

***Got a problem?
Get advice!***

**Bradford District
Community Legal Advice
Service Directory**

2009

**Community
Legal Service**



کیا آپ کو کوئی مسئلہ درپیش ہے؟
اگر ایسا ہے تو مدد و مشورہ حاصل کریں

بریڈ فورڈ سٹرکٹ
 کمیونٹی لیگل
 ایڈوائس سروس
 ڈائریکٹری

**Bradford District
Community Legal Advice Service Partnership**

Community Legal Service Direct

Call: 0845 345 4 345 for free legal help and advice

Minicom: 0845 609 6677

- If you qualify for legal aid, you can get free advice from a qualified legal adviser about welfare benefits, debt, employment, housing and education, between 9am and 6.30pm weekdays (if you call outside office hours, just leave a message and you will be called back). More people are eligible than you think, so call and find out
- Listen to recorded messages about common legal problems 24 hours a day
- Find quality local advice services for other types of problems
- Order legal information leaflets
- All help and advice is confidential and independent.

Calls to the national helpline can be made for the price of a local phone call from anywhere in England and Wales. Mobile users should check the cost of calling with their network.

Click: www.clsdirect.org.uk for free legal information

Consumer Direct

Call 08454 04 05 06 for consumer advice/information

Minicom: 0113 269 0191

Click: www.consumerdirect.gov.uk

Consumer Direct is a national helpline and online service providing clear and practical consumer advice and information. It works in partnership with local authorities and Consumer Support Network members, including Trading Standards and other advice agencies. It is supported by the Department of Trade and Industry.

The advice line is free to everyone from 8:00am – 6:30pm Monday – Friday, 9:00am – 1:00pm Saturday (excluding bank holidays and public holidays). Consumer Direct is available in English but offers a translation service in other key community languages. Please call in English first and an interpreter can be arranged. Consumer Direct online includes fact sheets in other languages that can be downloaded and printed.

Report Domestic Abuse

Always call 999 in an emergency

In non-emergencies you can report domestic abuse to West Yorkshire Police on 0845 606 0606.

If you are looking for legal advice about domestic violence look for solicitors in this directory who provide advice on family law. Advice centres may also be able to help.

Staying Put:

01274 667 104

Supports women to stay in their own homes following domestic abuse as an alternative to hostels. Provides emotional and practical help with lock changes, panic alarms, accompanying women & group support for women's children.

Bradford Women's Aid:

01274 666 241

Temporary accommodation for all women & accompanying children fleeing from violence; sexual, emotional or physical abuse.

Domestic Violence Services Keighley:

01535 210 999

Provide practical/emotional support for women experiencing domestic abuse. Specialist services for Asian women & for children who have experienced domestic abuse. Access to voluntary programmes for perpetrators of domestic abuse.

Anah project:

0845 960 6011

Safe & secure accommodation for Asian women fleeing from emotional, physical, psychological or sexual abuse.

Bradford Rape Crisis

& Sexual Abuse Survivors Service:

01274 308 270

Helpline and face-to-face counselling for women & girls who have experienced sexual violence at any time in their lives. Emergency & ongoing support. Accompanying women to doctor/court appointments.

Worth Perpetrator Programme:

079 49 595 227

Delivers a self referral programme for men who are perpetrators of domestic violence and want to stop. Includes women's support services.

National Domestic Violence Helpline:

0808 2000 247

24-hour emergency refuge accommodation, as well as an information service.

For information on more services click on: <http://www.saferbradford.org.uk> and type in domestic abuse

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How to use this directory

1 You can search for a legal advice service in two ways:

- the area where you live or work: see page 10
- OR the sort of problem you need advice about: see page 1

Use those lists to choose a legal advice service.

2 Use the main listings section of the Directory (beginning on page 14) to find the name of the service/s you have chosen. All services are listed in alphabetical order.

