



We're moving!

Got questions? We've got answers...

When is Via - Harrow moving?

We're moving on:

Wednesday 11th and Thursday 12th October.

On these days, phone us in the first instance but if you need to come into the service on either Wednesday or Thursday, please come to Bessborough Road, there will be staff available there to support you.

On **Friday 13th October** the service will be fully moved to the new building!

Please phone us in the first instance but if you need to come in to see a keyworker please come to the new service building at:

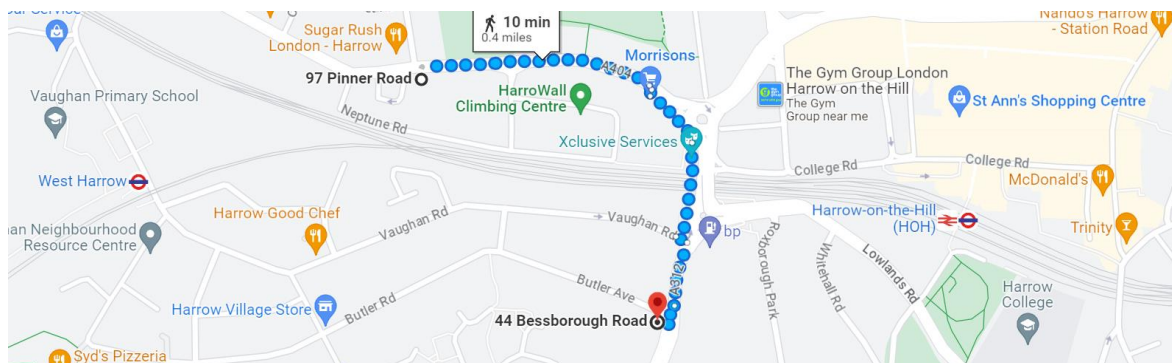
97 Pinner Road, Harrow HA1 4ET

All our contact details remain the same – same telephone number (0300 303 2868), same email address (harrow@viaorg.uk).

Where's the new service building?

The new service is located a short walk from the existing service on Pinner Road. The location is close to public transport links and town centre.

Below is a map to show you where it is from Bessborough Road and where the nearest tube stations are.



For support in getting to the new service please contact our team on **0300 303 2868**.



I have mobility needs; will the service be accessible to me?

The new site on Pinner Road is an accessible premises and suitable for wheelchair users and those with mobility issues. If you would like to discuss your additional needs, please don't hesitate to get in touch with us.

I am not currently working with Via Harrow, but I think I'd benefit from the support available; how can I access the service?

We accept referrals through a variety of ways, including self-referrals through drop in or over the phone. We also have an online referral form that individuals can complete themselves or family members can complete on their behalf, see below:

Visit:

<https://www.viaorg.uk/get-help/harrow-referral/>

Scan:



Why are we moving?

We're aware drug and alcohol services have been based in this building for a long time; our circumstances have changed, and we figured it was time for a fresh space to provide our services.

This move will provide a fresh look at how we deliver our services, and we are taking this opportunity to explore how we can be more widely accessible in the community.

Will there be a reduction in services available?

No, we'll still be providing the same level of service with no reductions.

Will there be less staff?

No, there'll be same number of staff and all the team will be the same.

Will my keyworker change?

No, your keyworker will be the same, and their contact details will be the same too.

Will I still be able to collect my prescription during the move?

Yes, we're making sure that anyone needing to collect a prescription will be able to collect ahead of the move or after. If you do find you have a concern about your prescription during the move then please get in contact with the service or come to:

- Wednesday 11th & Thursday 12th - 44 Bessborough Road (existing building)
- Friday 13th – 97 Pinner Road (new building)



Will I still be able to access the needle exchange?

- Yes, we'll be making sure that our needle exchange is still accessible.
- There are also a number of pharmacies in Harrow that provide needle exchange. If you're not sure where these are, ask your keyworker for more information.

Will the service be better?

- Yes, the fresh new premises will provide an even better environment for you!
- We'd also love to hear from you about any improvements you'd like to see in how we provide services, so please let us know what you think.

Will there still be a library/book exchange?

- Yes, there will still be a library/book exchange at the service.

Will there be the same groups?

- Yes, we will still run the same groups.
- If there are any additional groups you would like to see, please let us know!

Will you still have a weekend service?

- Yes, Build on Belief (BoB) will still be running their service on the weekend at the usual times.

What will be different?

- The space will be different but the location is close by, so we hope this won't impact your travel time too much.
- We hope that you like the new building, but we really want to hear what you think so please let us know!
- We're also really lucky that there is a lovely big garden at the new premises so we will be introducing an exciting gardening club!
- Please let us know if you would like to be involved in the garden project or any future projects!

These FAQs have been produced in conjunction with the people who use Via - Harrow.

If you have more questions about the move or about the service, please ask your keyworker or talk to any member of the Via - Harrow team who will be happy to try and help!

Via – Harrow

Phone: 0300 303 2868

Email: harrow@viaorg.uk



Via – Harrow Service User Forum

**Our friendly and informal service user forum meets
on the last Friday of every month...**

If you'd like to get involved in the service, want to get the latest updates, and ask any questions, then please come along and join us for a cup of tea and cake!

Just ask any of the team for more details and/or to check the date of the next meeting!