

## Help in Camden with welfare advice

### **Age UK Camden**

Age UK Camden offers a free and confidential information and advice service for people 55 and over, their families and carers. By phone: 020 7837 3777, 10am to 4pm Monday to Friday (outside of these times the National Age UK Helpline will answer these calls). By email: [duty@ageukcamden.org.uk](mailto:duty@ageukcamden.org.uk). At our office: Tavis House, 1-6 Tavistock Square, WC1H 9NA, where you can book an appointment to meet a trained adviser. Book by calling, emailing or dropping in to arrange an appointment. Self-help: client access to telephone (Mondays 10.30am to 12.30pm and Wednesdays from 2pm to 4pm) with staff on hand to help if needed. Home visits are available for people who are housebound and unable to leave their homes. Age UK Camden also offers online advice about money and benefits you could receive. [www.ageuk.org.uk/camden](http://www.ageuk.org.uk/camden)

### **Bengali Workers' Association**

The BWA provides a welfare benefits advice and advocacy service for anyone that requires it. We run a general advice drop-in service everyday Friday between 10am to noon. We also provide the following advice services by appointment only: debt advice, housing advice, legal advice and welfare rights. To book an appointment for any of the above services please contact Rahima on 020 7388 7313. [www.bwa-surma.org](http://www.bwa-surma.org)

### **Citizens Advice**

You can find detailed information on how to fill in the forms on their website, [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). If you would like help from someone in person, please contact your local Citizens Advice. They can help you fill in the form and give you advice on what the questions mean, what sort of things you can say on the form, what you can leave out and what to do if you find it difficult to fill in the form because of your disability or health condition. There are two Citizens Advice centres in Camden:

Citizens Advice Camden, 2 Prince of Wales Road, NW5 3LQ. 0300 330 1157  
[www.camdencabservice.org.uk](http://www.camdencabservice.org.uk)

Citizens Advice Camden, 141a Robert Street, NW1 3QT. 0300 330 1157  
[www.camdencabservice.org.uk](http://www.camdencabservice.org.uk)

You can call for advice on weekdays from 10am to 4pm. The times of their advice sessions change quite regularly – you can find out when these sessions are by calling them on the phone or by looking on their website. [www.camdencabservice.org.uk](http://www.camdencabservice.org.uk)

### **The Kosmos Centre** (formally known as The Camden Cypriot Women's Organisation)

Provides services, activities and support to older BME women and their families. We offer drop-in sessions for general advice, information and a free legal advice drop-in service. Sessions:

Drop-in advice Monday 10am to 1pm  
Tuesday and Thursday 10 to 11.30 am

Drop-in legal advice Monday 2pm to 4pm. Includes: Immigration, employment, debt, benefit tribunals etc. Specialist language - Greek

2c Falkland Road, NW5 2PT, 020 7267 7194. [koula@ccwo.org.uk](mailto:koula@ccwo.org.uk) [www.kosmoscentre.org.uk](http://www.kosmoscentre.org.uk)

### **Hopscotch Asian Women's Centre**

Hopscotch Asian Women's Centre provides support services for Asian women and other BAME women and their families on a wide range of issues including housing and welfare benefits, as well as domestic violence, training and employment. Advisors speak Bengali, Sylheti, Hindi, Urdu, Arabic and French. Hopscotch is based at 50-52 Hampstead Road, NW1 2PY. Advice sessions are delivered on Monday and Tuesday by appointment only. We also offer a family law and housing surgery (Duncan Lewis and Co) and a legal advice surgery (Mary Ward Legal Centre) by appointment only. For an appointment, please call 020 7388 8198 on Wednesdays, 10 to 12pm. An advice drop-in service is available on Fridays, 10am to noon. Contact Ruji Khan, [Ruji.Khan@hopscotchawc.org.uk](mailto:Ruji.Khan@hopscotchawc.org.uk) or 020 7388 8198 to find out more about our services. [www.hopscotchawc.org.uk](http://www.hopscotchawc.org.uk)

### **Kentish Town Community Centre** (KTCC)

For the over 50s we offer one-to-one confidential advice on benefits, housing or general day-to-day issues with an Age UK advisor. Sign up in advance by ringing 020 7482 3212, email KTCC, or pop into the KTCC office. Advice sessions take place the last Wednesday of the month from 2.30pm to 4.30pm (30 min slots). Free, pre-booking advised. Drop-in appointments are subject to availability. KTCC is at 17 Busby Place, NW5 2SP. [www.ktcc.org.uk](http://www.ktcc.org.uk)

### **Latin American House**

For Latin Americans, Spanish and Portuguese speakers, we offer legal and social advice in relation to benefits, immigration, family, housing, and employment law, as well as opportunities to acquire life-long skills and a place to meet people, share ideas and enjoy the rich culture of Latin America. We offer advice regarding welfare benefits, including housing benefit. Appointments are from Tuesday evening from 5pm. To make an appointment and for more information please call 020 7372 8653 or visit from Monday to Thursday (10am to 2pm and 3 to 6pm). Alternatively email [info@casalatina.org.uk](mailto:info@casalatina.org.uk) for more information. Latin American House is at 10 Kingsgate Place, NW6 4TA. [www.casalatina.org.uk](http://www.casalatina.org.uk)

### **London Irish Centre, Social Welfare Advice Centre**

The London Irish Centre Charity provides accredited advice on a wide range of issues including housing, health and wellbeing, welfare benefits, Irish and UK pensions, return to Ireland, and Irish passport and birth certificates. Our services can also support people at crisis point with items such as food and clothing. Our workers can provide short intervention advice and longer term casework including outreach to those who are unable to come to our drop in service.