Please think about the following:

- do they offer help with the type of problem that you have?
- do they provide advice at the level of help that you need?
- if you need advice in a language other than English, or if you are disabled and have particular access needs, can they meet your needs?
- do they mainly provide their service to people living in a local area or to people who are members of particular groups?

3 Telephone the service to check the following:

- can you simply 'drop in' at the service? If so, when are they open?
- if you need one, can you make an appointment to see an advisor?
- if you cannot go to their office, can they visit you at home?
- will there be any charge for the advice? If so, are you eligible for Legal Aid?

UPDATING THE INFORMATION IN THIS DIRECTORY

It is inevitable that some of the information in this Directory will go out of date over time. If you want to check the latest situation, please try the following:

www.bradfordclasp.org.uk - click on 'Need Advice?'

ڈائریکٹری استعمال کرنے کا طریقہ

صفحہ نمبر 10 پر اپنی رہائش و کام کے علاقے یا صفحہ نمبر 11 پر جس قسم کے مسئلے کے متعلق آپ کو مدد و مشورے کی ضرورت ہے اسے ہمارے میں معلومات تلاش کریں۔ پھر بڑے نکتے میں صفحہ نمبر 18 سے اس سروس کا استعمال کریں۔ نکتے یا پیکو ضرورت ہے۔ براہ مہربانی اس بات پر غور کریں کہ آیا وہ آپ کو درپیش مسئلے کے بارے میں مدد فراہم کر سکتے ہیں۔ آج کے اخباری کے ساتھ اس دوسری زبان میں مدد و مشورہ درکار ہے یا وہ آپ کی ضرورت پوری کر سکتے ہیں۔

تازہ ترین معلومات کے لئے:

براہ مہربانی ویب سائٹ: www.clsdirect.org.uk پر کلک کریں یا ٹیلی فون نمبر: 0845 345 4 345 پر رابطہ کریں۔

What sort of legal advice can you get from the services in this directory?

This Directory gives details of legal advice services that can help with problems to do with both civil and criminal law. It only includes publicly funded services (i.e. legal aid funded solicitors and voluntary sector agencies funded by Bradford Council, the Primary Care Trust or charitable trusts).

Civil legal advice means questions or problems about:

Benefits, tax credits, debt, housing, employment rights, racial, sexuality or disability discrimination, immigration, asylum, family, children, relationship breakdown, domestic violence, mental health, community care and health services, education, consumer, actions against the police, clinical negligence and other issues.

The services in this Directory can help you with the civil and criminal problems. But they cannot all help with every type of problem. The Directory explains the types of advice that each service can give: e.g. benefits or family or crime.

What levels of advice do the services in this directory provide?

Legal advice problems can be more or less complicated and the services in this Directory provide different levels of advice:

- basic information and referral for more detailed help (listed as “Information”)
- ‘one-off’ advice tailored to your own circumstances (listed as “General”)
- ongoing help that involves negotiating on your behalf with third parties (listed as “Casework”)
- ongoing help to prepare for (and in some cases for representation at) Courts and tribunals (listed as “Specialist”)

Do you have to pay for legal advice?

It depends on where you get advice and whether you are entitled to Legal Aid. Most advice agencies do not charge for their advice. Most solicitors can charge for advice but you may be entitled to Legal Aid. It is always important to check whether there will be any charges and if you are eligible for Legal Aid before you take advice.

If you are not entitled to Legal Aid, ask if there are any other ways to reduce the cost. For example, some solicitors offer a 30 minute free interview or provide advice for a fixed fee. Many solicitors also offer ‘no win, no fee’ arrangements.

Please go to the CLS Direct website for more info about eligibility for Legal Aid,

<http://www.communitylegaladvice.org.uk/en/legalaid/>

and a range of other information about legal rights and responsibilities:

<http://www.communitylegaladvice.org.uk/en/search/index.jsp>

What is the Community Legal Service (CLS) Quality Mark and what does it tell you?

The CLS Quality Mark is the only nationally recognised quality standard for the full range of legal advice service providers. It is awarded to legal advice services that pass an independent audit by the government's Legal Services Commission. It tells you that the service you are using adopts recognised good practices in giving legal advice.

