

Toynbee Hall Advice Services

Description

Service Description

Toynbee Hall aims to provide excellent services to meet local need. Our services help a wide range of people, including raising the aspirations of young people, helping people make their money go further, providing free legal advice to local people, and improving people's health and wellbeing.

We help people tackle problems through the following services:-

- Specialist Debt Advice - drop-ins and appointment service
- Welfare Benefits Advice - new claims for benefits and renewal of disability benefit forms for residents of Tower Hamlets by appointment only.
- Toynbee Hall Free Legal Advice Centre (FLAC)
- Community Centre activities

Additional Information

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Welfare Benefit Advice:

Toynbee Hall provides an appointment only welfare benefits form filling service to increase people's awareness and knowledge of rights and benefits entitlements and income maximisation

Covered: Benefit forms including DLA, PIP and AA, UC new claims, UC50 forms, Pension Credit, State Pension, New style JSA/ESA, Section 13A, DHP, Council Tax Reduction amongst others.

Not covered: Mandatory Reconsiderations and Appeals

For an appointment please call 02073922953 on Mondays 2-4pm and Wednesday 10am-12pm or email advice@toynbeehall.org.uk

Free Legal Advice Centre (FLAC):

FLAC offer advice by appointment only. If you would like to request an appointment, please complete our online referral form: <https://www.toynbeehall.org.uk/free-advice/legal-advice/>

Our sessions are always in the evening, between 6pm and 9pm, and most appointments are by telephone. Daytime and face-to-face appointments are sometimes available on request but are not guaranteed. We are an advice-only service and we do not provide ongoing representation or dedicated casework. Repeat appointments are permitted but not guaranteed.

Our subject areas are:

Employment: Once per month.

Covered: most areas of employment

Suitable for ages

Age of Users

All Ages

Costs

Cost

Free

law.

Not covered: Tax.

Housing Law: Once a week

Covered: Private tenancies and social housing, but social housing cases face a long waiting period.

Not covered: Nuisance/anti-social behaviour, service charge disputes for leaseholders, mortgage disputes, disputes with neighbours.

General civil advice and consumer law advice: Once per week

Criminal law: Times vary depending on availability of the adviser.

Covered: minor Crime only (Magistrate's Court cases)

Not Covered: Complaints against the police, advice for victims of crime.

Women Only Sessions (once a month on Saturdays)

Covered: A variety of issues affecting local women. Most clients are seeking advice on housing, domestic violence, or family law.

Women attending can be accompanied by another women, but men are not permitted.

Not Covered: Benefits, anything listed above as not covered.

For help FLAC online form can be completed via this link:

<https://www.toynbeehall.org.uk/free-advice/legal-advice/>

Debt Advice:

Toynbee Hall provides specialist debt advice across seven East London boroughs to people facing crisis debt situations. The seven East London boroughs include: Tower Hamlets, Hackney, Newham, Waltham Forest, Redbridge, Barking & Dagenham, and Havering.

To access the service at Toynbee Hall you can call us on 0800 808 5700. The line is open 8am-8pm seven days a week or go to our website: <https://debtfreeadvice.com/> or visit our drop-in service at 28 Commercial Street, E1 6LS.

Covered: most areas of debt – including DRO Not covered: Business debts

Community Centre activities:

We provide activities at our community centre for residents aged over 50+ and for young people. Please check our website for the latest events and activities as these change regularly. Information can be found here:

can be found here:
<https://www.toynbeehall.org.uk/linkage-plus/> and here:
<https://www.toynbeehall.org.uk/play/>

Questions & Answers

Has A Service Description? Yes

Further Information

Provider Type	Delivery Channels	Referral Criteria
Advice, Information and Support Services	E-Mail In Person Telephone Web Site	None (Self-referral)

Provider

Advice, Information and Support Services

Toynbee Hall Advice Services

Contact Details

Telephone No
020 7392 2953

Website
<https://www.toynbeehall.org.uk>

Email Address
info@toynbeehall.org.uk

Address Details

Street Number
Toynbee Hall

Street
28 Commercial Street

Town
London

Postcode
E1 6LS

Opening Times

Monday	from 09:00	to 17:00
Tuesday	from 09:00	to 17:00
Wednesday	from 09:00	to 17:00
Thursday	from 09:00	to 17:00
Friday	from 09:00	to 17:00

Visit service website

Similar Organisations

Toynbee Hall
Toynbee Hall Debt Advice

Poplaw Legal Advice Clinic
University House Legal Advice Centre
Tower Hamlets Law Centre