

Introduction

East London Debt Strategic Partnership

This Directory is published by the East London Financial Inclusion Unit (ELFI) as part of our work within the East London Debt Strategic Partnership. The Partnership brings together representatives of the advice sector, local authorities and financial inclusion initiatives to increase access to quality assured information, education, advice and appropriate financial services.

People often experience a range of everyday problems such as losing their job, relationship breakdown or difficulties sorting out benefits entitlements. These problems in turn can lead to further problems with being in debt, rent or Council Tax arrears or housing.

It can be difficult for people, or organisations working to provide public services, to find out how to access appropriate information and advice services.

This directory details local advice providers and Solicitors funded to provide Legal help (formerly Legal Aid) in Hackney. These providers may be able to help individuals who have debt, welfare benefits or housing problems. It also provides useful contact details of local authority services, such as Revenue and Benefits and Neighbourhood Offices. We have also included information on CLS Direct – a national internet and telephone advice service where people can access a range of information leaflets as well as a directory of services if they need assistance outside of the scope of this Directory.

This information was compiled in April 2006 using information gathered from the CLS Direct directory combined with telephone verification of services offered. We cannot accept responsibility for the information supplied.

This Directory aims to help

- local people to find appropriate information and advice services
- frontline staff providing public services or supporting communities to signpost or refer their clients to advice services

How to use this Directory

To find the right advice services, use the table overleaf for a quick guide to identify providers to specific topics of advice.

We have also colour coded the various services to represent the level of Quality Marked service that they provide.

What is the CLS Quality Mark?

All the providers in this directory have been audited against the national Community Legal Service Quality Mark (QM) standard¹.

What does that mean?

The CLS Quality Mark (QM) indicates the level of service an organisation provides. Members of the public who need legal information, advice and other help can rely on receiving a quality assured service from the providers displaying the QM logo.

There are three levels:

- **Information**
- **General Help & General Help with Casework**
- **Specialist Help**

For the purposes of this directory, we will only refer to providers with General Help, Casework and Specialist Help QM standards.

Services with GH QM will be able to help to:

- identify clients' problems
- give information and explain options
- identify further action that the client can take and
- give basic assistance, e.g. filling in forms, contacting third parties to seek information

This will generally be done in one interview although there may be some follow up work. The client would then take responsibility for further action.

General Help including Casework (GHCW QM)

This GHCW QM standard means that the advice provider does casework, i.e. takes action on behalf of the client in order to move the case on. This may include negotiation and advocacy the clients' behalf to third parties on the telephone, by letter or face-to-face.

Specialist Help Services (SQM)

Specialist Help services provide advice and Legal Help on complex matters in specific areas of law and will carry out the full range of legal services including representation where this is permitted (some representation can only be undertaken by qualified lawyers or individuals acting under their supervision).

¹ Except local authority and tax office contact details

For ease of reference, look for the above symbols on the advice providers' page in the Directory for the right level of service.

Charging

Most services are provided free or are subject to Legal Aid eligibility checks for Specialist Legal Help.

Other services and resources by ELFI

We provide a range of services that aim to help individuals and organisations such as:

- Community-based financial education and money management programmes
- Training and organisational support for providers to develop debt advice services
- Debt awareness training for front-line staff
- Promotion of good practice in debt collection and enforcement methods

More details can be found on our website at www.elfi.org.uk or by calling 020 8555 8630.

Other useful contacts

We have included details of the Community Legal Service Direct as a further resource in this Directory as we are aware that there are other advice providers in Hackney who provide services at different levels and in other subject areas. CLS Direct advisers are also able to advise individuals on their helpline.

Further on in the Directory, you will find details of London Borough of Hackney tax office, council tax and housing departments for relevant enquiries.

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Asian Women's Advisory Service

161 Mare Street
Hackney
London
E8 3RH

☎ 020 8986 4804 ☎ 020 8533 5775

✉ mhawas@tiscali.co.uk

✉ www.awas.org.uk

Opening Hours: Monday to Friday -10.00am-3.00pm
Free legal advice session 10.30am-1pm. One Wednesday a month.

Charging: The services provided are free

Services offered: Drop-in centre for Asian women offering counselling, advice and support.

