

Access the psychological well-being outreach service available to Asylum seekers and Refugees living in Havering or with a Havering GP.

Contact Us

For further information, please contact Havering Asylum Seekers and Refugee Psychology Service.

Address (not for correspondence):

Romford Town Hall Appointment Centre,
RM1 3BD

Email: HavASR@nelft.nhs.uk

Telephone: 0300 300 1615

Opening hours: 9am to 5pm, Monday to Friday
excluding bank holidays.

Emails and phone calls are answered on the
Monday, Tuesday and Friday, 9am to 5pm.

Outside of these hours, messages can be left and
will be responded on the next available Monday,
Tuesday or Friday.

NELFT provides community and mental health
services for people of all ages in Essex and the
London boroughs of Barking & Dagenham,
Havering, Redbridge and Waltham Forest,
as well as Kent and Medway.

NELFT NHS Foundation Trust, CEME Centre –
West Wing, Marsh Way, Rainham,
Essex RM13 8GQ.

Tel: **0300 555 1200**

www.nelft.nhs.uk

If you would like this information in Braille, large type,
in another format or in another language, please ask
a member of staff. (English)

Bu bilgileri büyük yazı tipinde Körler Alfabesinde,
başka bir biçimde ya da başka bir dilde okumak
isterseniz lütfen bir görevliye danışın. (Turkish)

Nëse këtë informacion do e dëshironit në Braille, font
më të madh, në format tjetër apo gjuhë tjetër, ju
lutem pyesni një anëtar të personelit. (Albanian)

Se desejar obter esta informação em Braille, num
tipo de letra maior, noutro formato ou noutro idioma,
por favor peça a um membro do pessoal.
(Portuguese)

আপনি যদি এই তথ্যটি ব্রেইলে, বড় হরফে, অন্য
ফরম্যাটে বা অন্য ভাষায় পেতে চান, অনুগ্রহ করে,
কর্মীদের একজন সদস্যকে তা জানান। (Bengali)

در صورت تمایل به دریافت این اطلاعات به صورت بریل، چاپ درشت،
یا سایر فرمت‌ها یا زبان‌ها، لطفاً درخواست خود را با یکی از کارکنان ما
مطرح کنید. (Farsi)

Jeżeli chciałoby Państwo uzyskać niniejszą
informację zapisaną w alfabecie Braille'a, dużą
czcionką, w innym formacie lub w innym języku,
prosimy zwrócić się w tej sprawie do członka
personelu. (Polish)

Si vous souhaitez obtenir ces informations en gros
caractères Braille ou dans une autre langue, veuillez
le demander à un membre de l'équipe. (French)

நீங்கள் இத்தகவலை ப்ரெய்லியில், பெரிய
எழுத்துகளில், வேறு ஃபார்மேட்டில் அல்லது வேறு
மொழியில் பெற விரும்பினால், ஊழியரிடம்
கேளுங்கள். (Tamil)

إذا أردت الحصول على هذه المعلومات بطريقة برايل، أو بحروف كبيرة،
أو بصيغة أو لغة أخرى، يرجى طلب ذلك من أحد أعضاء فريق العمل.
(Arabic)

Если вы хотите получить эту информацию на
языке Брайля, напечатанную крупным шрифтом,
в другом формате или на другом языке,
пожалуйста, обратитесь к любому сотруднику.
(Russian)

Equality & Diversity:

We are committed to meeting and providing
equitable and accessible care and support for all our
service users by working in partnership with you and
communicating these needs at the earliest, so that
appropriate arrangements
could be made.

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Havering Asylum Seekers and Refugee Psychology Service (HavASR)



Information for service
users and referrers



What is the Havering Asylum Seeker and Refugee Psychology Service (HavASR)?

The Havering Asylum Seeker and Refugee Psychology Service (HavASR) is a small NHS specialist trauma-informed service that works mainly with community and voluntary services in the Havering area who support Refugees and Asylum-seeking people.

What Services do HavASR Offer?

Consultation and Community Development Support:

A key aspect of our work is in partnership with agencies (including mainstream mental health services) and voluntary sector organisations, which involves supporting and upskilling those working closely with asylum seekers and refugees in the community through consultation and training. Please contact us if you would like to access this aspect of our service.

Direct therapeutic interventions:

We also recognise that Refugee and Asylum seekers may need specialist mental health support which mainstream NHS services, such as Mental Health and Wellness Teams (MHWT) and Child and Adolescent Mental Health Services (CAMHS) already offer. Initially we encourage a referral to be considered to these services however, we appreciate that for this client group a more specialist service is required at times. Therefore, we also offer a small direct therapy service which provides individual and group psychological intervention for asylum seekers and refugees of all ages (regardless of immigration status), who have complex mental health problems in the context of forced migration.

We see people on an appointment basis only, typically at Romford Town Hall Appointment Centre. The therapeutic work may also involve working with the wider system such as community and other statutory services.

This aspect of the service can address significant and complex trauma-related mental health problems such as:

- Emotional or behavioural difficulties that meet the criteria for Post Traumatic Stress Disorder (PTSD) which can include: severe low mood, nightmares and flashbacks, anxiety, fear and numbness or dissociation.
- Depression (severe and enduring low mood significantly impacting on functioning).
- Severe relational difficulties impacting on significant relationships.
- Behaviours that are challenging, that are related to trauma.

Referrals

To request direct therapeutic work, we accept professional referrals and self-referrals.

- Professional referrals: a child or adult can be referred by any worker supporting the individual/family, by completing the referral form.
- Self-referrals: anyone over the age of 15 can self-refer and parent(s)/carers can refer on behalf of their child(ren). If support is required to complete the form, please contact us via phone or email, giving contact details and spoken language.

Who Can Access the Therapy Service?

- A child, young person or adult who currently lives in, or is registered with a GP, in the borough of Havering.
- Is experiencing significant difficulties in managing emotions or behaviour in the context of trauma related to their own direct experience of forced migration.
- Has agreed to this referral and is willing and able to engage in psychological therapy.
- Whose trauma related mental health needs cannot be met in mainstream mental health settings.
- Is not in a current mental health crisis (e.g. repeated or impulsive suicide attempts within the last 3 months). In this instance, consider referral to the Crisis Team, MHWT or CAMHS.

Can I Access therapy from HavASR If I Don't Speak English?

Yes, you can. If you don't speak English, we will use interpreters at all stages of our work.

