



# Directory of Debt and Money Advice Services for Islington Residents



# Introduction

## Are you struggling with debt or money worries?

We know it isn't always easy to know what to do, or where to go for help.

There are lots of organisations in Islington and nearby that can help you free of charge.

As well as help dealing with debt, the organisations in this directory can give you advice about welfare benefits and protecting your consumer rights.

If you're struggling to cope with money troubles, it's really important that you get in touch sooner rather than later to stop any problems from getting worse.

## How to use this guide

The organisations in this directory are arranged in alphabetical order. The table of contents on the next page shows you which organisations are in this directory.

For each organisation, we've listed their telephone numbers or web and email addresses. If you can visit in person, we've also got information on how to make appointments and where to go.

If you want to find information about a particular issue quickly, look out for one of the symbols shown below. These symbols are used in the table of contents and in the descriptions of the organisations in this directory.

- D** Debt advice and help with money
- B** Help with benefits or grants
- C** Advice about consumer law

## Quick reference

The following abbreviations or symbols are used throughout the guide.

- W** website address
- E** email address
- T** telephone number
- Minicom** minicom textphone number
- F** fax number
- SMS** text message number

## Keeping the information up to date

The information in the directory is correct at the time of publication. If you need to be sure the information about an organisation is up to date, or to check days and times of advice sessions, please contact the organisation.

## About the Islington Debt Coalition

This is a partnership of local and national agencies led by Islington Council to prevent residents getting into debt and to help those already in debt.

The coalition members are: Age UK, Christians Against Poverty, Citizens Advice Islington, Circle Housing, City and Islington College, Cripplegate Foundation, Disability Action in Islington, Family Mosaic, Fair Finance, Fit Money, Help on Your Doorstep, Hyde Housing Association, Job Centre Plus, Credit Union, Islington Council, Islington Housing Association Group, Islington Law Centre, Islington People's Rights, Money Advice Service, Peabody, Quaker Social Action and Voluntary Action Islington.

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## Business Debtline



Business Debtline provides free advice and resources to help you deal with your business finances and business debts. You can access our services over the phone, through our website and via webchat.

We'll give you advice on important business debts such as tax and business rates, and support if creditors take court action. We can help you look at your business finances and decide which next steps to take. For example, we can advise on how best to recover debts from other people or how to close your business if that's the right thing for you. We can also advise you on personal debts such as credit cards and bank loans and help you to budget better.

At [businessdebtline.org](http://businessdebtline.org) you'll find guides, fact sheets and sample letters, as well as a business and household budget tool.



**T:** 0800 197 6026

**W:** [www.businessdebtline.org](http://www.businessdebtline.org)

## Christians Against Poverty (CAP)



Christians Against Poverty (CAP) is an award winning charity offering a budgeting and debt counselling service including a free home visit if required.

Clients set up a CAP account and use our service to pay all or some of their bills and debts with one regular payment. Each client is offered a volunteer befriender to help them get used to budgeting and paying into their CAP account. The CAP team will negotiate affordable payments with each creditor and support clients until they are debt free.

We help anyone regardless of faith, religion, age, gender, race or sexual orientation.

The service is particularly helpful for people who would prefer to be visited in their home as CAP does home visits.



Christians Against Poverty  
Revelation Church, Camden, London  
Office: 9 Eglon Mews, NW1 8YR

To book an appointment please  
call free on 0800 328 0006  
(Monday–Friday 8.30am–5pm)

**T:** 020 7483 3763

**E:** [info@capuk.org](mailto:info@capuk.org)

**W:** [www.capdebthelp.org](http://www.capdebthelp.org)

## Citizens Advice Islington



Citizens Advice Islington delivers a free confidential service to Islington residents in relation to welfare benefits, housing, debt, employment and consumer issues.

Contact us by calling our Adviceline on **03444 889 626**. This is open from Monday to Friday, 10am–4pm.

We provide advice on dealing with debts such as rent, fuel, loans and credit cards and help you improve your day to day budgeting skills. We can check that you are receiving the benefits/tax credits that you're entitled to, and help you negotiate suitable arrangements that are affordable for you.