There are four levels of CLS Quality Mark:

- Information (self help or assisted) = basic information and referral on to another service for more detailed help
- General Help = 'one-off' advice tailored to your own circumstances
- General Help with Casework = ongoing advice that involves the advisor negotiating on your behalf with third parties
- Specialist Help = formal help to prepare for (and in some cases for representation at) Courts and tribunals

All of the services in the main listings section of this Directory have been awarded the CLS Quality Mark. That section tells you at what level and for which type of advice a Quality Mark has been awarded: e.g. specialist level Quality Mark in debt advice.

Some services can offer help at other levels, or about other types of problem, than their CLS Quality Mark indicates. For example:

- some solicitors who are specialists in family law may also be able to help with housing or consumer problems at the general help level
- some advice centres that are listed as general help services can help you with specialist level benefits appeals

Please ask for details. In general it is a good idea to contact an agency that is listed as giving advice in the category of law relevant to your problem and at the level you need.

Look for Community Legal Service Quality Mark logo in the window or waiting room of the legal advice service that you use:



What types of legal advice services are listed in this directory?

There are two types of legal advice services: advice agencies and solicitors practices.

1) Advice agencies: most advice agencies offer at least basic information or the general help level of advice about a range of problems: e.g. benefits, debt, housing, employment immigration. If they can't help with your problem they can refer you on to another service that can help.

Some advice agencies can also provide specialist level advice about particular problems: e.g. benefit appeals or Court hearings about debts. Most help given by advice agencies is free of charge. Their services are always independent and confidential.

Immigration advice: quality assurance by the Office of the Immigration Solicitors Commissioner (OISC)

It is a legal requirement for any non-solicitor legal adviser who gives immigration advice to be registered with the Office of the Immigration Solicitors Commissioner (OISC). Any agency that gives advice about asylum or immigration rights must have been awarded a licence by the OISC.

This main listings section of this Directory tells you which advice agencies have been approved by the OISC and what level of licence they have been awarded.

- OISC Level 1 = basic immigration advice
- OISC Level 2 = more complex immigration casework
- OISC Level 3 = immigration appeals

2) Solicitors practices

Most solicitors practices offer specialist level help about one or more type of problem: e.g. family or employment. Some also offer casework and general help level advice about other problems.

Advice from a solicitor can involve a charge but most specialist services offer free or low cost help (funded by 'legal aid') if you are eligible. It is always important to ask if you qualify for Legal Aid. All solicitors practices in this Directory have the CLS Quality Mark at the Specialist level and their services are independent and confidential.

Important note: the main listings section of this Directory only lists the categories of law for which solicitors have a specialist contract to provide Legal Aid advice. They may also be able to help with problems in other areas of the law, though this may not always be possible under Legal Aid – please ask the solicitors practice for details.

Specialist panels for solicitors who give legal advice about family or children's law and mental health review tribunals

Family law is the biggest area of civil legal advice dealt with by solicitors. It includes work connected with domestic violence. There are a number of panels for solicitors who specialise in advice about family and children's issues.

The most specialised panels are the Solicitors Family Law Association Specialist Panel (SFLA) and the Law Society's Advanced Family Panel (AFP). To join these, solicitors must have at least 5 years experience of family law and pass exams. Other panels are the Law Society's Family Panel (FP) and Children's Panel (CP). To join these, solicitors must have at least 3 years experience of family law and pass exams.

Solicitors who specialise in Mental Health Review Tribunal work may become members of the Mental Health Review Tribunal Panel (MHRT). They must undergo specific training and go through a selection process.

The main listings section of this Directory tells you whether a solicitors practice employs people who are members of any of these panels* (accurate at the date of publication).

SFLA = Solicitors Family Law Association Specialist Panel
AFP = Law Society's Advanced Family Panel
FP = Law Society's Family Panel
CP = Children's Panel
MHRT = Mental Health Review Tribunal Panel

*Source: Law Society and SFLA websites

Note: there are no specialist panels for the other categories of law in this Directory.