Categories of Law

Housing	General help
Welfare benefits	General help

Target Groups: Asian women

Languages spoken: Bengali, Gujarati, Hindi, Punjabi, Urdu

Accessibility: Limited wheelchair access. Level entrance. No adapted toilets. Home visits for people unable to attend the office

City & Hackney Carers Centre

Unit 17
11-20 Tudor Grove
London
E9 7QL

☎ 020 8985 1600 ☎ 020 8986 8806

✉ info@hackneycarers.org.uk

✉ <http://www.hackneycarers.org.uk>

Opening Hours: Monday to Friday 9am - 5pm phone for appointments

Charging: The services provided are free

Services offered: They offer advice, information and support for carers.

Categories of Law

Community Care	General help
Education	General help
Housing	General help
Welfare benefits	General help

Target Groups: Carers

Languages spoken: Access to interpreters, Language Line, Bengali

Accessibility: Full wheelchair access. Ramped entrance. Adapted toilets.
Home visits for people unable to attend the office

Dalston Citizens Advice Bureau

491-493 Kingsland Road
London
E8 4AU
☎0870 126 4013

✉ info@eastendcab.org.uk

✉ <http://www.eastendcab.org.uk/>

Opening Hours: Monday to Friday 9.45 am – 5pm

Charging: The services provided are free

Services offered: Advice and information on a range of issues.

Categories of Law

Welfare benefits	Specialist
Employment	General Help
Consumer	General Help
Debt	General Help

Day-mer-Turkish/Kurdish Community Solidarity Centre

Former Library Howard Road
London
N16 8PR

☎020 7275 8440 📠020 7275 7245

🌐 www.daymer.org

📧 info@daymer.org

Opening Hours: Monday – Friday 10.00am – 7.00pm

How to contact: Drop-in, phone, email or write.

Charging: Services provided free

Services offered: Advice and information for the Turkish and Kurdish communities, including refugees and asylum seekers. Interpreting service and assistance with filling in forms and making telephone calls.

Categories of Law

Welfare benefits	General help
Employment	General help
Education	General help
Housing	General help
Immigration	General help

Target Groups: The Turkish and Kurdish speaking communities.

Languages Spoken: Kurdish, Turkish

Accessibility: No wheelchair access. Stepped entrance. No adapted toilets. Home visits for people unable to attend the office.

Derman

The Basement, 66 New North Road
London N1 6TG
☎ 020 7613 5944 ☎/📠: 020 7739 8993

✉ services@derman.org.uk

Services offered: They provide information, assistance, advice on welfare rights issues including benefit, housing problems. The welfare rights officer assists clients by filling in various forms, making claims and acting as an advocate on behalf of clients. They also provide representation at Appeal Tribunals. They accept referrals from health advocates, Locality Mental Health Teams, GPs and other professionals and individuals.

Venues

Welfare Rights Officer works at GP surgeries and Health Centres in Hackney. The time table and venues are:

Statham Grove Surgery
Statham Grove
Stoke Newington
London, N16 9DP
☎ 0207 254 43 27 📠: 0207 241 409
Wednesday 14.00-17.00 pm

Queensbridge Group Practice
24 Holly St.
London E8 3XP
☎ 0207 254 1101 📠 0207 923 1541
Tuesday 9.30 am-12.30 pm

The Nightingale Practice
10 Kenninghall Road
E5 8BY
☎ 0208 985 8388 📠0208 986 6004
Friday 9.30 am-12.00 pm

The Lawson Practice
St. Leonards
Nuttall St.
N1 5LZ
☎ 0207 739 9701 📠 0207 739 39
Friday 15.30 am-17.30 pm

Barton House Health Centre
233 Albion Road
Stoke Newington
N16 9JT
☎ 0207 249 5511 📠 0207 254 8985
Wednesday 9.30 am-12.30 pm

Target Group: Turkish and Kurdish speaking people in Hackney

Diaspora

Unit C2
3 Bradbury Street
London
N16 8JH

☎ 020 7923 3401 📠 020 7923 3533

✉ enquiries@diaspora.org.uk

🌐 www.diaspora.org.uk

Opening Hours: Monday-Friday 9.30am-5.30pm

Charging: The services provided are free

Services offered: Information and advice for refugees and asylum seekers. . Visits for prisoners or detainees. Information or help at a court desk.

