

Jobcentre Plus

Tel: 0845 604 3719

Help and advice on jobs and training, plus information regarding benefits and help into work.

www.jobcentreplus.gov.uk

National Debtline

Tel: 0808 808 4000

Free, independent money advice to people with debt problems. Registered charity. Telephone and email advice plus information leaflets provided.

Lines open **Mon to Fri 9am – 9pm, Sat 9.30am – 1pm.**

Online help and information on www.nationaldebtline.co.uk

Money made clear – FSA Money Guidance Service

Tel: 0300500 5000 8am – 8pm

Information and guidance on financial matters

www.moneymadeclear.fsa.uk

Payplan

Tel: 0800 280 2816

Free advice on debt and budgeting, including free debt management plans without upfront fees. Lines open **8am – 9pm**

Online help and information on www.payplan.com

Shelter

Tel: 0808 800 4444

Free telephone advice line on housing and homeless issues.

Mon to Fri 8am – 8pm: Sat – Sun 8am – 5pm

www.shelter.org.uk

The advice centres listed are publicly funded organisations offering free community legal advice services. Every effort has been made to ensure the details are correct at the time of publication, but please telephone to check for opening times before visiting.

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali <input type="checkbox"/> এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে চিহ্ন দিন, এই পাতার নিচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নিচের ঠিকানায় ফেরত পাঠান।	Somali <input type="checkbox"/> Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.
French <input type="checkbox"/> Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.	Spanish <input type="checkbox"/> Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.
Kurdish <input type="checkbox"/> Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.	Turkish <input type="checkbox"/> Bu dokümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.
Polish <input type="checkbox"/> Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.	Vietnamese <input type="checkbox"/> Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.
Urdu <input type="checkbox"/> اگر آپ یہ جاننا چاہتے ہیں کہ اس دستاویز میں کیا کہا گیا ہے تو براہ مہربانی مناسب باکس میں صحیح کا نشان لگائیں اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے تحریر کریں اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیں۔	Chinese <input type="checkbox"/> 如果你想知道這分文件的詳細內容，請在方格內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。
Hebrew <input type="checkbox"/> אם ברצונך לדעת, מה כתוב במסמך שלפניך, נא לסמן את המשבצת המתאימה, כתוב את שמך, כתובתך ואת מספר הטלפון שלך בתחתית העמוד, והחזר/החזירי אותו לכתובת המופיעה למטה.	Yiddish <input type="checkbox"/> אויב איר ווילט אויסגעפונען וואס ס'שטייט אין דעם דאקומענט, זייט איר אוי גוט און שרייבט אן א טיץ-צייכן אין דעם פאסיקן קעסטלעך און שרייבט אן אייער נאמען, אדרעס און טעלעפאן-נומער אונטן אויפן זייטל, און שיקט דעם צום אדרעס וואס אונטן.

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Return to: **Benefits and Housing Needs, Hackney Service Centre, 1 Hillman Street, London, E8 1DY**

Where to go for advice in Hackney

Benefits, Debt, and Housing



Advice centres run by voluntary organisations

Agudas Israel Community Services

Address: **97 Stamford Hill, Hackney N16 6DN**

Provides employment and benefit advice to the Orthodox Jewish Community in Hackney. Providing daily drop in and one-to-one sessions. Telephone: **020 8800 6688**

An Viet Foundation

Address: **12 – 14 Englefield Road, Hackney N1 4LS**

Supports the Vietnamese community in Hackney and respond to their growing/changing needs through advice on welfare benefits, housing, debt, advocacy and health talks and check-ups.

Telephone: **020 7275 7780**

City & Hackney Carers Centre

Address: **96 – 102 Springfield House, 5 Tyssen Street, Hackney E8 2LZ**

Provides advice targeting parent carers of children with disabilities or illnesses, young adult carers who have never been in work and carers who are of working age but not in work or juggling work with their caring role and to access statutory service.

