



A Directory of Advice Providers In Waltham Forest

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 July 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).

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

¹ Except local authority and tax office contact details

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 Waltham Forest and neighbouring 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 Waltham Forest tax offices, council tax and housing departments for relevant enquiries.

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Age Concern Waltham Forest (Outreach Service)

Central Library
High Street
Walthamstow
London
E1 7JN

☎ 0208 558 5512 📠 0208 558 0383

✉ info@ageconcernwf.org.uk

Opening Hours: Tuesday & Wednesday 1pm - 3pm

Charging: The services provided are free

Services offered: They offer advice and support for older people

Categories of Law

Community Care	General help including casework
Consumer and general contract	General help including casework
Housing	General help including casework
Welfare benefits	General help including casework

Target Groups: Older people and their carers.

Languages spoken: Access to interpreters, Hindi, Punjabi, Urdu

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

DIAL Waltham Forest

Community Place
806 High Road Leyton
London
E10 6AE

 0208 539 8884  020 8539 8077

 dialwalthamforest@dial.pipex.com

Access Hours: **Telephone Advice Helpline**
Monday, Tuesday & Thursday 10am – 4pm
Friday 10am – 4pm
(10am-1pm deaf clients)

Charging: The services provided are free

Services offered: Telephone helpline and advice service for disabled people and carers in Waltham Forest. Run by people with direct experience disability

Categories of Law

Consumer and general contract	Specialist
Education	Specialist
Employment	Specialist
Welfare benefits	Specialist

Target Groups: People with physical or sensory disabilities, mental health problems or learning disabilities.

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

Accessibility: Parking. Full wheelchair access. Ramped entrance. Adapted toilets. Loop system. Information available in Braille, large print and on tape. Home visits for people unable to attend the office.

Edwards Duthie

292-294 Plashet Grove
East Ham
London
E6 1DQ

☎ 020 8514 9000

📠 020 8552 1864

Opening Hours: Monday –Friday 9.00-5.30

Charging: 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

Community Care	Specialist
Actions Against the Police	Specialist
Consumer and General Contract	Specialist
Education	Specialist
Employment	Specialist
Crime	Specialist
Debt	Specialist
Family	Specialist
Housing	Specialist
Immigration	Specialist

Mental Health	Specialist
Public law	Specialist
Welfare benefits	Specialist

Target Groups: General public.

Languages: Access to interpreters, BSL, Arabic, Bengali, French, German, Greek, Gujarati, Hindi, Punjabi, Russian, Spanish, Tamil, Turkish, Urdu

Accessibility: Full wheelchair access. Level entrance. Adapted toilets. Information available in large print. Resources for the visually impaired: Large Print

Gilbert Turner Coomber

189-190 Hoe Street
Walthamstow
London
E17 4QN

☎ 0208 509 6800 📠 0208 520 4670

✉ enquiries@gtclaw.co.uk 🌐 <http://www.gtclaw.co.uk/>

Opening Hours: Monday to Friday 9am – 1pm & 2pm – 5pm

Charging: 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

Consumer and general contract	Specialist
Crime	Specialist
Housing	Specialist

Target Groups: The general public

Languages spoken: Access to interpreters

Accessibility: Parking. Limited wheelchair access. Level entrance. Home visits for people unable to attend the office.

Gough & Co

84 Grove Green Road
London
E11 4EL

☎ 0208 926 3080 ☎ 07984 526667 (out of hours)

📠 0208 281 6731

✉ philip.gough3@ntlworld.com

Opening Hours: Monday to Friday 9.30am - 5.30pm

Charging: The first interview is free. Charges made for services

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

Categories of Law

Housing

Specialist

Target Groups: The general public

Languages spoken: Access to interpreters, Language Line

Accessibility: Parking available. Full wheelchair access. Level entrance.
No adapted toilets.

Helen Robbins Solicitors

Forest House
8 Gainsborough Road
London
E11 1HT
☎ 0208 558 0038 📠 0208 558 3186

✉ helenrobbinssols@aol.com

Opening Hours: Monday to Friday 9.30am – 5.30pm

Charging: 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

Family	Specialist
Housing	Specialist
Welfare benefits	Specialist

Target Groups: The general public

Languages spoken: Access to interpreters

Accessibility: No wheelchair access. Stepped entrance. No adapted toilets. No lift or accessible car parking available

Kennard Wells

718 High Road
Leytonstone
London
E11 3AJ

☎ 0208 539 8258 📠 0208 556 3234

Opening Hours: Monday to Friday 9.30am – 5.30pm

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

Services offered: This solicitors firm offers legal help to the public

Categories of Law

Community Care	Specialist
Crime	Specialist
Debt	Specialist
Family	Specialist
Housing	Specialist
Public law	Specialist
Welfare benefits	Specialist

Target Groups: The general public

Languages spoken: Access to interpreters, Spanish, Gujarati

Accessibility: Parking available. Limited wheelchair access. Adapted toilets. Information available in large print. Home visits for people unable to attend the office

