

# Citizens Advice Bureau

## Description

### Service Description

Whitechapel Citizens Advice Bureau offer free, confidential, impartial and independent advice to everyone on their rights and responsibilities.

Our advisers help people to resolve their problems with debt, benefits, employment, housing, discrimination, and many more issues.

Advice may be given face to face or by phone.

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## Additional Information

### Additional Information

GENERALIST ADVICE SERVICE

1) Advice Services at the  
Whitechapel CAB  
- 32 Greatorex Street, London, E1  
5NP 0207 247 1050

# Appointments: Monday Tuesday  
Wednesday Thursday and Friday  
(Pre booked appointments only)

# Drop in: Monday Tuesday and  
Wednesdays 9.30am-5.00pm – Due  
to a high demand for our service,  
please ensure you arrive early.  
(Clients are seen on a first come  
first serve basis)

# Telephone Advice: Mon-Friday  
10.00am-4.00pm (0344 826 9699)

# Information via email:  
[towerhamlets@eastendcab.org.uk](mailto:towerhamlets@eastendcab.org.uk)

# Assisted Information: Mon-Friday  
9.30am-5.00pm

2) Advice Services at the Idea Store  
Watney Market  
- 260 Commercial Road, E1 2FB  
- Thursday 9.30am – 12pm  
Appointments only

3) Advice Services at the One Stop  
Shop  
- 1 Gladstone Place, E3 5EQ  
- Wednesdays 9.30am – 12pm –  
Appointments only

4) Advice Services at the Crisp  
Street Idea Store  
- 1 Vesey Path, East India Dock  
Road, E14 6BT  
- Thursdays 9.30am -12pm –  
Appointments only

Appointments for above sessions  
booked at drop in sessions or via  
telephone advice line

5) Royal London Hospital  
- Tuesdays and Fridays 9.30-5.00PM  
- Appointments for above sessions  
booked by dialysis patients only  
- Renal / Dialysis patients only

## Suitable for ages

### Age of Users

From **16 years** to **99 years**

## Costs

### Cost

Free

- renal / Dialysis patients only
- Email:  
[socialwelfareadvice@eastendcab.org.uk](mailto:socialwelfareadvice@eastendcab.org.uk)
- Telephone: 07415 905 679

6) Teviot Neighbourhood Centre  
- Wyvis Street, Poplar E14 6QD  
- Tuesday 2.00pm - 4.00pm  
- Appointments booked at drop in sessions or via telephone advice line

7) Mile End Hospital - Bancroft Road, E1 4DG  
- Wednesday 2.00pm - 5.30pm  
- Appointments booked through the hospital

8) Parents Advice Centre  
- 30 Greatorex Street, E1 5NP  
- Tuesdays, 9.30am-12.30pm  
- Appointments booked at drop in sessions or via telephone advice line

9) Specialist Debt and Crisis Advice  
- 32 Greatorex Street, E1 5NP  
- Monday to Friday

#### HEALTH LINKS ADVICE SURGERIES

10) Health Links, XX Place Surgery  
- Alderney Building, Mile End Hospital, E1 4DG  
- Fortnightly on a Friday  
- Provided for patients only

11) Health Links, Wapping Practice  
- 22 Wapping Lane, London E1 2RL  
- Wednesday 2pm-5.30pm provided for patients only, 020 7481 9343

12) Health Links, St Stephen's Health Centre  
- Bow Community Hall, William Place, E3 5ED  
- Thursday's 9.30am - 12.30pm  
- Appointments are made via the surgery reception for surgery patients only, 020 8980 1760

13) Health Links, Albion Health Centre  
- 333 Whitechapel Road London E1 1BU  
- Friday 2.00pm-5.30pm  
- Appointments are made via the surgery reception for surgery patients only, 020 7456 9820

## Questions & Answers

**Are The Premises Accessible For Wheelchair Users?** Yes

**Can Families Self-Refer To The Service?** Yes

**Do You Have A Waiting List?** No

**Do You Have Car Parking Spaces?** No

**Do You Have Child Protection Policies And Procedures** Yes

**Do You Offer Specific Support For Children With Additional Needs?** Yes

**Further Information On Opening Times** Yes

**Has A Service Description?** Yes

**Premises Accessibility** Yes

**Registered For 2 Year Old Grant** No

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## OFSTED Information

### OFSTED Last Inspection and Summary

09 July 2013

Outstanding

## Further Information

### Provider Type

Advice, Information and Support Services

Money & Welfare Advice

### Delivery Channels

E-Mail | In Person | Post | Telephone

Web Site | One To Stop Shops

Office / Premises | Idea Store

### Eligibility Criteria

Child Aged 11 And Above

Tier 1: Universal

### Available Facilities

Disabled Access | Healthy Eating

Ict Facilities | Internet Connection

Kitchen | Play Area | Public Toilets

### Referral Criteria

None (Self-referral)

Via Social Care Professional

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### Provider

**Advice, Information and Support Services**

**Money & Welfare Advice**

Tower Hamlets Citizens Advice Bureau

## Contact Details

### Telephone No

020 7247 1050

### Website

<http://www.eastendcab.org.uk/tower-hamlets/>

### Email Address

[towerhamlets@eastendcab.org.uk](mailto:towerhamlets@eastendcab.org.uk)

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## Address Details

### Street Number

32 Greatorex Street

### Town

London

### Postcode

E1 5NP

## Opening Times

<b>Monday</b>	from	to
	09:30	17:00
	from	to
	09:30	17:00
<b>Tuesday</b>	from	to
	09:30	17:00
	from	to
	09:30	17:00
<b>Wednesday</b>	from	to
	09:30	17:00
	from	to
	09:30	17:00
<b>Thursday</b>	from	to
	09:30	17:00
	from	to
	09:30	17:00
<b>Friday</b>	from	to
	09:30	17:00
	from	to
	09:30	17:00

[Visit service website](#)

## Similar Organisations

Local Support And Advice - Benefits & Money Management (Citizens Advice Bureau)  
Working Families  
Poplaw Legal Advice Clinic