - 1.00pm)
Closed :- 1.00pm - 2.00pm daily

Answerphone out of office hours

or contact us at **BIAS Information Centre
76 - 82 Salusbury Road
London NW6 6NY**

2. Information & Advice Sessions

HOUSING * JOBS * RIGHTS * SERVICES

Details of Advice Sessions

Information/Advice Provided at Both Advice Sessions

Tuesday :- 2.00pm - 5.00pm

HOUSING OPTIONS

(Information/advice on finding somewhere to live for single people who are homeless, threatened with homelessness or in housing need).

Thursday :- 2.00pm - 5.00pm

INFORMATION & ADVICE

(Information/advice on welfare services and benefits, employment and training opportunities, education services, social and cultural activities)

MOVING TO IRELAND

(Information/advice on all aspects of a move to Ireland)

Because of the demand, the above advice sessions are by appointment only. For an appointment call into BIAS Information Centre or telephone BIAS on :- 0171-328 1188.

The advice sessions are held at :- BIAS Information Centre, 76 - 82 Salusbury Road, LONDON NW6 6NY, Tel:- 0171-328 1188.

BIAS Information Service is funded by - London Borough of Brent, (Education, Arts & Libraries Department), London Boroughs Grants Committee, Irish Government (DION Committee), Irish Youth Foundation

3. Publications

***Irish in Britain Directory, 5th edition* (£5.99)**

Comprehensive guide to all aspects of Irish life in Britain, includes sections on; Irish Information & Advice agencies, Social & Community groups, Education, Arts & Culture and, Business and Commerce.

***Moving to Ireland* (£2.00)**

Practical guide for anyone planning to move, or in many cases, return to Ireland. Includes a directory of useful telephone numbers and contacts in Ireland.

***Moving within the European Community* (£2.00)**

A concise guide to living and working in other European countries.

***BIAS News* (£6.00 annual subscription)**

Monthly newsletter providing up-to-date information for the Irish Community

BIAS Information Centre also produces a range of specialist reports:

***Irish Homeless Families in London* (£1.50)**

Difficulties Irish families experience in securing housing

***The Irish in Ealing* (£2.00)**

First major study on the Irish in the London Borough of Ealing

***The Irish Community and "Mental Handicap" in Brent* (£1.00)**

Examines the experience of "Mental Handicap"/Learning Disability within the migrant Irish community

***Mental Health Experiences of the Irish Community in Brent* (£1.00)**

Looks specifically at the mental health experiences of the largest migrant community in Brent

***Who Cares for the Irish Community?* (£1.00)**

A report on the Community Care needs of single homeless Irish people, experiencing mental distress, in the London Borough of Brent

***Alcohol and the Irish in the London Borough of Brent* (£3.50)**

Comprehensive and indepth research investigation into alcohol consumption within the Irish community in Brent.

Order Form

Copies of all the publications listed above are available directly from the publisher at BIAS Information Centre. Please ring or send order requirements to :- BIAS Information Centre, 76 - 82 Salusbury Road, London NW6 6NY, tel:- 0171-328 1188.

All prices quoted include postage and packaging.

Please made cheques/postal orders payable in sterling to "BIAS Information Centre".

Please send me the following publications:

Titles required and number of copies

Name _____

Organisation (if any) _____

Address _____

Tel _____

I enclose a cheque/postal order made payable to *BIAS Information Centre* for £ _____

Date _____

Signed _____

BIAS Community Services

4. BIAS Children & Families Social Work Service

Information for individuals

BIAS Community Services employs a qualified Social Worker to work with Irish children & families. The Social Worker is there should you wish to talk to someone about issues affecting you, your family or your children.

You can contact the Social Worker at BIAS Community Services on 0171-328 1188 to arrange an appointment.

Information for Agencies

BIAS Social Worker is able to take direct referrals from Brent Social Services for work with Irish children & families. Referrals can be made for the BIAS Social Worker to become involved in :-

1. Initial assessment with London Borough of Brent Social Worker of client need/family situation.
2. Joint casework with LB Brent Social Worker.
3. Individual casework with family.
4. Consultancy on specific issues related to work with Irish families.

Referral forms and further information about this service can be obtained by contacting:- Carol Colton, Children & Families Social Worker, *BIAS Community Services*, 76 - 82 Salusbury Road, London NW6 6NY (0171-328 3368).

