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# DIRECTORY OF ADVICE SERVICES FOR ISLINGTON COMMUNITY ORGANISATIONS

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February 2014

**This edition has been produced by Islington Law Centre for the Islington Mental Health & Poverty Networking Forum + Islington Faiths Forum and the content has been revised.**

The research for this directory has been revised by Islington Law Centre in February 2014. We have made efforts to ensure that the information is up to date but services are subject to change and we regret that we cannot guarantee that there are no errors.

The original Directory was produced for the Advice Capacity Building Programme funded by the London Borough of Islington.



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## INTRODUCTION

This guide is intended for use by community, voluntary and faith groups in Islington. It provides information about the main sources of help at a local, regional and national level for key areas of social welfare law advice. It incorporates the information contained in the money advice guide produced by the Islington Debt Coalition. We are very grateful to them for making this available.

We have made every effort to ensure that the information provided is accurate at the time of writing, but it is often necessary for agencies to change the way in which services are delivered, so it is worth phoning or emailing agencies to check what help is currently available.

The guide has been produced by Islington Law Centre. Inclusion in the guide does not mean that an agency is recommended, but these are agencies who carry out work which is relevant to a significant number of local residents.

Information provided is mostly taken from information provided to us by the agency themselves, and we are not liable for any errors, omissions or loss caused as a result of relying on the information provided.

If you have any comments or questions, please contact Islington Law Centre on [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk), or write to:

Islington Advice Directory Feedback  
Islington Law Centre  
38 Devonian Road  
London N1 8JH

We welcome feedback, and hope that you find this directory useful.

**Please note that LASPO (Legal Aid, Sentencing and Punishment of Offenders Act) came into effect in April 2013, meaning large swathes of legal aid have been cut. However, there are some areas of law for which legal aid is still available. These include:**

- Housing
- asylum and immigration
- family issues
- debt
- welfare benefits & council tax reduction
- education
- discrimination
- community care
- crime
- mental health

Further details are available under the “Legal Aid” section.

The Government is making further cuts to Legal Aid which will come into effect in Spring 2014.

# HOW TO USE THIS GUIDE

## Finding the right source of advice

Information is organised under the key relevant topic: consumer, debt, education, employment, housing immigration and asylum and welfare rights.

Agencies are then listed alphabetically for those agencies that have a direct service for the borough. Details of relevant agencies at a regional or national level are listed at the end of that section. Some agencies and projects will be listed more than once as they cover more than one relevant topic.

We have not included every agency – in order to provide a manageable amount of information, we have focused on those agencies who are able to deal with a number of external enquiries (i.e. we have not included those groups who provide support only to their own members) and those who have a significant level of access in terms of hours of opening.

There are lots of national agencies who provide very specific help to particular groups in the community – useful information about these can be obtained from the internet and from reference books. If you are unsure whether an agency exists that can meet particular needs, you can contact either the Reception and Referral Service at Islington Law Centre (Monday-Friday 9.30 to 1pm and 2pm to 5pm in person, or by phone 020 7288 7630 or by email [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk)).

At present, there are no local voluntary sector organisations offering assistance in criminal law or family law. However, the section on legal aid and private practice solicitors gives details of some local solicitors' firms who can assist with such issues.

## Eligibility

All of the agencies listed are open to Islington residents, but some of them are only available to those on a low income. Some have other eligibility criteria – for example, living in a particular part of the borough. None of the advice agencies listed charge for their services (although people may need to pay for other items such as court fees or representation). However, there may be a charge for telephone calls, especially from mobile phones. A number of agencies will call clients back if necessary.

Some agencies are able to assist non-Islington clients, but space does not permit us to list this information here. Some of these arrangements are complex and you are advised to ask the relevant agency if you have a service member from another borough.

Unfortunately, demand for advice services is high and some services are booked up some weeks in advance, or will have a temporary hold on taking on new clients. In such circumstances, the agency may well be able to help you to identify an alternative source of help. Alternatively, you can try contacting the Law Centre's reception service or Citizens' Advice Islington (details above). The Community Legal Advice service or the Law Society may also be able to assist in finding a solicitor.

# LEGAL AID AND LAWWORKS

Although there have been major changes to the Legal Aid Scheme since April 2013, some areas of law are still covered.

However, a number of these areas of law are only available via a mandatory telephone gateway. Please contact an advice agency if you need help in making contact via this route.

The following guidance has been produced by the Legal Aid Practitioners' Group.

## LEGAL AID IS STILL AVAILABLE FOR ALL OF THESE CASES:

**Housing** – possession proceedings and eviction including counter claims for disrepair, unlawful eviction, homelessness including asylum support for accommodation, anti-social behaviour cases, harassment injunctions, serious disrepair

**Asylum and Immigration** – asylum applications, detention, applying for indefinite leave to remain after relationship breakdown due to domestic violence of an EU citizen applying to stay after domestic violence, applying to stay as a victim of trafficking, proceedings before SIAC, TPIM notices, applications for asylum support (if you have applied for housing and financial support)

**Family Issues** – family mediation to resolve disputes about children and finance on a relationship breakdown, social services being involved with your children, injunctions against a violent or abusive partner or family member, other family problems if you or your child have suffered or are at risk of violence or abuse, forced marriages

**Debt** – if you might lose your home because of mortgage arrears, or a creditor is taking you to court to sell your home, or a creditor is making you bankrupt

**Welfare Benefits and Council Tax Reduction** – for appeals to the Upper Tribunal, High Court, Court of Appeal and Supreme Court

**Mental Health** – for representation at mental health tribunals

**Education** – if you disagree with a special educational needs decision about your child

**Discrimination** – if you have been unlawfully discriminated against

**Community care** – if you are unhappy with care being provided for an old or disabled relative

**Crime** – e.g. being arrested charged or questioned by the police

**Also...**

- Clinical negligence for babies injured during pregnancy or around birth
- An inquest into the death of a family member
- Protection from harassment
- Advice on disabled facilities grants, on civil claims re abuse and sexual assault allegations, confiscation proceedings, gang-related violence, nuisance caused by environmental pollution and cross-border disputes
- Appeals against a decision stopping you from working with children and vulnerable adults
- Exceptional case funding is available in some cases for human rights issues

**If you want to find out if you are eligible for free advice in an area of law please contact the Legal Aid Gateway on 0845 345 4345 or visit [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)**

## LawWorks

LawWorks  
National Pro Bono Centre  
48 Chancery Lane  
London WC2A 1JF



**Tel:** 020 7092 3940

**Fax:** 02072423407

**Opening Hours:** Monday to Friday 10am-4pm

**Website:** [www.lawworks.org.uk](http://www.lawworks.org.uk)

LawWorks can offer pro bono legal assistance in areas such as consumer, contract, property, and employment problems, on a limited basis, for people on low incomes who are not able to access legal aid assistance. They are also able to offer free mediation. It should be noted that they need at least 4 weeks' notice before a deadline and it can take them up to 8 weeks to find a suitable volunteer.

# GENERAL AND CONSUMER

## CITIZENS ADVICE BUREAU (CAB) ISLINGTON



222 Upper Street  
London N1 1XR

**Tel:** 020 7947 7771

**Website:** [www.cabisington.org.uk](http://www.cabisington.org.uk)

**Telephone advice** Mondays to Fridays 10am - 1pm and 2pm - 4pm

The CAB supports residents of the London Borough of Islington to resolve their debt, benefits, housing, employment, consumer and other problems. Their website holds useful information on issues such as debt, employment, and welfare benefits.



## ISLINGTON

### LONDON BOROUGH OF ISLINGTON COUNCIL

222 Upper Street  
London N1 1XR  
[www.islington.gov.uk](http://www.islington.gov.uk)

**Tel:** 020 7527 2000

**Minicom:** 020 7527 1900

**Contact centre Opening Hours:** Monday to Friday 9am-5pm

**Sign video call centre:** Monday to Friday 9am-5pm

**Telephone Hours:** Monday to Friday 8am-6pm except Wednesday 8.30am-6pm

A range of help is available and the Council's website gives details of their own services and those provided by other agencies.

## ISLINGTON ENERGY ADVICE TEAM

NB: MAY CHANGE DETAILS SHORTLY



# ISLINGTON

222 Upper Street  
London N1

**Tel:** 020 7527 2121

**E-mail:** [energy.advice@islington.gov.uk](mailto:energy.advice@islington.gov.uk)

**Website:** [http://www.islington.gov.uk/environment/sustainability/sus\\_awarmth/](http://www.islington.gov.uk/environment/sustainability/sus_awarmth/)

**Opening Hours:** Monday to Friday 9am-5pm

**(S)**  
*Provides  
specialist  
help*

The Energy Advice Team offers free, independent advice to Islington residents on a wide range of energy issues from simple tips and green electricity suppliers to new boilers and solar panels. Advice is given on reading and understanding fuel bills, saving money on heating, and improving insulation. The Team can help residents save money by increasing their energy efficiency

The Team support green energy initiatives and may be able to offer help with practical measures for low income residents and advice on funding and support for new renewable energy installations to leaseholders and owner-occupiers.

