**Social Welfare Advice and Information**

*Local and National Resources*

**Local Social Welfare Advice Services - Tower Hamlets**

The voluntary organisations listed below provide free confidential advice on a range of subjects including welfare benefits, debt and housing. Please contact the agency or check their websites for further information on opening times and referral arrangements.

***\*\**** *Organisations who provide specialist casework services and free evening legal advice sessions.*

| **Organisation name** | **Address** | **Telephone** | **Website** |
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| **Account 3** | 1-9 Birkbeck St, E2 6JY | 020 7739 7720 | [www.account3.org.uk](http://www.account3.org.uk) |
| **Bromley-by-Bow Centre** | St Leonard’s St, E3 3 BT | 020 8709 9700 | [www.bbbc.org.uk](http://www.bbbc.org.uk) |
| **\*\*Citizens Advice Bureau** | 32 Greatorex St, E1 5NP | 020 7247 1050 | [www.eastendcab.org.uk](http://www.eastendcab.org.uk) |
| **\*\*Island Advice Centre** | Island House, Roserton St, E14 3PG | 020 7987 9379 | [www.island-advice.org.uk](http://www.island-advice.org.uk) |
| **\*\*Legal Advice Centre** | 104 Roman Rd, E2 0RN | 020 8980 4205 | [www.legaladvicecentre.org.uk](http://www.legaladvicecentre.org.uk) |
| **Limehouse Project** | 791 Commercial Road, E14 7HG | 020 7538 0075 | [www.limehouseproject.org.uk](http://www.limehouseproject.org.uk) |
| **\*\*Tower Hamlets Law Centre** | St Anne - Unit 2 789-791 Commercial Rd, E14 7HG | 020 75384909 | [www.thlc.co.uk](http://www.thlc.co.uk) |
| **\*\* Toynbee Hall Advice Service** | 28 Commercial Street, E1 6LS | 020 7392 2953 | [www.toynbeehall.org.uk](http://www.toynbeehall.org.uk) |
| ***Local voluntary organisations who provide advice services to particular communities*** | | | |
| **Chinese Association of Tower Hamlets** | 680 Commercial Rd, E14 7HA | 020 7515 5598 | [www.thchinese.org.uk](http://www.thchinese.org.uk) |
| **OSCA Somali Community Association** | Concordia Centre, 420-421 Burdett Rd, E3 4AA | 020 7987 5833 | [www.oceansomali.org.uk](http://www.oceansomali.org.uk) |
| **Praxis (New Residents Service)** | Pott St, E2 0EF | 020 7729 7985 | [www.praxis.org.uk](http://www.praxis.org.uk) |
| **Bangladeshi Youth Movement** | 21/23 Henriques St, E1 1NB | 020 7488 1831 | [www.bym.org.uk](http://www.bym.org.uk) |
| **Stifford Centre** | 2- 6 Cressy Place, E1 3JG | 020 7790 3632 | [www.stifford.org.uk](http://www.stifford.org.uk) |
| **Wapping Bangladesh Association** | Tench Street, E1W2QD | 020 7702 1708 |  |
| **St Hilda's East Community Centre** | 18 Club Row, E2 7EY | 020 7739 8066 | [www.sthildas.org.uk](http://www.sthildas.org.uk) |
| **St. Peters Bengali Association** | Minerva Centre, 10 Minerva Street, E2 9EH | 020 7729 1036 | [www.stpeters.ba.com](http://www.stpeters.ba.com) |
| **South Bromley Forum** | 27 Aberfeldy Street, E14 ONU | 020 7987 9584 |  |
| ***Disability Information Advice and Advocacy Services*** | | | |
| **Real** | Jack Dash House, 2 Lawn House Close, E14 9YQ | 020 7001 2177 | [www.real.org.uk](http://www.real.org.uk) |
| **APASENTH** | 30 Copenhagen Place, E14 7FF | 020 7001 2266 | [www.apasenth.org.uk](http://www.apasenth.org.uk) |
| **Deaf Plus** | Trinity Centre, Key Close, E1 4HG | 020 7790 9227 (voice/text) | [www.deafplus.org](http://www.deafplus.org) |
| **Age UK East London** | 87 Parnell Road,  E3 2RS | 0208 981 7124 | [www.ageuk.org.uk/eastlondon](http://www.ageuk.org.uk/eastlondon) |
| **Positive East** | 159 Mile End Road, E1 4AQ | 020 7791 2855 | [www.positiveeast.org.uk](http://www.positiveeast.org.uk) |
| **Mind in Tower Hamlets and Newham** | 13 Whitethorn Street, E3 4DA | 020 7510 1081 | [www.mithn.org.uk](http://www.mithn.org.uk) |
| **Carers Centre Tower Hamlets** | 21 Brayford Square, E1 OSG | 020 7790 1765 | [www.carerscentretowerhamlets.org.uk](http://www.carerscentretowerhamlets.org.uk) |