If you are a low paid worker, self-employed or run a small business (with five or less staff) in Islington, we can advise you through our employment team called "Make it Work". You can contact the Make It Work team via email [makeitwork@islingtoncab.org](mailto:makeitwork@islingtoncab.org)

We also deal with Debt Relief Orders (DROs) and have a specialist bankruptcy team.

We also offer a national telephone and online consumer advice service that is supported by local authorities and the Department of Business Innovation and Skills. The service offers advice on how to resolve any consumer complaints about faulty goods or services. We take all first calls for trading standards and refer anything that needs further action to the relevant local service.



**T:** 0344 488 9626 (Monday–Friday 10am–4pm)

**W:** [www.cabislington.org.uk](http://www.cabislington.org.uk)

Citizens Advice Islington  
222 Upper Street, N1 1XR  
Monday, Tuesday, Wednesday and  
Friday 9.30am–4.30pm, Thursday  
1–4.30pm

**T:** 0345 404 0506 (Monday–Friday 9am–5pm)

**Textphone:** Dial 18001 followed by the Citizens Advice consumer helpline number 0345 404 0506

**W:** [www.citizensadvice.org.uk/consumer\\_service](http://www.citizensadvice.org.uk/consumer_service)

**E:** You can use our online enquiry forms to ask us about:

- a general consumer query
- an energy query or to complain about an energy company
- a postal query or to complain about a postal service.



## Civil Legal Advice



Are you at risk of losing your home as a result of debt? Can't afford to pay for your own legal advice?

You may qualify for legal advice from Civil Legal Advice (CLA). We will check if you qualify for legal aid, and if you do, you can speak to a CLA operator who will check your details and put you through to a CLA legal adviser.

If you don't qualify for legal aid, CLA can suggest other places that may be able to help.

**W:** [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)  
**T:** 0345 345 4345 (Monday–Friday 9am–8pm, Saturday 9am–12.30pm, calls cost from 4p per minute – or they can call you back)

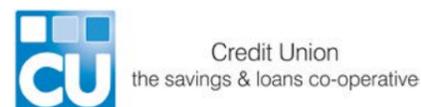
## Credit Union



The Credit Union is a not for profit savings and loans co-operative that encourages saving as a way of preventing debt. It also provides information and support to people who may struggle with debt. The low cost Saver Loans help reduce the cost of borrowing and provide a way of moving from being a borrower to being a saver.

Services are available to anyone living, working or studying in Islington, Haringey, Hackney, Camden, Barnet or the City of London and are equally available to those with a poor credit rating.

The Credit Union offers its members help with financial planning and the way to a debt free future.



**T:** 020 7561 1786 (Telephone access Monday, Tuesday, Wednesday, Thursday and Friday 9:30am–5pm)  
**F:** 020 7272 8192  
**E:** [info@credit-union.coop](mailto:info@credit-union.coop)  
**W:** [www.credit-union.coop](http://www.credit-union.coop)  
Join online 24/7. Get loan quotations from the website. Access accounts 24/7.

Credit Union, Jeremy Hopgood Rooms, Caxton House, 129 St Johns Way, N19 3RQ  
Opening hours: Monday, Tuesday, Wednesday and Friday 9:30am–5pm. (Closed to visitors on Thursday for training and audit)  
Appointment not needed.

## Disability Action in Islington (DAII)



Disability Action in Islington (DAII) support disabled people and parents/carers of disabled children living, working or studying in Islington.

We provide a volunteer advice service across a range of social welfare issues including welfare benefits, housing and community care. We can apply for charitable funds where relevant and support people to access transport concessions like Freedom Passes, Blue Badges and Taxi Cards.

Please contact DAII to book an appointment or come to one of our drop-in sessions on Wednesdays between 10am–1pm. We can help with signposting, referrals, minor interventions around benefits, housing, discrimination, debt and employment.

In addition to the above we host twice monthly debt advice sessions. Debt advice sessions are provided by Camden Citizens Advice Bureau. They can help with any debt, large or small. BSL (British Sign Language) interpreters are available for deaf people. You need to call or email DAII to make an appointment for these sessions.