## ISLINGTON LAW CENTRE



38 Devonian Road  
N1 8UY 8JH

**Tel:** 020 7288 7630

**E-mail:** [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk)

**Website:** [www.islingtonlaw.org.uk](http://www.islingtonlaw.org.uk)

**Opening Hours:** Monday to Friday  
9.30am-1pm and 2pm-5pm

**(S)** *Provides specialist help*

**Consumer advice appointments** are available on Monday, Tuesday and Wednesday evenings between 7 and 9pm at the Law Centre office at 38 Devonian Road N1 8JH. The service is aimed at people on low incomes who need advice on a problem that would normally come within the small claims court limit. The advice sessions are run by volunteer solicitors under the supervision of Law Centre staff. Clients need to book appointments in advance and can do so by telephoning 020 7288 7630 between 7 and 9pm on Monday, Tuesday and Wednesday.

## TRADING STANDARDS trading standards institute

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Local authorities no longer provide advice on consumer law direct to the public through Trading Standards Offices. Instead information about initial enquiries and problems is currently available from the following **website**:

<http://www.direct.gov.uk/en/Governmentcitizensandrights/Consumerrights/index.htm>

# DEBT

## ISLINGTON DEBT COALITION

**IDC** Islington Debt Coalition  
Tackling Debt Together

Islington Debt Coalition has published a helpful directory of debt services in the borough that can be downloaded from the Islington Council website here:

<http://www.islington.gov.uk/advice/Pages/default.aspx>



## CITIZENS ADVICE BUREAU (CAB) ISLINGTON

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222 Upper Street  
London N1 1XR

**Tel:** 020 7947 7771

**Website:** [www.cabislington.org.uk](http://www.cabislington.org.uk)

**Telephone** advice Mondays to Fridays 10am - 1pm and 2pm - 4pm

The CAB supports residents of the London Borough of Islington to resolve their debt, benefits, housing, employment, consumer and other problems. Their website holds useful information on issues such as debt, employment, and welfare benefits.

### **CAMDEN**

**Tel:** 020 7424 6854

**Email:** [fif@camdencabservice.org.uk](mailto:fif@camdencabservice.org.uk)

**Fax:** 020 7554 3598

**Text:** 07948 447 926

**Website:** [www.camdencabservice.org.uk](http://www.camdencabservice.org.uk)

### **Face to Face Disability and Debt Advice**

The Financial Inclusion Fund Disability Project offers debt advice at Camden Citizens Advice Bureau (CAB) to people who:

- Live in Greater London (any London Borough)
- Are blind, deaf, have learning disabilities or are caring for a disabled child

- Have debt/financial problems

If you are an agency and have clients who could benefit from this specialised service, they can arrange to see them at your premises, set up a regular advice session at your premises, or clients can be referred to them and they will make home visits if necessary.

## ISLINGTON GP'S SURGERIES

Camden CAB deliver advice on welfare benefits and debt to patients registered in GP's surgeries in Islington. Advice is delivered at the surgery. Appointments have to be made by the reception staff in the surgeries.

Holloway Medical Centre	020 7607 8259	<i>weekly</i>
Archway Medical Centre	020 7272 0111	<i>fortnightly</i>
Gooding Group Practice	020 7619 6670	<i>fortnightly</i>
River Place Health Centre	020 3316 8444	<i>weekly</i>
Elizabeth Avenue Group Practice	020 7226 6363	<i>weekly</i>
St Peters Street Medical Practice	08444778717	<i>weekly</i>
Ritchie Street Group Practice.	020 7837 1663	<i>weekly</i>
Killick Street Health Centre	020 7833 9939	<i>weekly (thursday patients only)</i>

## ROYAL COURTS OF JUSTICE (RCJ)

The RCJ CAB can provide specialist debt advice. Appointments must be booked through their appointment line between 10am and 1pm Monday-Friday on 0844 856 3534.

**Website:** [www.rcjadvice.org.uk](http://www.rcjadvice.org.uk)



**ISLINGTON**

**London Borough of Islington**



### **Independent Advice Project at local area housing offices**

The Independent Advice Project is funded by Islington Council (formerly by Homes for Islington) to provide its residents with free access within their local community to independent, expert advice on a range of housing, welfare and legal problems.

Islington Law Centre runs the advice sessions. Islington Law Centre is independent of Islington Council and Partners for Improvement in Islington and all advice given is impartial and confidential.

#### **What kind of advice will be provided?**

Advice sessions are split into two broad areas:

##### Legal and housing advice on issues such as:

- Disrepair problems in your home
- Tenancy related problems
- Possession proceedings
- Homelessness
- Transfer and bidding issues

##### Welfare rights advice on issues such as:

- Rent arrears
- Housing Benefit and Council Tax Benefit
- Welfare benefit entitlements, including pension credits and disability living allowance
- How to maximise your income

#### **Who can use the service?**

Both tenants and leaseholders of Islington Council can use the service regardless of whether their home is managed by London Borough of Islington or Partners for Improvement in Islington. Former tenants of Islington Council who still owe money to London Borough of Islington or Partners for Improvement in Islington can also access the service.

#### **Will the advice provided help me?**

Since the project started it has helped hundreds of residents resolve outstanding issues and improve their financial positions. A survey in January 2007 of people who accessed the Independent Advice Project showed 3 out of 4 them thought the advice provided by the project was good or very good.

#### **Information about appointments**

- If you need an interpreter or signer to be present during your appointment or if you need other assistance please let the Area Housing Office know and they will make appropriate arrangements in time for your appointment.

- Appointments take place as follows:
  - Highbury House: Mondays 1pm – 4pm (welfare benefits only)
  - Highbury House: Tuesdays 1pm – 4pm
  - Holland Walk: Wednesdays 1pm - 4pm
  - Old Street: Thursdays 1pm - 4pm
- As many residents use this service you may have to wait a few weeks for your appointment. Hfl will call or send you a mobile text to remind you about your appointment a couple of days before you meet the advisor so please give us a contact number when you book your appointment.
- An appointment with an advisor will last 30 minutes.
- Please do not forget to bring with you any letters or other information about your problem that might assist the advisor.
- If you will not be able to make it to your appointment please telephone the area office to let them know as soon as possible. By doing this they can arrange for someone else to be seen in your place and arrange another appointment for you if you still wish to see an advisor.

### How can I make an appointment?

Appointments to see an advisor must be booked through one of London Borough of Islington's local area housing offices. The area housing office telephone numbers and email addresses are:

- **Highbury House**  
Tel: 020 7527 5300
- **Holland Walk**  
Tel: 020 7527 7452
- **Old Street**  
Tel: 020 7527 6218

## DISABILITY ACTION IN ISLINGTON



Disability Action in Islington

90-92 Upper Street  
London N1 0NP

*(S) Provides specialist help via the CAB  
service*

*(G) Provides general help*

**Tel:** 020 7226 0137 (Monday and Tuesday  
10am-12pm, Wednesday and Thursday  
2pm-4pm)

**Email:** [infoline@daii.org](mailto:infoline@daii.org)

**Fax:** 020 7359 1855

**Website:** [www.daii.org](http://www.daii.org)

**Text:** 07949 577 347

Or go to a drop-in session to find out more, Monday, Tuesday and Thursday 2pm-4pm  
**Debt Advice Service/Attendance Allowance and Disability Living Allowance Form  
Filling Service**

Camden CAB provide debt advice at DAI for disabled people and parents/carers of disabled children living in Islington. Advice sessions are held on two days each month. BSL interpreters are available for Deaf people

DALL also provide a form filling service for disabled Islington residents who need help with completing Attendance Allowance and Disability Living Allowance forms.

## ISLINGTON & CITY CREDIT UNION



129 St John's Way  
London N19 3RQ

*(G) Provides general help and a potential solution*

**Tel:** 020 7561 1786

**Email:** [info@credit-union.coop](mailto:info@credit-union.coop)

**Website:** <http://www.credit-union.coop/>

**Opening hours:** 9.30am- 5pm Monday, Tuesday, Wednesday & Friday. (Closed Thursday)

### Face to Face Support and Information on Money Matters

The credit union encourages saving rather than borrowing but also provides low cost loans at times of need. It specializes in transferring high interest debts to reduce interest payments and increasing the disposable income of the borrower.

To access the services clients must:

- Live or work in Islington or the City of London
- Be willing to join the credit union and commit to saving, however little.

The credit union has a small friendly staff and volunteer team and capacity is limited. Appointments are advisable but not required. The service is not suitable for clients with problem high value debts.



## ISLINGTON

## ISLINGTON INCOME MAXIMISATION

## SERVICE

338-346 Goswell Road  
London  
EC1V 7LQ

*(G) Provides general help*

*(S) Provides specialist help on benefits*

**Telephone:** 0800 731 8081 (free phone Monday-Friday 9.30am-4.30 pm)

**Email:** [claimit@islington.gov.uk](mailto:claimit@islington.gov.uk)

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The Income Maximisation Service helps people claim their full entitlement to benefits and support them with benefit advice when considering education, training and employment options.

## ISLINGTON LAW CENTRE



38 Devonian Road  
London N1 8JH

*(S) Provides specialist help*

**Tel:** 020 7288 7630 (*Monday and Tuesday  
10-12 noon*)

**Email:** [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk)

**Website:** [www.islingtonlaw.org.uk](http://www.islingtonlaw.org.uk)

Islington Law Centre provides a telephone advice service on contested debt, credit arrangements, Debt Relief Orders, bankruptcy and fuel debt. It also undertakes casework. Appointments can be made by ringing the telephone advice line listed above. You cannot get face to face advice without an appointment. However, if you need to see someone an appointment will be made for you, via the telephone system and the Law Centre may be able to take on your case.