BIAS Children & Families Social Work Service is part of BIAS Community Services and is funded by *London Borough of Brent Social Services Department*.

5. Home Visiting Service

BIAS provides a home visiting service for Irish pensioners in the London Borough of Brent, who are housebound or have restricted mobility.

The visiting service is provided by a team of experienced voluntary workers supervised by Jeanne Dermody, Pensioners Worker at BIAS.

Visits can be arranged to provide any of the following :-

- Information, advice and support to obtain welfare benefits, health services, housing services and personal social services that you may be entitled to.
- Information on, and access to, Irish cultural and community activities and events.

How to use the Visiting Service

Use of the service is by written referral. The referral can come from the person themselves, relative, friend, neighbour, church, community group, other agency.

Referral forms can be obtained from BIAS Community Services, 76 - 82 Salusbury Road, London NW6 6NY (0171-328 3368). Completed forms to be returned to Jeanne Dermody, Pensioners Worker, BIAS Community Services, at the above address.

The Home Visiting Service is part of BIAS Community Services Irish Elders Project, which is funded by *Joint Finance (Brent and Harrow Health Authority and London Borough of Brent Social Services)*.

6. Westbrook Luncheon Club

BIAS Community Services in co-operation with Brent Elders Voice, organises a weekly Luncheon Club for Irish pensioners in the Harlesden area of Brent.

The Luncheon Club, established in 1990, is held at :-

Venue	:-	Westbrook Community Centre Knowles House 51 Longstone Avenue Harlesden London NW10 3UN
Open	:-	Every Tuesday 12.00- 3.00pm
Number of Places	:-	22
Services Provided	:-	1. Hot Meal 2. Irish social and cultural activities (music/dance) 3. Information/advice on housing and welfare services
Transport	:-	We are able to provide transport for a limited number of people
How to Use the Roundwood Club	:-	Written referral from self, relative, friend, neighbour, church, other agency.

Referral forms can be obtained from *BIAS Community Services*. Completed forms to be returned to; Jeanne Dermody, Pensioners Worker, BIAS Community Services, 76-82 Salusbury Road, London NW6 6NY (0171-328 3368).

The Westbrook Luncheon Club is part of BIAS Community Services' Irish Elders Project which is funded by *Brent Joint Finance (Brent and Harrow Health Authority and London Borough of Brent Social Services)*.

7. Coplands Club

BIAS Community Services in co-operation with London Borough of Brent Social Services Department organises a weekly information, support and activities session for Irish pensioners, held at the Copland Resource Centre for the Elderly in Wembley.

The session is particularly aimed at isolated Irish pensioners in Wembley and surrounding areas.

Established	:-	1992
Managed by	:-	BIAS Community Services in co-operation with Brent Social Services
Address	:-	Copland Irish Elders Club Copland Resource Centre 1 Copland Avenue Wembley MIDDLESEX HA0 2EN
Number of Places	:-	15
Open	:-	Every Monday 1.00pm - 4.00pm. With effect from 27th September 1995, the Club will take place on Wednesdays
Services Provided	:-	1. Traditional Irish Afternoon Tea 2. Irish Social and Cultural Activities 3. Information/Advice on Housing and Welfare Services/Benefits
Transport	:-	Because of the current funding level, transport is unfortunately not available. Those wishing to use the session will have to arrange their own transport
How to Use the Copland Club	:-	Written referral from self, relative, friend neighbour, church, agency.

Referral forms can be obtained from *BIAS Community Services*. Completed forms to be returned to: Jeanne Dermody, Pensioners Worker, BIAS Community Services, 76-82 Salusbury Road, London NW6 6NY (0171-328 3368)

Copland Club is part of the Brent Irish Elders Project which is funded by *Brent Joint Finance (London Borough of Brent Social Services and Brent and Harrow Health Authority)*.

General Information

8. Equal Opportunities Policy

Statement of Intent

BIAS accepts that in society certain groups and individuals are disadvantaged and, as a result, is committed to taking positive steps to redress the balance in terms of its employment practices and service delivery. BIAS also believes that passive policies in themselves do not provide equality of opportunity. BIAS has therefore committed itself to the task of establishing and implementing an effective Equal Opportunities Policy. In addition to the responsibility outlined above, BIAS also accepts the statutory requirements laid down by the Race Relations Act, the Sex Discrimination Act and the Employment Acts.