What is the Bradford District Community Legal Advice Service Partnership (CLASP)?

Bradford District Community Legal Advice Service Partnership (CLASP) was set up to help improve access to quality assured, civil legal advice and information. It involves Bradford Metropolitan District Council, the Advice Network & Training Partnership (Bradford & District), Bradford & Keighley Law Society and the Primary Care Trust.

This Directory has been produced to raise awareness of the variety of services that can help people who live and work in Bradford District.

General information about Bradford District CLASP is available on our website:
www.bradfordclasp.org.uk

LIST OF SERVICES BY TOWN

Bradford

Adult Services Department Welfare Rights Team
(Lumb Lane)
Adult Services Department Welfare Rights Team
(Harbourne Resource Centre)
Adult Services Department Welfare Rights Team
(Blakehill Grange)
Age Concern – Bradford & District
Alastair Bateman & Co Solicitors
Allerton Kaye Solicitors
Andrew Walker & Co Solicitors
Barry Clark Solicitor
Bradford Citizens' Advice Bureau (CAB)
Bradford Cancer Support
Bradford Law Centre
Bradford Community Mediation
Bradnet
Cadmans solicitors
Canterbury Advice Centre
Chambers Solicitors
CHAS Bradford
Chivers Solicitors
Chivers Walsh Smith Solicitors
Community Legal Service Direct (helpline)
Council for Mosques
Eatons Solicitors
Girlington Advice Centre
Gordon LLP
Holmewood Advice Service
Javid Arshad Solicitors
John Kelly & Co Solicitors
Karmand Community Centre
KSB Solicitors
Key House Project (Bradford)
Khan Solicitors
Last Cawthra Feather Solicitors
Lumb & Macgill Solicitors
Makin Dixon Solicitors
Malik Solicitors
Manningham Project
McManus Seddon Solicitors
Opus Law Solicitors

Petherbridge Bassra Opus Hussein Solicitors
Philippa Murray & Co
Ravenscliffe Advice Centre
Read Dunn Connell Solicitors
Royds Advice Service
Sampson Horner Solicitors
Simpson Duxbury Solicitors
South Bradford Community Network
Stachiw, Bashir & Green Solicitors
Switalskis incorporating Bridger & Co Solicitors
Thorpe Edge Advice Centre
West Bowling Advice & Training Centre
West Yorkshire Family Mediation Service
Williscroft & Co Solicitors

Keighley

Adult Services Department Welfare Rights Team
Age Concern
Airedale & Bradford Advocacy Service
Bangladeshi Community Association
Blackwells Solicitors
John Holden & Fitzpatrick Solicitor
Keighley & District Citizens Bureau (CAB)
Key House Project (Keighley)
Makin Dixon Solicitors
Turner & Wall Solicitors
Waddingtons Solicitors

Shipley

Atkinson & Firth Solicitors
Disability Advice Bradford
Shipley Citizens Advice Bureau (CAB)
Windhill Advice Centre

Bingley

Adult Services Department Welfare Rights Team
Worger Howcroft Solicitors

Ilkley

Adam Walkers & Co Solicitors

LIST OF SERVICES

by type of problem and level of advice (general help, general help with casework and specialist help)

General Help level advice services

The CLS Quality Mark at the General Help level is not awarded for advice in specific categories of law. But these agencies have been independently assessed and give advice about a range of common problems.

