

Financial Advice

Turn2us Helpline

<https://www.turn2us.org.uk/>

The Turn2us helpline is a free, confidential, secure service that helps people in financial need access the money available to them.

The helpline advisors can:

- Help you check your eligibility for welfare benefits
- Assist you with grant searches to find possible grant-giving charities that may be able to support you
- Put you in touch with other services that may be able to help you.

The Money Advice Service: <https://www.moneyhelper.org.uk/en?source=mas#>

0800 138 7777

- Advice and guides to help improve your finances
- Tools and calculators to help keep track and plan ahead
- Support over the phone and online

The Consumer Credit Counselling Service

- Provides free and anonymous advice over the phone and online.
- Free debt management plans
- Free helpline: 0800 138 1111

National Debtline

- Free confidential and independent helpline
- Advice over the phone as well as email
- Free self-help information pack
- 0808 808 4000

Stop Loan Sharks

- Stop Loan Sharks help victims and agencies deal with the problem of loan sharks. Loan sharks are unlicensed moneylenders who charge very high interest rates and sometimes use threats and violence to frighten people who can't pay back their loan. They can be illegal and can be prosecuted
- <https://www.gov.uk/report-loan-shark>
- 0300 555 2222

Information specific to accessibility/disabled living

- Disabled Living Foundation Provides advice and information on disability equipment and assisted products. Tel: 0300 999 0004 <https://livingmadeeasy.org.uk/>
- Home2Fit Website listing accessible properties to sell or rent. <https://www.home2fit.org.uk/>

Advice/Support Services

- Shelter Provides advice, information and advocacy to people in housing need. Tel: 0808 800 4444 <https://england.shelter.org.uk/>
- Citizens Advice Bromley: <https://www.bromleycab.org.uk/>
- Age UK Bromley & Greenwich Information line: 020 8315 1850

Energy

Energy Networks Association <https://www.energynetworks.org/> – You can contact them to find out who your network operator is.

Citrus Switch <https://www.citrusenergy.co.uk/citrus-switch/> Telephone 0800 221 8089 (freephone) A telephone service designed to make switching energy supplier simple and straightforward.

Energy Saving Trust In England and Wales telephone 0300 123 1234 Independent and impartial advice to help save energy and cut energy bills. <https://energysavingtrust.org.uk/>

Repairs/finding a local tradesman

- TrustMark Government-backed scheme to help people find local reliable tradespeople. Tel: 0333 555 1234 <https://www.trustmark.org.uk/>

Information specific to Older Residents:

- AGE UK INFORMATION SHEETS:
 - <https://www.ageuk.org.uk/services/information-advice/guides-and-factsheets/>
 - A comprehensive range of factsheets that include information on: Help with heating costs, getting legal advice, paying for care and support etc...
- SFE (Solicitors for the Elderly) Independent national organisation of solicitors who specialise in a wide range of legal issues affecting older people. Contact the organisation for help in finding a solicitor. Tel: 0844 567 6173 <https://www.sfe.legal/>
- Elderly Accommodation Counsel Provides information and advice on care, housing and financial options for older people and their carers. There are two sister sites: FirstStop Advice offers information and advice about housing and care options. Housing care has a searchable database of specialist housing options across the UK. Tel: 0800 377 7070 www.eac.org.uk www.firststopcareadvice.org.uk <https://housingcare.org/>

Information specific to Women:

Eaves Counselling Service The Counselling Service is open to women living in all London boroughs. The service is run in partnership with an independent counselling team who promote personal development through therapeutic support. This service can offer you 16 one-to-one support sessions and weekly counsellor-led support groups for six weeks if you are or have been affected by: Domestic violence; Prostitution; Rape; Sexual abuse; Trafficking; Female genital mutilation; honour violence; Post trauma; or any other form of violence. Contacts: You can contact us yourself, or you can be referred to us by an agency. Scarlet Centre: 020 7840 7142 - Email: counselling@eaveshousing.co.uk

National Domestic Violence Helpline on [0800 200 247](tel:0800200247).