BIAS wishes to employ the most suitable staff and therefore intends to ensure equality of opportunity so that no person will be discriminated against, either as actual or potential employees, particularly on the grounds of race, nationality, religion, gender, disability, sexuality, class, marital status or unrelated criminal conviction.

BIAS is also committed to ensuring that its services are accessible and safe to users of the agency. To this end, BIAS employees will actively work to ensure that this is the case, which will include challenging discrimination, abuse or harassment by individuals in contravention of this policy. All of our offices are not wheelchair accessible yet. We are working towards that however.

Responsibility

Each member of staff has a responsibility to work to implement this policy in all aspects of their work.

Recruitment

There is a separate recruitment procedure, a copy of which is available from BIAS' office.

Training

Staff will be made aware of training opportunities available to them, and will be positively encouraged to take these up. This will apply to all staff, whatever their position in the organisation. In particular, training will be provided in order to realise potential where formal qualifications and experience may be lacking.

Monitoring and Review

The Co-ordinator in co-operation with the staff team will provide an Annual Report on the implementation of this policy, analysing in detail failures and successes to the Management Committee. To assist in this process, all monitoring information on recruitment and service delivery which has been collated during the previous year, will be used and commented upon, and acted upon where necessary.

9. User's Comments

To ensure that its services are being provided expertly and efficiently, BIAS Information Centre welcomes the comments of those who use them.

For what reason did you approach BIAS?

Information/Assistance on :- (please tick more than one if necessary)

- | | | |
|----------------------------|----------------------------------|-------------------------|
| homelessness/housing | children & families issues | moving to Ireland |
| social security | pensioners issues | council tax |
| social services | health | housing benefit |
| cultural/social | employment | training |
| legal | education | |

any other (please give details)

Was your enquiry dealt with to your satisfaction? Yes No

If NO, please say what happened :-

.....
.....
.....

What changes (if any) do you feel should be made to improve the service you required?

.....
.....
.....

How did you get to know about BIAS? (please tick)

- from a friend/relative
- from an Irish agency (please specify)
- from another agency (please specify)

Date

When completed, please return form to:

BIAS Information Centre
76 - 82 Salusbury Road
London NW6 6NY
Tel:- 0171-328 1188

Thank you for completing this form.

It will be used to help BIAS ensure that the services it provides are of the highest possible standard and are meeting the needs of the Irish community. If you have other comments or suggestions that you would like to make about BIAS and the work it does, please contact :

Stan Quirey, Co-ordinator of BIAS, at the above address or telephone on 0171-328 1188.

10. Complaints Procedure

Complaints about BIAS Information Centre

How to make a complaint

If you have a complaint about BIAS' Information Centre, or any of its employees/volunteers/members who work in this service, then you should follow the procedure below -

1. Write to : The Co-ordinator
 BIAS Information Centre
 76 - 82 Salusbury Road
 London NW6 6NY

Please give your name, address, telephone number you can be reached at, and details of your complaint, ie, What do you think BIAS Information Centre did wrong or failed to do and what has given you cause to complain?

2. You will receive a reply from the Co-ordinator within 7 days.
3. If you are not satisfied with the reply then contact the Co-ordinator at the address above or by telephone (0171-328 1188) and ask for a Complaint Form to be sent to you.
4. Complete the Complaint Form and return to: The Chairperson, Brent Irish Advisory Service at the address above. You will receive a reply within 7 days.
5. If you are not satisfied with the reply you receive, then you can contact :-

(1) **Mr Frank Holmes**
Deputy Director
Brent Voluntary Sector Team
London Borough of Brent
Room 17, Town Hall Annexe
Forty Lane
Wembley
MIDDLESEX HA9 9HD
(regarding information service in Brent)

(2) **Mr David White**
Senior Grants Officer
Community and Cultural Services Team
London Boroughs Grants Unit
5th Floor, Regal House
London Road
Twickenham
MIDDLESEX TW1 3QS
(regarding information service in London)

(3) **Mr Ian Cruikshank**
Commissioning Officer, Children's &
Young People's Commissioning Team
London Borough of Brent
Chesterfield House, 4th Floor
9 Park Lane, WEMBLEY HA9 7RW
(regarding Children & Families Social Work Service)

(4) **Ms Cath Attlee**
Assistant Director of Commissioning - Brent
Brent and Harrow Health Authority
Grace House, Harrovia Business Village
Bessborough Road
HARROW HA1 3EX
(regarding service to older people)

Each of these officers will give you information about how to make your complaint.

