**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.

***\*\* indicates o****rganisations who provide* ***specialist money and debt advice*** *casework services.*

| **Organisation name** | **Address** | **Telephone** | **Website** |
| --- | --- | --- | --- |
| **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 3BT | 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 (outreach sessions provided at Bromley by Bow and Limehouse Project) | 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) |
| **\*\* Toynbee Hall Debt Advice services** | 28 Commercial Street, E1 6LS | 020 7392 2953 | [www.toynbeehall.org.uk](http://www.toynbeehall.org.uk)  E: [advice@toynbeehall.org.uk](mailto:advice@toynbeehall.org.uk) |

**National Helplines**

|  |  |  |
| --- | --- | --- |
| **Organisation name** | **Telephone** | **Website** |
| **National Debt Line** | 0808 808 4000 | [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk) |
| **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 |
|  |  |  |

**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:

|  |  |  |
| --- | --- | --- |
| **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) |