### THREE OUTREACH ADVICE PROJECTS

The Law Centre provides an outreach service providing debt, welfare benefits and housing advice to 3 areas each week. Appointments are made by contacting the venue:-

#### **Essex Road Advice Project**

Debt Advice at Cannonbury Connect, Walter Sickert CC, Canonbury Crescent N1 2FB  
020 3227 0077 (number is correct – with a 3 where you might expect a 7!)  
Tuesday 1 – 4 pm

#### **Finsbury Park Advice Project**

Debt Advice at Finsbury Park Connect Durham Road N7 7RW  
020 7527 2799  
Thursday 1 - 4 pm

#### **South Islington Advice Project**

Debt Advice at Caledonian Connect Hugh Cubbmitt CC, 48 Collier Street, N1 9QZ  
020 7833 2536  
Wednesday 1 – 4 pm

## ISLINGTON PEOPLE'S RIGHTS



6-9 Manor Gardens  
London N7 6LA

**(S)** Provides specialist  
help

**Tel:** 0207 561 3685 (advice  
line)

**Email:** [info@iprAdvice.org.uk](mailto:info@iprAdvice.org.uk)

**Website:**

[www.iprAdvice.org.uk](http://www.iprAdvice.org.uk)

IPR provides debt advice, 'second tier' welfare rights advice and advocacy at its office in Manor Gardens on Monday mornings and all day Thursdays. Appointments can be made through its advice line on Mondays, Tuesdays and Fridays 2pm-4pm. This service is not for form filling or the lodging of initial claims but for more complex cases.

IPR also organises the following services:

**Patients at the Highgate Mental Health Centre** can get debt advice, welfare right advice and advocacy at the hospital provided by an IPR adviser.

**Residents receiving treatment from one of the Community Mental Health Teams** can access debt advice, welfare rights advice and advocacy at the CMHT by making an appointment through their CPN or social worker at the following times:

Archway CMHT	020 3317 6370	<i>Tuesdays am</i>
Calshot CMHT	020 7527 8200	<i>Thursdays pm</i>
Canonbury	020 7527 8200	<i>Mondays pm</i>
Drayton Park	020 3317 6370	<i>Mondays am</i>
Elthorne CMHT	020 7527 7300	<i>Tuesdays am</i>

### **Drug and alcohol services**

IPR provides debt advice, welfare rights advice and advocacy advice for residents receiving treatment / support at the following projects:

CRI Angel	<i>fortnightly Wednesdays pm</i>
Cranstoun Drug Services	<i>fortnightly Tuesdays pm</i>
North Islington Drug Service	<i>fortnightly Wednesdays pm</i>
South Islington Drugs Service	<i>fortnightly Mondays pm</i>

### **GPs' surgeries**

IPR provides debt advice, welfare rights advice and advocacy at City Road Medical Centre for patients registered at the surgery. Advice sessions are held on Thursday mornings. Appointments can be made through the surgery receptionist on 020 7530 2750/3.

## Community Centres

Appointments can be made for debt advice, welfare rights and advocacy at St Luke's Centre, Central Street EC1 for anyone living in the EC1 area. Advice sessions are held on Tuesday afternoons and appointments can be made by ringing the IPR advice line on 020 7561 3685 on Mondays, Tuesdays and Fridays between 2pm-4pm.

### **St Luke's Centre**

90 Central Street  
EC1V 8AG  
TEL: 020 7251 8689

## Prison and probation

Advice sessions are provided at HMP Holloway (Tuesday mornings) and HMP Pentonville (Thursday am) for those prisoners that are being prepared for release. Appointments are also available on Friday mornings at the Probation Office for those released on probation. Appointments are made through the Probation Service.

## DEBT SUPPORT TRUST

**Website:** <http://www.debtsupporttrust.org.uk/>



A useful website which holds information about (

## MARY WARD LEGAL CENTRE



10 Great Turnstile. London  
WC1V 7JU

**(S)** Provides specialist help

**Tel:** new clients 020 7831 7079 existing clients 020 7269 5480 (*Monday-Friday (excluding Wednesdays): 10am-1pm, 2pm-5pm*)

**Fax:** 020 7831 5431

**Website:** [www.marywardlegal.org.uk](http://www.marywardlegal.org.uk)

Mary Ward Legal Centre provides free legal advice to people who live in London and gives priority to those on low income, prioritising debts, defending disputed debts, advice and representation on bankruptcy, income maximisation, defending rent/mortgage possession proceedings, Council Tax arrears, and defending enforcement procedures in the County Court and High Court.

Mary Ward Legal Centre does not advise landlords, individuals who own more than one property or those who require advice solely in respect of parking tickets.

For an appointment telephone the Mary Ward Legal Centre's Debtline.

**Debtline:** 020 7269 0292 (*Monday – Thursday, 10am – 1pm*)

**Drop-in session** (without an appointment): Friday 10am -12 noon.

## NATIONAL DEBTLINE



**Tel:** 0808 808 4000 (*Monday to Friday 9am - 9pm, Saturday 9.30am - 1pm*)

**Website:** [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

**(S)** Provides specialist help

This service is part of the Money Advice Trust. It provides telephone advice only. Its website provides detailed information on how to manage debts and includes material that can be downloaded such as sample letters to send to creditors and budgeting sheets.

# EDUCATION

## CENTRE 404 FAMILY SUPPORT



404 Camden Road  
N7 QSJ

*(G) provide generalist help*

**Tel:** 020 7607 8762

**Fax:** 020 7700 0085

**Email:** [general@centre404.org.uk](mailto:general@centre404.org.uk)

Advice and support for parents of children with learning difficulties. Office opens 9:30 am to 5pm Monday to Friday.

## ELFRIDA RATHBONE ADVOCACY PROJECT



7 Dowdney Close  
Bartholomew Road  
NW5 2BP

*(S) Provides specialist help:*

**Tel:** 020 7424 1601/1628

**Fax:** 020 7424 1605

Advice and support for parents with children who have special educational needs  
Please call and speak to someone for pre-book appointment. There are special projects for health advocacy, and for SEN advocacy for newly arrived families. Office opens Monday to Friday 9am -5pm

## ISLINGTON LAW CENTRE



38 Devonian Road  
N1 8JH

*(S) Provides specialist help*

**Tel:** 020 7288 7630

**Email:** [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk)

**Website:** [www.islingtonlaw.org.uk](http://www.islingtonlaw.org.uk)

A range of advice, casework and representation on all aspects of education law including representation at SENDIST, as well as admissions, exclusion and appeals

## ADVISORY CENTRE FOR EDUCATION (ACE-ED)



Advisory Centre for Education (ACE-ED)  
36 Nicholay Road  
London  
N19 3EZ

*(S) Provides specialist help*

**Website:** [ace-ed.org.uk](http://ace-ed.org.uk)

**Telephone Advice Line:** 0300 0115 142 (*Monday to Wednesday 10am-1pm term time only*)

**Email:** [enquiries@ace-ed.org.uk](mailto:enquiries@ace-ed.org.uk)

ACE provides free independent advice and information for parents and carers in England and Wales on a range of state education and schooling issues, particularly where there are problems, including:

- Exclusions
- Bullying
- Admissions
- Special Educational Needs
- Attendance

# EMPLOYMENT

## ACAS HELPLINE



**Tel:** Monday–Friday 08:00–20:00  
08457 47 47 47 Monday–Friday 08:00–  
20:00 08456 06 16 00 (Minicom users)  
Saturday, 09:00–13:00 – 08457 47 47 47  
**Website:** [www.acas.org.uk](http://www.acas.org.uk)

**(S)** provides specialist help

**(G)** provides generalist help

ACAS stands for Advisory, Conciliation and Arbitration Service. They aim to improve organisations and working life through better employment relations. They help with employment issues including flexible work, sick pay, maternity leave, paternity, by supplying up-to-date information, independent advice and high quality training, working with employers and employees to solve problems and improve performance.

### Helpline

The ACAS Helpline is the place to go for both employers and employees who are involved in an employment dispute or are seeking information on employment rights and rules. The Helpline provides clear, confidential, independent and impartial advice to assist the caller in resolving issues in the workplace.

## BPP LEGAL ADVICE CLINIC (BLAC)



**BPP**

BPP College of Professional Studies  
68-70 Red Lion Street  
London WC1R 4NY

**(S)** provides specialist help

**Public Telephone:** 0845 077 55 66  
**Email:** [blac@bpp.com](mailto:blac@bpp.com)

Students from BPP Law School's legal advice clinic may be able to help you with telephone employment advice.



## UNIVERSITY OF LAW EMPLOYMENT TELEPHONE ADVICE

UOLETA is a pro bono clinic based at the College of Law, Bloomsbury and gives **employment law advice to employees or former employees** (not employers).

Advice is given over the telephone by prior appointment.

Monday to Friday 9.30am-5.30pm except Wednesdays 9.30am-3pm

To make an appointment please call **01483 216528** or email [coleta@lawcol.co.uk](mailto:coleta@lawcol.co.uk). Clients will be invited to leave a name and number and will be called back by a student volunteer prior to the telephone advice session.