Drop in times:

Monday 9.30am to 12.30pm, Emergency Drop In

Tuesdays 9.30am to 12.30pm and 2 to 4pm

Thursdays 2 to 4pm

Fridays 9.30am to 12.30pm

Appointments are available outside of these times. For more information, please contact 020 7916 2222 or [info@londonirishcentre.org](mailto:info@londonirishcentre.org). [www.londonirishcentre.org](http://www.londonirishcentre.org)

### **St Michael's Legal drop-in**

St Michael's offers help in challenging decisions and can advise on actions that can be taken. We do not write letters for clients but ask that they write letters themselves and we will insert 'legal jargon'. Legal drop-in is held on Wednesdays at St Michael's with registration from 6pm. Camden Road, NW1 9LQ (next to Sainsbury's). Closed during August.

### **Scotscare – the charity for Scots in London**

For Scots and the children of Scots living within 35 miles of Charing Cross, central London. Scotscare offers debt and advocacy advice and services, plus help with job seeking, housing, health, drugs and alcohol, counselling, and social events. They also run The St Andrews Scottish Soldiers Club for army personnel. [www.scotscare.com](http://www.scotscare.com)

### **Somali Cultural Centre Advice and Information Service**

Providing advice and information to the Somali community in Camden, Brent Barnet and Westminster on welfare matters principally benefits and housing. The only area not covered is immigration.

Access to the service is by attending one of two weekly drop in sessions at:

Kosmos Centre – 2c, Falkland Rd., NW5 2PT

Wednesday 10.00am -2.00pm (Camden residents only)

Kingsgate Community Centre – 107, Kingsgate Rd., NW6 2JH

Thursday 10.00am – 2.00pm

Follow up work and assisted referrals arranged where necessary once contact made at drop-in sessions.

## **VoiceAbility**

Mentors from VoiceAbility's Mental Health Peer Mentoring scheme should be able to help service users with form filling. [This link](#) has more details. Email [mindisehra@voiceability.org](mailto:mindisehra@voiceability.org) or call 020 3355 7113. [www.voiceability.org/services/london-borough-of-camden](http://www.voiceability.org/services/london-borough-of-camden)

## **Who can help if you want to challenge a decision on your benefits?**

### **Camden Community Law Centre**

They offer a drop-in service on Tuesdays from 10am to noon. People are seen on a first come first served basis and it is not necessary to make an appointment. They may not be able to see everyone who comes, so it's important to come as early as possible. Because the service is only funded for people who live, work or study in Camden you need to bring proof of residence.

You can find the Legal Centre at 2 Prince of Wales Road, NW5 3LQ. 020 7284 6510. Information about our service is also available at [www.cclc.org.uk/ourservices/welfare-benefits](http://www.cclc.org.uk/ourservices/welfare-benefits)

Welfare benefits service drop-in every Tuesday between 10am to noon. Please note that people are seen on a first-come, first-served basis and we may have to restrict numbers. Please ensure that you bring proof that you live, work or study in Camden when you attend.

### **Mary Ward Legal Centre**

A similar source for legal advice about your benefits in Camden is the Mary Ward Legal Centre. They provide specialist legal advice on welfare benefit and tax credit issues. They do not offer basic benefit checks or form filling for new claims (with the exception of PIP and DLA forms), but they advise clients when there is a problem with their claim, such as:

- Refusal of benefits
- Disability benefits and Employment and Support Allowance
- Overpayments and requests for repayment
- Habitual residence and right to reside in the UK
- Sanctions
- Appeals (including appeals to the Upper Tribunal).

You can access their service simply by visiting their drop-in service. This takes place every Monday from 2pm to 4pm. There is no need to make an appointment. The service is available for people who live, work or study in Camden. It is also possible to book an appointment with Mary Ward Legal Centre over the phone or in person. To do this, call 020 7831 7079, Monday to Friday between 10am and 1pm or visit their office at 10 Great Turnstile, WC1V 7JU Monday to Friday between 9.30am to 5.30pm.

They have also produced some videos about Welfare Reform changes and their impact, which might be helpful to some. You can find them on [www.marywardlegal.org.uk/legal-advice/welfare-benefits-advice](http://www.marywardlegal.org.uk/legal-advice/welfare-benefits-advice)

10 Great Turnstile, WC1V 7JU. 020 7831 7079

Mary Ward Legal also operates from the following locations. These are appointment only services:

Mary Ward Legal at the Living Centre, c/o The Francis Crick Institute  
Wednesdays (fortnightly) from 10am to 1pm  
1 Midland Rd, NW1 1AT. 020 7380 0453

Mary Ward Legal Centre at Hopscotch Asian Women's Centre  
Thursdays from 10am to 1pm  
50-52 Hampstead Road, NW1 2PY.  
Mary Ward Legal Centre at Camden Carers  
Fridays from 10am to 1pm  
293 - 299 Kentish Town Road, NW5 2TJ

Mary Ward Legal Centre at Jules Thorn Day Hospital  
Wednesdays (fortnightly) 10am to 1pm  
4 St Pancras Way, NW1 0PE

Mary Ward Legal Centre at North Camden Crisis Centre  
Tuesdays (fortnightly) 10am to 1pm  
3 Daleham Gardens, Hampstead, NW3 5BY

## Online information

Mental Health & Debt 'Help, info, guidance and support for individuals and carers', from Money Saving Expert, Martin Lewis's guide for 'everyone struggling with their finances and a mental health problem'

From Mind, the mental health charity

Money and Mental Health

Contacting the DWP

Frequently asked Questions

Benefits Terminology

Useful Contacts

For carers: Carers UK has information about Help with Benefits and how to access the Carers UK Adviceline

Carers Trust offers information about Money and Benefits