General help level advice services can help with problems with benefits, debt, housing, employment. Some agencies may also be able to advise on community care, consumer, disability, education, family or other problems at the general help level

Age Concern Bradford and district
Bangladeshi Community Association (Keighley)
Bradford Citizens' Advice Bureau (CAB)
Bradford Cancer Support
Bradnet
Canterbury Advice Centre
Council for Mosques
Girlington Advice Centre
Holmewood Advice Service
Karmand Community Centre
Keighley CAB
Manningham Project
Ravenscliffe Advice Centre
Royds Advice Service
Shingley CAB
South Bradford Community Network
Thorpe Edge Advice Centre
West Bowling Advice and Training Centre
Windhill Advice Centre

Problems with immigration at the general help level (OISC level 1)

Bangladeshi Community Association
Bradford Citizens' Advice Bureau (CAB)
Canterbury Advice Centre
Girlington Advice Centre
Karmand Community Centre
Keighley Citizens' Advice Bureau (CAB)
Shingley Citizens' Advice Bureau (CAB)
Manningham Project
West Bowling Advice and Training Centre

Other general help level advice sessions

There are other general help level advice sessions, delivered by the above legal advice services, in a range of venues or for specific groups of people, across Bradford District:

- in many GP practices in all PCT areas across the District
- for some people with learning disabilities and people with mental health problems who use Bradford District Care Trust services
- for older/disabled people who pay Bradford District Adult Services Department for home or day care services.
- in Bradford College/University Student Union

For these services please ask your doctor's receptionist or your social/care worker if they can help or go to the Students Union.

General Help with Casework and Specialist Help level advice services

The CLS Quality Mark at the General Help with Casework and Specialist levels is awarded for advice in specific categories of law. The following list is based on funding from Legal Aid and Bradford Council and award of the CLS Quality Mark.

Benefits

Casework

Bradford Cancer Support
Disability Advice Bradford
Girlington Advice Centre
Holmewood Advice Service
Manningham Project
Royds Advice Service
Social Services Welfare Rights Team
South Bradford Community Network
Thorpe Edge Advice Service
Windhill Advice Centre

Specialist

Bradford Citizens' Advice Bureau (CAB)
CHAS Housing Aid (housing related benefits only)
Community Legal Service Direct
Key House Project (Bradford)
Key House Project (Keighley)
Williscroft & Co Solicitors

Actions Against the Police

There is no service with a specialist Legal Aid contract in this category of law in Bradford District. However the following services may be able to help – please ask them.

Specialist

Eatons Solicitors
Simpson & Duxbury
Stachiw & Bashir Green Solicitors

Please also try the CLS Direct website or telephone helpline to search for advisers elsewhere: www.clsdirect.org.uk and click on 'The Directory' or call 0845 345 4 345.

Clinical Negligence

There is no service with a specialist Legal Aid contract in this category of law in Bradford District. Please try the CLS Direct website or telephone helpline to search for advisers elsewhere: www.clsdirect.org.uk and click on 'The Directory' or call 0845 345 4 345.

Consumer

Specialist

Turner & Wall Solicitors

Consumer Direct

West Yorkshire Trading Standards

Please also try the CLS Direct website or telephone helpline to search for advisers elsewhere: www.clsdirect.org.uk and click on 'The Directory' or call 0845 345 4 345.

Crime

Specialist

Adam Walker & Co

Alastair Bateman & Co Solicitors

Allerton Kaye Solicitors

Andrew Walker & Co Solicitors

Blackwells Solicitors

Chambers Solicitors

Chivers Solicitors

Chivers Walsh Smith Solicitors

Adam Walker & Co Solicitors

John Holden & Jamieson Fitzpatrick Solicitors

Javid Arshad Solicitors

KBS Solicitors

Khan Solicitors

Lumb & MacGill solicitors

Malik Solicitors

McManus Seddon Solicitors

Petherbridge Hussein Solicitors

Philippa Murray & Co

Simpson Duxbury Solicitors

Switalskis (inc Bridger & Co) Solicitors

Debt

Casework

Holmewood Advice Service

Royds Advice Service

Thorpe Edge Advice Service

South Bradford Community Network

Specialist

Bradford Citizens' Advice Bureau (CAB)

CHAS Bradford (housing related debts only)

Community Legal Service Direct

Keighley & District Citizens' Advice Bureau (CAB)

Key House Project (Bradford)

