

Ealing Advice Directory

Sixth Edition

(2012)

Ealing Advice Directory

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Amendment form

Ealing Advice Directory

Introduction to the Sixth Edition

Ealing Advice Forum has produced the Ealing Advice Directory. The sixth edition contains entries from over eighty organisations that provide advice to people in Ealing. It includes voluntary sector and community organisations, solicitors that give advice via Legal Aid and also Council agencies that offer an advice service to the public. Some organisations outside the borough that offer a service to a large number of Ealing residents have also been included.

It has been designed not only to enable members of the public to access advice services but also so that organisations or advisers can refer or signpost clients to the service most appropriate for their needs.

Information about public transport, access for disabled people, client groups and a statement from each organisation has been included wherever possible to enable people to find the agency that is best suited to their need.

The Directory is available on line where it can be regularly updated.

The Directory

The directory has been divided into three sections:

Section 1 contains voluntary sector organisations that have been accredited with the Advice Quality Standard - the Advice Service Alliance's quality assurance standard. Using one of these organisations means you can be assured of receiving quality advice that is of nationally agreed standard and which usually exceeds that. These entries all have the AQS logo in the top right hand corner and their services are normally free.

Section 2 contains voluntary sector organisations that have either not applied for the Advice Quality Standard or have not been accredited. They have been included as they provide an invaluable service to large sections or communities in Ealing. The vast majority provide a high quality service, however, as this has not been independently assessed it therefore cannot be guaranteed. Services are normally free.

Section 3 contains private solicitors firms who provide either free or low cost services using the Legal Aid scheme. You should check for eligibility and possible costs before agreeing to use their services. As these solicitors are funded by the Legal Services Commission (LSC) to provide the service they have all been assessed and accredited with the LSC Specialist Quality Mark.

How to find the most appropriate organisation for your needs - the entry for each organisation begins with its contact details. This is then followed by the Areas of Law that it gives advice in. These are listed in terms of levels of advice as defined by the Advice Quality Standard.

Information - this is a very basic form of advice and usually consists of leaflets on a particular issue. There may be someone available to help you find the relevant leaflet or direct you the centre that can provide you with the help you need.

General Help - an adviser will be able to help identify the main points of your problem, explain the options available and identify any further action you can take as well as giving basic assistance. You should be able to get help to fill in forms, writing letters or contacting another agency (eg Benefits Agency) for information.

General Help with casework - the organisation will undertake casework on your behalf, will put your case to a third party and try and persuade them to change their decision in your favour. This may include negotiation by telephone, by letter or face to face. The organisation may be able to accompany you to a formal hearing or tribunal and speak or advocate on your behalf.

Specialist Help - these organisations can provide advice on complex matters and usually offer the full range of legal services including representing you in court or a tribunal.

Accuracy of information

All the information contained within this Directory is based on returns from the organisations listed. It is accurate at the time of publication.

Organisations wishing to update or amend their entry should complete the form at the back of the directory and return it to Ealing Advice Forum.

Members of the public who find that an organisation does not offer the services listed or any other inaccuracy should contact the Ealing Advice Forum who will check the entry and amend it as necessary.

Finally and not least we would like to formally thank volunteer Carol Kilbey who put many hours over several months in updating this Directory.

Ealing Advice Forum Co-ordination

Mr Misak Ohanian

C/O CAIA

105a Mill Hill Rd

Acton, London W3 8JF

Tel: 020 8992 4621

E-mail: info@caia.org.uk

Section 1

Voluntary & Public Sector Organisations holding the Advice Quality Standard



AGE UK EALING

135 Uxbridge Road
Ealing
W13 9AU

Telephone: 020 8567 8017

Fax: 020 8566 5696

e/mail: reception@ageukealing.org.uk

Website: www.ageuk.org.uk/ealing



Type of organisation: Charity	Charges: None
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AREAS OF LAW

General Help + Casework: Welfare Benefits, Housing, Community Care, Advocacy

General Help: Debt, Consumer

Information: Available for all people in the Borough 50+

Client Group: Anyone aged 50 plus	Area covered: Borough of Ealing
Opening Hours: Mon/Tues/Thurs/Fri 9.30am to 4.00pm	How to contact: Telephone/Face to Face/Website
Telephone Advice: yes	Drop-in: yes
Appointments: yes	Home visits: yes
Outreach Surgeries: yes	Access for disabled people: yes

Languages spoken, interpreters, etc: Can be arranged

Public Transport: Easily accessed/Bus Stop outside Premises

Services: Our Information & Advice service deals with more than 10,000 enquiries annually. We offer free, independent and confidential advice about issues affecting older people and their carers in the Borough of Ealing.

**BOSNIA & HERZEGOVINA
COMMUNITY ADVICE CENTRE**

Rear of 108 High Road
Willesden
NW10 2PP

Telephone: 020 8459 4201
E-mail: info@bhcac.org.uk
Website: www.bhcac.org.uk



Type of organisation: Charity	Charges: Free Service
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AREAS OF LAW

General Help: Welfare Benefit Rights, Housing, Health, Community Care

Information: Welfare Benefit Rights, Housing, Health, Community Care

Client group: Elderly & disabled people from the West Balkans living in London	Area covered: Greater London
Opening Hours: Monday to Friday 9.00am to 5.00pm	How to contact: by phone
Telephone Advice:	Drop-in: Mondays, 9.30am to 11.30am and 1.00pm to 4.30 pm
Appointments: Tuesday - Friday 9.00am to 5.00pm	Home Visits: Request by phone
Outreach surgeries:	Access for disabled people: Yes

Languages spoken, interpreters, etc: Bosnian - Serbo - Croat languages

Public transport: Buses passing by: 52, 98, 260, 266, 302, 460
Underground: Willesden Green on the Jubilee Line

Services:

BRENT CITIZENS ADVICE BUREAU

270-272 High Road
Willesden
London
NW10 2EY



Telephone: 0845 050 5250 (advice line)
020 8459 3617 (business line)

Fax: 020 8451 3714

E-mail: brent.cab@brent.cab.co.uk

Website: www.brentcab.co.uk

Type of organisation: Not for profit/voluntary organisation	Charges: All services free.
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AREAS OF LAW

Specialist Help: Welfare Benefits, Housing, Debt, Immigration

Client group: The general public	Area covered: Brent; 1 project based in Ealing.
Opening Hours: Monday, Tuesday, Wednesday, & Friday 9.30am to 4.00pm Thursday 9.30am to 4.00pm appointments only.	How to contact: By phone on 0845 050 5250
Telephone Advice: Yes Monday to Friday 9.30am to 5.00pm	Drop-in: Yes Monday, Tuesday, Wednesday & Friday 9.30am to 4.00pm
Appointments: By phone on 0845 050 5250 or drop-in.	Home Visits: No
Outreach surgeries: Yes Please view website for details.	Access for disabled people: Yes. Front entrance disabled access, disabled toilets and wheelchair access in interview rooms.

Languages spoken, interpreters, etc: 18 languages spoken including Bengali, Hindi, Punjabi, Urdu, Gujarati, Swahili, French, Spanish, Portuguese, Italian, Yoruba, Thai, Celesi

Public transport: Dollis Hill Jubilee Line tube.
Buses 460, 52, 302, 297, 260, 266, 206.
Opposite Willesden Bus Garage.

Services: Provision of advice and information to the general public.

CATALYST GATEWAY

St James House
105-113 The Broadway
West Ealing
W13 9BY



Telephone: 08454 379705
Fax: 020 8567 4051
E-mail: enquiries@catalystgateway.org.uk
Website: www.catalystgateway.co.uk

Type of organisation: Charity	Charges: All services free
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AREAS OF LAW

Specialist Help: Information, advice & guidance on employment and training.

General Help + Casework: Welfare Benefits

Client group: The general public, under-represented groups in particular.	Area covered: Ealing
Opening Hours: Monday to Friday 9.00am to 5.00pm	How to contact: Phone or email.
Telephone Advice: Yes, both telephone & email advice.	Drop-in: As most of our work is outreach appointments are best.
Appointments: Please contact us on 08454 379705	Home Visits: No
Outreach surgeries: Yes. Work Clubs Windmill Park Community Centre 1 Tulip Close Southall UB2 4UZ Tuesday 9.30am - 12.00pm St James Work Club 105-113 The Broadway West Ealing W13 9BY Wednesday 9.30am - 12.00pm	Access for disabled people: Yes

Languages spoken, interpreters, etc: Punjabi, Hindi, Urdu, Somali, Spanish, French

Public transport: Buses 427, 607, 207, 83 and E8

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

Hayashen
105A Mill Hill Road
Acton
London
W3 8JF



Telephone: 020 8992 4621
Fax: 020 8993 8953
E-mail: info@caia.org.uk
Website: www.caia.org.uk

Type of organisation: Not for profit/voluntary organisation	Charges: All services free
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AREAS OF LAW

General Help + Casework: Welfare Benefits, Health and Community Care, Housing (public & private sector) Homelessness, Immigration/Nationality

General Help: Money Advice/Debt, Employment, Mental Health, Education, and training,

Information: Family/Domestic Violence/Matrimonial, Consumer, Equalities & Race Related Issues, Harassment/Anti-Social Behaviour

Client group: Armenian and those related to them	Area covered: London wide and the rest of the UK
Opening Hours: 9.00am to 4.00pm	How to contact: Phone/Email
Telephone Advice: Monday to Friday mornings and afternoons	Drop-in: No
Appointments: Monday to Friday mornings and afternoons	Home Visits: Yes (by prior arrangement)
Outreach surgeries:	Access for disabled people: Reception/interview rooms wheelchair accessible

Languages spoken, interpreters, etc: Armenian, Russian, Arabic, Farsi.
Albanian, Italian, French

Public transport: Acton Town Picadilly Line tube. Bus routes E3

Services: The Centre for Armenian Information and Advice seeks to enhance the quality of life of disadvantaged members of the Armenian community in London, specifically those in poverty and isolation. The Centre supports their diverse needs through the provision of welfare, educational and cultural services at a welcoming Centre for all Armenians.

COMMUNITY BENEFITS TEAM

2nd Floor
 Perceval House
 14-16 Uxbridge Road
 Ealing W5 2HL



Telephone: 020 8825 8555

e/mail: cbt@ealing.gov.uk

Website: [Ealing Council Adult Services/Benefits](#)

Type of organisation: Council charity	Charges: none
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AREAS OF LAW

General Help + Casework: Yes, including Welfare Benefits

Information: Welfare benefits advice on Advice Line

Client Group: Case work: disabled and all adults Advice Line: ALL	Area covered: All
Opening Hours: Advice Line: 10.00am to 4.00pm Otherwise by appointment and Ealing Council Care Hours	How to contact: 020 8825 8555
Telephone Advice: yes	Drop-in: no
Appointments: yes	Home visits: yes
Outreach Surgeries: Mental Health Resource Centres	Access for disabled people: yes

Languages spoken, interpreters, etc: Asian languages/some
 European/Polish/French

Services: Advice and advocacy in Welfare Benefits. Financial information gathering for Council homecare services
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CONTACT A FAMILY

St Georges Community
8 - 12 Lancaster Road
Southall UB1 1NW

Lido Centre
63 Mattock Lane
Ealing W13 9LA



Telephone: 020 8571 6381

020 8280 2267

E-mail: Ealingandsouthall@cafamily.org.uk

Website: www.cafamily.org.uk

Type of organisation: Not for profit/voluntary organisation	Charges: Services free.
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AREAS OF LAW

General Help: Welfare benefits, Housing Public Sector, Employment, Education, Community Care, Children's rights, Disability issues

Client group:	Parents/Carers of disabled children aged 0-19 years	Area covered:	Ealing Borough
Opening Hours:	Monday-Friday 9.00am-3.00pm	How to contact:	Phone 020 8571 6381
Telephone Advice:	Monday-Friday 9.00am-3.00pm	Drop-in:	No
Appointments:	Monday-Friday 9.00am-3.00pm	Home Visits:	No
Outreach surgeries:	No	Access for disabled people:	fully wheelchair accessible

Languages spoken, interpreters, etc:

Language support can be provided for some Asian languages - e.g. Hindi, Urdu, Punjabi. Otherwise clients arrange own interpreters

Public transport:

Southall: buses 207, 427, 607 come from Ealing Broadway

Lido Centre: buses 83, 207, 427, E2, E7, E8, E11 come from Uxbridge Road

<p>Services: Contact A Family Ealing and Southall will support parents who have children with any disability or special need living in the London Borough of Ealing. We can offer advice, information and support with disability benefits, care issues, rare disorders, health, education and housing. We also have an accessible information library for parents.</p>
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CROSSROADS CARE WEST LONDON

179c Bilton Road
Perivale
UB6 7HQ

Telephone: 020 8728 7000/7003/7004

Fax: 020 8728 7001

E-mail: info@ealingcrossroads.org.uk



Type of organisation: Not for profit/voluntary organisation	Charges: Most services free. Direct payments accepted.
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AREAS OF LAW

Specialist Help: The adult service provides home-based respite support for carers in Ealing. Also, the children's service provides home-based respite support, an after-school club and outings during school holidays.

Client group: Clients must be 18+ years old for adult service & 11-18 years old for children's service	Area covered: Ealing Borough
Opening Hours: Monday to Friday 9.00am to 4.30pm. There is also a 24hr answer phone and an emergency line for clients.	How to contact: By telephone
Telephone Advice: Yes	Drop-in: No
Appointments: No	Home Visits: Yes
Outreach surgeries: Yes	Access for disabled people: Will be accessible in near future.

Languages spoken, interpreters, etc: Various languages spoken by staff.

Public transport: Perivale station.