11. Voluntary Work with BIAS

Voluntary work with BIAS Information Centre and BIAS Community Services

Are you interested in voluntary work?

VOLUNTEERS ARE NEEDED TO WORK WITH THE IRISH COMMUNITY IN THE BOROUGH OF BRENT

You could:

- * visit a lonely, isolated or elderly person at home
- * escort people who have difficulty in travelling
- * give practical help to people with disabilities - shopping, giving information on events and activities
- * help at our elders luncheon club
- * distribute newsletters and information leaflets around the borough
- * organise fundraising activities
- * provide support to families with young children
- * provide support to homeless people
- * work in our information centre - reception work, administration work, giving information

How much of my time will it take?

Anytime you are free. There is someone who needs you in the day-time, the evening and at week-ends, either regularly or occasionally.

YOUR HELP * YOUR SKILL * YOUR COMPANY * YOUR TIME

can make all the difference to someone

If you would like to become a volunteer, then contact :- Catherine O'Reilly, BIAS Information Centre, 76 - 82 Salusbury Road, London NW6 6NY Tel:- 0171-328 1188, to obtain a Volunteer Application Form and further information.

12. BIAS Information Service Subscription

BIAS Information Centre provides Information and Advice to Irish people living, working or newly arrived in Britain and who are experiencing difficulties.

You can find out more, and help support our work by taking out an Information Service Subscription.

You will receive a BIAS Information Pack when you take out a subscription and then a quarterly mailing which includes :-

- * a copy of all BIAS leaflets
- * BIAS News Bulletins
- * BIAS Annual Report
- * information on events and activities organised by BIAS
- * details of volunteer activities

Your subscription is valid for one year. All monies are used by BIAS to produce information for the Irish community.

I wish to take out an Information Service Subscription

Name

Organisation (if applicable)

Address

..... Post Code

Telephone

I heard about BIAS in/from :-

Subscription Rates (£ Sterling) (please tick) £10.00 Organisation/Agencies

£6.00 Individuals

I enclose a cheque/postal order for (Please make cheque payable to "BIAS Information Centre").

Signature

Date

Please return to : BIAS Information Centre
76 - 82 Salusbury Road
London NW6 6NY

BIAS Information Centre is funded by London Borough of Brent Education, Arts and Libraries Department, London Boroughs Grants Committee and the Irish Government (DION Committee).

13. Student/Trainee Placements

BIAS Information Centre and BIAS Community Services offer the opportunity for students and trainees to come on placement.

Student/trainees who are completing a workskills training course, or a professional training course (social work, community work, information or research) and who are interested in working with Irish people may be interested in a placement.

For further information about the availability of placements, please contact Placements Organiser, BIAS Information Centre, 76 - 82 Salusbury Road, LONDON NW6 6NY or telephone 0171-328 1188.

14. BIAS Training Services

BIAS provides training to the Statutory and Independent sectors on the experiences of the Irish migrant community. For a training services brochure, telephone Anne-Marie Keane on 0171-328 1188.

BIAS INFORMATION CENTRE

BIAS Information Centre is an Information and Resource unit. It offers a specialist, professional service to the Irish community, and to individuals and organisations with an interest in Irish affairs.

BIAS Information Centre provides a comprehensive range of services.

Telephone Information Lines

Open Monday to Friday (10.00am - 5.00pm); Closed Wednesday (10.00am - 1.00pm)
Closed 1.00pm - 2.00pm daily

Postal Enquiry Service

The Centre ensures a quick and accurate response to queries received by post

Information & Advice Service

Available to personal callers

Database & Resource Centre

BIAS Information Centre holds an up-to-date and comprehensive range of information and resources through the maintenance and development of a computer database and central resource collection.

Publications

The Centre specialises in producing publications and specialist research reports. Most recent titles include: Moving to Ireland, Moving within the European Community (EC), the Irish in Britain Directory (5th edition) and the research report Who Cares for the Irish Community?

Research & Development

In conjunction with BIAS Community Services, the Information Centre undertakes an extensive programme of research and development.

Training

BIAS Information Centre provides training to the Statutory and Independent sector on the experiences of the Irish migrant community.

Media

The Centre works effectively with all branches of the Media to ensure accurate coverage and to raise public awareness of issues.

Trainee and Student Placements

BIAS Information Centre and BIAS Community Services accept students/ trainees for work placement.