**T:** 020 7226 0137  
**F:** 020 7359 1855  
**E:** [infoline@daii.org](mailto:infoline@daii.org)  
**W:** [www.daii.org](http://www.daii.org)  
**Minicom:** 020 7359 1891  
**SMS:** 0794 957 7347 (SMS only, please don't call this number)

DAII, 90–92 Upper Street, N1 ONP

## Disability Debt Project



The project provides debt advice to anyone living in London with a neurological condition, long-term physical disability or mental health problem as well as people who are blind, deaf, learning disabled or caring for a sick or disabled child.

We provide advice on various debt issues including:

- rent or mortgage arrears
- court claims
- utility debts
- loans, credit card and overdraft
- payday loans

For advice, call the Debt Helpline on **0300 330 0644**. Lines are open on Wednesdays from 1–4pm and on Fridays from 10am–1pm.

Agencies can refer clients to the project by completing a referral form, which can be obtained by emailing [fif@camdencabservice.org.uk](mailto:fif@camdencabservice.org.uk).

**W:** [www.camdencabservice.org.uk](http://www.camdencabservice.org.uk)  
**T:** 0300 330 0644 (Wednesday 1–4pm and Friday 10am–4pm. All calls are charged at landline rates)

## Fair Money Advice



Fair Money Advice (FMA) provides a one to one in-depth debt counselling service.

We provide support in dealing with your debts and help you improve your day to day money management skills. Our advice team will check that you are receiving the maximum income you're entitled to, check your liability for debts and negotiate suitable arrangements that are affordable to you. We also have qualified staff members to deal with Debt Relief Orders (DROs) and offer a basic bank account opening service.

FMA offers group sessions to help you better understand budgeting, how to deal with your debts and what to look out for when shopping for credit.

FMA has offices and outreach services near the Islington area. You can contact us directly to find an outreach service close to you or to find out about our group sessions.



**T:** 020 3475 8811/020 7254 1976 (Monday–Friday 9am–5.30pm)

**E:** [info@fairmoneyadvice.co.uk](mailto:info@fairmoneyadvice.co.uk)

**W:** [www.fairfinance.org.uk](http://www.fairfinance.org.uk)

## Families First



Families First supports families with school-aged children up to 19 years old. We're here for you, in your community, when you need us.

### What we can help with

We know that being a parent is not always easy and that all families need extra help at some stage as children grow up.

This might be because your housing situation is difficult or you are hoping to get into work or training. A relationship may have broken down or someone close to you has gone to prison. Your teenager's behaviour might be challenging at home or at school. You may have growing debts or you may be at risk of losing your home. Families First can provide that extra advice and support when you need it.

### How do we work?

You'll work with the same trained family worker every time you see us, at your home or in our community locations, in the day or in the evening.

### What do we do?

We'll ask you what you and your family need and plan what we need to do together. We will bring together other services to work with us depending on what you need. For example, this might be housing, schools, prison, probation, young people's services and Jobcentre Plus. We also offer parenting programmes, community events and advice surgeries through the year.

### Who do we work with?

Families who have a child between the ages of five and 19, who live in Islington or are temporarily housed in another borough.

Families First is a partnership between Islington Council, Family Action, IMECE Women's Centre and the Parent House.

## Families First

**T:** 020 7527 4343 (Monday–Friday 9am–5pm)

**F:** 020 7527 4072

**E:** [familiesfirst@islington.gov.uk](mailto:familiesfirst@islington.gov.uk)

**W:** [www.islington.gov.uk/familiesfirst](http://www.islington.gov.uk/familiesfirst)

### Hornsey/Highbury Area

(Monday–Friday 9am–5pm)  
Holland Walk Area Housing Office,  
85–88 Holland Walk, N19 3XS

### Barnsbury/Finsbury Area

(Monday–Friday 9am–5pm)  
Family Action, 24 Angel Gate,  
City Road, EC1V 2PT

### Holloway/Canonbury Area

(Monday–Friday 9am–5pm)  
Family Action, The Exchange,  
Watkinson Road, N7 8HW

## Fit Money



Fit Money helps Islington residents to make the most of their money. We provide free One to One Financial Health Checks to help you:

- Budget and manage your bills
- Start to make daily savings
- Understand credit and how to use it
- Set up and manage a bank account
- Understand existing and new contracts for phone, gas, electricity etc.