Services: The adult service provides home-based respite support for carers in Ealing. Also, the children's service provides home-based respite support, an after-school club and outings during school holidays. All our care support workers are trained in all aspects of care and are police checked.

deafPLUS

Saunders House, Room 4:12
52-53 The Mall
Ealing Broadway
London W5 3TA



Telephone: 0203 008 2541

Fax: 0203 008 8451

e/mail: London.ealing@deafplus.org

Website: www.deafplus.org

Type of organisation: Charity	Charges: none
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AREAS OF LAW

Specialist Help: Deaf and hard of hearing living in London Borough of Ealing

General Help + Casework: Welfare Benefits

General Help: Telephone calls, letters, translations

Client Group: from 18 years old Upwards	Area covered: Ealing
Opening Hours: 9.30am - 4.30pm	How to contact: by phone or e/mail
Telephone Advice:	Drop-in: Mondays 1.30pm - 4.30pm
Appointments: Wednesdays appointment only	Home visits: yes
Outreach Surgeries: no	Access for disabled people: small lift

Languages spoken, interpreters, etc: BSL

Public Transport: Nearest underground station: Ealing Broadway
Bus: 65, 83, 207, 427, 607, E1, E2, E7

Services: We provide equipment for Deaf and Hard of Hearing; we assess their needs at their home to ensure they are receiving their correct benefit entitlements

DEMENTIA CONCERN (formerly Alzheimers Concern Ealing)

223 Windmill Road
Ealing
London
W5 4DJ



Telephone: 020 8568 4448

Fax: 020 8568 1294

E-mail: enquiries@dementiaconcern.co.uk

Website: www.dementiaconcern.co.uk

Type of organisation: Not for profit/voluntary organisation	Charges: All services free
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AREAS OF LAW

Specialist Help: Yes

General Help + Casework: Yes, including Welfare Benefits

General Help: Yes

Information: Yes

Client group: People with dementia and carers	Area covered: Ealing Borough
Opening Hours: Monday to Friday 9.00am to 5.00pm	How to contact: e/mail, letter, fax, Telephone
Telephone Advice: Yes	Drop-in: Yes
Appointments: Mondays to Fridays office hours. Other times by arrangement	Home Visits: Yes
Outreach surgeries: Some advice desks at Ealing Hospital, Ealing Town Hall, etc.	Access for disabled people: Outreach surgeries wheelchair accessible

Languages spoken, interpreters, etc: Our staff speaks a variety of languages.

Public transport: Bus/Underground:
Northfields - Piccadilly Line tube.

Services: We provide advice and information and other support for people with dementia and their carers.

DISABILITY LAW SERVICE

39-45 Cavell Street
London E1 2BP

Telephone: 020 7791 9800
Fax: 020 7791 9802
E-mail: advice@dls.org.uk
Website: www.dls.org.uk



Type of organisation:	Charity	Charges: N/A
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AREAS OF LAW

Specialist Help: Welfare benefits

General Help + Casework: Community Care; Discrimination in Goods and Services; Welfare Benefits; Employment

General Help: Community Care; Discrimination in Goods and Services; Welfare Benefits; Employment

Information: Consumer Contract; Community Care; Welfare Benefits; Employment; Education; General advice on legal issues relevant to disabled people

Client group:	Disabled people, their families and carers	Area covered:	England and Wales
Opening Hours:	10.00am to 5.00pm	How to contact:	Telephone, Text, Minicom, E/mail
Telephone Advice:	020 7791 9800	Drop-in:	N/A
Text:	07531 280 908		
Minicom:	020 7791 9801		
Appointments:	By arrangement	Home Visits:	By arrangement
Outreach surgeries:	By arrangement	Access for disabled people:	Full wheelchair access. BSL i/p can be arranged

Languages spoken, interpreters, etc: Interpreters can be arranged.

Public transport: Tube Whitechapel or Shadwell;
Bus routes 15, 115 and 135 get off at Watney Market;
Routes 106, 254, 205 and 25 to Whitechapel Station or the London Hospital.

Services: We provide specialist legal advice to disabled people, their families and carers in Community Care, disability Welfare Benefits and the Disability Discrimination Act as it applies to Goods and Service Providers, further and higher Education and the Equality Duty. Enquirers contact our triage team and where appropriate will be booked an appointment to speak with a lawyer. We can provide casework and representation under legal aid. We also offer training in the areas of law in which we have expertise and are interested in collaborating with other organisations.

EALING ADVICE SERVICE

The Lido Centre
63 Mattock Lane
Ealing W13 9LA



Telephone: 03000 121 54 64 (advice Line)

e/mail: baljit@nucleus.org.uk

Website: ealingadviceservice.org

Type of organisation: Charity	Charges: None
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AREAS OF LAW

Specialist Help: Housing, Benefits, Debt

General Help + Casework: Community Care, Consumer, Employment, Immigration

General Help/Information: Across wide range of subjects

Client Group: Ealing residents	Area covered: London Borough of Ealing
Opening Hours: see below	How to contact:
Telephone Advice: 03000 12 54 64 Monday, Wednesday, Thursday. Friday: 10.00am to 5.00pm Tuesdays: 10.00am to 7.00pm	Drop-in: n/a
Appointments: see below	Home visits: yes
Outreach Surgeries: Mondays: 1.00pm to 4.00pm at The Community Shop, Havelock Estate 39 Hunt Road, Southall, UB2 4QB Tuesdays: 10.00am to 1.00pm at Oak Tree Community Centre, South Acton Estate, Osborne Road, W3 8SJ Wednesdays: 10.00am to 1.00pm at EASE Copley Close, Hanwell W7 1AZ Thursdays: 10.00am to 1.00pm at Northolt Grand Union Village UB5 6WL NB; From October sessions will be extended by an additional hour	Access for disabled people: see outreach sessions

Languages spoken, interpreters, etc: to be confirmed

Public Transport: see ealingadvice.org

Services:

Website: national and local services

Telephone: triage service

Appointment service: for general advice

Casework service: for vulnerable cases

EAST EUROPEAN ADVICE CENTRE

Room 18
238 - 246 King Street
London W6 0RF

Telephone: 020 8741 1288

e/mail: dana@eeac.org.uk

Website: www.eeac.org.uk



Type of organisation: Charity	Charges: N/A
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AREAS OF LAW

General Help: Welfare benefits, Employment Law, Housing, Immigration Law, Debt

Information: Education, Health
We have OISC Exemption

Client Group: East-Europeans	Area covered: Greater London
Opening Hours: 9.00am to 4.30pm	How to contact: by phone or in person
Telephone Advice: weekdays 2.00pm to 3.00pm	Drop-in: Monday and Friday morning. People seen on a first come first served basis
Appointments: every day from 10.00am	Home visits: N/A
Outreach Surgeries: N/A	Access for disabled people: yes

Languages spoken, interpreters, etc: Polish, Russian, Bulgarian

Public Transport: Ravenscourt Park Underground Station
Buses: 27, 190, 267, 391, H91

Services: EEAC is an independent charity offering information and advice to people from Eastern Europe living or working in Greater London

HAMMERSMITH & FULHAM COMMUNITY LAW CENTRE

142/144 King Street
London
W6 0QU

Telephone: 020 8741 4021
Fax: 020 8741 1450/5521
E-mail: hflaw@hflaw.org.uk
Website: www.hflawcentre.org.uk



Type of organisation: Not for profit/voluntary organisation	Charges: Legal Aid
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AREAS OF LAW

Specialist Help: Immigration, Housing, Employment, Community Care, Welfare Benefits and Debt Advice

Client group: Individuals	Area covered: LB of Hammersmith & Fulham
Opening Hours: Monday to Friday 10.00am to 1.00pm & 2.00pm to 5.00pm	How to contact: By phone or email
Telephone Advice: Monday-Wednesday	Drop-in: Immigration advice Tuesday evenings 5.00pm to 7.00pm
Appointments:	Home Visits:
Outreach surgeries: Shepherd's Bush housing and employment	Access for disabled people: No

Languages spoken, interpreters, etc: interpreters booked where required

Public transport: Underground - District & Piccadilly Lines

Services:

HAVELOCK FAMILY CENTRE

Aleka House
Havelock Road
Southall
Middlesex
UB2 4PB



Telephone: 020 8574 2443

Fax: 020 8574 3212

E-mail: info@havelockfamilycentre.org.uk

Type of organisation: Charity	Charges: £5.00 annual membership
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AREAS OF LAW

General Help + Casework Welfare Benefits

Information Housing, Family

Client group:	All	Area covered:	LBE
Opening Hours:	Monday to Friday 9.30am to 4.00pm	How to contact:	by phone
Telephone Advice:	varies on enquiries received	Drop-in:	time restricted
Appointments:	Yes	Home Visits:	Only locally but time restricted
Outreach surgeries:	No	Access for disabled people:	Yes

Languages spoken, interpreters, etc: English, Punjabi, Hindi, Urdu

Public transport: Southall Railway, Bus E5 to Havelock Estate (we are next to Havelock Primary School)

Services: Preventative work with children and families

HILLINGDON AND EALING CITIZENS ADVICE

Key House
106 High Street
Yiewsley
Middlesex UB7 7BQ
(admin only, NOT public access point)



Telephone: 01895 277310 {for access to CAB-Veolia Water
{Trust Money Advice Service including
Fax: 01895 277306 {appointments in Ealing/Southall
e/mail: vwt-help@hillingtoncab.org.uk
Website: www.hillingdoncab.org.uk

Type of organisation: Charity	Charges: Free to clients
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AREAS OF LAW

General Help + Casework: Welfare Benefits and Debt (for Ealing Residents who are domestic customers of Veolia Water Central and in debt)

Client Group: domestic customers of Veolia Water Central with debt	Area covered: Ealing (mainly Southall)
Opening Hours: N/A	How to contact: 01895 277310 or e/mail vwt-help@hillingtoncab.org.uk
Telephone Advice: Yes	Drop-in: N/A
Appointments: Yes	Home visits: N/A
Outreach Surgeries: monthly in Greenfields Children's Centre Southall	Access for disabled people:

Services: Our services are free, confidential, independent and impartial. However, for Ealing residents they are for domestic customers of Veolia Water Central in need of debt advice only due to restricted funding (as at June 2012). If this changes, new information on current services will be posted on our website.

We also provide money management (financial capability) training sessions and these can be available to groups in Ealing on request (e/mail to Sue Carr at susancarr@hillingtoncab.org.uk)

HILLINGDON AND EALING CITIZENS ADVICE

Key House
 106 High Street
 Yiewsley
 Middlesex UB7 7BQ
 (admin only, NOT public access point)



Telephone: 0844 848 7903 for access to CAB Money Advice
 Service as part of Capitalise partnership

Fax: 01895 277306

e/mail: cap@hillingdoncab.org.uk

Website: www.hillingdoncab.org.uk

Type of organisation: Charity	Charges: Free to clients
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AREAS OF LAW

General Help + Casework: Debt advice for Ealing residents

Information: Telephone calls-back can be requested via Request Form on website

Client Group: new clients with debt	Area covered: Ealing
Opening Hours: N/A	How to contact: 0844 848 7903 or e/mail cap@hillingdoncab.org.uk
Telephone Advice: Yes	Drop-in: N/A
Appointments: Yes	Home visits: N/A
Outreach Surgeries: N/A	Access for disabled people:

Services: Our services are free, confidential, independent and impartial. However, for Ealing residents they are for clients with debt problems only. Our Capitalise money advice service is available to all new debt clients (provided our allocation has not been exceeded).

We also provide money management (financial capability) training sessions and these can be available to groups in Ealing on request (e/mail to Sue Carr at susancarr@hillingdoncab.org.uk)

IRANIAN ASSOCIATION

30 - 32 Bradmore Park Road
London W6 0DT

Telephone: 020 8741 2304

Fax: 020 8563 7549

e/mail: info@Iranianassociation.org.uk

Website: www.Iranianassociation.org.uk



Type of organisation: Charity	Charges: N/A
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AREAS OF LAW

General Help + Casework: Welfare Benefits

General Help: Welfare and Immigration

**Information: Welfare, Immigration, Education, Health
We have OISC exemption**

Client Group: Iranians, Afghans, Kurds	Area covered: London-wide
Opening Hours:	How to contact:
Telephone Advice: yes	Drop-in: We advise clients to make an appointment
Appointments: yes	Home visits: Yes, for people with mobility issues
Outreach Surgeries:	Access for disabled people: yes

Languages spoken, interpreters, etc: **Farsi**

Public Transport: **Underground: Ravenscourt Park, Hammersmith**

Services:	The Iranian Association provides advice and organises activities and workshops for clients
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IRAQI ASSOCIATION

Unit C
Norland House
Queensdale Crescent
London W11 4TL



Telephone: 020 7023 2650

Fax: 020 3513 0098

E-mail: info@iraqiassociation.org

Website: www.iraqiassociation.org

Type of organisation: Not for profit/voluntary organisation	Charges: All services free
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AREAS OF LAW

Specialist Help: Welfare benefits
General Help: Immigration
Information: Welfare Rights and immigration

Client group: Iraqi and Arabic people of all ages and genders	Area covered: Nationwide
Opening Hours: Monday to Friday 10.00am to 5.30pm	How to contact: Drop-in, telephone or e-mail.
Telephone Advice: Monday to Friday 10.00am to 5.30pm	Drop-in: Monday, Tuesday, Wednesday and Friday
Appointments: Yes	Home Visits: No
Outreach surgeries: No	Access for disabled people: By prior arrangement

Languages spoken, interpreters, etc: Arabic and Kurdish.
Factsheet & newsletter in both languages.

Public transport: Hammersmith and Ravenscourt Park District/Piccadilly line.
Bus routes 27, 72, 190, 220, 266, 390, 391.

Services: We are a registered charity and provide free, confidential and impartial services to all Iraqi and Arab communities in London. We aim to promote the well-being of the Iraqi community, encourage mutual understanding and work to bridge the gap between British and Iraqi cultures and to ease the integration process. We offer advice, guidance and advocacy on the following issues: Immigration (Asylum and Nationality), Welfare Benefits, Housing, Health, Young Refugees and Asylum Seekers. 2 Elderly Day Centres, 'Al-Muntada' Newspaper, Social and Cultural Activities.

LESBIAN, GAY, BISEXUAL AND TRANSGENDER ADVICE PROJECT (LGBT)

Civic 5, Station Road
Civic Centre
Harrow HA1 2XH

Telephone: 07425 623 434

e/mail: oliverds@harrowcab.org.uk

Website: http://www.harrowcab.org.uk/LGBT_web.html



Type of organisation: Charity	Charges: all services are free of Charge
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AREAS OF LAW

General Help + Casework: In any area, including benefits, debt, employment, housing, legal, family

Information: LGBT is managed by Harrow Citizens Advice Bureau

Client Group: Lesbian, gay, bisexual and transgender people	Area covered: London boroughs of Ealing, Harrow, Hounslow, Brent, Hammersmith and Fulham and Hillingdon
Opening Hours: 9.00am to 5.00pm	How to contact: phone or e/mail
Telephone Advice: Yes	Drop-in: No
Appointments: Yes, at a local venue or nearest Citizens Advice Bureau	Home visits: Yes, if required due to disability
Outreach Surgeries: At PACE (LGBT mental health organisation), Thursdays	Access for disabled people: Yes

Languages spoken, interpreters, etc: Interpreters available via language line

<p>Services: A full CAB advice service for LGBT clients in West London. Although we are based in Harrow, we cover Ealing and can see clients locally.</p>
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MAAS (MIGRANT ADVISORY AND ADVOCACY SERVICE)

Town Hall
High Street
Southall
Middlesex
UB1 3HA



Telephone: 020 8571 7950
Fax: 020 8571 7886
E-mail: southalllegalcentre@msn.com

Type of organisation: Not for profit/voluntary organisation	Charges: All services free
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AREAS OF LAW

Specialist Help: Immigration/nationality

General Help + Casework: Welfare benefits, Public sector housing, Homelessness, Employment

General Help: Money advice/debt, Private sector housing

Client group: Refugees/asylum seekers and people from Eastern Europe, Middle East and Africa.	Area covered: Ealing Borough
Opening Hours: Monday to Friday 9.00am to 6.00pm Saturday 9.00am to 1.00pm	How to contact: by e/mail, post, fax or telephone
Telephone Advice: Monday to Friday 10.00am to 12.00pm, 2.00pm to 4.00pm	Drop-in: Monday to Friday at 5.00pm. Saturday at 11.30am.
Appointments: Monday to Friday 9.00am to 6.00pm and Saturday 9.00am to 1.00pm	Home Visits: No
Outreach surgeries: Certain Saturdays at Ealing Racial Equality Council	Access for disabled people: Fully wheelchair accessible

Languages spoken, interpreters, etc: Farsi, Punjabi, Urdu. Somali.