## CITIZENS ADVICE BUREAU (CAB) ISLINGTON



222 Upper Street  
London N1 1XR

**Website:** [www.cabislinton.org.uk](http://www.cabislinton.org.uk)

**Telephone:** 020 3475 5080

Monday to Friday 10am to 1pm and 2pm to 4pm

They support residents of the London Borough of Islington to resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems. Their website holds useful information on issues such as debt, employment, and welfare benefits.

## ISLINGTON LAW CENTRE



38 Devonian Road  
N1 8JH

*(S) Provides specialist help*

**Telephone:** 020 7288 7630

**Email:** [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk)

**Website:** [www.islingtonlaw.org.uk](http://www.islingtonlaw.org.uk)

Islington Law Centre is able to offer a casework service to Islington residents. Help can be provided on a range of employment related matters including:-

- Minimum wage and working hours
- Maternity and parental rights
- Discrimination and harassment at work
- Disciplinary and grievance procedures
- Changes to terms and conditions
- TUPE
- Unfair dismissal
- Redundancy.

Please contact our reception team in order to request an appointment.

## MARY WARD LEGAL CENTRE



10 Great Turnstile. London  
WC1V 7JU

*(S) Provides  
specialist help*

**Telephone:** 020 7831 7079

*(Monday-Friday excluding  
Wednesdays): 10am-1pm, 2pm-  
5pm or 020 7269 5480*

**Fax:** 020 7831 5431

**Website:**

[www.marywardlegal.org.uk](http://www.marywardlegal.org.uk)

The Mary Ward Legal Centre provides free employment and other legal advice to those on low incomes, living or working in London.

For an appointment, contact the Legal Centre on 020 7831 7079. Employment evening sessions only

# HOUSING



## ISLINGTON LAW CENTRE

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38 Devonian Road  
N1 8JH

*(S) Provides specialist help*

**Telephone:** 020 7288 7630

**Email:** [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk)

**Website:** [www.islingtonlaw.org.uk](http://www.islingtonlaw.org.uk)

Help can be provided with a range of issues including:

- Overcrowding and allocations
- Disrepair
- Rental arrears
- Possession proceedings
- Evictions
- Homelessness
- Referrals for under 21's

Primary access to the Law Centre's housing services is via one of our outreach projects. They are listed below.

## INDEPENDENT ADVICE PROJECT ISLINGTON

The Independent Advice Project was formerly commissioned and funded by Homes for Islington to provide its residents with free access within their local community to independent, expert advice on a range of housing and money problems.

Islington Law Centre is independent of Islington Council and Partners for Improvement in Islington and all advice is impartial and confidential.

Advice sessions cover Issues such as:

- Disrepair problems
- Possession proceedings
- Homelessness
- Transfer and bidding issues

- Rent arrears and debt problems
- Housing Benefit and council tax benefit
- Welfare benefit entitlements, including pension credits and disability leaving allowance
- How to maximize your income

### **Who can use the service?**

Both tenants and leaseholders of Islington Council can use the service regardless of whether their home is managed by Islington Council or Partners for Improvement in Islington. Former tenants of Islington Council who still owe money to Homes for Islington or Partners for Improvement in Islington can also access the service.

### **Will the advice provided help me?**

Since the project started it has helped hundreds of residents resolve outstanding issues and improve their financial positions. A survey in January 2007 of people who accessed the Independent Advice Project showed 3 out of 4 thought the advice provided by the project was good or very good.

### **Information about appointments**

- If you need an interpreter or signer to be present during your appointment or if you need other assistance please let the Area Housing Office know and they will make appropriate arrangements in time for your appointment.
- Appointments take place as follows:
  - Highbury House: Tuesdays 1pm – 4pm
  - Holland Walk: Wednesdays 1pm - 4pm
  - Old Street: Thursdays 1pm - 4pm
- As many residents use this service you may have to wait a few weeks for your appointment. Hfl will call or send you a mobile text to remind you about your appointment a couple of days before you meet the advisor so please give us a contact number when you book your appointment.
- An appointment with an advisor will last 30 minutes.
- Please do not forget to bring with you any letters or other information about your problem that might assist the advisor.
- If you will not be able to make it to your appointment please telephone the area office to let them know as soon as possible. By doing this they can arrange for someone else to be seen in your place and arrange another appointment for you if you still wish to see an advisor.

### **How can I make an appointment?**

Appointments to see an advisor must be booked through one of London Borough of Islington's local area housing offices. The area housing office telephone numbers and email addresses are:

- **Highbury House**  
Tel: 020 7527 5300
- **Holland Walk**  
Tel: 020 7527 7452
- **Old Street**  
Tel: 020 7527 6218

Tenants of Islington Council can use the service regardless of whether their home is managed by Islington Council or Partners for Improvement in Islington. Former tenants of Islington Council who still owe money to PFI can also access the service.

### **THREE OUTREACH ADVICE PROJECTS**

The Law Centre provides an outreach service providing debt, welfare benefits and housing advice to 3 areas each week. Appointments are made by contacting the venue:-

#### **Essex Road Advice Project**

Housing Advice at Packington Children's Centre, 32 Popham Road, N1 8SJ  
020 7359 3302/020 7704 3903  
Wednesday 10 am -1 pm

#### **Finsbury Park Advice Project**

Housing Advice at Community Language Support Services (CLSS) St Melitus Church N4  
020 7281 3228  
Monday 1 - 4 pm.

#### **South Islington Advice Project**

Housing Advice at Somali Speakers Association  
020 7833 9893  
Tuesday 12 noon – 3 pm

### **Islington Law Centre Youth Homelessness Project - STREETLEGAL**



**Contact detail:** Islington Law Centre, 38 Devonia Road, London, N1 8JH  
**Telephone:** 020 7288 7630

This project is funded by BBC Children in Need and the project covers Enfield and Barnet in addition to serving clients from Camden and Haringey as well as Islington.

Our caseworkers see clients aged between 16-24 yrs and have particular expertise in working with clients aged 16 to 18 who are facing possession proceedings, eviction or homelessness and young asylum seekers who are having problem with housing issues. The service works with clients who are in receipt of support from Social Services as well as those who have previously been looked after by the local authority, and those without other support. Clients can be referred by youth agencies or can self-refer. We can also provide advocacy support to the client.

## MARY WARD LEGAL CENTRE



10 Great Turnstile. London  
WC1V 7JU

*(S) Provides specialist help*

**Telephone:** 020 7831 7079 (Monday-Friday  
(excluding Wednesdays): 10am-1pm, 2pm-  
5pm) or 020 7269 5480

**Fax:** 020 7831 5431

**Website:** [www.marywardlegal.org.uk](http://www.marywardlegal.org.uk)

The Mary Ward Legal Centre provides free legal advice to those on low income, living or working in London. They provide advice and casework in areas of debt, employment, housing and welfare benefits. They also provide some basic legal advice with general legal problems through their evening pro-bono service.

### **Housing advice sessions:**

Thursday drop-in sessions, without an appointment from 10am to 12pm for legal help eligible on a first-come-first-serve basis.

Alternatively, for an appointment, contact the Legal Centre for more information on 020 7831 7079. Housing morning and evening sessions.



## BPP LEGAL ADVICE CLINIC (BLAC)

**BPP**

BPP Law School  
68-70 Red Lion Street  
Holborn  
London WC1R 4NY

*(S) Provides specialist help*

**Tel:** (0)20 7430 5668

Students from BPP Law School's legal advice clinic may be able to help you

**The service is entirely free** – all you need to do is contact via telephone. One of their advisors will take the details of your case and an internal lawyer will review it. If they are able to advise on your case they will contact you to arrange an appointment.

At your appointment you will meet with two student advisors who will interview you. Then the student advisers will research your matter, supervised by qualified legal professionals, and then send you a letter giving legal advice within two weeks.

Please note that their service is limited and unfortunately they cannot help everyone who contacts them.

## HOUSING AID CENTRE ISLINGTON

NB: WILL BE MOVING SHORTLY TO 222 UPPER STREET

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Northway House  
Housing Aid Centre  
257 Upper Street  
London  
N1 1RU

**Tel:** 020 7527 6378

**Fax:** 020 7527 6307

**Email:** [advice.housing@islington.gov.uk](mailto:advice.housing@islington.gov.uk)

This is a service provided by Islington Council which offers assessment of entitlement to housing for people who are homeless or threatened with homelessness. Housing provided for people considered in priority need of housing. Tenancy relations service, general housing advice and advice and assistance for single and non-priority homeless people. Rent deposit scheme.

It is also where the Local Housing Allowance Team are based, who work with people affected by the changes to benefits (eg the cap on the amount that can be claimed, the new rules for people under 35 etc). They can, for example, help tenants' negotiate with their landlords.

### **How to contact**

For out of hours emergencies phone Town Hall 020 7527 6378 (after 6pm).

Otherwise drop-in, phone or contact for appointment. Opening times:

<b>Monday</b>	9 am – 4 pm
<b>Tuesday</b>	9 am – 4 pm
<b>Wednesday</b>	12 noon – 4 pm
<b>Thursday</b>	9 am – 4 pm
<b>Friday</b>	9 am – 4 pm

## THE HOXTON TRUST LEGAL ADVICE SERVICE



156 Hoxton Street  
Hoxton  
London N1 6SH

**Telephone:** 020 7613 4174 (*Monday to Friday 9am-5pm*)

**Fax :** 020 7613 1213

**Contact :** Margaret Lauder

**Drop in:** Monday and Thursday 10.30am-12.30pm

The Hoxton Trust Legal Advice Service provides free, independent, impartial and confidential advice in all areas of social welfare, including general and specialist casework, benefits, debt, housing , employment, consumer and education issues.