**National Helplines**

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| **Organisation name** | **Telephone** | **Website** |
| **National Debt Line** | 0808 808 4000 | [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk) |
| **Payplan** | 0808 274 1921 or  020 3642 5468 | [www.payplan.com](http://www.payplan.com/) |
| **Step Change Debt Charity** | 0800 138 1111 | [www.stepchange](http://www.stepchange).org.uk |
| **Debt Advice Foundation** | 0800 644 6089 | [www.debtadvicefoundation](http://www.debtadvicefoundation).org |
| **DIAL UK (Disability Information Advice Line)** | 0130 231 0123 | [www.scope](http://www.scope).org.uk |
| **Shelter (housing and homelessness)** | 0808 800 4444 | [www.shelter.org.uk](http://www.shelter.org.uk) |

**Online Resources**

There are free, self-help resources on benefits, housing, debt and other issues, on the internet including printable factsheets from the organisation’s websites listed below:

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| --- | --- | --- |
| **Organisation name** | **Description** | **Website** |
| **Citizens Advice Service** | Helps people resolve their legal, money and other queries by providing free, independent and confidential advice. | [www.adviceguide.org.uk](http://www.adviceguide.org.uk) |
| **Shelter** | Provides free, confidential advice to people with all kinds of housing problems. | [www.shelter.org.uk](http://www.shelter.org.uk) |
| **National Debt Line My Money Steps** | Provides free, independent and confidential debt advice. | [www.mymoneysteps.org](http://www.mymoneysteps.org) |
| **StepChange Debt Charity** | Free, independent, confidential information and advice. | [www.stepchange](http://www.stepchange).org |
| **Turn2Us** | Free easy to use benefits calculator. Also information on charitable grants and other types of financial help. | [www.turn2us.org.uk](http://www.turn2us.org.uk) |
| **Gingerbread** | Advice for lone parents, benefits and childcare. | [www.gingerbread.org.uk](http://www.gingerbread.org.uk) |
| **Disability Rights** | Factsheets, links to organisations providing information on different disabilities, specialist legal advice. | [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org) |
| **RNIB** | Advice and information for people affected by sight loss. | [www.rnib.org.uk](http://www.rnib.org.uk) |
| **Money Advice Service** | Provides information on a range of subjects around managing finances including an online budget calculator. | [www.moneadviceservice.org.uk](http://www.moneadviceservice.org.uk) |
| ***Government and Local Authorities*** | | |
| **GOV.UK** | Benefits guides and information, online claims and claim forms, including tax credits, pension credit and welfare benefits. | [www.gov.uk](http://www.gov.uk) |
| **Tower Hamlets Council** | Housing benefit, Council Tax reduction, Crisis Support grants, Discretionary Housing Payments applications and information. | [www.towerhamlets.gov.uk](http://www.towerhamlets.gov.uk) |