Public transport: Southall mainline train
Bus routes 607, 207, 95, E5, H32, 120

Services: Providing advice and assistance to migrants and refugees (including asylum seekers) on immigration, housing, welfare benefits, debt and employment matters.

**MIDDLE EASTERN CHRISTIAN MINORITIES
ADVISORY CENTRE
(MECMAC CONSORTIA)**

173 South Ealing Road
Ealing
London
W5 4QP



Telephone: 020 8569 7328
Fax: 020 8569 8049
E-mail: em_mecmac_2000@hotmail.com

Type of organisation: Not for profit/voluntary organisation	Charges: All services free
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AREAS OF LAW

General Help + Casework: Welfare Benefits, Homelessness, Immigration/Nationality, Community Care

General Help: Family/Domestic Violence/Matrimonial, Public Sector Housing, Employment

Information: Private Sector Housing, Equalities and Race Related Issues, Mental Health, Clinical Negligence, Personal Injury, Crime, Children's Rights, Public Law, Child Support Agency, Harassment/Anti Social Behaviour

Client group: All people from the Middle East	Area covered: Ealing Borough, Hounslow, Hammersmith and Harrow
Opening Hours:	How to contact:
Telephone Advice: No	Drop-in: Tuesday and Thursday evening and Saturday morning
Appointments: Yes	Home Visits: No
Outreach surgeries: No	Access for disabled people: Wheelchair accessible

Languages spoken, interpreters, etc: Assyrian, Arabic, Persian.
Interpreters for Assyrian & Arabic.

Public transport: Underground: South Ealing on the Piccadilly line
Mainline trains to Brentford Bus routes 65, E3

Services: MECMAC aims to provide an advice and information service that meets the needs of Middle East communities, asylum seekers and their families in the London Borough of Ealing and West London.

SHELTER

Unit 13, London City Forum
250 City Road,
London, EC1V 2PU



Telephone: 0344 515 2222/1280
(general service information only)

Fax: 0844 515 2916

E/mail: Londonservices@shelter.org.uk

Website: www.shelter.org.uk

Type of organisation:	Charity	Charges:	All services free
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AREAS OF LAW

Specialist help: Housing

General Help & Casework: Housing

Client group: Anyone who is homeless or in housing need.	Area covered: Pan London
Opening Hours: Office access Monday to Friday 9.00am to 5.00pm	How to contact: Call 0344 515 1540 for advice over the telephone or AgeUK Ealing on 020 8567 8017 for an appointment
Telephone Advice: Shelter London Public Advice Line 0344 515 1540 Monday, Tuesday, Thursday, Friday 10.00am to 12.30pm and 2.00pm to 4.00pm Wednesdays 9.00am to 10.00am Shelter National Helpline 0808 800 4444 Monday to Friday 8.00am to 8.00pm Saturday and Sunday 8.00am to 5.00pm	Drop-in: N/A
Appointments: available at outreach Surgeries	Home Visits: May be arranged on a case by case basis.
Outreach surgeries: AgeUK Ealing 135 Uxbridge Road W13 9AU tel 020 8567 801 Fortnightly on Tuesday. Phone the office for details of other outreach surgeries	Access for disabled people: yes

Languages spoken, interpreters, etc: Access to Language Line

SOMALI WOMEN'S REFUGEE CENTRE

Acton Town Hall
 Room 001
 Winchester Street
 Acton
 London W3 6NE



Telephone: 0208 896 0566 / 0208 752 1787

Fax: 0208 896 0783

E-mail: info@swrc1.org.uk

Type of organisation: Charity	Charges: All services free
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AREAS OF LAW

General Help + Casework: Welfare benefits, Housing, Immigration

Client group:	Refugees, Asylum seekers, lone parents, pensioners	Area covered:	Ealing and surrounding areas
Opening Hours:	Monday to Thursday 9.00am- 4.00pm	How to contact:	
Telephone Advice:		Drop-in:	Yes
Appointments:		Home Visits:	
Outreach surgeries:	Monday to Thursday 9.00am - 4.30pm	Access for disabled people:	

Languages spoken, interpreters, etc: **Somali.**

Public transport: **Acton Town Picadilly line, Acton Central mainline.
 Bus routes 70, 266, 607, E3, H40**

Services: We provide free advice in Immigration, Welfare Benefits and Housing. We have a drop in service and an appointment system.

SOMALI YOUTH UNION IN THE UK

49b Western Road
Southall
Middlesex
UB2 5HE

Telephone: 020 8571 9888
Fax: 020 8813 8961
E-mail: syuinuk2001@hotmail.com



Type of organisation: Charity	Charges:
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AREAS OF LAW

General Help and Casework: Filling forms, education,
Welfare Benefits, calls and filling forms

General Help: Advice on housing, utility bills, etc.

Information: On education (schools, mediation between schools
and parents)

Client group: Children 7-16 years, youth, elderly, disabled etc	Area covered: West London
Opening Hours: 9.00am to 6.00pm	How to contact: e/mail, telephone
Telephone Advice: Yes	Drop-in: Yes
Appointments: Yes	Home Visits: No
Outreach surgeries: No	Access for disabled people: Yes

Languages spoken, interpreters, etc: English, French, Dutch, Somali, Urdu

Public transport: Southall station mainline. Bus routes 105, 120, 195, E5, H32

SOUTHALL DAY CENTRE

20 Western Road
Southall
Middlesex, UB2 5DS



Telephone: 020 8574 0902 – SDC Western Road
020 8843 1893 – SDC Milap Branch

Fax: 020 8843 9327 / 020 8843 1924

e/mail: santosh.kanwar@chg.org.uk

Website: www.southalldaycentre.org.uk

Type of organisation: Charity	Charges: £10 annual membership subscription
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AREAS OF LAW

Specialist Help: Welfare Benefits

Information: Southall Day Centre Milap Branch
Shackleton Road, Southall, Middlesex UB1 2QH

Southall Day Centre
20 Western Road, Southall Middlesex UB2 5DS

Client Group:	All age groups	Area covered:	West London and surrounding areas
Opening Hours:	Monday to Friday 9.00 am – 4.30 pm	How to contact:	Drop-in or telephone
Telephone Advice:	Monday to Friday 9.00 am – 4.30 pm	Drop-in:	Monday to Friday 9.30 am – 12.30 pm
Appointments:	Monday to Friday 9.30 am – 12.30 pm	Home visits:	By appointment and limited to housebound people with disabilities
Outreach Surgeries:		Access for disabled people:	Ramped access, disabled toilet facilities, chairlift and lift

Languages spoken, interpreters, etc: English, Punjabi, Hindi, Urdu and Gujarati

Public Transport: SDC Western Road

Buses 105, 120, 195, 482 and H32 (all within 1-7 minutes walking distance).

Southall British Rail by bus or 15 minutes walk.

SDC Milap Branch:

Buses 95, 105, 120, 195, 207, 427, 482, 607, E5 and H32 (all within 1-7 minutes walking distance). Southall British Rail by bus or 15 minutes walk.

Services: Our advice and casework services focus on welfare benefits but also include other areas of help including Locata bidding.

We also host weekly housing benefit surgeries by Ealing Council (Appointment only), monthly DWP appointment only surgery and immigration and nationality advice (LAWTA Immigration Law Service).

The Centre also organises a range of health, social and welfare activities particularly aimed at combating social exclusion and isolation amongst older people, people with disabilities, women, the unemployed or people on low incomes.

We also host accredited training courses in ESOL and UK On-line IT courses.

SOUTHALL RIGHTS

54 High Street
Southall
Middlesex
UB1 3DB



Telephone: 020 8571 4920

Fax: 020 8571 9584

Type of organisation: Not for profit/voluntary organisation	Charges: see below
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AREAS OF LAW

Specialist Help: Welfare benefits, Housing (both public and private sector), Debt

General Help: Consumer, Employment

Information: Family/Domestic Violence/Matrimonial, Money Advice/Debt, Personal Injury, Crime, Welfare Benefits, Housing. Legal Aid and Private work

Client group: No restrictions	Area covered: No restrictions
Opening Hours: Monday - Friday 10.00am to 6.00pm (closed for lunch 1.00pm to 2.00pm)	How to contact: by phone or in person
Telephone Advice: No	Drop-in: from 5.00pm as follows - General advice: Monday/Wednesday/Thursday/Friday Immigration advice: Friday only Advance reservations required. Charges: £3 for general advice. £10 for immigration advice
Appointments: Telephone 020 8571 4920 for more info	Home Visits: No
Outreach surgeries: No	Access for disabled people: Reception and interview rooms wheelchair accessible

Languages spoken, interpreters, etc: Gujarati, Punjabi.

Public transport: Southall mainline. Bus routes 206 and 207

Services: We provide advice and assistance in legal matters.
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TALLO INFORMATION CENTRE

19 Hanbury Road
Acton
London
W3 6RF



Telephone: 020 8993 3187

E-mail: tallo@gotadsl.co.uk

Website: www.tallo.org.

Type of organisation: Charity Non Profit Organisation	Charges: All services free
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AREAS OF LAW

General Help Level: Welfare benefits, Housing (public & private sector), Homelessness, Health, Welfare and Education

General Help: General Advocacy

Information: Advice and information on general enquiries.

Client group:	Refugees and asylum seekers	Area covered:	Ealing Borough and West London
Opening Hours:	Monday to Friday 10.00am to 5.00pm	How to contact:	Please call 020 8993 3187
Telephone Advice:	Yes, on Wednesdays And Thursdays	Drop-in:	Drop-in on Wednesdays and Thursdays for advice. Any other days/times must be pre-arranged. Please book an appointment.
Appointments:	Please call 020 8993 3187	Home Visits:	No
Outreach surgeries:	Yes, Supplementary School, Youth Club in South Acton.	Access for disabled people:	Yes

Languages spoken, interpreters, etc: English, Somali and Arabic.

Public transport: Bus route E3, 440
Underground: Acton Town - Piccadilly and District lines.

Services: Tallo Information Centre is a 'One Stop Shop' community advice centre on South Acton Estate. It gives advice and information to refugees and asylum seekers in West London although anyone is welcome to use the service.

United Anglo Caribbean Society

23 Hanbury Road (Correspondence, drop-in & lunch club)
Acton
London
W3 8RF



George Doyley House (Hostel)
66/68 West End Road
Southall
Middlesex UB1 1JL

Telephone: Hanbury Road: 020 8993 3306
George Doyley House: 020 8843 1147
Fax: George Doyley House: 020 88679583
E-mail: georgedoyley@onetel.com
Website: www.uacs.org.uk

Type of organisation: Not for profit/voluntary organisation	Charges: Services free. Lunches £4.00 for members, £5.00 for non-members
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AREAS OF LAW

General Help + Casework: Housing, Welfare benefits

Information: Wills

Client group: African/Caribbean older people (aged 50+)	Area covered: Mainly Ealing Borough but also surrounding boroughs
Opening Hours: Tuesday to Friday 10.00am to 4.00pm (lunch club)	How to contact: Telephone
Telephone Advice: No	Drop-in: At Hanbury Road
Appointments: only at George Doyley House	Home Visits: By arrangement only.
Outreach surgeries: Yes. Housing Advice.	Access for disabled people: Yes

Languages spoken, interpreters, etc: Interpreters can be arranged.

Public transport: For Hanbury Road: Acton Town Piccadily Line.
Bus routes E3, 440, H40.
For Southall: Bus routes 207, 427, 607.

Services: UACS offers a drop-in service and lunch club for all people with Afro - Caribbean cuisine at its Hanbury Road site and runs a social club in the evening from 6.00pm to 9.00pm. UACS also runs a hostel at its Southall address in conjunction with Central and Cecil Housing Association for 18 to 25 year old African/Caribbean men and women.