As a legal advice service, they have developed particular expertise in housing benefits and housing possession cases representing clients in court to obtain adjournments or suspended possession orders.

## HOUSING OMBUDSMAN SERVICE



81 Aldwych  
London  
WC2B 4HN

**(S)** provides specialist advice

**Tel:** 0300 111 3000

**Fax:** 020 7831 1942

**Email:** [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

**Opening Hours:** Monday to Friday 9am-5.15pm

The Housing Ombudsman Service is set up by law to look at complaints about “registered” housing providers, including housing associations and other landlords, managers, and agents. Their service is free, independent and impartial.

If you think your landlord has provided a poor service or managed your home badly, they can look at your complaint. They can also advise landlords on how to run an effective complaints procedure. Please contact them if you want advice, a complaints form or more information about the Service, or to find out whether your landlord is registered with them.

## THE LEASEHOLD ADVISORY SERVICE

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Maple House, 149 Tottenham Court Road,  
London W1T 7BN

**Tel:** 020 7383 9800

**Website:** [www.lease-advice.org](http://www.lease-advice.org)

**Email:** [info@lease-advice.org](mailto:info@lease-advice.org)

LEASE, The Leasehold Advisory Service, is an Executive Non-Departmental Public Body (ENDPB) funded by Government to provide free legal advice to leaseholders, landlords, professional advisers, managers and others on the law affecting residential leasehold and common-hold.

They can provide advice by telephone, by letter or email, or in person at the office; they can arrange seminars and group meetings where large numbers of leaseholders want to discuss a joint issue. They publish a wide range of free advice notes.

Leasehold advisers are available for Telephone advice from 9:00am to 5:00pm Monday to Friday.

**SHELTER**



88 Old Street,  
London EC1V 9HU

**(S)** *Provides specialist help*

**free housing advice National helpline**

**telephone:** 0808 800 4444 or

**Telephone:** 020 7505 2000

**Website:** <http://england.shelter.org.uk/>

Shelter is a charity that works to alleviate the distress caused by homelessness and bad housing.

They do this by giving advice, information and advocacy to people in housing need, Shelter cannot house you, but they can give confidential help to people with all kinds of housing problems. The website also holds some very useful information leaflets.

## THE CONNECTION AT ST MARTIN IN THE FIELD'S



The Connection at St Martin's  
12 Adelaide Street  
London  
WC2N 4HW

**Website:** <http://www.connection-at-stmartins.org.uk/what-we-do/housing-and-advice.htm>  
**Telephone:** 020 7766 5544

CSTM offers specialist advice, support and advocacy to recently homeless people across London, and can assist with emergency accommodation.

# IMMIGRATION AND ASYLUM

## ISLINGTON LAW CENTRE



38 Devonian Road  
N1 8JH

*(S) Provides specialist help*

**Tel:** 020 7288 7630

**Email:** [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk)

**Website:** [www.islingtonlaw.org.uk](http://www.islingtonlaw.org.uk)

The Law Centre provides a full range of advice, assistance and representation in immigration and asylum matters, including work for unaccompanied minors..

Please call the main enquiries line between 10 am and 12 noon Mondays only. The first 6 callers will be asked about eligibility (income and borough of residence) and will be given a telephone appointment with an advisor in the first instance. A face-to-face appointment will then be made if this is necessary. It is sometimes necessary to suspend telephone advice when we are at full capacity.

## ASYLUM AID



Club Union House,  
253-254 Upper Street,  
London N1 1RY

*(S) Provides specialist help*

**Telephone advice line:** 0207 354 9264  
(between 1pm and 4pm on Tuesdays)

Asylum Aid offers free legal advice and representation. The best way to reach their services is through their advice line. They do not have drop-in services.

Their advice line offers free one-off advice to individual asylum-seekers and organisations working with them. Their capacity is limited.



## REFUGEE COUNCIL BRIXTON OFFICE (AND HEAD OFFICE)

Refugee Council  
240/250 Ferndale Road  
London SW9 8BB

**Website:** [www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk)

**Tel:** Please call OLTAS on **0808 808 2255** to book an appointment (*Monday to Friday 9.30am-4.30pm except Wednesday 2pm-5pm*)

### Own-Language Telephone Advice Service (OLTAS)

We are unable to see refugees and asylum seekers who have not made an appointment through the telephone service.

To contact the telephone advice service, simply call the number below and follow the instructions to select the language required.

**0808 808 2255**

For people with a hearing impairment, a minicom / textphone service is available.

**0808 808 2259**

**Calls from landline numbers and the main six UK mobile phone networks 3, Orange, Virgin, Vodafone, T-Mobile and O2 are free. Callers do not need to have any credit on their phone to contact us.**

The Own-Language Telephone Advice Service opening hours are 9.30am – 4.30pm on Monday, Tuesday, Thursday and Friday and 2pm - 5pm on Wednesday

## HACKNEY MIGRANT CENTRE

St. Mary's New Church Rooms,  
Spensley Walk (off Stoke Newington Church Street),  
London N16 9ES



**Tel:** 07504332706

**Email:** [info@hackneymigrantcentre.org.uk](mailto:info@hackneymigrantcentre.org.uk)

Free advice for Asylum seekers, refugees and recent migrants. Activities include a weekly drop-in for advice and social activities, free immigration and welfare advice, medical advice and help in accessing NHS health services, a nutritious meal, English classes.

## HARINGEY MIGRANT SUPPORT CENTRE

St John Vianney Church Hall,  
386 West Green Road,  
N15 3QL



**Drop in:** Monday 12-4pm

**Tel:** 07544078332

**Website:** [www.haringeymsc.org](http://www.haringeymsc.org)

## UK LESBIAN AND GAY IMMIGRATION GROUP



UKLGIG provides support to LGBTQ asylum seekers in the UK, particularly through their asylum legal meetings and helpline.

32-36 Loman St.,  
Southwark, London SE1 0EH

**Website:** [www.uklgig.org.uk](http://www.uklgig.org.uk)

**Telephone:** 020 7922 7812

**Helpline:** 020 7922 7811 at the following times:

**Mon** 10.00 - 2.00

**Tues** 10.00 - 4.00

**Wed** Line closed

**Thurs** 10.00 - 4.00

**Fri** 10.00 - 4.00

### UKLGIG ASYLUM LEGAL MEETINGS

The Asylum Seekers Legal Meetings are held monthly. The meetings can be a vital first point of contact for those who have not yet made an asylum application and who have a real fear of persecution if they return home.

**The meetings take place from 6.30 to 8.30 pm. Please note that in view of the recent increase in numbers attending, there will be no admission after 6.30, so please arrive in good time.**

**Important:** Asylum Legal Meetings are for those thinking of claiming asylum, those already in the asylum process, a supporter of someone claiming asylum, or former asylum seekers who are coming to support others.

Anyone else who wishes to attend must obtain prior agreement from the office, and will be introduced at the start of the meeting. The meeting will usually start with a talk given by two solicitors and a barrister, followed by general questions after which there will be an **informal group discussion**. One to one meetings with a solicitor may be possible after this if time allows. Whilst there are likely to be aspects of your own situation which you may not want to talk about in the open meeting, sharing your story will be appreciated by and valuable to others and you will find the meeting very supportive. There will also usually be some translators present.

If you would like the solicitors to discuss a specific topic or issue that you are facing, you can also contact the **office** beforehand

Please note that we can **ONLY** respond to your asylum queries if you are already in the UK.

# WELFARE RIGHTS

## CITIZENS ADVICE BUREAU ISLINGTON



222 Upper Street  
London N1 1XR

**Tel:** 020 7947 7771

**Website:** [www.cabislington.org.uk](http://www.cabislington.org.uk)

**Telephone** advice Mondays to Fridays 10am - 1pm and 2pm - 4pm

They support residents of the London Borough of Islington to resolve their debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other problems. Their website holds useful information on issues such as debt, employment, and welfare benefits.

## CAMDEN

**Tel:** 020 7554 3590

**Email:**

[fif@camdencabservice.org.uk](mailto:fif@camdencabservice.org.uk)

**Fax:** 020 7554 3598

**Text:** 07948 447 926

**Website:**

[www.camdencabservice.org.uk](http://www.camdencabservice.org.uk)



## ISLINGTON GP'S SURGERIES

Camden CAB deliver advice on welfare benefits and debt to patients registered in GP's surgeries in Islington. Advice is delivered at the surgery. Appointments have to be made by the reception staff in the surgeries.

Holloway Medical Centre	020 7607 8259	<i>weekly (Mon)</i>
Archway Medical Centre	020 7272 0111	<i>fortnightly</i>
Elizabeth Avenue Group Practice	020 7226 6363	<i>weekly (Mon)</i>
Goodinge Group Practice	020 7619 6670	<i>fortnightly</i>
River Place Health Centre	020 7530 2101	<i>weekly (Tues/Thurs)</i>
	020 3316 8444	
St Peters Street Medical Practice	08444778717	<i>weekly</i>

Killick Street Health Centre  
Ritchie Street Group Practice.