Categories of Law

Community Care	General help
Debt	General help
Education	General help
Employment	General help
Housing	General help
Immigration	General help
Welfare benefits	General help

Target Groups: Refugees and asylum seekers-(in particular, Sudanese)

Languages spoken: Access to interpreters, Language Line, Arabic, Dinka, Nuer

Accessibility: Full wheelchair access. Adapted toilets. Lift. Home visits for people unable to attend the office

Dowse & Co

23-25 Dalston Lane
London
E8 3DF

☎ 0207 254 6205

☎ 0207 923 1497

✉ mh@dowse.co.uk

Opening Hours: Monday to Friday 9.15am – 5.30pm

Charging: No Win No Fee, Free/low cost help if eligible, CLS funding in civil work. May have to pay for some services

Services offered: This Solicitors' firm offers legal help to the public. They arrange visits for prisoners or detainees. They also provide Legal information or help at a court desk

Categories of Law

Consumer and general contract	Specialist
Crime	Specialist
Education	Specialist
Employment	Specialist
Family	Specialist
Housing	Specialist
Personal injury	Specialist
Actions against the Police	Specialist
Public law	Specialist

Target Group: The general public

Languages spoken: Arabic, French, Hebrew, Parsi, Punjabi and Urdu. They can also provide access to interpreters

Accessibility: Limited Wheelchair access. Ramped entrance. Adapted Toilets. Home visits for people unable to attend the office. There is no car parking available.

Duncan Lewis & Co

1 Kingsland High Street
London E8 2JS

☎ 20 7923 4020, 0800 731 1130

☎ Out of hours :07957 331436, 07956 374988 crime

☎ 020 7923 3320

✉ admin@duncanlewis.com

✉ www.duncanlewis.co.uk

Opening Hours: Monday-Friday 9.30am - 5.30pm

How to contact: Drop-in, phone, email or write.

Charging: Free/low cost help if eligible, CLS funding in civil work, CDS funding in crime, May have to pay for some services

Services offered: This Solicitors' firm offers legal help to the public

Categories of Law

Employment	Specialist
Community Care	Specialist
Family	Specialist
Housing	Specialist
Immigration	Specialist
Crime	Specialist
Mental Health	Specialist
Welfare Benefits	Specialist
Public Law	Specialist

Target Groups: General public.

Languages: Access to interpreters, Language Line, BSL, Albanian, Arabic, Bengali, Cantonese, Farsi, French, Gujarati, Hindi, Kurdish, Malay, Mandarin, Pashto, Polish, Punjabi, Russian, Spanish, Swahili, Sylheti, Tamil, Turkish, Urdu

Accessibility: Full wheelchair access. Level entrance. No adapted toilets. Lift. Home visits for people unable to attend the office.

East Hackney LAW

The Kingsmead Cabin
8-9 Kingsmead Way
London
E9 5QG

☎ 0208 525 6965

📠 0208 9525 6971

✉ advice@hmp.org.uk

Opening Hours: Monday, Wednesday & Friday Appointments Only
Tuesday & Thursday 10am-1pm drop-in, 2pm-4.30pm

Charging: The services provided are free

Services offered: Legal and general advice service.

Categories of Law

Housing	General help including casework
Welfare benefits	General help including casework

Target Groups: The general public

Languages spoken: Access to interpreters

Accessibility: Full wheelchair access. Level entrance. Adapted toilets. Lift.
Home visits for people unable to attend the office. No car parking facilities.

Hackney Community Law Centre

8 Lower Clapton Road
London
E5 0PD

☎ 0208 985 5236 (Office)

☎ 020 8533 2018

☎ Advice Line 020 8987 8364 (Daily 10am to 1pm)

✉ enquiries@hclc.org.uk

✉ <http://www.hackneylawcentre.ground.level.org/>

Opening Hours:

Monday –Friday: Drop-in

10am - 5.30pm

Monday: Housing

6pm-8pm appointments only

Tuesday: Consumer, Employment, Welfare Benefits

6pm - 8pm appointments only

Saturdays – Immigration

10am-1pm appointments only

Appointments can be requested by calling the advice line

Charging: The services provided are free

Services offered: Legal advice and representation. General advice given by telephone each weekday morning

Categories of law

Immigration & Asylum	Specialist
Employment	Specialist
Children's Rights	General
Housing	Specialist
Community Care law	General

Target Groups: The general public

Languages spoken: Access to interpreters, French, Italian, Spanish

Accessibility: Car parking facilities. Limited wheelchair access. Level entrance. No adapted toilets. Lift. Home visits for people unable to attend the office.

