



Penrose

Synergy Brent: Floating Support Service







Introduction

Brent Council has commissioned SIG Penrose to continue the work, formerly delivered by Brent Reach, to support vulnerable people on their journey to live independently.



Synergy Brent

Synergy Brent aims to empower and encourage people to develop the skills and tools needed to manage their accommodation and tenancies, work towards employment and stay healthy and safe. We partner with Brent HUBS to provide a drop-in service for benefits, housing and other general advice and support needs.

The support we can offer you

Members of staff including peer-mentors and volunteers will be able to help assist you with:

- Sustaining and maintaining your accommodation
- Support if you are facing eviction or are at risk of being homeless
- Advocacy concerning rent or council tax arrears, anti-social behaviour, repair or safety hazards in the home, benefit entitlement and more
- Support to be safe in your accommodation and safeguard against abuse, exploitation and tenancy hijack
- Signposting for more specialist support, including substance use, mental health and legal advice
- Managing money to maximise income, managing debt, exploring benefit entitlement and grant applications
- Completing forms and dealing with correspondence
- Accessing community events and support networks
- Accessing education, training, and employment services



Referral Process Information

Referral Process

Synergy Brent accept self-referrals. We also accept referrals made by other external community providers and organisations. Referral information, enquiries and referral forms can be sent to our referral inbox at referrals.synergybrent@penrose.org.uk

Assessment

One of our Support Workers will carry out an initial assessment so we can gather more information about support needs, potential risks, concerns and establish how we can work in collaboration to achieve goals.

How we provide support

A Support Worker will be allocated to provide support with sustainment of independent living and any other challenges that arise. We will provide outreach support by carrying out home visits or by meeting individuals in the community.

How long will support last

We assess cases on an individual basis and according to need. We aim to support clients for up to one year. However, support can be extended depending on personal circumstances. Our ultimate aim is to empower clients to develop the skills and resilience needed to live independently with minimal help from other support services.

Eligibility

Brent residents aged 18-60 years old:

- With tenancy-related support needs and vulnerable due to any underlying issues, including mental ill-health (low needs), substance use (low needs), physical health or learning disability (low-medium needs).
- At risk of losing their current accommodation due to their vulnerability or any other reason, such as job loss.
- Eligible for, but not in receipt of, another support funded by the Brent Commissioning Team.



Engagement

- Synergy Brent will support clients through:
- Offering flexible timings/locations
- Engagement with family/support circle
- Increased 1:1 sessions to seek understanding
- Multi-agency working to identify/overcome barriers
- Making information available in a range of accessible formats
- Considering cultural/ethnic/religious/linguistic/gender needs to ensure our service is fair/accessible for everyone.
- Seek positive behavioural support where appropriate
- Engaging peer support
- Utilise partnership support for crisis planning/intervention actions where needed

We understand that there are often many reasons why you may find engaging with the service difficult. If you have any concerns or you do not not feel you will be able to engage for a period of time, please speak with your Support Worker.

Please note that we have a Non-Engagement Policy in place, and the relevant procedures will be followed if there is a continued lack of engagement.

Get in touch

Synergy Brent:

UNIT 7, Engineers Way, Wembley, HA9 0AB

Telephone:

0203 830 7666

Enquiries Email:

enquiries.synergybrent@penrose.org.uk

Referrals Email:

referrals.synergybrent@penrose.org.uk

SIG Penrose Charity no. 01151455 | Company no. 8466743

SIG Penrose is part of Social Interest Group. Our mission is to empower independence through trauma-informed solutions and dynamic partnerships that keep people out of prison, out of hospital, and off the streets.



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www.socialinterestgroup.org.uk

Charity No. 1158402 | Company No. 9122052