020 7833 9939  
020 7837 1663

weekly (Thurs)  
weekly

## ISLINGTON PEOPLE'S RIGHTS



6-9 Manor Gardens  
London N7 6LA

**(S)** Provides specialist help

**Tel:** 0207 561 3685 (advice line)

**Email:** info@iprAdvice.org.uk

**Website:** www.iprAdvice.org.uk

IPR provides debt advice, 'second tier' welfare rights advice and advocacy at its office in Manor Gardens on Monday mornings and all day Thursdays. Appointments can be made through its advice line on Mondays, Tuesdays and Fridays 2pm-4pm. This service is not for form filling or the lodging of initial claims but for more complex cases.

IPR also organises the following services:

**Patients at the Highgate Mental Health Centre** can get debt advice, welfare right advice and advocacy at the hospital provided by an IPR adviser.

**Residents receiving treatment from one of the Community Mental Health Teams** can access debt advice, welfare rights advice and advocacy at the CMHT by making an appointment through their CPN or social worker at the following times:

Archway CMHT	020 3317 6370	<i>Tuesdays am</i>
Calshot CMHT	020 7527 8200	<i>Thursdays pm</i>
Canonbury	020 7527 8200	<i>Mondays pm</i>
Drayton Park	020 7527 8800	<i>Mondays pm</i>
Elthorne CMHT	020 7527 7300	<i>Tuesdays am</i>

### **Drug and alcohol services**

IPR provides debt advice, welfare rights advice and advocacy advice for residents receiving treatment / support at the following projects:

CRI Angel	<i>fortnightly Wednesdays pm</i>
Cranstoun Drug Services	<i>fortnightly Tuesdays pm</i>
North Islington Drug Service	<i>fortnightly Wednesdays pm</i>
South Islington Drugs Service	<i>fortnightly Mondays pm</i>

### **GPs' surgeries**

IPR provides debt advice, welfare rights advice and advocacy at City Road Medical Centre for patients registered at the surgery. Advice sessions are held on Thursday mornings. Appointments can be made through the surgery receptionist on 020 7530 2750.

### **Community Centres**

Appointments can be made for debt advice, welfare rights and advocacy at St Luke's Centre in Central Street EC1 for anyone living in the EC1 area. Advice sessions are held on Tuesday afternoons and appointments can be made by ringing the IPR advice line on 020 7561 3685 on Mondays, Tuesdays and Fridays between 2pm-4pm.

#### **St Luke's Centre**

90 Central Street  
EC1V 8AG

**Tel:** 020 7549 8181

### **Prison and probation**

Advice sessions are provided at HMP Holloway (Tuesday mornings) and HMP Pentonville (Thursday afternoons) for those prisoners that are being prepared for release. Appointments are also available on Friday mornings at the Probation Office for those released on probation. Appointments are made through the Probation Service.

## **ISLINGTON LAW CENTRE**



38 Devonian Road  
N1 8JH

*(S) Provides specialist help*

**Tel:** 020 7288 7630

**Email:** [info@islingtonlaw.org.uk](mailto:info@islingtonlaw.org.uk)

**Website:** [www.islingtonlaw.org.uk](http://www.islingtonlaw.org.uk)

Islington Law Centre provides a range of welfare rights services including representation at Tribunal. Access is via one of the outreach sessions listed below, or for initial help clients can self-refer to the form filling clinic. Some other agencies listed in the guide refer into the welfare rights team.

### **Independent Advice Project:**

This service provides welfare rights and advocacy for tenants of the Council (formerly HFI). Three advice sessions are held each week in the council offices in Lyon Street, Upper Street and Holland Walk. 24 appointments are provided in total each week. Appointments are made through the HFI offices.

### **Information about appointments**

- If you need an interpreter or signer to be present during your appointment or if you need other assistance please let the Area Housing Office know and they will make appropriate arrangements in time for your appointment.
- Appointments take place as follows:
  - Highbury House: Tuesdays 1pm – 4pm
  - Holland Walk: Wednesdays 1pm - 4pm
  - Old Street: Thursdays 1pm - 4pm
- As many residents use this service you may have to wait a few weeks for your appointment. Hfl will call or send you a mobile text to remind you about your appointment a couple of days before you meet the advisor so please give us a contact number when you book your appointment.
- An appointment with an advisor will last 30 minutes.
- Please do not forget to bring with you any letters or other information about your problem that might assist the advisor.
- If you will not be able to make it to your appointment please telephone the area office to let them know as soon as possible. By doing this they can arrange for someone else to be seen in your place and arrange another appointment for you if you still wish to see an advisor.

### **How can I make an appointment?**

Appointments to see an advisor must be booked through one of Islington Council's local area housing offices. The area housing office telephone numbers and email addresses are:

- **Highbury House**  
Tel: 020 7527 5300
- **Holland Walk**  
Tel: 020 7527 7452
- **Old Street**  
Tel: 020 7527 6218

## **THREE ADVICE PROJECTS**

The Law Centre provides an outreach service providing debt, welfare benefits and housing advice to 3 areas each week. Appointments are made by contacting the venue:-

### **Essex Road Advice Project**

Welfare Benefits Advice at New River Green Children's Centre, 23 Ramsey Walk, N1 2SX  
020 7527 4813

Tuesday 9.30 am to 12.30 pm

### **Finsbury Park Advice Project**

Welfare Benefits Advice at Ambler Children's Centre, Blackstock Road, N4 2DR  
020 7359 7628

Thursday 9 am to 12 noon

### **South Islington Advice Project**

Welfare Benefits Advice at Islington Bangladesh Association, 71 Caledonian Road N1 9BT  
020 7833 2608

Wednesday 10 am to 1 pm

**Advice offered by the unit includes:**

We assist and advise on all aspects of welfare benefit entitlement from initial form-filling to representation at the Social Security First-Tier Tribunal and the Upper Tribunal.

We can help you with claims for:

- Income Support
- Job Seekers Allowance
- Employment and Support Allowance
- Disability Living Allowance
- Tax credits
- Housing and Council Tax Benefit
- Social Fund Applications

## MARY WARD LEGAL CENTRE



10 Great Turnstile  
London  
WC1V 7JU

**Tel:** new clients 020 7831 7079 existing clients 020 7269 5480 (*Monday-Friday (excluding Wednesdays): 10am-1pm, 2pm-5pm*)

**Fax:** 020 7831 5431

**Website:** [www.marywardlegal.org.uk](http://www.marywardlegal.org.uk)

Mary Ward Legal Centre provides free legal advice to people throughout London who are living on low incomes and they offer a full range of support and assistance with welfare benefits m

# Other Legal Advice



## CORAM CHILDREN'S LEGAL CENTRE

Child Protection Project

Coram Community Campus  
Gregory House  
48 Mecklenburgh Square  
London  
WC1N 2QA

*(S) provides specialist help*

**DX:** 44640 Mayfair  
**Tel:** 0207 713 0089  
**Fax:** 0207 713 0749  
**Advice line:** 08088 020 008  
**Migrant Children's Project Advice Line:**  
0207 636 8505  
**Email:** [clclondon@essex.ac.uk](mailto:clclondon@essex.ac.uk)  
**Website:** [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

Telephone advice and on-going support for families in breakdowns and other family issues. The Coram Children's Legal Centre provides free independent legal advice to children, parents, carers and professionals. The level of advice will vary from telephone assistance to full legal representation.

## DISABILITY LAW SERVICE

The Disability  
Law Service

39-45 Cavell Street  
London  
E1 2BP

*(S) Provides specialist help*

**Tel:** 020 7791 9800  
**Minicom:** 020 7791 9801  
**Fax:** 020 7791 9802  
**E-mail:** [advice@dls.org.uk](mailto:advice@dls.org.uk)  
**Website:** [www.dls.org.uk](http://www.dls.org.uk)

The Disability Law Service provides legal advice on Employment, Higher Education, Welfare Benefits, Community Care, and the Consumer Contract Law Act.

Advice is provided for free over the phone and in writing.

# OTHER TYPES OF SUPPORT

This section lists local agencies that can offer non-legal assistance to vulnerable clients. The agencies below are by no means the only agencies providing such help to local people, but they do cover some of the most frequent enquiries.



## ISLINGTON CARERS HUB

225-9 Seven Sisters Road  
N4 2DA

**Telephone:** 020 7561 5517

**Fax:** 020 7281 9091

**Website:** [www.islingtoncarershub.org](http://www.islingtoncarershub.org)

**Email:** [info@islingtoncarershub.org](mailto:info@islingtoncarershub.org)

ICC offers specialist information, advice, advocacy and support for all carers over the age of 18 in the borough of Islington. Their services include welfare benefits and housing advice, raising grants for equipment and respite, signposting to other services, support groups, events, a regular newsletter and fact pack.

ICC is an equal opportunities organisation, independent of Social Services, and works in partnership with the statutory agencies and voluntary and community organisations in Islington to promote and provide better and more accessible services for carers.

## FAMILY ACTION ISLINGTON



608 Holloway Road,  
London N19 3PH

**Tel:** 020 7272 6933

**Email:** [islington@family-action.org.uk](mailto:islington@family-action.org.uk)

**Website:** [www.familyaction.org.uk](http://www.familyaction.org.uk)

Islington Children's Support Service offers support to families who have children aged 5 – 13 years and who are facing challenges.