Halkevi Turkish/Kurdish Community Centre

Ann Taylor Centre
1-13 Triangle Road
London
E8 3RP

Main Office Details: 92-100 Stoke Newington Road
London N16 7XB

☎ 020 7249 6980 ☎ 020 7690 4003

✉ halkevi@halkevi.com Or halkevi_uk@hotmail.com

🌐 <http://www.halkevi.com>

Opening Hours: Monday to Friday 10am – 5pm

Charging: The services provided are free

Services offered: A centre for the Turkish/Kurdish community, particularly refugees & asylum seekers

Categories of Law

Community Care	General help
Consumer and general contract	General help
Debt	General help
Education	General help
Employment	General help
Housing	General help
Immigration	General help
Actions against the Police	General help
Welfare benefits	General help

Target Group: The Turkish, Cypriot and Kurdish communities

Languages spoken: Access to interpreters, Greek, Kurdish and Turkish

Accessibility: Full wheelchair access. Level entrance. No adapted toilets. Information is available in large print. Home visits for people unable to attend the office

Hoxton Trust Legal Advice Services

156 Hoxton Street
London
N1 6SH

☎ 0207 613 4174 📠 0207 613 1213

Opening Hours: Monday & Thursday 10.30am - 12.30pm new clients
Tuesday & Friday 10.30-12.30 appts existing clients
Wednesday Closed

Charging: The services provided are free

Services offered: Advice and casework in debt and welfare benefits. They also offer representation at industrial tribunals and social security appeals

Categories of Law

Debt	General help including casework
Welfare benefits	General help including casework

Target Group: The general public

Languages spoken: Language Line, Hindi, Punjabi, Turkish

Accessibility: No wheelchair access as there is a stepped entrance. No adapted toilets

Hutchins & Co

85 Lower Clapton Road
London
E5 0NP

☎ 0208 986 3911

☎ 0208 986 8252

✉ info@hutchinsandcosolicitors.co.uk
✉ <http://www.hutchinsandcosolicitors.co.uk/>

Opening Hours: Monday to Friday 9.30am – 5.30pm

Charging: No Win No Fee. Free/low cost help if eligible, CLS funding in civil work. May have to pay for some services

Services offered: Solicitors' firm, offering legal help to the public

Categories of Law

Employment	Specialist
Family	Specialist
Housing	Specialist
Personal injury	Specialist
Welfare benefits	Specialist

Target Groups: The general public

Languages spoken: Access to interpreters

Accessibility: Full wheelchair access. Level entrance. No adapted toilets. Home visits for people unable to attend the office. No Lift. Accessible car parking is available.

Indoamerican Refugee and Migrant Organisation (IRMO)

493 Cambridge Heath Road
London
E2 9BU

☎ 020 7729 8833 📠 020 7729 7234

✉ mail@irmo.org.uk

Opening Hours: Monday – Friday 10.00am-6.00pm
Casework drop-in Tuesday 2pm-5pm (immigration)
Friday 10am-1pm (welfare benefits)

Charging: The services provided are free

Services offered: .Advice and support on immigration, health, benefits, jobs and training.

Categories of Law

Welfare benefits	General help including casework
Immigration	General help including casework

Target Group: The general public

Languages spoken: Language Line, Hindi, Punjabi, Turkish

Accessibility: Full wheelchair access. Level entrance. Adapted toilets.

London Irish Women's Centre

59 Stoke Newington Church Street
London N16 0AR
☎ 020 7249 7318
📠 020 7923 9599

✉ liwc@ukgateway.net

Opening Hours: Monday to Friday 9.00am-5pm

Drop In: Tuesday and Thursday 10.00am 12.30pm

Appointments at all other times

Charges: The services provided are free

Services offered: Provides advice on housing, welfare rights, domestic violence, harassment and discrimination to Irish women and women of Irish descent in London. Counselling service also available.

Categories of Law

Welfare benefits	General help with casework
Housing	General help with casework

Target Group: Irish women and women of Irish descent in London

Languages: None

Accessibility: Full wheelchair access. Ramped entrance. No lift. Adapted toilets. Home visits for people unable to attend the office

Mare Street Citizens Advice Bureau

236-238 Mare Street
London
E8 1HE

☎ 0870 126 4013 (advice) ☎ 0208 525 6350 ☎ 020 8985 0462

✉ info@eastendcab.org.uk

✉ <http://www.eastendcab.org.uk/>

Opening Hours: Monday to Thursday 9.45 am – 3pm
Friday Closed

Charging: The services provided are free

Services offered: Advice and information on a range of issues. Legal advice session and appointments available, Wednesday 6pm-8pm

Categories of Law

Community Mediation	Mediation
Family Mediation	Mediation
Welfare benefits	Specialist

Target Group: The general public.