Leytonstone Citizens Advice Bureau

Greater London House
547-551 High Road
Leyton stone
London
E11 4PB

☎ 0208 988 9620 📠 0208 558 7911

Opening Hours: Monday, Wednesday & Thursday 9.30am - 12.30pm drop-in
Tuesday & Friday Appointments Only

Charging: The services provided are free

Services offered: They provide advice, information and representation on a range of issues. Specialist help in immigration. Casework in welfare benefits for refugees and asylum seekers

Categories of Law

Debt	Specialist
Immigration	Specialist
Welfare Benefits	Specialist

Target Group: The general public

Languages spoken: Access to interpreters, Bengali, Hindi, Punjabi, Somali, Urdu

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

Mencap-Waltham Forest

Mencap Centre
1a Matlock Road
London
E10 6BN

☎ 020 8988 9560 ☎ 020 8532 8247

✉ info@wfmencap.org.uk

🌐 www.wfmencap.org.uk

Opening Hours: Monday-Friday 9.00-5.00

Services offered: Advice and information for people with learning difficulties, and their carers. Advice on welfare benefits including representation at Disability Living Allowance tribunals. Assistance in accessing social, health and education services. Advocacy.

Categories of Law

Welfare benefits

General help

Target Group: People with learning difficulties, and their carers.

Languages: Gujarati, Hindi, Turkish and Urdu.

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

Refugee Advice Centre

340 High Road
Leyton
London
E10 5PW
☎020 8558 6928, 020 8558 1865 📠020 8518 7673

- Opening Hours:** Monday –Friday 9.30am-1pm drop-in
2.00pm-4.30pm appts
- How to contact:** Drop-in, phone, email or write.
- Charging:** Free/low cost help if eligible, CLS funding in civil work, Services provided free
- Services offered:** Specialist help in immigration. Casework in debt and housing for asylum seekers and refugees.

Categories of Law

Welfare benefits	General help
Housing	General help including casework
Immigration	Specialist
Debt	General help including casework

- Target:** Groups: Refugees and asylum seekers.
- Languages:** Access to interpreters, Language Line, BSL, Arabic, Bengali, French, Punjabi, Romanian, Somali, Swahili, Turkish, Urdu
- Accessibility:** Limited wheelchair access. Ramped entrance. No adapted toilets. Home visits for people unable to attend the office.

Waltham Forest Association of Disabled People

1a Warner Road
Walthamstow
London
E17 7DY

☎ 0208 509 0812

☎ 020 8509 7203

✉ dis_action@hotmail.com

Opening Hours: Monday to Friday 9.30am - 1pm & 2pm - 4pm

Charging: The services they provide are free

Services offered: They provide information and advice on a range of issues

Categories of Law

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

Target Groups: People with disabilities and their carers.

Languages spoken: Language Line, Gujarati, Hindi, Punjabi, Urdu

Accessibility: Parking. Full wheelchair access. Level entrance. Adapted toilets. Information available in Braille and large print. Home visits for people unable to attend the office.

Walthamstow Citizens Advice Bureau

167 Hoe Street
London
E17 3AL

☎ 0870 1264026 📠 0208 520 0467

🌐 <http://www.walthamforestcab.org.uk/>

Opening Hours: Monday, Wednesday & Friday appointments from 10am
Tuesday & Thursday closed

Charging: The services provided are free

Services offered: They provide information and offer advice on a range of issues

Categories of Law

Immigration	Specialist
Welfare benefits	Specialist

Target Groups: The general public


Languages spoken: Access to interpreters, Punjabi, Urdu

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

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.

Useful Council Services in Waltham Forest

Housing Services

Willow House
869 Forest Road
Walthamstow E17 4UH

Tel 020 8496 6408

Fax 020 8496 3313

 housing.direct@hsg.lbwf.gov.uk

The office is located at the junction of Forest Road, Fulbourne Road and Wood Street.



Opening hours to personal callers

Monday-Thursday, 9am-4.30pm, Fridays 10am-4.30pm



020 8496 6408, Monday-Thursday 9am-5.15pm, Friday 9am-5pm

Area offices and other useful contacts

Customer Services:



Housing Direct

Tel: 020 8496 4197



1 Wood Street

E17 3JU

Open 9.00 am - 5.00 pm, Monday to Friday




First Stop Shop

819 Leytonstone High Road

Leytonstone E11


(Open 9.30am - 5.30pm, Mon, Tue, Thurs, Fri)

(9.30am - 1.00pm Wed, 10.00am - 2.00pm, Sat)

 020 8518 7088



Waltham Forest Direct

 020 8496 3000





Waltham Forest Direct Shop

772-776 High Road

Leyton E10 6AH

Useful addresses and telephone numbers

 **Rents, Ancillary Charges and Rent Pointing**
 020 8496 4070

 **Rent Arrears**
 020 8496 4050