For example:

- Conflict between parents and children

- School attendance or exclusion
- Children's behaviour
- Adult relationship difficulties
- Domestic violence
- Bereavement
- Physical or mental health issues
- Discrimination
- Homelessness and low income

## ISLINGTON MIND

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Archway Business Centre  
19-23 Wedmore Street  
London N19 4RU

**Telephone:** 020 3301 9850

**Email:** [admin@islingtonmind.org.uk](mailto:admin@islingtonmind.org.uk)

or [all@islingtonmind.org.uk](mailto:all@islingtonmind.org.uk)

**Admin office address:** Unit 4

Organisation works to support people with mental health issues locally. The provided services include counselling, day centre, mind works, employment and training advice, job services, hospital advocacy.

Monday to Friday in between 9.30am-5pm

**Crisis night centre** (drop in) 8pm-6.15am 18 Highbury Grove

**Crisis night line** 5pm-6.15am 020 7226 9415

(for more information contact Lucy Ujamaa from one housing group 020 7288 1051)

## STUART LOW TRUST



Office 7,  
24-27 White Lion Street,  
London N1 9PD

**Tel:** 020 7713 9304,  
**Email:** [info@slt.org.uk](mailto:info@slt.org.uk)  
**Website:** [www.slt.org.uk](http://www.slt.org.uk)

The Stuart Low Trust is a **health promotion** charity based in Islington.

They run a variety of activities to help improve people's wellbeing especially those experiencing social isolation or mental distress. We welcome participants regardless of their circumstances.

## DISABILITY ACTION ISLINGTON



Disability Action in Islington

90-92 Upper Street  
London N1 0NP

**Tel/ text:** 020 7226 0137  
**Email:** [infoline@daii.org](mailto:infoline@daii.org)  
**Minicom:** 020 7359 1891  
**Fax:** 020 7359 1855  
**Website:** [www.daii.org](http://www.daii.org)  
**Text:** 07949 577 347  
(Monday 2 – 4pm, Wednesday, Thursday 10am-12noon)

Disability Action in Islington provides a range of high quality, accessible services for **disabled people who live and work in Islington**, including:

- **Information, Advice and Advocacy Service:** this service provides information and advice to disabled people who live or work in Islington.
- **Islington Disability Network:** this is a project that brings disabled people together to share information and support, raise disability issues at a strategic level in the borough and campaign for better services and opportunities.
- **Homes for Islington (HFI) Disability Panel:** the Homes for Islington (HFI) Disability Panel is a group that provides provide HFI with a user perspective on performance and is made up of 12 disabled tenants from across the impairment groups.

- **Information Exchange with Deaf Residents:** a BSL interpreted Drop In sessions are held on the first Wednesday of every month for local Deaf people.
- **Individual Budget Advocacy and Support Service:** Disability Action in Islington run an independent Individual Budgets Advocacy & Support Service called IBASS. They provide local people taking up Individual Budgets with independent advice and support.
- **Debt Advice:** as discussed in the debt section of this directory, Disability Action in Islington hosts a debt advice service specifically for D/deaf and disabled people or parents/carers of disabled children living in Islington. This service is provided by Camden **Citizens Advice Bureau**.

## SOLACE WOMEN'S AID



**Tel:** 020 7619 1370

**Fax:** 020 7619 1357

**Email:** [advocay@solacewomensaid.org](mailto:advocay@solacewomensaid.org) or  
[advice@solacewomensaid.org](mailto:advice@solacewomensaid.org)

**Website:** [www.solacewomensaid.org](http://www.solacewomensaid.org)

**(S)** Provides specialist help

Women's Aid Advice Service offers information, advice and support about domestic and sexual violence. The services include Advice, Counselling, Drug and Alcohol Service, Solicitors, Irish Travellers Outreach and Resettlement Service, Life Skills, Refuge Accommodation, Independent Domestic Violence Advocacy Service, Floating Support

Solace Woman's Aid Advice Service is available on  
Freephone 08088025565

### Hours

Monday 10am to 4pm

Tuesday 2pm to 7pm

Wednesday 10am to 1pm

Thursday 10am to 1pm

Friday 10am to 4pm

Freephone 24hour National Domestic Violence Helpline 0808 2000 247

Rape and Sexual Abuse Support Centre National Freephone Helpline 0808 802 9999.

**Available every day in between 12 – 2.30pm and 7-9.30pm**

Calls are free from landlines and mobile phone providers such as 3, O2, Orange, Virgin, Vodafone and T-mobile network.

Solace also welcomes calls from deaf and hearing impaired callers using RNID Typetalk. Interpretation services are available on the advice freephone number through Language line which provides instant phone line interpretation in over 100 languages. Interpreters (Including British Sign Language) can be booked for face to face appointments.

## AGE UK ISLINGTON (PREVIOUSLY KNOWN AS AGE CONCERN)



6-9 Manor Gardens,  
N7 6LA

**(S)** provides specialist help  
and  
**(G)** provides generalist help

**Tel:** 020 7281 6018

**Email:** [ageukislington.org.uk](mailto:ageukislington.org.uk)

**Website:** [www.ageuk.org.uk/islington](http://www.ageuk.org.uk/islington)

IAC provides **help to support older people and their carers** at times when they need it most, perhaps when they are feeling down and vulnerable. Advice is provided through a range of projects including:

- **Access and Inclusion:** This service provides information and advice on a wide range of issues including welfare benefits, health and disability concerns, housing issues, community care and family and personal concerns for over-55's, or those who support them, whether carers, relatives and friends. Advice can be provided in English, Hindi, Urdu and Bengali.
- **Benefits Take-Up Service:** This service works in partnership with the Housing Benefits section of Islington Council. It aims to maximise the income of Islington's Older People through checking their Attendance Allowance, Pension Credit and Council Tax Benefit eligibility. Help is provided with benefit applications.
- **BME (Black and Minority Ethnic) Elders Work:** A mutual support drop-in group for Asian older people group at our Sotheby Mews Day Centre on Thursdays. Health, recreational, social, cultural, physical and educational activities can all be accessed as well as Advice in Hindi, Urdu and Punjabi. IAC also provide an outreach, advice and practical support service to help develop BME groups to support their older populations and link into mainstream services.

Islington Victim Support

*(S) provides specialist help*

**Tel:** 02077006014

**Fax:** 02076076858

**Web:** [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

**Email:** [vs.islington@vslondon.org](mailto:vs.islington@vslondon.org)

**Victim Support** is the independent national charity **for people affected by crime**. Staff and volunteers offer free and confidential information, practical help and emotional support for victims of any crime, whether or not it has been reported and regardless of when it happened.

The organisation operates via a network of affiliated local charities, the Witness Service and the **Victim Supportline (0845 30 30 900)**.

## CRISIS SKYLIGHT

66 Commercial Street,  
London E1

**Tel:** 020 7426 3838

**Email:** [Jessica.Draper@crisis.org.uk](mailto:Jessica.Draper@crisis.org.uk)

Offers training and support to homeless people.

## CENTREPOINT

**Website:** [www.centrepoinpoint.org.uk](http://www.centrepoinpoint.org.uk)

Central House, 25 Camperdown Street, London E1 8DZ  
0845 466 3400

Offers support and assistance to young homeless people

## REFUGEE ACTION LONDON



The Old Fire Station  
150 Waterloo Road  
London SE1 8SB

General enquiries

**Email:** [choices@refugee-action.org.uk](mailto:choices@refugee-action.org.uk)

**Free helpline:** 0808 800 0007

Assists asylum seekers and migrants. The Choices scheme specifically helps asylum seekers who are considering voluntary return to their country of origin.

## BAIL FOR IMMIGRATION DETAINEES



Address: 28 Commercial Street, London E1 6LS

Tel: 020 7247 3590 (please call between 10 a.m. to 12 p.m, Monday to Thursday)

[enquiries@biduk.org](mailto:enquiries@biduk.org)

[www.biduk.org](http://www.biduk.org)

BiD provides information and advice to asylum seekers and migrants in immigration detention

## ASYLUM SUPPORT APPEALS PROJECT



Oxford House, Derbyshire street, Bethnal Green, London E2 6HG

Tel: 020 7729 3056

Advice Line: 020 7729 3042 (Mon, Wed, Fri 2-4pm)

[www.asaproject.org.uk](http://www.asaproject.org.uk)

ASAP provides advice to individuals and organisations about welfare support for asylum seekers

**RED CROSS**



**BritishRedCross**

5 Berners Road  
Angel  
London N1 0PW  
Telephone: 020 7704 5670  
Website: [www.redcross.org.uk](http://www.redcross.org.uk)  
Email: [londonru@redcross.org.uk](mailto:londonru@redcross.org.uk)

The British Red Cross provides support and assistance to asylum seekers and refugees in the UK, including orientation, provision of supplies for destitute asylum seekers, support for young people and women, and family reunion and resettlement.

## Voluntary **Action** Islington

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200a Pentonville Road  
London N1 9JP  
Tel: 020 7832 5800  
Fax: 02078325835  
**Email:** [information@vai.org.uk](mailto:information@vai.org.uk) or  
[volunteer@vai.org.uk](mailto:volunteer@vai.org.uk)  
**Website:** [www.vai.org.uk](http://www.vai.org.uk)

Voluntary Action Islington has contact with a wide range of groups in the borough and may be able to help you identify a group providing help and support to people from a particular community – for example, a particular first language, or a specific disability or sensory impairment. It is possible now to make an individual appointment for volunteering.