**Voluntary & Public Sector Organisations
not holding
The Advice Quality Standard**

ACCESS FOR SUPPORT AND DEVELOPMENT CENTRE

1 High Street
Southall
Middlesex
UB1 3HA

Unit 26 Mill House
Windmill Place Business Centre
2-4 Windmill Lane
Southall, Middlesex UB2 4NJ

Telephone: 020 8571 8803 or 020 8571 1357

E-mail: info@asdc-uk.org

Website: www.asdc-uk.org

Type of organisation: Charity	Charges: none
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AREAS OF LAW

General Help + Casework: Welfare Benefits, housing, education

General Help: Filling all kinds of forms

Information: Signposting to further education, training and assisting with application forms, CV's, covering letters

Client group: Disadvantaged and economically inactive, BAME, lone parents, ex-offenders, young offenders, people with disability and mental health issues	Area covered: Ealing Borough and surrounding boroughs
Opening Hours: 10.00am to 4.30pm Monday, Tuesday and Wednesday	How to contact: by Telephone, Letter, E-mail and Drop-in
Telephone Advice: Yes	Drop-in: Yes
Appointments: Only for form filling on Wednesdays. For anything else please drop-in.	Home Visits: Sometimes
Outreach surgeries:	Access for disabled people: Yes

Languages spoken, interpreters, etc: English, Somali

Public transport: Bus routes 95, 105, 120, 195, 207, 427, 607, E5, H32

Services: We provide office based advice and guidance, Education support, Training and Crime Prevention and awareness. Weekly Youth Club for Boys and Girls, Outreach Mentoring sessions inside Feltham YOI

ACTION ACTON

16-18 Crown Street
Acton, London W3 8SB

Employment Support: Unit 7, 8 & 9 Morris House Swainson Road, Acton, London W3 7UP	Action Acton Learning Centre: 102-104 Bollo Bridge Road Acton, London W3 8SB	Wellbeing Centre: 118 Hardy Court Bollo Bridge Road Acton, W3 8DD
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Telephone: 0208 993 9605
Fax: 0208 993 0998
E-mail: info@actionacton.com
Website: www.actionacton.com

Type of organisation: Charity	Charges: none
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AREAS OF LAW

Specialist Help: Help for unemployed individuals to get jobs; help for refugees for ESOL; employability training; functional skills (Maths, English, ICT); support for adult and young offenders and NEET young people

General Help and Casework: IAG, Job Brokerage, Employment Workshops, ESOL, ICT, Health, "Better Off" in work calculations, Welfare Benefits

General Help: Sign-posting to further education, training and assisting with application forms, CVs, covering letters and interview techniques. Help with Social Enterprises

Information: www.actionacton.com www.actionmarket.co.uk
www.thedoughnutfactory.co.uk

Client group: Disadvantaged and economically inactive, BAME, lone parents, ex-offenders, young offenders, people with disability and mental health issues.	Area covered: All of Ealing Borough e.g. Acton, Ealing, Southall, Northolt and Greenford and adjoining West London boroughs
Opening Hours: Monday to Friday 9.00am to 5.00pm	How to contact: By telephone, letter, emails and walk in for more information
Telephone Advice: 0208 993 9605	Drop-in: Monday to Friday 9.00am to 5.00pm
Appointments: Monday to Friday 9.00am to 5.00pm	Home Visits: No
Outreach surgeries: Yes - by arrangement	Access for disabled people: Yes

Languages spoken, interpreters, etc: a number of languages are spoken by staff and volunteers

Public transport:

Buses: 70, 207, 266, 427, 440, 607, E3

Underground: Acton Town on District and Piccadilly lines.

Trains: South Acton, Acton Central stations

Services: Action Acton delivers Information, Advice & Guidance (IAG) for employment, Job Brokerage, Employment Workshops, ESOL, Literacy, Citizenship numeracy, IT training. Also business start up/support, job brokerage, renting your own stalls at Acton market www.actonmarket.co.uk and desks for rent @£55 per week at business premises www.thedoughnutfactory.co.uk

ACTON HOMELESS CONCERN

Emmaus House
1 Berrymead Gardens
Acton
London W3 8AA

Damien Centre
3-5 Church Road
Acton
London W3 8PU

Telephone: 020 8992 5768

E-mail: actonhomelessconcern@yahoo.com

Website: www.actonhomelessconcern.org

Type of organisation: Charity	Charges: None
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AREAS OF LAW

Specialist Help: Housing

General Help + Casework: Areas covered: Clothing, showers, meals, doctors, chiropody, housing rough sleepers, drug and alcohol counselling, Irish advocacy, women and children's group, Welfare Benefits.

Client group: Homeless, needy people	Area covered: Ealing
Opening Hours: Emmaus House: 11.45am to 1.50pm Damien Centre: 10.30am to 12.00pm 2.00pm to 8.00pm	How to contact: Ian Breen on 020 8992 5768
Telephone Advice:	Drop-in:
Appointments: drop in only	Home Visits:
Outreach surgeries: Saint Mungo's	Access for disabled people: Not all parts of the building.

Languages spoken, interpreters, etc:

Public transport: Acton Town Overground Railway, Bus routes 207 and E3

Services:	The Charity's mission is to provide a caring and safe environment for the poor, the marginalised and those who suffer from isolation or are in need of any kind.
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AFGHAN ACADEMY

Mailing Address:
 14 Sinclair House
 The Avenue
 London W13 8AG

Additional Offices:
 Northfield Community Centre
 71A, Northcroft Road
 London W13 9SS

Telephone: 020 8579 8436 and 020 8991 2796

Fax: 020 8579 8436

E-mail: afghanacademy@gmail.com

Type of organisation: Community Voluntary Organisation	Charges: None
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AREAS OF LAW

Specialist Help: Country Information/Expert reports, Education, Culture and Arts

General Help + Casework: Yes. Welfare Benefits referral

General Help: Yes

Information: Yes

Client group:	Afghan Communities in the United Kingdom and abroad	Area covered: Ealing and all other boroughs in London, UK
Opening Hours:	Monday to Friday 10.00am to 3.00 pm	How to contact: 07952 578473
Telephone Advice:	07952 578473	Drop-in: No
Appointments:	Yes	Home Visits: Yes
Outreach surgeries:	No	Access for disabled people: Yes

Languages spoken, interpreters, etc: Dari, Pushto, English, German.

Public transport: Bus Routes 83, 207, 607, E3, E7, E8

Tube/Train: Ealing Broadway, Northfield and West Ealing

Services: The Afghan Academy is an educational, cultural and social organisation formed in 1990. Academy offers information, advice and counselling for Afghans in the UK and abroad. Publishes newsletter/magazine, organises seminars/conferences and has a live radio show every Tuesday from 11.00am to 2.00pm on 89.6FM, Westside Radio. Academy provides country information and expert report on many issues on Afghanistan and Afghans in general.

CONTINYOU EALING PARENT PARTNERSHIP SERVICE

Lido Centre
63 Mattock Lane
West Ealing, W13 9LA

Telephone: 020 9290 2251

e/mail: cepps@continyou.org.uk

Website: www.continyou.org.uk/cepps

Type of organisation: Charity Education/Learning	Charges: N/A
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AREAS OF LAW

Specialist Help: Our service supports parents/carers of children with SEN

General Help + Casework: Education related SEN queries. Welfare benefits

Client Group: Parents/carers of children aged 0-19 with SEN	Area covered: Borough of Ealing
Opening Hours: Monday to Friday 9.00am to 5.00pm	How to contact: phone or e/mail
Telephone Advice: Yes	Drop-in: No
Appointments: Yes	Home visits: No
Outreach Surgeries: No	Access for disabled people: Yes

Languages spoken, interpreters, etc: Interpreters can be booked if required

Public Transport: Linked by various buses

Services: Our service provides advice, support and information to Parents/carers of children with SEN about their children's education
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DEKH BHAL WOMEN & GIRLS SUPPORT GROUP

Postal address only:
78 Verulam Road
Greenford, Middlesex, UB6 9RL

All services and activities at:
Golflinks Community Centre
Fleming Road, Southall UB1 3RP

Telephone: 020 8813 2418
E-mail: dekhbhalgroup@hotmail.com
Website: www.dekhbhalgroup.org.uk

Type of organisation: Not for profit/voluntary organisation	Charges: Advice services free. Small charge for some classes and activities.
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AREAS OF LAW

General Help + Casework: Form filling for Social Services.

General Help: Family and domestic problems, Domestic Violence, Form filling for welfare benefits and advocacy with local hospitals and GPs.

Information: Referrals & accompanying suffering women/girls to social services. Taking ladies to Councillors and Solicitors

Client group: Women and girls. Boys under 12 also welcome.	Area covered: Ealing Borough, but surrounding areas accepted
Opening Hours:	How to contact: Telephone/Email
Telephone Advice: If necessary	Drop-in: Appointments only.
Appointments: Appointments only	Home Visits: By arrangement
Outreach surgeries: No	Access for disabled people: Yes

Languages spoken, interpreters, etc: Urdu, Hindi, Punjabi, Arabic

Public transport: Bus route 92, 282 (both stop in Greenford Road) and E5 goes through the estate

<p>Services: Dekh Bhal provides a range of social and cultural activities for women and girls (and boys up to age 12). We also hold 'Chit Chat' a chance for women to discuss family matters, counselling and advice on a range of issues such as arranged marriages, family problems, immigration etc. We offer assistance to women to help fill in forms for social services, benefits etc. We offer support around bereavement and to women who suffer violence either by their partners or by their children. We will contact hospitals or doctors where women are not getting a proper service. We also run cultural classes, cultural and religious functions, monthly get-togethers, Urdu classes and an after-school learning club offering maths, English and sciences.</p>

DEPARTMENT OF WORK AND PENSIONS

Jobcentre Plus
10 Montague Road
Hounslow
TW3 1LL

Telephone: 020 8607 1635

Fax: 020 8607 1700

e/mail: colin.morris@thepensionservice.gsi.gov.uk

Website: Directgov.uk

Type of organisation: Government Department Charity	Charges: none
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AREAS OF LAW

Specialist Help: Income maximisation from Social Security Benefits

General Help + Casework: Welfare Benefits - home visits for people who cannot access our service by another other means (ie telephone or internet)

Information: on Social Security benefits

Client Group: Vulnerable people who cannot access our services by any means other than a face to face visit	Area covered: West London
Opening Hours: Monday, Tuesday, Thursday, Friday 9.00am to 5.00pm Wednesday 9.30am to 5.00pm	How to contact: Colin Morris, Partnership Support Manager on 020 8607 1635
Telephone Advice: 0800 88 22 00 (benefit enquiry line)	Drop-in: No. Appointments necessary as Colin Morris covers six other London boroughs so frequently not in the office
Appointments: 0845 6060265	Home visits:
Outreach Surgeries: CAIA and Southall Day Centre (only by appointments arranged via both organisations)	Access for disabled people: yes

Public Transport: in Hounslow Town Centre

Services: Vulnerable people who cannot access our services by any means other than a face to face visit for benefit entitlement checks and forms completion

DISABILITY ADVICE BUREAU
(A CONSORTIUM BETWEEN ECIL AND EALING MENCAP)

44 South Ealing Road
London W5 4QA

Telephone: 020 8840 8573

E-mail: matthew.coulam@ealingmencap.org.uk

Website: www.ecil.org/dab

Type of organisation: Consortium of two charities - ECIL and Ealing Mencap	Charges: None for general services. Specialist support for parents with learning disabilities going through court proceedings can be spot-purchased.
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AREAS OF LAW

Specialist Help: Advice and advocacy for people with physical and learning disabilities and their carers. Specialist advocacy is available for carers of people with learning disabilities from South Asian communities living in Southall and families with multiple family members who have disabilities. Support for parents with learning disabilities who are going through court proceedings can be spot purchased. Clients requiring legal advice are referred to legal services.

General Help + Casework: The DAB advocacy caseworkers can support people with disabilities and their carers to understand their rights and make their voices heard.

Information: The DAB advice service provides information, advice and signposting which includes Debt Advice, Challenging decisions, Housing, Charity applications, Mobility and equipment advice, Personalisation, Job applications and CV's, Locata bidding. Form filling including benefits and blue badge applications

Client group: Pan-disability including learning and physical disabilities	Area covered: London Borough of Ealing
Opening Hours: Monday to Friday 9.30am to 4.30pm except Bank Holidays and period between Christmas and New Year	How to contact: Enquire at the office, telephone contact or e-mail
Telephone Advice: 020 8840 8573 during opening hours	Drop-in: Enquirers will need to arrange an appointment but can drop into the office to do this.
Appointments: Advice appointments take place in the office. Advocacy appointments can take place in the office, community or the client's home.	Home Visits: This is not possible for the advice service but may be available through the advocacy service.

Outreach surgeries: Will soon be available in Northolt, Greenford, Southall and Acton. Please call the contact number for further information.

Access for disabled people: The DAB office is wheelchair accessible and has a disabled access toilet.

Languages spoken, interpreters, etc: Please call for further information.

Public transport:

The DAB office is on the number 65 bus route and is close to South Ealing tube station

Services: The Disability Advice Bureau provides advocacy and advice to residents of Ealing who have disabilities and their carers. The service also facilitates Ealing Partners and the Power Group (peer advocacy and consultation groups for people with learning disabilities), the Carers Together group, Carers Action group and the Individual Budget User Group. DAB also co-ordinates a consortium of support planners to assist people who are getting an individual budget.

EALING CENTRE FOR INDEPENDENT LIVING DISABILITY ADVICE BUREAU

44 South Ealing Road
Ealing W5 4QA

Carers' Centres at
46 South Ealing Road
and 1 Bayham Road,
West Ealing W13 0TQ

Telephone: 020 8840 8573

Fax: 020 8840 5688

e/mail: ecil@ecil.org fran.elkington@ecil.org

Website: www.ecil.org

Type of organisation: Charity for disabled people and carers	Charges: none voluntary donations only
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AREAS OF LAW

Specialist Help: All areas of advice, information and advocacy for above client groups

General Help + Casework: All areas relating to disabled people and carers. Welfare Benefits. Detailed advice, contact with DWP, form filling

General Help: Housing, education, employment, travel, welfare benefits

Client Group: disabled people and carers	Area covered: London Borough of Ealing
Opening Hours: 9.30am to 4.00pm	How to contact: text, fax, phone, drop in, e/mail, web
Telephone Advice: 9.30am to 4.00pm	Drop-in: 9.30am to 4.00pm
Appointments: 9.30am to 4.00pm	Home visits: very occasional
Outreach Surgeries: Northolt	Access for disabled people: all premises fully accessible

Languages spoken, interpreters, etc:

Public Transport: On main bus routes, near South Ealing Underground Station

Services: As detailed above and social events. Keep Fit, Film Nights and other social events. Six weekly mail out

EALING COMMUNITY & VOLUNTARY SERVICE

The Lido Centre
63 Mattock Lane
Ealing W13 9LA

Telephone: 020 8280 2230

Fax: 020 8280 2289

E-mail: ecvs@ealingcvs.org.uk

Website: www.ealingcvs.org.uk

Type of organisation: Registered Charity and Company limited by Guarantee	Charges: For some events e.g. training
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AREAS OF LAW

Information: Charity Organisation

Client group: Voluntary and Community Groups in LB Ealing. Individuals wishing to volunteer who live/work in LB Ealing.	Area covered: LB Ealing. Some projects are across a wider area.
Opening Hours: 9:30am - 5.00pm	How to contact: Email or telephone
Telephone Advice: Morning and afternoon	Drop-in: Usually by appointment
Appointments: Morning and afternoon	Home Visits: No
Outreach surgeries:	Access for disabled people: the building is fully accessible.

Languages spoken, interpreters, etc:

Public transport: Buses 427, 207, 83, E2, E3, E7, E8 and E11

Underground: 20 minute walk from Ealing Broadway, Northfields.