Stachiw, Bashir & Green Solicitors

Disability

Casework

Disability Advice Bradford

Education

Specialist

Community Legal Service Direct

Williscroft & Co Solicitors

Employment

Specialist

Bradford Law Centre

Community Legal Service Direct

Stachiw, Bashir & Green Solicitors

Turner & Wall Solicitors

Family

Specialist

Allerton Kaye Solicitors

Atkinson & Firth Solicitors

Cadmans Solicitors

Chambers Solicitors

Chivers Walsh Smith & Irvine Solicitors

Eatons Solicitors

Gordon LLP

Last Cawthra Feather Solicitors

Lumb & MacGill Solicitors

Makin Dixon Solicitors

McManus Seddon Solicitors

Read Dunn Connell Solicitors

Sampson Horner Solicitors

Simpson Duxbury Solicitors

Stachiw, Bashir & Green Solicitors

Switalskis (inc Bridger & Co) Solicitors

Turner & Wall Solicitors

Waddingtons Solicitors

Williscroft & Co Solicitors

Worger Howcroft Solicitors

Housing

Specialist

CHAS Bradford

Community Legal Service Direct

Key House Project (Bradford)

Key House Project (Keighley)

Stachiw, Bashir & Green Solicitors

Williscroft & Co Solicitors

Immigration & Asylum

Casework (OISC level 2)

Bangladeshi Community Association

Karmand Community Centre

Specialist (OISC level 3)

Barry Clark Solicitor

Bradford Law Centre

Girlington Advice Centre

Malik Solicitors

Switalskis (inc Bridger & Co) Solicitors

Mediation Services

Specialist

Bradford Community Mediation

West Yorkshire Family Mediation Service

Mental Health (hospital detentions)

Specialist

Alastair Bateman & Co Solicitors

Switalskis (inc Bridger & Co) Solicitors

Williscroft & Co Solicitors

Public Law

There is no service with a specialist Legal Aid contract in this category of law in Bradford District. However the following services may be able to help – please ask them.

Specialist

Simpson & Duxbury Solicitors

Stachiw, Bashir & Green Solicitors

Please also try the CLS Direct website or telephone helpline to search for advisers elsewhere: www.clsdirect.org.uk and click on 'The Directory' or call 0845 345 4 345

Disability and Older People

Casework

Disability Advice Bradford

Royds Advice Service

Details of all public funded advice agencies and solicitors practices in bradford district with the CLS quality mark at general help, general help with casework or specialist help

Adam Walker & Co Solicitors

P O Box 244
Ilkley
LS29 1AU
Tel: 07904 979879
Languages: Access to interpreters
CLS Quality Mark: Specialist help
Advice on: Crime

Adult Services Dept. Welfare Rights Team

(only for users of Adults Division of Bradford Social Services)
Social Services
215 Lumb Lane
Bradford
BD8 7SG
Tel: 01274 435200
Languages: Access to interpreters, BSL
CLS Quality Mark: General help with casework
Advice on: Benefits

Adult Services Dept. Welfare Rights Team

(only for users of Adults Division of Bradford Social Services)
Blakehill Grange
438 Killinghall Road
Bradford
BD2 4SL
Tel: 01274 435100
Languages: Access to interpreters, BSL
CLS Quality Mark: General help with casework
Advice on: Benefits

Adult Services Dept. Welfare Rights Team

(only for users of Adults Division of Bradford Social Services)
Harbourne Resource Centre
Brearcliffe Drive
Wibsey
Bradford
BD6 2LE
Tel: 01274 435400
Languages: Access to interpreters, BSL
CLS Quality Mark: General help with casework
Advice on: Benefits

Adult Services Dept. Welfare Rights Team

(only for users of Adults Division of Bradford Social Services)
Bingley Town Hall
Myrtle Park
Bingley
BD16 2LQ
Tel: 01274 438700
Languages: Access to interpreters, BSL
CLS Quality Mark: General help with casework
Advice on: Benefits