We can arrange appointments at our office, or can sometimes arrange appointments at other local venues such as community centres.



**T:** 020 7288 7677 (Monday, Tuesday, Wednesday and Friday 9.30am–4.30pm, Thursday 11.30am–4.30pm)  
**E:** admin@fitmoney.org.uk  
**W:** www.fitmoney.org.uk

Fit Money, Islington Law Centre,  
38 Devonia Road, N1 8JH  
Appointment needed.

## Help On Your Doorstep



Help on Your Doorstep offers a free advice and guidance service to residents, putting you in touch with services that can help you.

We help individuals and families across Islington – particularly vulnerable people, through our door-knocking work and drop-in sessions at our offices.

We work with our clients to find the best and most appropriate services that can help you improve your life. We help you access these services by offering practical support, organising meetings and sending referrals to a wide range of organisations.

Help on Your Doorstep supports clients across Islington and we knock on people's doors on housing estates in all 16 wards. Our offices are based in Finsbury Park, Barnsbury, Canonbury, Archway and Bunhill.



**T:** 020 7253 7328 or  
020 7490 2789  
**E:** admin@helponyourdoorstep.com  
or  
ashrimpton@helponyourdoorstep.com  
**W:** www.helponyourdoorstep.com

## Illegal Money Lending Team – Loan Shark project



A 'loan shark' is someone who lends money without the appropriate licence issued by the Financial Conduct Authority. Loan sharks rarely, if ever, give any paperwork and if payments are missed they often use intimidation and violence to get money from their 'clients'. The Illegal Money Lending Team is here to help. If you have any information, however small, on loan shark activities we can help.

- Have you been offered a cash loan?
- Have you been threatened when you couldn't pay?
- Has your bank card been taken from you as a security?
- Does what you owe keep growing even though you are making payments?

If you can answer yes to any of the above then you may have been bitten by a loan shark. If you, or anyone you know, is experiencing any of the above or has any knowledge of loan shark activities then contact our team **in confidence**.

Our team is national – we cover and investigate illegal money lenders across the whole of England.



We can be contacted 24 hours a day, seven days a week:

**T:** 0300 555 2222  
**E:** reportaloanshark@stoploansharks.gov.uk  
**SMS:** Text loan(space)shark(space)+ your message to 60003

**W:** www.facebook.com/  
stoploansharksproject

Follow us on Twitter:  
@LoanSharkNews  
Check our latest news and download free education packs for teachers at [www.birmingham.gov.uk/stoploansharks](http://www.birmingham.gov.uk/stoploansharks)

## Islington Advice Line



Citizens Advice Islington Advice Line provides advice and support for Islington residents who are experiencing debt. They can provide access to support with housing, welfare benefits, employment advice and debt advice (with legal advice, benefits appeals and representation).

**T:** 0344 488 9626 (Monday–Friday 10am–4pm)  
**E:** admin@rcjadvice.org.uk

## Islington Bangladesh Association



We provide advice on welfare benefits, employment and housing for Bangladeshi and other Black and minority ethnic (BME) people. Please note we do not provide legal advice. We also offer advice on education and curriculum support. Our projects include: older people's health awareness; luncheon club; business advice; employment and training; ICT classes for men; English for speakers of other languages (ESOL) classes; exercise, ICT classes and other activities for women and outreach work.



**T:** 020 7833 2608 (Monday–Friday 9am–5pm)  
**E:** [asad@ibal.org.uk](mailto:asad@ibal.org.uk)  
[pronoy@ibal.org.uk](mailto:pronoy@ibal.org.uk)  
[muhsina@ibal.org.uk](mailto:muhsina@ibal.org.uk)  
**W:** [www.ibal.org.uk](http://www.ibal.org.uk)

71 Caledonian Road, N1 9BT  
(Monday–Friday 10am–5pm.  
Specialist advice on Wednesdays  
by appointment only – call 020  
7833 2608 to book)

## Islington Carers Hub (ICH)



We work with carers – people who are looking after a frail, sick or disabled relative or someone with substance misuse or mental health problems living in Islington.

We can offer advice to carers about benefits they and the person they care for are entitled to. We can carry out benefit checks, help people with forms for benefits like Carers Allowance, Disability Living Allowance and Attendance Allowance. We can advise on appeals against benefit decisions and signpost carers to organisations that can represent them at tribunals if required.