Languages spoken: Access to interpreters, Bengali, French, Swahili, Yoruba

Accessibility: Full wheelchair access. Level entrance. No lift. No accessible car parking facilities. Adapted toilets. Home visits for people unable to attend the office

Moss & Co

17 Lower Clapton Road
London
E5 0NS

☎ 0208 986 8336 ☎ 0208 985 6608

✉ info@mosslaw.co.uk

✉ <http://www.mosslaw.co.uk/>

Opening Hours: Monday to Friday 9.30am – 5.30pm

Charging: Free first interview, Free/low cost help if eligible, CLS funding in civil work. May have to pay for some services

Services Offered: This Solicitors' firm offers legal help to the public

Categories of Law

Crime	Specialist
Housing	Specialist
Actions against the Police	Specialist

Target Group: The general public

Languages spoken: Access to interpreters, French, Italian, Punjabi, Urdu

Accessibility: No wheelchair access. Stepped entrance. No adapted toilets. Home visits for people unable to attend the office. No lift. There is accessible car parking available. Information is available in large print for the visually impaired.

Nathaniel & Co

464 Kingsland Road
London
E8 4AE

☎ 020 7923 0500 📠 020 7241 2551

✉ info@nathaniel-law.com

🌐 <http://www.nathaniel-law.com>

Opening Hours: Monday to Friday 9.30am – 5.30pm

Charging: Free first interview, Free/low cost help if eligible, CLS funding in civil work. May have to pay for some services

Services Offered: This solicitors' firm offers legal help to the public. They also arrange visits for prisoners or detainees

Categories of Law

Crime	Specialist
Housing	Specialist
Immigration	Specialist
Welfare benefits	Specialist

Target Group: The general public

Languages spoken: Access to interpreters, French, Gujarati, Ibo, Portuguese, Romanian, Tamil, Turkish, Yoruba

Accessibility: No wheelchair access. No adapted toilets. Home visits for people unable to attend the office. No accessible car parking. No lift facilities

SA Carr & Co

416 Mare Street
London
E8 1HP

☎ 0208 986 5438

📠 0208 986 0216

✉ mail@sacco.co.uk

Opening Hours: Monday to Friday 9.30am – 5.30pm

Charging: Free first interview, Free/low cost help if eligible, CLS funding in civil work, May have to pay for some services

Services offered: This Solicitors' firm offers legal help to the public. Legal information or help at a court desk

Categories of Law

Consumer and general contract	Specialist
Debt	Specialist
Family	Specialist
Housing	Specialist
Public law	Specialist
Welfare benefits	Specialist

Target Groups: The general public

Languages spoken: Access to interpreters, Language Line

Accessibility: No wheelchair access. Stepped entrance. No adapted toilets. Home visits for people unable to attend the office. No lift or car parking facilities.

Other Useful Information

Community Legal Service Direct

 www.clsdirect.org.uk

 0845 345 4345

The Community Legal Service has been set up to help individuals find the right legal information and advice to resolve their problems. CLS direct advisers can advise individuals on the telephone on:

- **Consumer issues**
- **Debt**
- **Employment**
- **Health & Community Care**
- **Housing**
- **Immigration**
- **Welfare Benefits**

They can also help with finding local advice providers where further assistance is required through a network of organisations, including:

- Citizens Advice Bureaux
- Law Centres
- many independent advice centres
- thousands of high street solicitors.

All these services meet quality standards set by the Legal Services Commission.

Other Useful Council Services available in Hackney

Hackney Revenue and Benefits

Keltan House
89-115 Mare Street
E8 4RU

 020 8356 3399 (HB/CTB)  020 8356 3154 (Council Tax)

Landlord Services

Housing Office
136 - 142 Lower Clapton Road
E5 0QD

 020 8356 2106 Helpline: 020 8356 8421  020 8356 2271

North East Neighbourhood Office (Stamford Hill)

Managed by Pathmeads
Clock House
149 Stamford Hill
London N16 5LG

 Tenancy queries: 020 8356 6500 / 6100 (Mon-Fri 9am – 5pm)

Homerton Neighbourhood Office

Managed Mouchel Parkman
92 Well Street
London E9 7JA

 Tenancy queries: 020 8356 7800 (Mon-Fri 9am-5pm)

Shoreditch Neighbourhood Office

**Managed Pinnacle
1 Cropley Street
London N1 7PT**

Tenancy queries: 020 8356 6715 (Mon, Tues, Wed, Fri 9am-5pm, Thurs 8.30am-7.30pm)

Area Tax Office in Hackney

Self-employed: 0845 300 3939

Employee: 0845 300 3949

Opening Hours: Mon-Fri 8:00am - 8:00pm
Sat 8:00am - 4:00pm