They can also assist people who want to set up a new community organisation.

# LEGAL AID AND PRIVATE PRACTICE SOLICITORS

There are various private firms of solicitors in Islington and the surrounding area who undertake work under the legal aid scheme – however please note the NB on p.3 about cuts to legal aid and LAPG’s list of areas of law that legal aid can still cover.

To be eligible for this scheme, clients need to be on a low income. Clients on means tested benefits are likely to be able to receive free help, if they have a case which is covered under the scheme - clients on slightly higher incomes may be asked to pay for part of their case. Clients with higher incomes, savings or assets may not be eligible at all.

Full details of firms offering such assistance are available from the Community Legal Advice service (Tel 0845 345 4 345 or [www.gov.uk](http://www.gov.uk)) but we list a few of the firms listed on the following pages.

## PRIVATE PRACTICE SOLICITORS

There are some areas of law which are not generally covered by not for profit agencies and for which legal aid is not available. Details of solicitors can be found via the Law Society (Tel 020 7242 1222, Email: [contact@lawsociety.org.uk](mailto:contact@lawsociety.org.uk), [www.lawsociety.org.uk](http://www.lawsociety.org.uk) – find a solicitor). Clients who do not qualify for legal aid may need to find a private firm of solicitors to take on their case.

It should be noted that these firms are not being recommended – this is simply information about firms who are based locally and who may be able to assist.

# Solicitors in Private Practice

## Immigration and Asylum

Birnberg Pierce  
14 Inverness Street  
London NW1  
Tel: 020 7911 0166

Wilson and co  
697 High Road  
London N17 8AD  
020 8808 7535

Wesley Gryk & Co (private only)  
140 Lower Marsh  
London SE1  
Tel: 020 7401 6887  
Fax: 020 7261 9585

Kingsley Napsley (private only)  
14 St John's Lane  
London EC1M 4AJ  
Tel: 020 7814 1200

Deighton Peirce Glynn  
382 City Road  
London  
EC1V 2QA  
Tel: 020 7713 9434

Bindmans  
236 Grays Inn Road  
London WC1 8HB  
Tel: 020 7833 4433

Burke Niazi (private only)  
470-474 Holloway Road  
London N7  
Tel: 020 7263 7887

David Levene  
Ashley House  
235-239 High Road  
London N17  
Tel: 020 8881 7777

Mordi & Co (not Legal Aid)  
First Floor  
402 Holloway Road  
London N7 6PZ  
Tel: 020 7619 9666

**Social Enterprise**  
Green Roots Law (no Legal Aid)  
232 Hornsey Road  
London N7  
[www.greenrootslaw.co.uk](http://www.greenrootslaw.co.uk)  
(wholly owned by Islington Law  
Centre)

# Solicitors in Private Practice

## Crime

Imran Khan & partners  
47 Theobald Road  
Bloomsbury  
London WC1X 8SP  
Tel: 020 7404 3004

Frank Brazell and Partners  
97 White Lion Street  
London N1  
Tel: 020 7689 8989

Clinton Davis & Co  
26 Lower Clapton Road  
London E5  
Tel: 020 8342 5800

Wilson & Co  
697 High Road  
London N17  
Tel: 020 8808 7535

Hodge Jones & Allen  
180 North Gower Street  
London  
NW1 2NB  
Tel: 020 7874 8300

TV Edwards  
35 Mile End Road  
London E1  
Tel: 020 7790 7000

Birnberg Pierce  
7 Inverness Street  
London NW1  
Tel: 020 7911 0166

McMillen Hamilton McCarthy  
67 Burdett Road  
London E3 4TN  
Tel: 020 8980 6060

Walter Jennings & Son  
259-263 Kentish Town  
London NW5 2JT  
Tel: 020 7485 8626

Bindmans  
275 Grays Inn Road  
London WC1  
Tel: 020 7833 4433

Faradays  
14 Seven Sisters Road  
London N7 7NS  
Tel: 020 7281 1001

Percy Short & Cuthbert  
402 Holloway Road  
London N7  
Tel: 020 7700 0265

Aitken Harter  
398 Caledonian Road  
London N1 1DN  
Tel: 020 7607 5768

David Levene  
Ashley House  
235-239 High Road  
London N17  
Tel: 020 8881 7777

# **Solicitors in Private Practice**

## **Housing**

Deighton Peirce Glynn  
382 City Road  
London  
EC1V 2QA  
Tel: 020 7713 9434

TV Edwards  
29 Mile End Road  
London E1  
Tel: 020 7790 7000

Hopkin Murray Beskine  
139-149 Fonthill Road  
London N4  
Tel: 020 7272 1234

Percy Short & Cuthbert  
402 Holloway Road  
London N7 6PZ  
Tel: 020 7700 0265

Hodge Jones & Allen  
180 North Gower Street  
London  
NW1 2NB  
Tel: 0800 096 3270

Tyrer Roxburgh & Co  
1 St. Michael's Terrace  
London N22 7SJ  
Tel: 020 8889 3319

Osbournes  
9 Pratt Street  
London NW1 0AE  
Tel: 020 7485 8811

Burke Niazi  
470-474 Holloway Road  
London N7  
Tel: 020 7263 7887

Grazing Hill  
67a Halliford street Islington  
N1 3HF  
Tel: 020 7354 1444

# **Solicitors in Private Practice**

## **Family**

Frank Brazell and Partners  
97 White Lion Street  
London N1  
Tel: 020 7689 8989

Aitken Harter  
398 Caledonian Road  
London N1 1DN  
Tel: 020 7607 5768

Hopkin Murray Beskin  
139-149 Fonthill Road  
London N4  
Tel: 020 7272 1234

Tyrer Roxburgh & Co  
1 St. Michael's Terrace  
London N22 7SJ  
Tel: 020 8889 3319

Burke Niazi  
470-474 Holloway Road  
London N7  
Tel: 020 7263 7887

TV Edwards  
29 Mile End Road  
London E1  
Tel: 020 7790 7000

Osbornes  
68 Parkway  
London NW1  
Tel: 020 7485 8811

Hodge Jones & Allen  
180 North Gower Street  
London  
NW1 2NB  
Tel: 0800 0963 270

Bindmans  
275 Grays Inn Road  
London WC1  
Tel: 020 7833 4433

Imran Khan & partners  
47 Theobald Road  
Bloomsbury  
London WC1X 8SP  
Tel: 020 7404 3004

McMillen Hamilton McCarthy  
Whitechapel Technology Centre  
London, E1 1DU  
Tel: 020 7426 8833

David Levene  
Ashley House  
235-239 High Road  
London N22 8JF  
Tel: 020 8881 7777

Percy Short & Cuthbert  
402 Holloway Road  
London N7  
Tel: 020 7700 0265

Wilson & Co  
697 High Road  
London N17  
Tel: 020 8808 7535

Faradays  
142 Seven Sisters Road  
London N7 7NS  
Tel: 020 7281 1001

# **Solicitors in Private Practice**

## **Mental Health**

Bindmans  
275 Grays Inn Road  
London WC1  
Tel: 020 7833 4433

Burke Niazi  
470-474 Holloway Road  
London N7  
Tel: 020 7263 788

Hodge Jones & Allen  
180 North Gower Street  
London  
NW1 2NB  
Tel: 0800 096 3270

TV Edwards  
35 Mile End Road  
London E1 4TP  
Tel: 020 3440 8000

# **Solicitors in Private Practice**

## **Neighbourhood Dispute**

Hopkin Murray Beskine  
2<sup>nd</sup> Floor Tower House  
139-149 Fonthill Road  
London N4 3HF  
Tel: 020 7272 1234

Burke Niazi  
470-474 Holloway Road  
London N7  
Tel: 020 7263 7887

# Solicitors in Private Practice

## Employment

Hodge Jones & Allen  
180 North Gower Street  
London  
NW1 2NB  
**0800 096 3270**

Bolt Burdon (Not LA)  
16 Theberton Street  
London N1  
Tel: 020 7288 4700

Bindmans  
275 Grays Inn Road  
London WC1  
Tel: 020 7833 4433

Imran Khan & partners  
47 Theobald Road  
Bloomsbury  
London WC1X 8SP  
Tel: 020 7404 3004

Christian Khan Solicitors  
42 Museum Street  
London WC1A  
Tel: 020 7831 1750

Mordi & Co (Not LA)  
First Floor  
402 Holloway Road  
London N7 6PZ  
Tel: 020 7619 9666

Percy Short & Cuthbert  
402 Holloway Road  
London N7 6PZ  
Tel: 020 7700 0265

Faradays  
142 Seven Sisters Road  
London N7 7NS  
Tel: 020 7281 1001

TV Edwards  
35 Mile End Road  
London E1 4TP  
Tel: 020 3440 8000

David Levene  
Ashley House  
235-239 High Road  
London N22 8JF  
Tel: 020 8881 7777

### **Social Enterprise**

Green Roots Law (no Legal Aid)  
232 Hornsey Road  
London N7  
[www.greenrootslaw.co.uk](http://www.greenrootslaw.co.uk)  
(wholly owned by Islington Law  
Centre)

NB: Legal Aid is only available for discrimination cases and has to be accessed via a telephone gateway. None of the above firms can be contacted directly for legal aid work.