We help carers apply for grants from charities and also manage a small fund for carers to get money towards a break.

We provide information about changes to the benefit system through our advice surgeries, newsletters and our website.

From 1 April 2015, the Care Act means that more carers may be eligible for support from the council to help them in their caring role. A carer does not have to be caring for someone who is eligible for support from adult social care and can request an assessment in their own right. Support can include anything from information and advice to a personal budget. From 1 December 2015, ICH will complete Carers Assessments and support planning for adult carers. Please contact us for advice and further information.



**T:** 0800 085 1141 (Monday–Thursday 9am–5pm, Friday 9am–4pm)  
**E:** [info@islingtoncarershub.org](mailto:info@islingtoncarershub.org)  
**W:** [www.islingtoncarershub.org](http://www.islingtoncarershub.org)

### Advice Surgeries

Appointment needed. Call 0800 085 1141 to book an appointment.

### Wednesday 10.30am–1.30pm

Mildmay Community Centre,  
Woodville Road, N16 8NA

### Wednesday 2–5pm

Killick Street Health Centre, 75  
Killick Street, N1 9RH

### Thursday 10.15am–12.30pm

Village Practice, 115 Isledon Road,  
N7 7JJ

### Thursday 2–5pm

St Luke's Community Centre,  
90 Central Street, EC1V 8AJ

### Friday 9am–1pm

Medical Centre, 140 Holloway  
Road, N7 8DD

## Islington Council

### Energy Advice Team



Contact us for advice on cutting your energy and staying warm at home.

We run workshops to help you draught-proof your home, thermally line your curtains and reduce your energy bills.

If the household has someone vulnerable living there, we can assess you for the SHINE scheme which can help you stay safe and warm at home by referring you on to a variety of different services; such as falls assessments, health checks and fire safety checks. Our Energy Doctor service can fit some small measures around your home, for example draught-proofing, to help you stay warm and give you lots of advice.

We can help if you are in debt with your energy or water company and can speak to them on your behalf. We will also check to see if you are eligible to receive any bill discounts or grants.

### Housing Aid Centre



If you have a housing problem, are homeless or are facing homelessness, please contact us for advice and support.

### Housing Benefits



For help with rent and council tax support you can contact the Benefits Processing Service.

### IMAX Team



We can help you to:

- check that you are receiving your correct entitlement to social security benefits and tax credits
- identify and support you to claim your full entitlement to 'in work' benefits such as housing benefit or tax credits and disability benefits such as the Personal Independence Payment
- challenge incorrect benefit decisions
- understand how your benefits and tax credits are affected when taking up employment or increasing your hours of work
- manage any changes to welfare benefits that might affect you
- access support to gain skills to improve your employment options
- signpost you to debt advice



**T:** 0800 953 1221 or 020 7527 2121 (Monday–Friday 9am–5pm)  
**F:** 020 7527 2332  
**Minicom:** 020 7527 1900  
**SMS:** 0782 690 4912  
**E:** energy.advice@islington.gov.uk  
**W:** www.islington.gov.uk/energy

Energy Advice Team,  
222 Upper Street, N1 1XR  
Opening hours:  
Monday–Friday 9am–5pm.  
No appointment needed.

**T:** 020 7527 2000  
(Monday–Friday 9am–4pm)  
**E:** advice.housing@islington.gov.uk  
**W:** www.islington.gov.uk/housing/findingahome

**T:** 020 7527 4990  
**F:** 020 7527 4976  
**W:** www.islington.gov.uk/benefitschanges  
**E:** benefits.service@islington.gov.uk

**T:** 0800 731 8081 (Freephone, Monday–Friday 9.30am–4.30pm) or 020 7527 4900 (Option 4)  
**E:** claimit@islington.gov.uk  
**W:** www.islington.gov.uk/moneyadvice and www.islington.gov.uk/benefitschanges

## Islington Law Centre (ILC)



Islington Law Centre offers free, confidential, independent and specialist advice on debt, welfare benefits, consumer law, housing, employment, education and immigration/asylum and public law. We are available to Islington residents and aim to assist those who would normally be unable to access legal advice. Our services are targeted at those who are on a low income (but not limited to those in receipt of benefits), and those who have physical disabilities and/or mental health disabilities.