<p>Services: Ealing CVS provides capacity building support to Voluntary and Community Groups in Ealing through e.g. the provision of funding and group development advice, training courses, recruitment and placement of volunteers. Other specialist projects work with e.g. LGBT groups, Health and Social Care Groups, local estate based communities, children's workforce.</p>
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EALING MEDIATION SERVICE

Greenford Community Centre
 170 Oldfield Lane South
 Greenford
 Middlesex UB6 9JS

Telephone: 020 8575 9500

E-mail: admin@ealingmediation.org.uk

Website: www.ealingmediation.org.uk

Type of organisation: Charity	Charges: free within the London Borough of Ealing
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AREAS OF LAW

General Help + Casework: Community mediation, neighbour and community conflicts

General Help: Mediation

Information: we had CLS quality mark for community mediation but CLS no longer auditing this

Client group: Anyone age 16 - 90+	Area covered: London Borough of Ealing and neighbouring boroughs
Opening Hours: Monday to Friday 9.30am to 3.00pm	How to contact: Phone, e/mail or letter
Telephone Advice: Monday to Friday 9.30am to 3.00pm	Drop-in: No
Appointments: Monday to Friday 9.30am to 10.00pm	Home Visits: by appointment
Outreach surgeries: varies, subject to vacancies	Access for disabled people: Yes - on ground floor.

Languages spoken, interpreters, etc: Access to interpreters.

Public transport: Nearest tube Greenford (10 minutes' walk)

Services: We provide professionally trained community mediators who can assist residents to communicate and resolve disputes.

EASE Copley Close Children's Centre
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187 Copley Close
 Hanwell
 London
 W7 1AZ

Telephone: 020 8575 6139

E-mail: reception@empowering-action.org.uk

Type of organisation: Charity	Charges: All services free
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AREAS OF LAW

Specialist Help: Housing and Repairs, Benefits, Family Outreach Support, Youth work, CRB

General Help + Casework: Welfare Benefits, Children's services, Parenting support, Training and employment, Domestic violence, Volunteering, General advocacy

General Help: General advice and information

Client group: Open to all	Area covered: Hanwell, Ealing
Opening Hours: 9.00am to 5.00pm	How to contact: phone and e/mail
Telephone Advice: 9.00am to 5.00pm	Drop-in: 10.00am to 1.00pm
Appointments: 10.00am to 1.00pm	Home Visits: Specialist family outreach service
Outreach surgeries:	Access for disabled people: Yes

Languages spoken, interpreters, etc: Polish, Somali, Arabic, French

Public transport: Bus routes E1, E3, E11.

Services:

EVELYN OLDFIELD UNIT

356 Holloway Rd
Islington
London N7 6PA

Telephone: 020 7697 4100

E-mail: administrator@evelynoldfield.co.uk

Website: www.evelynoldfield.co.uk

Type of organisation: Charity

Charges: All services free

AREAS OF LAW

Information: Capacity building support for organisations,
including volunteer management and placement

Client group:	Refugees, Migrants	Area covered:
Opening Hours:	Monday to Friday 9.00am to 6.00pm	How to contact: Phone or e/mail
Telephone Advice:	Yes	Drop-in: No
Appointments:	Yes	Home Visits: Organisation visits
Outreach surgeries:	Yes	Access for disabled people: Yes

Languages spoken, interpreters, etc: English, Ethiopian

Public transport: Near Holloway Rd Tube Station

Services: Support or collaboration, working with mainstream groups, evaluation, research, strategy, quality marks.

GOLDEN OPPORTUNITY YOUTH ASSOCIATION

Resource Centre
Featherstone Road
Southall,
Middlesex UB2 5AL

Telephone: 020 8571 9529

Fax: 020 8571 9529

e/mail: admin@goyauk.org

Website: www.goyauk.org

Type of organisation: Charity	Charges:
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AREAS OF LAW

General Help + Casework: Welfare Benefits

General Help: Benefit, housing and employment advice and information

Client Group:	Black, minority ethnic and refugees	Area covered:	Ealing
Opening Hours:	10.00am to 5.00pm	How to contact:	
Telephone Advice:	020 8571 9529	Drop-in:	appointment only
Appointments:	Yes	Home visits:	No
Outreach Surgeries:	No	Access for disabled people:	Yes

Languages spoken, interpreters, etc:

Public Transport:

Services: GOYA provide welfare, housing and employment advice to people in Ealing, and in particular BMER people in Ealing

GOODWINS FAMILY LAW SOLICITORS

5 Warner House
Harrovia Business Village
Bessborough Road
Harrow
Middlesex HA1 3EX

Telephone: 020 8423 3525

Fax: 020 8423 7383

e/mail: Nicholas.Goodwin@goodwinsfamilylaw.co.uk

Website: goodwinsfamilylaw.co.uk

Type of organisation:	Solicitors in private practice	Charges:	Fixed fee for initial interview and divorce proceedings
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AREAS OF LAW

Specialist Help: Wholly specialist family law firm

Client Group:	all groups	Area covered:	North West London
Opening Hours:	9.00am to 5.30pm	How to contact:	e/mail, website
Telephone Advice:	Yes	Drop-in:	No
Appointments:	Yes	Home visits:	Sometimes
Outreach Surgeries:	not applicable	Access for disabled people:	by arrangement

Public Transport: Harrow on the Hill underground station and local buses

Services: We are a dedicated, fully established and specialist family law firm

HODDERS LAW

50 Station Road
Harlesden
London NW10 4UA

24 Battersea Park Road
London SW11 4HY

311 Harrow Road
Wembley HA9 6BD

Telephone: 020 8965 9862 or 08442 640290

Fax: 020 8965 5803

e/mail: info@hodderson.co.uk

Website: www.hodderson.co.uk

Type of organisation: Limited Charity	Charges:
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AREAS OF LAW

Specialist Help: Business advice, employment, law, licensing,
litigation, property, wills and probate, family

Information: We do not do legal aid

Client Group: all	Area covered: anywhere
Opening Hours: 9.00am to 5.30pm	How to contact: e/mail and phone
Telephone Advice: yes (to current clients)	Drop-in: yes (although appointment is preferred)
Appointments: yes	Home visits: yes
Outreach Surgeries: no	Access for disabled people: yes

Languages spoken, interpreters, etc: changeable - call to find out

Public Transport: easily reached by public transport -
see our website

Services: At Hodders, we are passionate and approachable and on your side in whatever transaction or dispute you have.

HOME-START EALING

Ealing Family Support Services
21 Cowings Mead
Northolt
Middlesex
UB5 5SA

Telephone: 020 8842 1617

E-mail: admin@homestartealing.org

Website: www.homestartealing.org.

Type of organisation: Charity	Charges: none
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AREAS OF LAW

Client group: Parents with one child under five who are in difficulty: eg isolation, monetary, health, children with disability, etc.	Area covered: Ealing Borough
Opening Hours: Tuesday - Thursday 9.00am to 5.00pm	How to contact: Phone or e/mail to admin@homestartealing.org
Telephone Advice: N/A	Drop-in: N/A
Appointments: N/A	Home Visits: weekly two hour visits by a trained volunteer
Outreach surgeries: N/A	Access for disabled people: N/A

Languages spoken, interpreters, etc: Dependant on current Volunteers

Public transport:

Services: Home-Start recruits and trains volunteers to help families and young children by visiting them in their own homes for two hours per week. We also run a weekly family group on Tuesday afternoons.

HOUSING FOR WOMEN

234-244 Stockwell Road
Brixton
London SW9 9SP

Telephone: 020 7501 6120

E-mail: info@h4w.co.uk

Website: Housing for Women www.hfw.org.uk

Type of organisation: Housing Association Charity	Charges:
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AREAS OF LAW

Specialist Help: Provide accommodation, advice and support for women and children fleeing domestic violence.

General Help + Casework: Yes, including welfare benefits

General Help: Yes

Information: Yes

Client group: Women and children fleeing domestic violence.	Area covered: Ealing and Greenwich
Opening Hours:	How to contact: Phone 020 8317 8273 or e-mail info@h4w.co.uk
Telephone Advice: Yes	Drop-in: No
Appointments: No	Home Visits: Resettlement support for service users leaving our services. Floating support services in Greenwich.
Outreach surgeries: No	Access for disabled people:

Languages spoken, interpreters, etc: English, Gujarati, Hindi and we use interpreters

Services: Housing for women aims to be an independent, effective and dynamic housing association. Aiming to ensure that women are recognised as a group with specific housing needs and provides good quality homes and services in which women can achieve their chosen quality of life. We offer free confidential one-to-one and professional support, advice, information, representation and accompaniment to appointments regarding issues related to domestic violence such as welfare rights, benefits, housing and legal options.

**LONDON BOROUGH OF EALING
HOUSING SOLUTIONS SERVICE**

Perceval House
14 - 16 Uxbridge Road
Ealing W5 2HL

Telephone: 020 8825 8888

e/mail: HouseAdv@ealing.gov.uk

Website: www.ealing.gov.uk

Type of organisation: Local Authority	Charges: free
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AREAS OF LAW

General Help + Casework: Housing

Client Group: Ealing residents	Area covered:
Opening Hours: Monday to Friday 9.00am to 5.00pm (Customer Service Reception)	How to contact: Drop in or appointment
Telephone Advice: 020 8825 8888	Drop-in: Yes
Appointments: Yes	Home visits: in special circumstances
Outreach Surgeries: No	Access for disabled people: Yes

Languages spoken, interpreters, etc: Interpreters arranged when required

Public Transport: Ealing Broadway tube, buses

Services:	We provide advice on housing rights and options, assess homeless people for emergency housing. Homelessness prevention
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LOUD AND CLEAR MENTAL HEALTH ADVOCACY

Wembley Point
1 Harrow Road
Wembley
Middlesex HA9 6DE

Telephone: 020 8900 2221

e/mail: advocacy@loudandclear.org

Website: www.loudandclear.org

Type of organisation: Charity	Charges: None
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AREAS OF LAW

Specialist Help: Mental Health Community Care

General Help + Casework: Yes

General Help: Yes, we support people who have mental health
Problems with issues around their care and treatment
in hospital and in the community

Client Group:	Mental Health Service users	Area covered:	Ealing, Brent and Harrow
Opening Hours:	Monday to Friday 9.00am to 5.00pm	How to contact:	telephone, e/mail or via website
Telephone Advice:	Yes	Drop-in:	At community venues throughout Ealing
Appointments:	Yes	Home visits:	Yes
Outreach Surgeries:	Yes	Access for disabled people:	Yes

Languages spoken, interpreters, etc: Interpreters can be used

Public Transport: Bus: number 112 Ealing Broadway to Stonebridge Park
Overground: train Euston to Stonebridge Park
Underground: Bakerloo Line to Stonebridge Park

Services: Loud and Clear provide support and representation to mental health service users aged 18 and over with issues around their care and treatment by mental health services and other health and social care providers. The service is independent, free and confidential.

MIND (BRENT)

Hampton House
1B Dyne Road
Kilburn
London
NW6 7XG

Telephone: 020 7604 5177

Fax: 020 7604 5178

E-mail: info@brentmind.org.uk

Website: www.brentmind.org.uk

Type of organisation: Mental Health Support Voluntary Sector	Charges: None
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AREAS OF LAW

General Help: Practical and emotional support.
Sports, activity, social and therapeutic groups.

Information: Library and directory, also signposting.
Awareness workshops and presentations

Client group: Mental health service users and their supporters	Area covered: Brent and surrounding areas
Opening Hours: Monday to Friday 10.00am to 4.00pm	How to contact: telephone, fax, letter, email
Telephone Advice: No	Drop-in: 2 nd and 4 th Tuesday of the month in Willesden
Appointments: Advised	Home Visits: No
Outreach surgeries: Yes, contact for details	Access for disabled people: Yes

Public transport: Underground: Kilburn on the Jubilee line,
Overground: Brondesbury Station
Buses: 16, 32, 98, 316, 322

Services:

IAPT - Psychological Therapies

Brent Mind, in partnership with Central and North West London NHS Foundation Trust, has developed an Improving Access to Psychological Therapies Service. It is available to people in Brent experiencing common mental health difficulties.

Horizon Day Services

Mentoring, drop in, mutual support group and community based mental health promotion and awareness raising activities using a recovery based approach.

Mind Map

Young People's peer education project raising awareness and understanding of mental health issues and wellbeing. Our strategy is to combat self-stigma.

Resettlement

Housing services that is focused on client centred wellness and recovery orientated support and life skills development to enable people to move on to general needs housing. Provision of housing related support for mental health services users for a two year maximum period for each service user.

Mental Health Brokerage Service

A personalised brokerage service to drive forward recovery and self management by providing frameworks for making informed choices and enabling more involvement in promoting a mainstream approach to well being.

MIND (EALING AND HOUNSLOW)

The Vale Centre
203 - 205 The Vale
Acton W3 7QS

Additional offices/projects: Lotus Day Centre, The Mac, Community Advocacy Service, In-Patient Advocacy Service, Supported Housing.

Telephone: 020 8746 7676
Fax: 020 8735 0527
E-mail: info@mind-eh.org.uk
Website: www.mind-eh.org.uk

Type of organisation: Mental Health Charity	Charges: All services free
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AREAS OF LAW

Specialist Help: Independent Mental Health Advocacy (IMHA)

Client group: People with mental health problems	Area covered: LB Ealing and Hounslow
Opening Hours: Monday to Friday 9.00am to 5.00pm	How to contact: Telephone or e-mail
Telephone Advice: Yes, can be done by Advocacy Service	Drop-in: Yes, in the Lotus Centre and the Mac.
Appointments: Can be arranged Monday to Friday 9.00am to 5.00pm	Home Visits: Can be done by the Community Advocacy Service
Outreach surgeries: No	Access for disabled people: Depends on location of project

Languages spoken, interpreters, etc: Language Line interpreters can be arranged.

Services: Advocacy services, day services and supported housing.

REAP
(REFUGEES IN EFFECTIVE AND ACTIVE PARTNERSHIP)

Key House
106 High Street
Yiewsley, MIDDX UB7 7BQ

Telephone: 01895 441530

e/mail: enquiries@reap.org.uk

Website: www.reap.org.uk

Type of organisation: Charity	Charges: none, except some for trainings
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AREAS OF LAW

General Help + Casework: Welfare Benefits

General Help: Referral primarily, plus ESOL, other training

Information: Monthly E-listing of items relating to working with refugees in West London, web site with links, directory of RCOs, resources lists

Client Group: Refugees and asylum seekers; services also relevant for other migrants who are welcome to contact us	Area covered: West London, most active in Hillingdon, Ealing, Hounslow, Harrow
Opening Hours: office hours	How to contact: Phone, e/mail, drop in
Telephone Advice: none, referral and information during office hours when staff are available.	Drop-in: Mostly office hours; we try to make sure the office is staffed all mornings and usually staff are here until about 5.00 but please ring first
Appointments: Please ring or email	Home visits: no
Outreach Surgeries: Most services delivered at other venues across West London	Access for disabled people: good, we will always try to make any reasonable adjustments

Languages spoken, interpreters, etc: About 80, we train and provide a basic to intermediate community interpreters' service 'CAN.ITAS at REAP'

Public Transport: To office, buses to Yiewsley/West Drayton U3 U5 222 H50, train is recommended to West Drayton station. Venues for activities are partly chosen for good access to public transport.

