

Recommended Services:

Immigration:

- **JCWI Joint Council for the Welfare of Immigrants** - you can email them at if you require assistance with an immigration application or legal case, please email: legal@jcw.org.uk. - (<https://www.jcwi.org.uk/our-helplines>)
Or call them on Mondays, Tuesdays and Thursdays between 10am and 1pm on 020 7553 7470.
- **RAMFEL** (Refugee and Migrant Forum of Essex and London)
Immigration advice line open Tuesdays & Thursdays from 10:00am - 12:00pm on 02070525212
You could also fill in their form: <http://www.ramfel.org.uk/immigration-form.html>
- **Hackney Migrant Centre** runs a face-to-face service for immigration and housing advice. We are open to any migrants who want advice, regardless of current immigration status. To access this service you must book an appointment.
Our number is 07856632796. The phone line is open Monday, Tuesday and Friday between 10:30 and 13:30. During the call we will give you an appointment for a face-to-face assessment which will be in Hackney on Wednesday of the same week. <https://hackneymigrantcentre.org.uk/>
- Contact **Tower Hamlets Law Centre** for advice on immigration, benefits, housing and homelessness. Tel: 020 7538 4909 Monday – Friday 9.30am - 5pm. Immigration advice line every fortnight on Wednesday evening – call to book an appointment. Email: info@thlc.co.uk
Website: <http://www.thlc.co.uk/>.
- **Toynbee Hall Free Legal Advice** – complete the online assessment form on their website <https://www.toynbeehall.org.uk/free-advice/legal-advice/>. For more information, please call us on 020 7392 2978 or email flac@toynbeehall.org.uk

Homelessness:

Crisis Skylight: They work Pan-London and have centres in Commercial Street (down the road from Praxis), Brent and Croydon.

PHONES CURRENTLY NOT WORKING, PREFERABLE TO EMAIL london@crisis.org.uk / 66 Commercial Street, E1 6LT

- Clients may also self-refer by emailing, calling 03006361967, or turning up at one of the centres between the hours of 9.30-3.30 (they close at 4.30) 66 Commercial Street, London, E1 6LT. They will do an assessment and then recommend a night shelter – have an NRPf caseworker as well.

- **Street Link:** refer yourself through [Streetlink London](#) or call them on 0300 500 0914.
- **Shelter:** advice and web chat on [Shelter webpage](#) or call their advice line on 0808 800 4444
88 Old Street, London, EC1V 9HU
 - Emergency helpline (Monday to Friday 8am-8pm, weekends and bank holidays 9am to 5pm).
 - For advice or guidance, call [0344 515 1540](tel:03445151540) between the hours of 9:30am – 6:00pm, Monday to Friday.
 - Online Housing Advice
 - Webchat (Monday to Friday 9am to 5pm, closed on bank holidays)
- **London Asylum Crisis (by Refugee Action)** If you are an asylum seeker in London and you need accommodation or support or your support has been refused or terminated, this service can help you. Phone: 0207 952 1599
NOT CURRENTLY TAKING ANY NEW REFERRALS (check back at a later time)
- **Depaul**
(Young people and Young Adults) general contact number: 020 7278 4224 / 0207 939 1220
[Depaul Get Help](#)
 - **Housing Advice:** Call 02072784224 to make an appointment (Endeavour Centre, Sherborne House, 34 Decima Street, London SE1 4QQ)
 - **Night Stop London** (emergency accommodation for young people 16-25 at risk of homelessness in the homes of volunteer hosts)
[Depaul Night Stop](#)
Call 0207 9391 234 (between 10am and 4pm, Monday to Friday)
Email nightstop.london@depaulcharity.org.uk
Also call 02079391254 from 9am to 5pm or email nightstopuk@depaulcharity.org.uk
 - **Mind Connect London** (free counseling service for those aged 11 to 25)
Refer yourself or someone else by calling 02072784224
 - **Reconnect Mediation in London** (free mediation service, help rebuilding relationships)
To refer yourself or someone else call: 020 7278 4224
- **Centrepoint** (Young people 16-25s) Call yourself or refer someone
<https://centrepoint.org.uk> Access advice online
 - Helpline [0808 800 0661 \(Monday-Friday, 9am-5pm\)](tel:08088000661).
Access Online Chat: [CentrePoint Online Chat](#)
You can also use their webpage to leave a message: [CentrePoint Leave a Message](#)

- **Whitechapel Mission:** 212 Whitechapel Road London E1 1BJ
 - Day Centre open 365 days a year, and opens at 6am
 - General contact through: [03000 111 400](tel:03000111400) / [020 7247 8281](tel:02072478281) / info@whitechapel.org.uk
 - Provide services such as breakfast, showers, clothing, hairdressing, optician, dentistry, medical care, phone charging, and temporary postal addresses.
 - Provide advice regarding: night shelters, hostels, benefits, ID documents, form filling, debt counseling, and signposting.
 - Free breakfast served every day from 8am
 - Showers (with a change of clothing available) from 7am to 10am Monday to Friday (not including Bank Holidays)

Foodbanks/Vouchers:

TOWER HAMLETS – BOW, POPLAR, STEPNEY,

FOR A FOOD BANK IN **TOWER HAMLETS** YOU CAN VISIT [ABOUT US – BOW
FOODBANK.](#)