In addition to the services below, the Islington Law Centre also offers housing advice appointments, employment advice appointments, and immigration telephone advice. For further information about these services and others, please call **020 7288 7630** during normal operating hours.

### Debt Advice Sessions

We provide debt advice on a wide range of issues, including advice on mortgage and rent arrears, credit card debt, utility arrears and benefit overpayments amongst others. We are also able to challenge and/or reschedule debts, as well as assisting in applying for a Debt Relief Order or filing for bankruptcy.

All sessions are by appointment only. To book, please call our reception team at **020 7288 7630**.

Sessions are available on:

- Tuesday (1–4pm) at Canonbury Connect, Canonbury Crescent, N1 2FB
- Wednesday (10.30am–12.45pm) at the Islington Law Centre
- Wednesday (1–4pm) at Caledonian Connect, 48 Collier Street, N1 9QZ
- Thursday (1–4pm) at Durham Road Community Rooms, Durham Road, London, N7 7RW

### Welfare Benefits Advice

Our Welfare Benefits Unit provides specialist advice, assistance and representation on all aspects of welfare benefits and tax credits. We are able to assist with every aspect of a case from initial advice, form-filling, mandatory reconsiderations and appeals, and representation at first and second tier tribunals.



**T:** 020 7288 7630 (Monday–Friday 9.30am–1pm, 2–5pm)  
**E:** info@islingtonlaw.org.uk  
**W:** www.islingtonlaw.org.uk

The Law Centre, 38 Devonian Road, London N1 8JH  
Opening hours: Monday–Friday 9.30am–1pm and 2–5pm.  
Appointment needed: Call 020 7288 7630 (Monday–Friday 9.30am–1pm, 2–5pm).

All sessions are by appointment only. To book, please call our reception team at **020 7288 7630**.

Sessions are available on:

- Tuesday (9.30am–12.30pm) at New River Green Children's Centre, 23 Ramsey Walk, N1 2SX
- Wednesday (10am–1pm) at Islington Bangladeshi Association, 71 Caledonian Road, N1 9BT
- Thursday (9am–12pm) at Ambler Children's Centre, Blackstock Road, N4 2DR

A welfare benefits form-filling clinic is also available on Wednesdays at the Islington Law Centre. Please call **020 7288 7630** to make an appointment.

#### For Islington Council housing tenants/leaseholders

Sessions are by appointment only. To make an appointment contact:

- Council Tenants call **020 7527 5300**
- Partners for Improvement Tenants call **0800 587 3595**

Appointments can also be made at your local area housing office or through your Income Recovery Officer.

Sessions are available on:

- Monday and Tuesday (1–5pm) at 222 Upper Street, N1 1XR
- Wednesday (1–5pm) at Holland Walk Area Housing Office, 85–88 Holland Walk, N19 3XS
- Thursday (1–5pm) at the St John Street Area Housing Office, 245 St John St, EC1V 4NB

#### Consumer Law Advice

The ILC Evening Advice Clinic provides free, confidential and independent advice on consumer matters, rental deposit recovery, change of name, criminal injuries compensation, enforcement of court orders, compensation for housing disrepair, among others.

Please note, we are unable to advise on family law, criminal law and personal injury matters, and we do not provide advice to landlords.

The Evening Advice Clinic is run with various City firms who provide qualified and trainee solicitors as volunteers to advise clients under the supervision of Islington Law Centre staff. The Evening Advice Clinic provides advice only and we are unable to take on any casework and cannot provide representation.

The Clinic is run on Monday, Tuesday and Wednesday evenings from 7–9pm. Appointments are required and can be made via telephone (**020 7288 7633** during clinic hours) or by email ([lawworksadmin@islingtonlaw.org.uk](mailto:lawworksadmin@islingtonlaw.org.uk)).

## Islington People's Rights



Islington People's Rights (IPR) provides specialist debt advice and casework support to Islington residents. We negotiate with creditors, deal with utility debts, benefit overpayments and assist with applications for Debt Relief Orders and bankruptcy.