Services: Referral, training and personal development focussed on refugee. Policy and Voice relating to refugee equalities, Small groups support, Information and community research, Language and interpreting.

ROZIJO
Immigration Consultants

Address for correspondence/mail only:

Lido Centre
63 Mattock Lane
West Ealing
London W13 9LA

Main office/s:

Room No 10 (rear side entrance)
King's Hall Methodist Church
South Road
Southall UB1 1RB

Telephone: 020 3371 9178
07949 114936 (mobile)

Fax: 020 3137 5257

e/mail: rozijo@hotmail.co.uk

Type of organisation: OISC regulated Immigration Advice & Assistance Organisation	Charges: We charge for our services depending on type of advice and assistance/casework
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AREAS OF LAW

General Help + Casework: UK Immigration, Nationality Advice and
Assistance/Casework

Client Group: All general public	Area covered: London and UK
Opening Hours: Monday to Friday 10.00am to 5.00pm	How to contact: telephone, e/mail, Letter
Telephone Advice:	Drop-in: yes
Appointments: yes	Home visits:
Outreach Surgeries:	Access for disabled people:

Languages spoken, interpreters, etc: English, Hindi, Urdu, Punjabi, etc.

Public Transport: 5 Minutes walk from Southall Train Station
Buses 95, 105, 195, E5, H32 etc.

Services:	We are regulated at Level 1 by OISC to give advice and assistance in UK Immigration and Nationality matters
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SOMALI FAMILY LEARNING & REGENERATION PROJECTS

Southall Resource Centre
 Featherstone Terrace
 Southall
 Middlesex UB2 5AL

Telephone: 07908 477347

E-mail: sofale@aol.com

Type of organisation: Not for profit/voluntary organisation	Charges: All services free
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AREAS OF LAW

General Help: Guidance, Form filling, reading and writing of official letters, contacting third parties, interpreting.

Information: Housing, Immigration, Education and Welfare benefits. Basic advice and guidance, signposting.

Client group: Refugees, young people and Havelock Estate tenants	Area covered: Southall, Hayes, Heston
Opening Hours: Monday to Friday 10.00am to 4.00pm	How to contact: Drop in, phone or e-mail
Telephone Advice: No	Drop-in: Yes
Appointments: Monday to Thursday 11.00am to 4.00pm	Home Visits: For disabled people only
Outreach surgeries: No	Access for disabled people: Home visits arranged

Languages spoken, interpreters, etc: Somali, Arabic, Italian

Public transport: Southall mainline train
 Bus route 120, 195, E5, H32.

Services: We provide basic advice, information and general help and empower disadvantaged refugees families and their children with free study and support sessions at flexible times. Learning sessions for families, IT, ESOL and free weekend study support for children.

South Acton Children's Centre

Castle Close
South Acton
London
W3 8RX

Telephone: 020 8993 4049
Fax: 020 8993 7582
E-mail: siobhanoktay@southacton.org.uk
Website: www.southactoncc.com

Type of organisation: Statutory	Charges: no charge
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AREAS OF LAW

General Help: Welfare benefits, housing, immigration, education

Client group: parents of children under 5 living in the Acton W3 area	Area covered: Acton W3 including Southfields area.
Opening Hours: 9.00am to 4.30pm	How to contact: by phone, e/mail, in person
Telephone Advice: is available on 020 8993 4049	Drop-in: is available, but Appointments preferred
Appointments: with Information Officer Monday to Thursdays mornings by phone 020 8993 4049	Home Visits: Available to registered Families
Outreach surgeries: None	Access for disabled people: full access

Languages spoken, interpreters, etc:

Turkish, Arabic, Polish, Welsh, Gujarati, Punjabi

Public transport: Nearest bus stop at Morrisons on Acton High Street served by 207, 266, 427, E3.
Nearest tube Station: Acton Town on the Piccadilly Line.
Nearest Rail Station: South Acton Station on Silverlink Line

Services: As well as offering childcare from 6 months to 5 years, we have a family support team that can deal with all family related issues and offer advocacy to parents when dealing with local services.

SOUTHALL BLACK SISTERS

21 Avenue Road
 Southall
 Middlesex
 UB1 3BL

Telephone: 020 8571 0800 (helpline) 020 8571 9595 (general)
 Fax: 020 8574 6871
 E-mail: info@southallblacksisters.co.uk
 Website: www.southallblacksisters.org.uk

Type of organisation: Charity	Charges: None
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AREAS OF LAW

Specialist Help: We provide general and specialist advice on gender-related issues such as domestic violence, sexual violence, forced marriage, honour killings and their intersection with the criminal justice, immigration and asylum systems, health, welfare rights, homelessness and poverty.

General Help + Casework: Family law/domestic violence/matrimonial. Much of this work interlinks with immigration, housing, homelessness, welfare benefits, action against the police, crime, child contact and mental health.

Information: We have OISC Exemption

Client group: Women and children	Area covered: Ealing Borough and some casework outside the Borough depending on the circumstances. We provide telephone advice to all national enquiries.
Opening Hours: Monday - Friday 9.00am to 5.00pm	How to contact: telephone, e/mail or "contact us" form on our website
Telephone Advice: Monday - Friday 9.00am to 5.00pm	Drop-in: No, except in an Emergency
Appointments: to be made via our helpline	Home Visits: We can assist women to recover property from the marital home depending on the circumstances
Outreach surgeries:	Access for disabled people: Yes

Languages spoken, interpreters, etc: English, Hindi, Punjabi, Gujerati, Urdu.
 We can arrange interpretation in Somali, Tamil and other languages.

Public transport: Southall mainline. Bus routes 105, 120, 195, 207, 607, H32

Services: Southall Black Sisters provides information, advice, advocacy, practical help, counselling and support to women and children experiencing domestic and other forms of gender-related violence. We encourage women to empower themselves and to lead independent lives by providing support groups and therapeutic, educational and social activities which enable them to make new friends, build self esteem and confidence, learn life skills and overcome trauma arising from their experience. Our holistic service aims to help women and children escape violence and abuse (including forced marriage and honour crimes) and deal with a range of interrelated problems.

**STUDENT ADVICE TEAM
UNIVERSITY OF WEST LONDON**

University of West London
St Marys Road
Ealing, London W5 5RF

Telephone: 020 8231 2573

Fax: 020 8231 2587

E-mail: student.advice@uwl.ac.uk

Website: www.uwl.uk/onestopshop

Type of organisation: Local authority or public sector body	Charges: All services free
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AREAS OF LAW

General Help + Casework: Welfare benefits, Money advice, Housing rights (both public and private sector), Homelessness, Immigration and other international student issues, Education, Harassment/anti social behaviour, Funding/financial sources

General Help: Family/domestic violence/matrimonial, Employment, Equalities and race related issues, Mental health, Crime, Child Support Agency

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Client group: Students	Area covered: Restricted to those studying or interested in studying at University of West London
Opening Hours:	How to contact: Please ring 020 8231 2573
Telephone Advice: Yes - generally available. No specific times	Drop-in: Only to book appointments or for general queries
Appointments: Please ring 020 8231 2573	Home Visits: No
Outreach surgeries: No	Access for disabled people: Yes

Languages spoken, interpreters, etc: Large print available.

Public transport: Underground: South Ealing on the Piccadilly line or Ealing Broadway on District & Central Lines.
Bus route 65.

Services: The advice team offers students and those interested in studying with UWL a free and confidential advice service on practical issues such as 'Financing your studies', 'Funding sources', 'International student issues', 'State benefits' and 'Housing'.

The advisors offer relevant and accurate advice and information designed to empower clients, enabling them to make informed choices about the issues they have presented.

In agreement with the client, the advice staff may negotiate and advocate on the client's behalf where appropriate. The advice team are authorised to give immigration advice under the Immigration and Asylum Act 1999.

VICTORIA CLIMBIE FOUNDATION UK

Dominion Arts Education Centre
112 The Green
Southall
Middlesex
UB2 4BQ

Telephone: 020 8619 1191

Fax: 020 8619 1190

E-mail: info@vcf-uk.org

Website: www.vcf-uk.org

Type of organisation: Not for profit/voluntary organisation	Charges: All services free
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AREAS OF LAW

General Help + Casework: Child Abuse and Children's Rights

Client group: Black and minority ethnic people	Area covered: Ealing Borough and West London
Opening Hours: Monday to Friday 9.00am to 3.00pm	How to contact: Phone to make an Appointment
Telephone Advice: Yes	Drop-in: Scheduled drop-in Wednesdays 4.00pm-6.00pm
Appointments: Phone to make an appointment	Home Visits: By arrangement
Outreach surgeries: Yes	Access for disabled people: Building is accessible

Languages spoken, interpreters, etc: Arabic, French, Wolof, Somali.
Access to other languages through interpreters.

Public transport: Mainline trains to Southall.
All buses to Southall.

Services: The Victoria Climbie Foundation UK is here to reduce social exclusion and improve interaction between black, ethnic minority families with children, young people and local authority agencies.

YOUNG PEOPLE'S CONTRACEPTIVE AND SEXUAL HEALTH CLINICS

Mattock Lane Health Centre Clinic
78 Mattock Lane
Ealing
London W13 9NZ

Grand Union Village Health Centre
Taywood Road
Northolt
Middlesex UB5 6WL

Telephone: 020 8383 5714
(during clinic times)

020 3313 7623
(during clinic times)

E-mail: eal-pct.familyplanning@nhs.net

For details of services and clinic times: www.facebook.com/youngpeoplesclinics
www.ealinghospital.nhs.uk/services/community-services/ealing-community-services/family-planning/

Type of organisation: Local authority or public sector body	Charges: All services free
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Specialist Help: Contraception, pregnancy, and sexual health advice

General Help: Young people's health issues

Information: HIV and STI prevention

Client group: Young people aged 20 years and under	Area covered: No restrictions
Opening Hours: Young people's clinics: Grand Union Health Centre Wednesday 4.30pm to 6.30pm Mattock Lane Health Centre Monday 4.30pm to 6.30pm Wednesday 4.30pm to 6.30pm	How to contact: By telephone during opening hours
Telephone Advice: Yes, please contact clinics directly during clinic hours.	Drop-in: Please drop in during clinic hours.
Appointments: No	Home Visits: No
Outreach surgeries: No	Access for disabled people: Yes

Languages spoken, interpreters, etc: Punjabi, Hindi, Urdu,
Interpreters used when necessary.

Services: To enable adolescents to make informed decisions about sex, pregnancy, contraception and relationships. Contraception can be prescribed and issued on site. Free condoms and pregnancy testing.

Section 3

Solicitors with an LSC Civil Legal Aid Contract

ARDEN SOLICITORS ADVOCATES

Ealing House
33 Hanger Lane
London W5 3HJ

Telephone: 020 8997 8885

Fax: 020 8997 0422

e/mail: ardensolicitors@hotmail.co.uk

Website: www.ardensolicitors.com

Type of organisation: Solicitors	Charges: normally £120 - £250 per hour
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AREAS OF LAW

Specialist Help: Immigration asylum, family, divorce, civil litigation, wills

General Help + Casework: Welfare Benefits

Information: We have OISC exemption

Client Group:	Area covered: Ealing and London
Opening Hours: 10.00am to 5.30pm	How to contact: by telephone
Telephone Advice: no	Drop-in: yes
Appointments: 10.00am to 4.00pm	Home visits: yes
Outreach Surgeries: no	Access for disabled people: yes

Languages spoken, interpreters, etc: Arabic, Malay, Creole

Public Transport: North Ealing Underground and buses

Services: We provide a high level of service to individuals

ARORA LODHI HEATH SOLICITORS

9 Market Place
Acton
London
W3 6QS

Winchester House
259-269 Old Marlebone Road
London
NW1 5RA

Telephone: 020 8993 9995

020 7170 4180

Fax: 020 8992 2628

020 7785 9111

Emergency out of hours: 07956 900667 and 07956 565819

E-mail: INFO@ALHSOLICITORS.COM

Website: WWW.ALHSOLICITORS.COM

<p>Type of organisation: Solicitors</p>	<p>Charges: Free/low cost help if eligible. Legal aid funding in Civil and Family work. Legal aid funding in crime. May have to pay for some additional services, our fees for these are available upon request.</p>
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AREAS OF LAW

Specialist Help: Family, Housing, Debt, Employment, Welfare Benefits. Wills and Probate, Divorce and Criminal

General Help + Casework: Family, Housing, Children, Welfare Benefits, Criminal

General Help: Immigration (limited)

Information: We have nine solicitors, one in-house Barrister and a number of paralegals, caseworkers and trainees

Client group:	Any	Area covered: no restrictions
Opening Hours:	9.30am to 6.00pm.	How to contact: Drop in, phone, e/mail and letter
Telephone Advice:	No	Drop-in: Yes
Appointments:	Yes	Home Visits: Yes - housebound ONLY
Outreach surgeries:	No	Access for disabled people: limited wheelchair access and adapted toilet

Languages spoken, interpreters, etc: Urdu, Hindi, Punjabi, Gujurati, French, Spanish, Bengali, Lithuanian, Arabic, Russian, German. Access to interpreters.

Public transport: Acton Town tube 10 minute walk. Acton Central 10 minute walk. Buses to Acton High Street, Stops C,D,E: routes 70, 207, 266, 427,440, 607, E3, N7, N11, N207

Services: Solicitors' firm offering legal advice and assistance to the public.
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ASGHAR & CO

112-114 The Broadway
Southall
Middlesex
UB1 1QF

Telephone: 020 8843 0010

Fax: 020 8843 0080

E-mail: info@asghar-solicitors.co.uk

Type of organisation: Solicitors	Charges: Free first interview. Free/low cost help if eligible. CSL funding in civil housing and family work. CDS funding in crime. May have to pay for some services
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AREAS OF LAW

Specialist Help: Crime, Family, Housing, Immigration

General Help + Casework: Asylum seekers and refugees

Client group: the general public	Area covered: Southall, Hayes, Ealing, Feltham, Brentford
Opening Hours: Monday to Friday 9.00am to 6.00pm	How to contact: Drop-in, contact for an appointment always
Telephone Advice	Drop-in: only emergencies, otherwise by appointment
Appointments	Home Visits: considered
Outreach surgeries	Access for disabled people: No wheelchair access or adapted toilets

Languages spoken, interpreters, etc: Arabic, Darri, Punjabi, Somali, Urdu.
Access to interpreters.