No need for referrals or vouchers, there is a limit of 12 visits per person

- **BOW FOODBANK**
Every Monday 08:30am-12.30pm (we are open on bank holidays)
Bromley-by-Bow Community Centre
St Leonard's Street
London E3 3BT
 - Contact: 07398 776145 / info@bowfoodbank.org
- **BETHNAL GREEN FOODBANK**
Every Wednesday 2:00pm – 7:00pm
Raine's Foundation School
Approach Road
London E2 9LY
 - Contact: 07398 776145 / info@bowfoodbank.org
- **St Dunstan's Food Bank** (supporting 200+families and individuals)
Stepney High St, London E1 0NR
 - Open for donations and to collect food Tuesdays and Fridays from 11am-3pm
 - Contact 020 7702 8685 @DunstanST

- **St Luke's Food Bank**, (Anyone in need is welcome to come and receive help with food items)
 - Alpha Grove, London E14 8LH.
 - Tuesdays and Thursdays 10am-12pm.
 - Contact 07810 748534 fuzz@stlukesmillwall.org

Advice & Support:

- **Neighbours in Poplar** (Centre for community in Poplar and Isle of Dogs, get advice and support)
St Matthias Community Centre, 113 Poplar High St, Poplar, London E14 OAE.
 - Contact: enquiries@neighboursinpoplar.com / 0207 531 0190 / 07496 313 142
 - **Open every day 10am-1pm. Walk-in service, though helpful if people call with requests for support.** Contact 020 7987 0257 @Nip_Poplar
 - Drop-in sessions: Fridays from 1pm to 3pm
- **Osmani Trust Centre:** (weekly 1:1 mentoring sessions for young people)
Contact: 020 7247 8080 / info@osmanitrust.org
58 Underwood Road, London, E1 5AW.
 - General referrals should be made directly to the Senior Mentoring Officer:
kamal.khan@osmanitrust.org
 - **Early Help Hub** 0207 364 5006 (option 2)
 - **Open Wednesdays 12-3pm.**
- **Salvation Army** (Support with homelessness, budget and debt advice, employment and community support)
 - Kerbey Street, E14 6AJ. Thursday 10.30-12.30. Contact David 020 7987 9405
 - [Find your Nearest Salvation Army](#)
- **Citizens Advice** (Get advice on an large amount of issues with your local council)
 - Find your local citizens advice [here](#).
- **Refuge** (Support for people that have experienced abuse, mainly support women and children but services are also extended to men)
<https://www.nationaldahelpline.org.uk/en>
 - [Chat Online](#) Monday to Friday 3pm to 10pm
 - Send a message or call at 0808 2000 247 for free, in confidence and 24-hours a day
 - [Support in British Sign Language \(BSL\)](#) 10am to 6pm Monday to Friday
- The Mix
 - <https://www.themix.org.uk/about-us>

Housing/Benefits:

Island Advice

You can call **Island Advice** for free, confidential, independent advice on welfare rights, housing, debt and immigration – from basic advice and assistance to court and appeal work.

- PLEASE CALL OUR ADVICE LINE 020 7 987 9379 Tuesday and Wednesdays 10am 12pm
- Email admin@island-advice.org.uk
- Island Advice Centre
Island House, Roserton Street,
London E14 3PG

- You can contact the **Citizen's Advice Bureau Tower Hamlets** to get advice
 - Call: [020 3855 4472](tel:02038554472) or 020 3855 5234 Monday to Friday 10am to 4pm
 - FACE TO FACE ADVICE:
 - **Citizens Advice Tower Hamlets**, 32 Greatorex Street, London, E1 5NP. Face to face appointments are available Mondays, Tuesdays, and Wednesdays between 10.00am and 1.00pm.
 - **Tower Hamlets Town Hall**, Mulberry Place, 5 Clove Crescent, London, E14 2BG. Face to face appointments are available Mondays between 10.00am and 1.00pm.
 - **Whitechapel Idea Store**, 321 Whitechapel Road, London, E1 1BU. Face to face appointments are available Thursdays between 09.30am and 1.00pm.
 - There is a very large demand our service. To avoid disappointment, we recommend you book an appointment in advance.
 - Drop-in Sessions: Mondays and Wednesdays 9:30am to 5pm at Whitechapel CAB 32 Greatorex Street, E1 5NP
 - Visit their website for more information [Citizens Advice Tower Hamlets – Citizens Advice East End \(eastendcab.org.uk\)](http://Citizens Advice Tower Hamlets – Citizens Advice East End (eastendcab.org.uk)).

- Alternatively, you can call into their offices:
[Hackney](tel:02085256350): 020 8525 6350
[Newham](tel:02085256377): 020 8525 6377
[Tower Hamlets](tel:02072471050): 020 7247 1050

Debt/Finances:

- **National Debt line:**
Freephone 0808 808 4000. Or go on their website and use the web chat [Debt advice | Free debt advice | National Debtline | National Debtline](#) (Monday to Friday 9am to 8pm, and Saturday 9:30am to 1pm).
- **Step Change Debt Charity** - [StepChange Debt Charity - Free Expert Debt Advice](#).
 - You can use the web chat or call their helpline at [0800 138 1111](tel:08001381111) Monday to Friday 8am to 8pm and Saturday 8am to 4pm.

NRPF:

- You can contact **Project 17** which provides advice for migrant families with No Recourse to Public Funds [Project 17 - Advice and advocacy](#)
 - **Contact details:** 07963 509 044 **Email address:** info@project17.org.uk
 - Please note that we cannot provide immigration advice.
 - Please note that we cannot assist families who are eligible for s.95 asylum support.
- You can also contact the **Unity Project** for advice and help in making the 'Change of conditions' application.
 - Guidance to make the 'Change of conditions' application: [Get help — The Unity Project \(unity-project.org.uk\)](#).
 - Contact form online : [Contact us — The Unity Project \(squarespace.com\)](#)
 - Or email at: info@unity-project.org.uk



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