Advice is provided through our Telephone Advice Line, and appointments can be booked with specialist caseworkers if needed. Call **020 7561 3685** between 2–4pm on a Monday, Tuesday or Friday.

#### Advice sessions and appointments

Appointments take place at Manor Gardens Centre, 6–9 Manor Gardens, N7 6LA, or St Luke's Community Centre, 90 Central Street, EC1V 8AJ.

Appointments are also provided by IPR Caseworkers at a number of other venues in Islington; linked to mental health, drug and alcohol rehabilitation, probation, and carer services. Some Black, Asian, Minority Ethnic and Refugee (BAMER) groups also have regular advice sessions. Appointments at these sessions are all booked through the services/groups themselves, details at [www.ipradvice.org.uk](http://www.ipradvice.org.uk).



**T:** 020 7561 3685 (Monday, Tuesday and Friday 2–4pm)

**E:** [info@ipradvice.org.uk](mailto:info@ipradvice.org.uk)

**W:** [www.ipradvice.org.uk](http://www.ipradvice.org.uk)

## Mary Ward Legal Centre



Mary Ward Legal Centre provides free advice about debt and housing issues. We also offer free evening legal appointments on a range of other issues. You can get advice about any debt issue by contacting our dedicated debt advice line on **020 7269 5455**.

We also operate a debt drop-in service Monday–Friday 10am–1pm and 2–4pm. The team includes trained Approved Intermediaries who are able to assist with Debt Relief Orders. Please note we also operate in venues across London, so check our website for more information.

## Mary Ward Legal Centre

**T:** 020 7269 5455 (Monday, Tuesday, Thursday and Friday 10am–1pm and 2–5pm)

**F:** 020 7831 5431

**W:** [www.marywardlegal.org.uk](http://www.marywardlegal.org.uk)

Mary Ward Legal Centre  
10 Great Turnstile, WC1V 7JU  
Opening hours: Monday–Friday  
10am–1pm and 2–4pm

## Money Advice Service



The Money Advice Service offers free unbiased money advice and information to help you make the most of your money.

We are independent and unbiased, we won't recommend any particular products or try to sell you anything. Our advice covers most money related issues (although it does not include debt management/casework).

We offer:

- the Health Check, our new online money planner. In just a few minutes you can get a personal action plan to help you prioritise your financial needs and goals, with quick must-do's and longer term tips
- one to one support over the telephone
- face to face support with a Money Advisor at PeoplePlus. PeoplePlus can make a Money Advisor available to provide appointments at offices, drop in centres or advice centres. Please email Peter Grehan at PeoplePlus: [peter.grehan@peopleplus.co.uk](mailto:peter.grehan@peopleplus.co.uk). This is a free service.

Our website provides lots of useful money advice information, tools and calculators.

The Money Advice Service was set up by the government and is funded by a social responsibility levy on the financial services industry.



**T:** 0300 500 5000 (Monday–Friday 8am–8pm, Saturday 9am–1pm) Calls cost no more than 01 or 02 UK wide calls  
**W:** [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

## National Debtline



National Debtline provides free advice and resources to help you deal with your debts. You can access our services over the phone, through our website and via webchat.

We'll give you advice on important debts such as rent or mortgage arrears and support if creditors take court action. We can help you look at your finances and increase your income. For some people, dealing with their debts by setting up a debt management plan (DMP), a debt relief order (DRO), an individual voluntary arrangement (IVA) or by going bankrupt may be the best option. We can help with these too. Our service is completely free, confidential and independent.

At [nationaldebtline.org](http://nationaldebtline.org) you'll find guides, fact sheets and sample letters, as well as a personal budget tool.



**T:** 0808 808 4000 (Freephone, Monday–Friday 9am–9pm and Saturday 9.30am–1pm)  
**W:** [www.nationaldebtline.org](http://www.nationaldebtline.org)



Directory of Debt and Money Advice Services for Islington residents

For more information or for electronic copies of this directory please contact:

Islington Debt Coalition  
First Floor  
7 Newington Barrow Way  
N7 7EP

**T:** 020 7527 2236

**E:** [IDC@islington.gov.uk](mailto:IDC@islington.gov.uk)

If you would like this  
document in large print,  
please telephone 020 7527 2236.

