

## **Advice on Welfare Benefits & Tax Credits**

Looking for advice or information on welfare benefits or tax credits? There are many different benefits available, depending on your needs and your circumstances; for example, unemployment or sickness benefit, housing or council tax benefit. But you may not know what you are entitled to, or how to apply for a benefit, or what to do if you think you have been unfairly turned down for a benefit.

A good first place to start if you need information is [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

This is the National Citizens Advice website and has useful downloadable fact sheets.

If you can't find the information you need online, advice centres are places where you can get advice, information and guidance on your legal rights, entitlements and responsibilities. Some of these have drop-in sessions and/or telephone advice lines; others provide specialist legal services, and can only take on cases by referral from other agencies.

All the advice agencies in the Southwark Legal Advice Network (SLAN) listed below have been accredited with the CLS Quality Mark, which means that they meet the quality standards set by the Legal Services Commission.

### **Advice Centres in Southwark Offering Free Generalist Benefits Advice**

#### **Southwark Benefits Advice Hub**

The Southwark Benefits Advice Hub is a free income maximisation and benefits advice service provided by the Council.

For more information, advice or to arrange an appointment contact the team on :

0207 525 7434 if you are over 60

0207 525 3393 for under 60's

or by email: [sbah@southwark.gov.uk](mailto:sbah@southwark.gov.uk)

#### **Southwark Refugee Project**

161 Sumner Road, Peckham, London SE15 6JL. General advice and information for refugees and asylum seekers, including housing, employment, welfare

benefits, education & training. Drop-in sessions: Mon & Wed, 10am-12 noon & 2pm-4pm.

### **Multi-Lingual Community Rights Shop**

213 Camberwell Road, London SE5 0HG. General advice for people whose first language is not English. Drop-in service: Mon, 10am-12noon (Spanish); Fri: 10am-12noon (Cantonese, Mandarin & Fujianese) Advice line 020 7703 4442: Mon, 10am-11am (Spanish); Tue, 10am-11am (Spanish & Portuguese); Fri, 10am-11am (Spanish), 2pm-3pm (Cantonese, Mandarin & Fujianese).

### **Legal Advice Centres in Southwark Offering Specialist Benefits Advice**

You should use a specialist help provider when you want someone to advise you on a complex legal problem and carry out the full range of legal services, including representation. Legal aid helps people who cannot afford representation, as long as they meet certain conditions. Specialist help providers are typically solicitors and Law Centres, and can offer the following services:

- offer advice and legal help on complex matters in specific areas of law; and
- represent you in court, where this is permitted.

### **Blackfriars Advice Centre**

Cambridge House, 131 Camberwell Road, London SE5 0HF. Areas of advice: housing, debt, welfare benefits, employment, goods & services. Drop-in session: Mon-Thu: 10am-12pm. Advice line 020 7358 7035: Mon, Tue & Thu 2pm-4pm

### **Bermondsey Citizens Advice Bureau**

8 Market Place, Southwark Park Road, London SE16 3UQ. General advice on consumer issues, employment, housing, debt, health, education, community care & family. Specialist advice in immigration and welfare benefits. Drop-in service: Tue & Thu 10am - 1pm. Advice Line 0844 499 4134: Mon 1.30pm - 3.30pm, Tues 4.30pm - 6.30pm, Wed 1.30pm - 3.30pm, Thu 11.00am - 1.00pm.

### **Peckham Citizens Advice Bureau**

97 Peckham High Street, London SE15 5RS. General advice on consumer issues, employment, housing, debt, health, education, community care & family. Specialist advice in immigration and welfare benefits. Drop-in service: Mon, Wed & Fri 10am - 1pm. Advice Line 0844 499 4134: Mon 1.30pm - 3.30pm, Tues 4.30pm - 6.30pm, Wed 1.30pm - 3.30pm, Thu 11.00am - 1.00pm.

### **Cambridge House Law Centre**

137 Camberwell Road, London SE5 0HF. Areas of advice: housing, employment, welfare rights and community care. Call in or phone 020 7358 7025 to arrange an appointment: Mon-Fri, 10am-1pm & 2pm-5pm.



**SOUTHWARK LEGAL ADVICE NETWORK**  
*working together to provide high quality advice*



**Southwark Law Centre**

Hanover Park House, 14-16 Hanover Park, Peckham, London SE15 5HG. Areas of advice: employment, welfare rights, housing, immigration and asylum.  
Telephone 020 7732 2031