

ADVICE ORGANISATIONS

Last updated 4/1/13

General Advice:

- **Citizens Advice Bureaux**
www.citizensadvice.org.uk
Has a network of local bureaux that people to resolve their legal, financial and other problems by providing free, independent and confidential advice.
www.adviceguide.org.uk
Provides a self-help service from the Citizens Advice Bureau

Benefits and Entitlements:

- **GOV.UK**
www.gov.uk
Click on the '**Benefits**' tab on right-hand column of the page and then click the link for 'Benefits entitlement' to take you to the link for 'Benefits Adviser- Find out what benefits you could get, how much you could get and how to claim'. This allows you to input information anonymously in order to check which benefits you may be entitled to. It also has a separate section underneath for families with children. It allows you to check if you qualify for tax credit and also manage your child benefits online.
- **Turn2Us**
www.turn2us.org.uk
A charitable service which helps people gain access to money available to them, through welfare benefits, grants and other help.
The website provides information for those seeking on the benefits and grants available to them.
They also have a benefits calculator, which can be found by visiting their website, and clicking the tab at the top of the page titled '**Benefits Search**'. They also have a free and confidential help line on 0808 802 2000.

Family Rights

- **Gingerbread**
www.gingerbread.org.uk
A national charity which provides advice and practical support for single parents. Their website has a lot of useful information, or you can call their free advice line on: 0808 802 0925.
- **Family Rights Group**
www.frg.org.uk
A charity in England and Wales that advises families whose children are involved with or need children's services because of welfare needs or concerns.

They also provide advice for family and friends carers, including grandparents who are raising children who cannot live at home. You can visit their website or call their advice line on 0808 801 0366. They also have online discussion boards for parents, family and friends carers.

- **Contact a Family**

www.cafamily.org.uk

The only national charity that exists to support the families of disabled children whatever their condition or disability.

They have a website packed with information, a Facebook page:

www.facebook.com/contactafamily and a free helpline on 0808 808 3555.

- **Working Families**

www.workingfamilies.org.uk

A charity which gives parents and carers advice on employment rights such as maternity and paternity leave, maternity and pregnancy discrimination, rights to time off in an emergency, and parental leave, as well as helping to negotiate flexible hours with employers.

They also give basic advice on the benefits and tax credits that working parents can claim.

They have a free legal helpline on 0300 012 0312.

Housing

- **Shelter**

www.shelter.org.uk

Give advice, information and advocacy to people in housing.

They have a tab called '**Get Advice**' which gives you a link to information on many different types of housing problems including but not limited to Homelessness, Housing benefit, Paying for a home, Debt and arrears, Eviction and Repossession.

They also allow you to type your postcode in to search for local Shelter Outreach agencies which provide face to face advice. Or they have a free advice helpline on 0808 800 4444.

Elderly

- **Independent Age**

www.independentage.org

Provides an information and advice service for older people, their families and carers, focusing on social care, welfare benefits and befriending services.

Advice can be accessed through their telephone advice service on 0845 262 1863, or through their information guides which you can download from their website, or they can send them to you by post.

They also have a useful list of contacts for a range of issues pertaining to the elderly which can be seen by clicking the '**Advice**' tab and then clicking '**Links to other sources of help**' on the left hand side of the page.

- **Age UK**
www.ageuk.org.uk
 On their website they have a lot of useful information to read and download, they cover areas of Money, Health and Well-being, Travel and lifestyle, Home and care and Work and learning.
 They also have an advice line on 0800 169 6565.

Disabilities

- **Disability Law Service**
www.dls.org.uk
 Provides free advice and information for the following areas of law: Goods and Services (Disability Discrimination and MS services), Community Care, Disability Discrimination, Employment and Welfare Benefits.
 Their website provides downloadable factsheets in both written and audio form or they have an advice line on 020 7791 9800.
- **Disability Rights UK**
 Although they do not provide advice to the public, the website includes an extensive resource of up to date factsheets on rights and entitlements, challenging benefit decisions, quick claim guides etc.
<http://www.disabilityrightsuk.org/>
- **DIAL**
 There are around 120 local Disability Information and Advice Line services (DIALs) throughout Great Britain run by and for disabled people.
 To find out if there is a DIAL that covers your area:
 Telephone: (01302) 310 123 or Text Phone: (01302) 310 123
- **Scope**
www.scope.org.uk
 The charity works with disabled people and their families to offer practical support – from [information services](#) to [education](#) and [everyday care](#).
 Their website offers help and information on issues such as Education, Money and Work, Leisure, Communication and Families and Parenting.
 They offer a range of support services within local communities which can also be found on their website and they have a free helpline on 0808 800 33 33.

Mental Health Services and Care

- **Mind**
www.mind.org.uk
 Mind publishes information on many topics relating to mental health, which they group into seven broad categories: diagnoses and conditions, treatments, mental health statistics, support and social care, communities and social groups, and society and environment.

Information on these areas can be found on their website and they have an information line on 0300 123 3393 and a legal advice line on 0300 466 6463.

Debt

- **National Debt Line**
www.nationaldebtline.co.uk
Provides free confidential and independent advice on how to deal with debt problems. Contact on 0808 808 4000.
- **Money Advice Service**
www.moneyadviceservice.org.uk
They have an extremely detailed website which has links to many different DIY tools such as a money health check, pension calculator, budget planner and a mortgage calculator.
They also offer downloadable advice packs on a range of different money matters.
They have an advice line on 0300 500 5000, or you can call 0333 321 3434 to book a face-to-face appointment.

Immigration

- **Joint Council for the Welfare of Immigrants**
www.jcwi.org.uk
Provides free and confidential legal advice by phone on 0207 553 7470 between 10am and 1pm on Mondays, Tuesdays and Thursdays.
They also offer an Immigration advice surgery on Thursday mornings between 10am-12noon for which it is advised you book a slot by calling 020 7251 8708.

Community Care

- **Public Law Solicitors**
www.publiclawsolicitors.co.uk
Solicitors who specialises in public law, human rights and community care law.
Based in Birmingham they act for clients across England and Wales.
- **See also Independent Age above**
Who will also deal with issues around community care and where the elderly are involved.