Adult Services Dept. Welfare Rights Team

(only for users of Adults Division of Bradford Social Services)
The Oaks Resource Centre
Oakworth Road
Keighley
BD21 1QB
Tel: 01535 618400
Languages: Access to interpreters, BSL
CLS Quality Mark: General help with casework
Advice on: benefit

Age Concern - Bradford and District

19-25 Sunbridge Road
Bradford
BD1 2AY
Tel: 01274 395144
Languages: Access to interpreters, Urdu, Punjabi
CLS Quality Mark: General help
Advice on: Community care and benefits, older people, consumer and housing

Age Concern - Bradford and District

7 North Street
Keighley
BD21 3SL
Tel: 01535 610100
Languages: Access to interpreters
CLS Quality Mark: General help
Advice on: Community care and benefits, older people, consumer and housing

Allerton Kaye Solicitors

7 Southbrook Terrace
(off Great Horton Road)
Bradford
BD7 1AB
Tel: 01274 370066
Languages: Access to interpreters
CLS Quality Mark: Specialist help
Specialist panel: CP
Advice on: crime & family

Alastair Bateman & Co Solicitors

46 Westgate
Bradford
BD1 2QR
Tel: 01274 739973
Languages: Punjabi, Urdu
CLS Quality Mark: Specialist help
Specialist panel: MHRT
Advice on: crime and mental health

Andrew Walker & Co Solicitors

Pipers House
28 Manor Row
Bradford
BD1 4QB
Tel: 01274 722277
Languages: Access to interpreters
CLS Quality Mark: Specialist help
Advice on: Crime

Atkinson & Firth Solicitors

Fenix House
New Kirkgate
Shipley
BD18 3QY
Tel: 01274 584305
Languages: Access to interpreters, French
CLS Quality Mark: Specialist help
Specialist panel: CP, SFLA
Advice on: Family

Bangladeshi Community Association

Surma Building
Kensington Street
Keighley
BD21 1PW
Tel: 01535 604359
Languages: Bengali, Urdu
CLS Quality Mark: General help
OISC registered for immigration to level 2
Advice on: Benefits, consumer, debt, education,
employment, immigration & asylum and older
people

Barry Clark Solicitor

10 Mornington Villas
Bradford
BD8 7HB
Tel: 01274 544844
Languages: Access to interpreters
CLS Quality Mark: Specialist Help
OISC registered for immigration to level 3
Advice on: Immigration and asylum, non-asylum
immigration

Blackwells Solicitors

19 Devonshire Street
Keighley
BD21 2BH
Tel: 01535 600005
Languages: Bengali, Punjabi, Urdu
CLS Quality Mark: Specialist help
Advice on: Crime

Bradford CAB

Broadacre House
Vicar Lane
Bradford
BD1 5PZ
Tel: 01274 758030
Advice Line: 08451 202909
Languages: Punjabi, Urdu – others may be
available
CLS Quality Mark: Specialist help
OISC Licence: level 1 in non-asylum immigration
Advice on: Specialist – debt, benefits.
General help - community care, consumer,
employment, housing, family, health & social care,
immigration & asylum, mental health, older people.

Bradford Cancer Support

(Cancer patients, carers and family members)
Daisy House Farm
44 Smith Lane
Bradford
BD9 6DA
Tel: 01274 777711
Languages: Access to interpreters, Punjabi, Urdu
CLS Quality Mark: General help with casework
Advice on: Casework - benefits and debt
General - consumer, employment and housing

Bradford Law Centre

31 Manor Row
Bradford
BD1 4PS
Tel: 01274 306617
Languages: Access to interpreters, French,
Gujarati, Hindi, Italian, Punjabi, Urdu
CLS Quality Mark: Specialist help
OISC Licence: level 3 in asylum and non-asylum
immigration
Advice on: Specialist - employment, immigration
and asylum

Bradford Community Mediation

2nd Floor, Trust House,
5 New Augustus Street,
Bradford,
BD1 5JL
Languages: Access to interpreters, BSL
CLS Quality Mark: Mediation
Advice on: Community mediation