Public transport: Bus numbers 427, 607.
10 minutes walk from Southall Railway Station

Services: Solicitors' firm offering legal help to the public.

ASHTON PAGE SOLICITORS

Craneshaw House
8 Douglas Road
Hounslow
Middlesex TW3 1DA

Telephone: 020 8622 3671

Fax: 020 8622 3672

e/mail: info@ashtonpage.com

Website: www.ashtonpage.com

Type of organisation: Solicitors	Charges: Family (legal aid and private) Private: £150 + VAT per hour £75 + VAT per half hour
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AREAS OF LAW

Specialist Help: Family Law (legal aid)
Private: residential conveyancing, landlord and tenant,
employment, civil litigation, immigration, wills, trusts and
probate, bankruptcy/insolvency. Commercial property,
Business law, Judicial review, Debt recovery, Planning Law

Information: upon request

Client Group: general public	Area covered: UK
Opening Hours: 9.00am to 5.30pm	How to contact: telephone, fax, e/mail
Telephone Advice: 020 8622 3671	Drop-in: N/A
Appointments: by arrangement only	Home visits: by arrangement
Outreach Surgeries: by arrangement	Access for disabled people: full wheelchair access

Languages spoken, interpreters, etc: Punjabi, Hindi, Urdu, Arabic, Farsi

Public Transport: Bus numbers 81, 110, 111, 120, 222, 235, 237, H28, H32, H98
Underground: Hounslow Central on the Piccadilly Line and
Overground: Hounslow (both 5 minutes walk away)

Services: We are a firm of Solicitors providing legal advice and assistance to members of the public. We are able to provide Legal Aid (to those who qualify) on family matters only. We deal and specialise in various areas of law where we have been accredited with the Law Society's Conveyancing Quality Scheme and their Family Law Panel accreditation to reflect the high standard of service we provide.

DAVID SHINE & KHARBANDA

8a South Road
Southall
Middlesex
UB1 1RT

Telephone: 020 8571 6001/6002

Fax: 020 8571 2647

E-mail: info@dsandk.com

Type of organisation: Private Solicitors Practice	Charges: Free/low cost help if eligible. CLS funding in civil work. May have to pay for some services.
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AREAS OF LAW

Specialist Help: Family, Conveyancing

Client group: the general public	Area covered:
Opening Hours: Monday to Friday 9.00am to 1.00pm and 2.00pm to 5.00pm	How to contact: Phone; prefer appointment only, so please contact
Telephone Advice:	Drop-in:
Appointments: yes	Home Visits: yes
Outreach surgeries:	Access for disabled people: No wheelchair access or adapted toilets. Parking nearby.

Languages spoken, interpreters, etc:

Public transport: Southall train station (0.5 mile)
Bus routes 27, 120, 195, 232, E5, H32

Services:	Solicitors' firm offering legal help to the public. Home visits for housebound people.
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DUNCAN LEWIS

54 Goldhawk Road
London W12 8HA

Telephone: 020 7923 4020

Fax: 020 7923 3320

e/mail: yvonne@duncanlewis.com or via website

Website: www.duncanlewis.co.uk

Type of organisation: Solicitors	Charges: Legal aid/private
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AREAS OF LAW

Specialist Help: Immigration, Family & Childcare, Housing

General Help + Casework: Welfare Benefits

General Help: Legal advice in all areas

Information: Additional offices in Harrow, Dalston, Lewisham and Tooting dealing with Mental Health, Crime, Community Care and Welfare Benefits

Client Group: All	Area covered: Greater London
Opening Hours: office hours 9.30am to 5.30pm. 24 hour switchboard	How to contact: telephone or e/mail
Telephone Advice: initial advice	Drop-in: Yes
Appointments: Yes	Home visits: Yes
Outreach Surgeries: Yes	Access for disabled people: not in our Shepherds Bush office, but can arrange for home visits

Languages spoken, interpreters: any - multiple

Public Transport: We are opposite Goldhawk Road Underground Station

Services: Legal aid franchises in every possible area. We are happy to help any client

FMW LAW LTD
(formerly Farrell Matthews & Weir)

150 King Street
Hammersmith
London W6 0QU

Telephone: 0203 012 1482

Fax: 0203 012 1483

e/mail: info@fmwlaw.co.uk

Website: www.fmwlaw.co.uk

Type of organisation: Solicitors	Charges: Legal Aid and Private
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AREAS OF LAW

Specialist Help: Children, Domestic Violence, Family, Crime,
Private Client, Matrimonial, Conveyancing, Wills,
Probate, Court of Protection

General Help + Casework: Children, Domestic Violence, Family, Crime,
Private Client, Matrimonial, Conveyancing, Wills,
Probate, Court of Protection

Client Group: all clients welcomed	Area covered: Hammersmith/ West London
Opening Hours: Monday to Friday 9.00am to 5.30pm	How to contact: telephone, e/mail, Website
Telephone Advice: No	Drop-in: subject to availability
Appointments: available via telephone, e/mail	Home visits: subject to availability
Outreach Surgeries: none	Access for disabled people: yes

Languages spoken, interpreters, etc: Interpreters can be arranged

Public Transport: Access via buses, London Underground

Services:	We have been providing legal services and advice to the residents of Hammersmith and the surrounding areas in relation to Family, Crime and Private Client for 28 years
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GARNER & HANCOCK LLP

4 Church Street
Old Isleworth
Middlesex TW7 6BH

Telephone: 020 8232 9560

Fax: 020 8560 0799

e/mail: vtanna@garner-hancock.co.uk

Website: www.garner-hancock.co.uk

Type of organisation: Solicitors	Charges: fixed fees
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AREAS OF LAW

Specialist Help: Family law and protecting property and family finances during divorce

Client Group: Individuals	Area covered: Family Law
Opening Hours: 9.30am to 5.30pm	How to contact: by telephone and e/mail
Telephone Advice: 020 8232 9560	Drop-in:
Appointments: 020 8232 9560	Home visits:
Outreach Surgeries: Hounslow CAB Thursday evenings at 5.30pm	Access for disabled people:

Languages spoken, interpreters, etc:

Public Transport:

Services:

HANWELL CHAMBERS INCORPORATED WITH BSB SOLICITORS

110a Grove Avenue
Hanwell W7 3ES

Telephone: 020 8840 8555

Fax: 020 8280 1091

e/mail: alureddarlington@aol.com

Website: www.hanwellchambers.co.uk

Type of organisation: Legal firm	Charges: Legal aid rates
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AREAS OF LAW CRIME ONLY

Specialist Help: Court of Criminal Appeal

General Help + Casework: Only the above

Information: Clients can sometimes be seen by appointment
at Vickers, 183 Uxbridge Road, Ealing W13

Client Group:	Area covered: Crime only
Opening Hours:	How to contact: by telephone only
Telephone Advice: yes	Drop-in: no
Appointments:	Home visits: can be arranged
Outreach Surgeries: Vickers as above	Access for disabled people: OK

Languages spoken, interpreters, etc: Can be arranged

Public Transport: Vickers is on the Uxbridge Road

Services: Advice and representation at police stations, town halls for alleged benefit fraud allegations and all courts from Magistrates to Supreme Court

HILLINGDON LAW CENTRE

12 Harold Avenue
Hayes
UB3 4QW

Telephone: 020 8561 9400

Fax: 020 8756 0837

E-mail: info@hillingdonlawcentre.co.uk

Website: www.hillingdonlaw.org.uk

Type of organisation: Charity	Charges: none
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AREAS OF LAW

Specialist Help: Debt, Employment, Housing, Welfare, Benefits

General Help + Casework: Welfare Benefits

General Help: Family, Civil Litigation

Information: We do not do Crime, Community Care, Conveyancing, Mental Health, Personal Injury, Consumer or Commercial Law.
We are OISC registered for Level 2 advice

Client group: Any	Area covered: West London incl. Hillingdon, Ealing, Harrow, Hounslow
Opening Hours: Monday to Friday 10.00am to 5.00pm	How to contact: telephone, e/mail
Telephone Advice: No	Drop-in: No, but you can come in to book an appointment
Appointments: Please phone or e/mail for an appointment	Home Visits: Available in some circumstances
Outreach surgeries: Available for immigration advice in partnership with R.E.A.P. Contact Sarah at R.E.A.P on 01895 441530	Access for disabled people: Ramp to building on ground floor, disabled toilet

Languages spoken, interpreters, etc: English, Punjabi, French, Russian, Greek, Amharic/Tigrinya, Portugese

Public transport: See our website for buses. Nearest British rail is Hayes and Harlington Station

Services: Free legal advice and representation for residents of West London

LAW PARTNERSHIP SOLICITORS

Poet's Corner
74-76 Station Road
Harrow
Middlesex HA1 2SQ

Telephone: 020 8416 7004

Fax: 020 8416 7005

Type of organisation: Private Practice	Charges: Hourly rate to be agreed
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AREAS OF LAW

Specialist Help: Family/Professional Negligence

Client Group: No restrictions	Area covered: Civil Litigation/ Family/Matrimonial/ Children - private and public
Opening Hours: 10.00am to 4.00pm	How to contact: telephone 020 8416 7004
Telephone Advice:	Drop-in:
Appointments: by telephone 020 8416 7004	Home visits: can be arranged if possible
Outreach Surgeries:	Access for disabled people:

Languages spoken, interpreters, etc: Gujarati

Public Transport: Buses Harrow on the Hill and Harrow Wealdstone

Services: All aspects of Civil Litigation in the High Court and County Court.
Employment Tribunal Claims. Family Law cases in the High Court, County Court
(The Principal Registry of the Family Division) and Magistrates Court

LAWRENCE LUPIN SOLICITORS

Dexion House
2/4 Empire Way
Wembley
Middlesex HA9 0EF

Telephone: 020 8733 7200

Fax: 020 8733 7250

e/mail: lawyers@lawrencelupin.co.uk

Website: www.lawrencelupin.co.uk

Type of organisation: Law Firm	Charges:
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AREAS OF LAW

Specialist Help: Immigration, Asylum Human Rights, Family,
Civil Litigation

General Help + Casework: Immigration, Asylum Human Rights, Family,
Civil Litigation

Information: Lexcel accredited

Client Group:	Area covered: London and South East
Opening Hours: Monday to Friday 9.30am to 5.30pm	How to contact: telephone or e/mail as above
Telephone Advice:	Drop-in: Tuesdays 10.00am to 12.00pm
Appointments: yes	Home visits: detention visits
Outreach Surgeries: yes	Access for disabled people: yes

Languages spoken, interpreters, etc: Many languages - ip offered

Public Transport: Wembley Park Underground

Services: Experienced solicitors and caseworkers offering advice on Immigration/HR/litigation and family law. Legal aid and private clients accepted.

LOCK AND MARLBOROUGH

3 The Broadway
Gunnersbury Lane
Acton
London
W3 8HR

Telephone: 020 8993 7231

Fax: 020 8992 5165

E-mail: elock@lockandmarlborough.co.uk or
enquiries@lockandmarlborough.co.uk

Website: www.lockandmarlborough.co.uk

Type of organisation: Solicitors Practice	Charges:
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AREAS OF LAW

Specialist Help: Family

General Help: Unemployment, Wills & Probate, Divorce, Litigation

Client group:	Area covered:
Opening Hours: Weekdays 9.30am to 5.30pm.	How to contact: Drop-in, phone or email.
Telephone Advice: No	Drop-in: Yes
Appointments: Yes	Home Visits: Possibly
Outreach surgeries:	Access for disabled people: Yes

Languages spoken, interpreters, etc: Cantonese, French. Access to interpreters.

Public transport: Bus routes: E3.
Under ground: Acton Town Picadilly/District Lines
and 2 minutes walk.

Services:	We aim to solve the legal needs of the community. Offering a fair service to all.
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M2M COMMUNITY SOLICITORS LLP

Pentax House
South Hill Avenue
South Harrow
Middlesex HA2 0DU

Empire House
1 Empire Way
Wembley Park,
Middlesex HA9 0EW

Telephone: 020 8938 4611

020 8970 2124

Fax: 020 8938 4614

020 8970 2121

e/mail: miriam@m2mcommunitysolicitors.co.uk

Website: www.m2mcommunitysolicitors.co.uk

<p>Type of organisation: Solicitors</p>	<p>Charges: Free legal help for those entitled to Legal Services Commission funding. Discounted prices, subject to terms, for those on low income for non legal help cases or those not eligible for free legal help</p>
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AREAS OF LAW

Specialist Help: Debt, Housing and Welfare Benefits. Wills and Probate, Lasting Power of Attorney and Court of Protection Work, Civil Litigation including small claims, Employment, Family, Consumer, Consumer Credit Law and Community Care

Information: We do not undertake immigration work

<p>Client Group: All</p>	<p>Area covered: All</p>
<p>Opening Hours: Weekdays 9.30am to 5.30pm</p>	<p>How to contact: Telephone</p>
<p>Telephone Advice: No</p>	<p>Drop-in: At both main offices 9.30am to 4.30p on a first come, first served basis subject to demand</p>
<p>Appointments: telephone office numbers: South Harrow: 020 8938 4611 Wembley Park: 020 8970 2124</p>	<p>Home visits: Yes, for those who cannot come into the office due to health or age related problems - may charge for travel costs</p>
<p>Outreach Services at Perivale Community Centre, Islip Community Centre, The Carers Centre Ealing, Ealing Centre for Independent Living, Emmaus House (Action Homeless Concern) and Dementia Concern</p>	<p>Access for disabled people: Lift at the South Harrow Office</p>

Languages spoken, interpreters, etc: Need to bring person to interpret for first interview if difficulty speaking or understanding English

Public Transport: **South Harrow:** next door to South Harrow Underground Station and Bus Depot

Wembley Park: two minutes' walk from Wembley Park Station, served by many buses

Services: We are a Solicitors' firm that provides legal advice and assistance

NOBLE SOLICITORS

9th Floor
 Wembley Point Business Centre
 1A Harrow Road
 Wembley
 Middlesex HA9 6DE

Telephone: 020 8795 4411

Fax: 020 8903 5224

e/mail: info@noblesolicitors.co.uk

Website: www.noblesolicitors.co.uk

Type of organisation: Solicitors	Charges: legal aid and fixed fee Agreements
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AREAS OF LAW

Specialist Help: Crime, Family and Childcare, Mental Health, Housing, Debt, Welfare Benefits, Prison and Appeals, Civil and Commercial Litigation, Immigration

General Help + Casework: Crime, Family and Childcare, Mental Health, Housing, Debt, Welfare Benefits, Prison and Appeals, Civil and Commercial Litigation, Immigration

Information: Lexcel accredited, members of the Mental Health Review Tribunal Panel, Members of the Criminal Litigation Panel, Members of the Family Law Advanced Panel, Criminal Defence Service accredited, Institute of Prison Law accredited, Legal 500 accredited.