Bromley & Croydon Women's Aid: <http://www.bcwa.org.uk>

Telephone: 02083139303

- Our services include [refuge accommodation](#), [advice & support](#), [One Stop Shop](#), [support groups](#), [children's services](#), [school programmes](#), [awareness talks](#).
- BCWA's Outreach Team supports women and men in the community who want to know what their options are, and would like a non-judgmental listening ear.
- We can talk to you over the telephone or in a one-to-one meeting in a safe location, such as our head office or Community House.
- We also offer advice to the friends and families of anyone experiencing domestic abuse. We give our expertise to legal and social services professionals and we support women at Child Protection conference MARAC.
- We can accompany women to court, and also put them in contact with other services that can help them.

African Women's Welfare Group Address: Rear of 594 Tottenham High Road, Tottenham, London, N17 9TA Phone 020 8885 5822 - Email awwghsaid@aol.com - Website www.awwg.org.uk Services Offered: Services for African women, including refugees and asylum seekers. Advice on benefits, health, housing, racial harassment, domestic violence. Language support. HIV support for families. Workshops and advocacy to raise awareness on reproductive health, female genital mutilation (FGM), HIV/AIDS support and prevention. ESOL classes. Mental health drop-in service, counselling and group work. Target Group: African women, including refugees and asylum seekers. Area Served: All London. How to Contact: Drop-in, phone, email or write. Youth discussion group Thursdays 5.30-8pm. Opening Times: Monday: 10am - 5pm Tuesday: 10am-5pm, 10am-3pm elderly drop-in Wednesday: 10am-5pm, 6-8pm youth fitness group Thursday: 10am-5pm, 10am-3pm elderly drop-in

ASHA Projects Address: 13 Shrubbery Road,,SW16 2AS – Phone 020 8696 0023 Fax 020 8677 9920 Email admin@asha.org.uk Services Offered: Information, advice and support for Asian women. Advice on housing and welfare benefits. Temporary accommodation for women experiencing domestic violence. Who the Project is For :Asian women. Area Served: London Borough of Lambeth and surrounding areas. How to Contact: Phone or write. Opening Times Monday: 10am - 5pm Tuesday: 10am - 5pm Wednesday: 10am - 5pm Thursday: 10am - 5pm Friday: 10am - 5pm Saturday: 10am - 5pm Weekend: Sat 10am-5pm, activities 11am-3pm

Community Support

Irish Travellers Movement For; Traveller, Gypsy & Roma communities Irish Travellers Movement in Britain offer guidance and advice to Irish and English Gypsy and Roma communities. Advice and support. ITMB have an excellent website www.irishtraveller.org.uk Telephone advice, 020 7607 2002, Address; The Irish Travellers Movement, The Resource Centre, 356 Holloway Road, London N76PA Contact; info@irishtraveller.org.uk

Chinese Information & Advice Centre For; people of Chinese heritage Chinese Information & Advice Centre provides free legal advice and representation on immigration and nationality law, as well as domestic violence support. They also provide advice and support to refugees and asylum seekers. Their staff work in English, Mandarin, Cantonese, Hakka, Shanghainese, Malay, and Fujian. Telephone Helpline; 08453 131 868 Mon to Fri: 10.00am to 6.00pm. Closed on Saturdays, Sundays and Bank holidays. Advice drop-in centre at; Lower Ground Floor, London Chinatown Market, 71-73 Charing Cross Road, London WC2H 0NE

Eastern European?

East European Advice Centre For; Eastern Europeans East European Advice Centre offers information and advice to people from Eastern Europe living and working in Greater London. They provide free, high quality and impartial information, advice and practical help to refugees and migrants of East European origin in the areas of Welfare Benefits, Housing, Immigration Law, Debt, Education, Employment Law and Health. Telephone Advice for LPT staff and offenders (English, Russian & Polish spoken): 020 8741 1288 Mon to Fri between 2.00pm – 15.30 pm Appointments/ Drop - In: POSK, 238-246 King Street, London W6 ORS Mon and Fri 10.00 am – 15.00 pm

BARKA (UK) For; Eastern Europeans considering returning home BARKA assists Eastern European immigrants, particularly Polish nationals, in certain London Boroughs, who want to consider returning home. BARKA have a network of communities in Poland for returning Polish nationals to stay in, who would otherwise be destitute on their return. Telephone; 0207 275 77 68