Telephone: **020 7923 8750, Website: www.hackneycarers.org.uk**

City and Hackney Association for Mental Health (CHAMH) Ltd

Address: **8 – 10 Tudor Road, Hackney E9 7SN**

Provides welfare rights and specialist advice, also offer support and guidance to local residents with mental health problems. Deal with casework for individuals with mental health needs living in the community

Telephone: **020 8525 2348**

Day-Mer Turkish & Kurdish Community Centre

Address: **Former Library, 16 Howard Road, Hackney N16 8PR**

Provides general advice, peer supervision, support and develop resources around issues identified including disabled clients and care services for elderly and disabled people of among Turkish, Kurdish and Turkish Cypriot communities in Hackney.

Telephone: **020 7275 8440**

Website: **www.daymer.org**

Derman

Address: **The Basement, 66 New North Road, Hackney N1 6TG**

Provides advice services through one-to-one sessions in GP practices across Hackney, supporting and representing disadvantaged and excluded people within the Kurdish and Turkish speaking communities.

Telephone: **020 7613 5944 Website: www.derman.org.uk**

East End Citizens Advice Bureau

Address: **300 Mare Street, Hackney E8 1HE**

Provides information, advice and advocacy services to the people in London borough of Hackney. The project will also be dealing with underlying causes to people's problems.

Telephone: **020 8525 6350 Website: www.eastendcab.org.uk**

Hackney Community Law Centre

Address: **8 Lower Clapton Road, Hackney E5 0PD**

Employs solicitors and paralegals to provide free and independent legal advice and representation to people living, working or studying in Hackney and neighbouring boroughs.

Telephone: **020 8985 5026**

Website: **www.hclc.org.uk**

Hackney Marsh Partnership

Address: **Kingsmead Kabin, 8 – 9 Kingsmead Way, Hackney E9 5QG**

Provides advice to people in Kings Park, Chatham, Victoria and Wick wards through telephone, drop-in and appointment sessions, access to information, financial literacy, debt advice and outreach.

Telephone: **020 8525 6969**

North London Muslim Community Centre

Address: **66 – 68 Cazenove Road, Hackney N16 6AA**

Provides an advice and information surgery on benefits, debt, housing, homelessness, educational grants, and employment to help people achieve a level of security and wellbeing to become competitive, reduce poverty and promote employment.

Telephone: **020 8806 1147**

Website: **www.nlmcc.org.uk**

Off Centre

Address: **25 – 27 Hackney Grove, Hackney E8 3NR**

Delivers advice, information and advocacy for young people aged 11 – 25 to tackle serious practical, social, emotional and health problems, reduce the risk of longer-term social exclusion, and promote engagement in education, employment and training.

Telephone: **020 8986 4016**

Website: **www.offcentre.org.uk**

National Information/Advice Services

DWP (Department for Work and Pensions)

Tel: **0800 055 6688**

To make a claim for Income Support, Jobseekers Allowance or Employment & Support Allowance phone **Mon to Fri, 8am – 6pm** or apply online at **www.dwp.gov.uk/eservice**

For enquiries about, or problems with, existing claims, contact the Benefit Delivery Centres (**0845 600 6334**), for postcodes in E3, E14 and (**0845 377 6001**) for E1, E2.

Direct Gov

Information on benefits and public services, including standard forms. General information on all benefits, working tax credit, employment, pensions etc. Online calculation for estimate of benefit entitlement.

www.directgov.uk

Disability Law service

Tel: **020 7791 9800**

Legal advice and representation to disabled people, their families and carers Telephone and email advice line plus information leaflets.

Tel: **Mon to Fri 10am – 5pm**

Email: **advice@dls.org.uk www.dls.org.uk**

Community Legal Advice

Tel: **0845 345 4 345**

Free help or legal advice over the phone for problems with debt, housing, employment, education and welfare benefits and tax credits for those who qualify for legal aid.

www.communitylegaladvice.org.uk

Community Legal Advice Directory

Information on the nearest solicitors firms and advice organisations holding the CLS Quality Mark. Online calculator to assess entitlement to legal aid.

www.communitylegaladvice.org.uk/en/directory

Consumer Credit Counselling Service

Tel: **0800 138 1111**

Free independent money advice and casework service. Lines are open **8am to 8pm Mon to Fri**. Registered Charity.

Online help and information at **www.cccs.co.uk**