Client Group: Any	Area covered: Northamptonshire, Buckinghamshire, Bedfordshire, Hertfordshire, London
Opening Hours: 9.00am to 5.30pm	How to contact: Telephone or e/mail
Telephone Advice: 24 hour helpline 07000 81 82 83	Drop-in: Yes
Appointments: Yes	Home visits: Yes
Outreach Surgeries: Yes	Access for disabled people: Yes

Interpreters, etc: Yes

Public Transport: for Wembley office: Stonebridge Park Underground
Bus numbers 112, 440, 611

Services: Expert solicitors covering Crime, Family and Childcare, Mental Health, Housing, Debt, Welfare Benefits, Prison and Appeals, Civil and Commercial Litigation, Immigration

NORTHWOOD LAW PRACTICE

Northwood office:
Northwood Law Practice
47-49 Green Lane
Northwood
Middlesex HA63AE

Burnham office:
Burnham Law Practice
111 High Street
Burnham
Buckinghamshire SL1 7JZ

Telephone 01923 826208

01628 857388

e/mail info@northwoodlaw.com

info@burnham-law.co.uk

Website www.northwoodlaw.com

www.burnham-law.co.uk

Type of organisation: Solicitors	Charges: fixed fee for initial meeting unless eligible for Legal Aid
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AREAS OF LAW

Specialist Help: Family and divorce, children, civil litigation, housing, debt, injunctions

General Help + Casework: Legal Aid franchise

Client Group:	Area covered:
Opening Hours: Monday to Thursday 9.00am to 5.30pm Fridays 9.00am to 5.00pm	How to contact: Telephone 01923 826208
Telephone Advice: free legal aid telephone assessments	Drop-in: No
Appointments: Yes	Home visits:
Outreach Surgeries:	Access for disabled people:

Languages spoken, interpreters, etc:

Public Transport:

Services:

PALIS SOLICITORS

1ST Floor
157 Kilburn High Road
London NW6 7HU

Telephone: 020 7604 3572

Fax: 020 7328 9232

e/mail: palissolicitors@hotmail.co.uk

Website: www.palissolicitors.co.uk

Type of organisation: Legal Aid Solicitors Law Firm	Charges: Initial consultation up to half an hour £70 inclusive of VAT
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AREAS OF LAW

Specialist Help: Immigration/Family/Children/Housing

Client Group: those qualifying for Legal Aid	Area covered: Housing, family, Immigration
Opening Hours: 9.30am to 6.00pm	How to contact: telephone
Telephone Advice: No	Drop-in: Yes
Appointments: Yes	Home visits: No
Outreach Surgeries: No	Access for disabled people: No

Languages spoken, interpreters, etc: English/Tamil/Sinhalese/Polish/Albanian

Public Transport: Kilburn/Kilburn Park Underground

Services: Specialist legal help in family, housing and immigration work

POLPITYA & CO

66 King Street
Southall
Middlesex
UB2 4DD

Telephone: 020 8813 9282
Emergency: 07930 943949
Fax: 020 8571 0362
E-mail: solicitors@polpitya.co.uk

Type of organisation: Solicitors Practice	Charges: Available on request
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AREAS OF LAW

Specialist Help: Housing (homeless applications, landlord/tenant disputes, disrepair issues, repossession proceedings), Crime (police station and court), Immigration (all types of immigration issues), Personal Injury (including Police Station & Court appearance), Civil litigation

General Help + Casework: Debt, Welfare benefits, contracts/insurance claims

General Help: Debt Welfare benefit

Information: Upon request

Client group: All	Area covered: All
Opening Hours: Monday to Friday 9.30am-5.30pm Out of hours contact number: 07930 943949	How to contact: By Phone or visit
Telephone Advice: Yes	Drop-in: Yes
Appointments: By telephone or in person.	Home Visits: Available.
Outreach surgeries: None.	Access for disabled people: Premises not accessible to disabled. Home visits offered to disabled.

Languages spoken, interpreters, etc: Urdu, Punjabi, Sinhalese, Tamil.

Public transport: By train: Southall. By bus: 105, 120, 195, H32

Services: Advice and assistance on legal issues. Court attendance and representations. Police Station attendance and representations.
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THE SETHI PARTNERSHIP SOLICITORS

The Barn House
38 Meadow Way
Ruislip, Eastcote
HA4 8TB

Telephone: 020 8866 6464
24/7 mobile: 07593 773966

Fax: 020 8866 3232

e/mail: info@sethi.co.uk

Website: www.sethi.co.uk

Type of organisation: Solicitors	Charges:
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AREAS OF LAW

Specialist Help: Conveyancing, Immigration, Employment, Divorce and Matrimonial, Civil, Criminal, Wills and Probate, Landlord and Tenant, Personal Injury and Medical Negligence

Information: as well as CLS, we have Investors in People and Lexcel for legal excellence

Client Group:	Individuals/Businesses	Area covered:	London-wide
Opening Hours:	Monday to Friday: 9.00am - 5.30pm 24/7 contact: 07593 773966	How to contact:	telephone: 020 8866 6464 e/mail: info@sethi.co.uk
Telephone Advice:	no	Drop-in:	yes
Appointments:	yes	Home visits:	yes
Outreach Surgeries:	no	Access for disabled people:	yes

Languages spoken, interpreters, etc: Hindi, Punjabi, Gujarati

Public Transport: Eastcote Tube Station (Metropolitan and Piccadilly lines)

Services: The Sethi Partnership Solicitors, established in May 1994, has a dynamic team of highly experienced solicitors based in West London, who can provide individual clients and businesses with a full range of legal services delivered in an understanding, professional and cost effective manner, always having the client's best interests as paramount. We can advise on a wide range of matters in all areas of the law.

SUTOVIC & HARTIGAN SOLICITORS

271 High Street
Acton
London
W3 9BT

Telephone: 020 8993 5544

Fax: 020 8993 2555

E-mail: susansutovic@aol.com

Type of organisation: Law Firm	Charges:
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AREAS OF LAW

Specialist Help: Immigration, Nationality and Asylum, Human Rights, Public Law, Civil Litigation, Employment Law, Property Rights and Disputes, Landlord/Tenant Rights and Disputes.

Client group: The general public	Area covered:
Opening Hours: 9.00am to 6.00pm	How to contact: Drop in or phone. Contact for an appointment.
Telephone Advice: Yes	Drop in: Yes
Appointments: Yes	Home Visits: Yes
Outreach surgeries: Yes	Access for disabled people: Yes

Languages spoken, interpreters, etc: Our fee earners speak English, Spanish, French, Serbo-Croat. In addition we have contracts with interpreters so we can cater for most, if not all, languages.

Public transport:

Services:

SWEETMAN BURKE AND SINKER

158 -160 The Broadway
West Ealing
London, W13 0TL

Telephone: 020 8840 2572
Fax: 020 8567 8379
E-mail: M.Mcintosh@sbs-law.co.uk
Website: WWW.SBS-LAW.CO.UK

Type of organisation: Solicitors	Charges: Legal Aid and Private
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AREAS OF LAW

Specialist Help: Family, Wills and Probate, Conveyancing, Housing, Crime
General Help + Casework: Welfare Benefits

Client group: All	Area covered: West London
Opening Hours: 9.30am to 5.30pm.	How to contact: telephone or e/mail
Telephone Advice: No	Drop-in: No
Appointments: Yes	Home Visits: In exceptional Circumstances
Outreach surgeries:	Access for disabled people: Yes

Languages spoken, interpreters, etc: Urdu, Hindi, Gujarati, Punjabi, French.
Interpreters can be provided.

Public transport: Bus routes: 83, 207, E3
Overground: West Ealing main line station
Underground: Boston Manor/Northfields on Piccadilly Line
Ealing Broadway on Central/ District Lines

Services: High Street Practice with dedicated and experienced solicitors covering most areas as outlined above
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THAKRAR & CO SOLICITORS

1A Centre Parade
Station Rd
Harrow
HA1 2TW

Telephone: 020 8427 3480

Fax: 020 8424 0573

E-mail: thakrarandco@hotmail.co.uk

Type of organisation: Private Solicitors Practice	Charges: Free/low cost help if eligible. CLS funding in immigration only. Private charges for other areas of law.
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AREAS OF LAW

Specialist Help: Immigration

General Help + Casework: Asylum seekers/refugees
(student visas, appeals, judicial review, work permits)

Client group: the general public	Area covered:
Opening Hours: Monday to Friday 9.00am to 5.30pm	How to contact: Phone, call, write or fax.
Telephone Advice:	Drop-in: No
Appointments: Strictly by appointment only	Home Visits: Yes
Outreach surgeries:	Access for disabled people: No wheelchair access or adapted toilets. First floor offices

Languages spoken, interpreters, etc: Farsi, Gujerati, Hindi, Punjabi, Tamil.
Access to interpreters for all well known languages.

Public transport: Underground:
Ealing Broadway Central and District lines,
Boston Manor Picadilly Line.
Bus routes 207, 607, E8.

Services: Solicitors' firm offering legal help to the public in immigration. Private work in other areas of law.

VEJA & CO

593 Uxbridge Road
Hayes
Middlesex UB4 8HR

Telephone: 020 8581 1502

Fax: 020 8581 1503

e/mail: mail@vejaandco.com

Website: www.vejaandco.com

Type of organisation: Solicitors	Charges:
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AREAS OF LAW

Specialist Help: Family Law, Personal Injury Criminal Law,
Employment Law, Wills and Probate, Immigration

Client Group: All	Area covered: Hayes, Uxbridge, Hounslow, Southall, Greenford, Ealing, Perivale, Heston, Iver, Ickenham, Slough, Harrow, Wembley, Richmond, Pinner
Opening Hours: Monday to Friday 9.00am to 5.30pm	How to contact: telephone or e/mail
Telephone Advice: available	Drop-in: available
Appointments: call in to make	Home visits: available
Outreach Surgeries: N/A	Access for disabled people: yes

Languages spoken, interpreters, etc: English, Gujarati, Punjabi, Hindi,
Pashtu, Urdu

Public Transport: Very close bus and rail routes

Services:	We aim to provide the best service to all clients whatever their problems or means.
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VICKERS & CO

183 Uxbridge Road
Ealing
London W13 9AA

Telephone: 020 8579 2559
Emergency No: 07831 271389

Fax: 020 8567 5965

e/mail: reception@vickers-solicitors.co.uk

Website: www.vickers-solicitors.co.uk

Type of organisation: Solicitors	Charges: legal aid may be available free consultation for initial assessment
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AREAS OF LAW

Specialist Help: Children in Care, Family, Housing, Criminal matters including Youth Court and Crown Court cases

General Help + Casework: Other legal work, wills probate, conveyancing

Information: Disabled access home visits can be arranged

Client Group: Anyone in need of legal advice	Area covered: Primarily West London
Opening Hours: 09.30am to 5.30pm	How to contact: telephone or e/mail
Telephone Advice: no	Drop-in: Housing sessions on Wednesday morning
Appointments:	Home visits: yes
Outreach Surgeries:	Access for disabled people: yes

Languages spoken, interpreters, etc: Interpreters can be arranged for most languages if required

Public Transport: Buses 83, 207, 427, E2 and E3 all pass

WEST LONDON LAW SOLICITORS

Boundary House
Boston Road
London
W7 2QE

Telephone: 020 8434 3508

Fax: 020 8434 3740

E-mail: info@westlondonlaw.com

Website: www.westlondonlaw.com

Type of organisation:	Solicitors	Charges:	Depends on type of case
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AREAS OF LAW

Specialist Help: Consumer General Contract, Debt, Bankruptcy and Repossession Specialists

General Help + Casework: Housing, Debt and Welfare Benefits

Client group:	Bankruptcy and Repossession Experts	Area covered:	London wide and the rest of UK
Opening Hours:	9.00am - 5.30pm	How to contact:	Phone/email
Telephone Advice:	Monday to Friday	Drop-in:	No
Appointments:	Monday to Friday	Home Visits:	No
Outreach surgeries:	On Demand	Access for disabled people:	Reception & Interview rooms wheelchair accessible

Languages spoken, interpreters, etc: Punjabi and Hindi

Public transport: Boston Manor Tube Station (Piccadilly Line). Bus Routes: E8, 195

Services: We are one of the country's leading bankruptcy defence lawyers with a heavy emphasis on litigation. We are a niche practice which specialises in the more complex of cases involving substantial sums. Many of our cases involve saving people's homes. We also undertake a large amount of claims against solicitors for negligence and have a fraud department that deals with assisting those who have been a victim of fraud in bringing an action, in addition to helping those who are defending fraud claims.

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Hodders Law
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Housing for Women
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Voluntary & Public Sector Organisations holding the Advice Quality Standard

Organisation

Age UK Ealing

Bosnia & Herzegovina Community Advice Centre

Brent Citizen's Advice Bureau

Catalyst Gateway

Centre For Armenian Information and Advice

Community Benefits Team

Contact a Family

Crossroads Care West London

deafPLUS

Dementia Concern (formerly Alzheimer's Concern Ealing)

Disability Law Service

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Hammersmith & Fulham Community Law Centre

Havelock Family Centre

Hillingdon and Ealing Citizens Advice

Iranian Association

Iraqi Association

LGBT

MAAS (Migrant Advisory and Advocacy Service)

Middle Eastern Christian Minorities Advisory Centre
(MECMAC Consortia)

Shelter

Somali Women's Refugee Centre

Somali Youth Union in the UK

Southall Day Centre

Southall Rights

Tallo Information Centre

United Anglo Caribbean Society



Voluntary & Public Sector Organisations not holding the Advice Quality Standard

Organisation Name

Access for Support and Development Centre
Action Acton
Acton Homeless Concern
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Private Solicitors with a LSC Civil Legal Aid Contract

Organisation Name

**Arden Solicitors
Arora Lodhi Heath
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Duncan Lewis
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Thakrar & Co
Veja & Co
Vickers & Co
West London Law**

EALING ADVICE DIRECTORY - AMENDMENT FORM	
Name of organisation:	
Do you have the AQS Quality Mark:	
Address:	Additional offices:
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Services (a short statement about your work/services etc):	

Please make any changes to your entry on the above sheet. Please refer to the examples in the directory if you are unclear how to fill in any of the sections.

Please return to: *Ealing Advice Forum*

c/o CAIA, 105a Mill Hill Road, Acton, London W3 8JF

E-mail: info@caia.org.uk Tel: 020 8992 4621