Bradnet

11 Bradford Lane
Laisterdyke
Bradford
BD3 8LP
Tel: 01274 224444
Languages: Urdu, Punjabi, Mirpuri
CLS Quality Mark: General help
Advice on: Benefits, community care, health & social care

Cadmans Solicitors

Landmark House
Broadway
Bradford
BD1 1JB
Tel: 01274 874231
Languages: Access to interpreters
CLS Quality Mark: Specialist
Advice on: Specialist - family, clinical negligence:
General – debt, employment, housing

Canterbury Advice Centre

Family Action, Bradford
1-3 Ringwood Road
Bradford
BD5 9LB
Tel: 01274 577571
Languages: Access to interpreters, BSL, Gujarati, Punjabi, Urdu
CLS Quality Mark: General Help with Casework
OISC Licence: level 1 in non-asylum immigration
Advice on: casework - Benefits, consumer, debt, education, family, housing, mental health, older people and domestic abuse
General - employment, immigration, community care

Chambers Solicitors

37 Grattan Road
Bradford
BD1 2LU
Tel: 01274 301450
Languages: Urdu, Punjabi Mirpuri, Gujarati, Hinko, Sindhi & Hindi
CLS Quality Mark: Specialist help
Specialist panel: CP, FP
Advice on: Crime and family

CHAS Bradford

City House
21-27 Cheapside
Bradford
BD1 4HR
Tel: 01274 726790
Website: www.chasbradford.btik.com
Languages: Access to interpreters
CLS Quality Mark: Specialist help, debt, welfare benefits and housing
Advice on: housing and housing related benefits

Debt for tenants of BCHT

Chivers Solicitors

2 Wellington Street
Bingley
BD16 2NB
Tel: 01274 561666
Languages: Access to interpreters, french
CLS Quality Mark: Specialist
Advice on: Crime

Chivers Walsh Smith Solicitors

Refuge Buildings
9-11 Sunbridge Road
Bradford
BD1 2AZ
Tel: 01274 740077
Languages: Access to interpreters, Pushto, Punjabi, Spanish, Urdu
CLS Quality Mark: Specialist help
Specialist panel: SFLA, CP
Advice on: Crime and family

Community Legal Service Direct

Tel: 0845 345 4 345
Advice line only: Monday-Friday, 9-6:30
Information line: 24 hours a day, 7 days a week
Website: www.clsdirect.org.uk
Languages: First call needs to be in English but interpreters can be arranged.
CLS Quality Mark: Specialist help
Advice on: Benefit, debt, housing, employment, Education.
Information on: All categories of law and legal advice services across the country (recorded message, databases and leaflets)

Consumer Direct

Tel: 08454 04 05 06
Advice line only: 8:00 – 6:30 Monday – Friday
9:00 – 1:00 Saturday (excluding bank holidays and public holidays)
Website: www.consumerdirect.gov.uk
Languages: First call needs to be in English but interpreters can be arranged
CLS Quality Mark: Specialist help
Advice on: Consumer

Council for Mosques

Khidmat Centre
36 Spencer Road
Bradford
BD7 2EU
Tel: 01274 521792
Languages: Urdu, Punjabi, Gujarati and Hindi
CLS Quality Mark: General help
Advice on: Benefits, community care, consumer, debt and housing

Disability Advice Bradford

103 Dockfield Road
Shipley, BD17 7AR
Tel: 01274 594173
Website: www.disabilityadvice.org.uk
Languages: Access to interpreters, Hindi,
Punjabi, Urdu, Bangla
CLS Quality Mark: General help with Casework
Advice on: Benefits, disability and older people

Eatons Solicitors

The Old Library
34 Darley Street
Bradford
BD1 3LH
Tel: 01274 728327
Languages: Access to interpreters, Gujarati,
Punjabi, Urdu, French, German
CLS Quality Mark: Specialist help
Specialist panel: SFLA, FP
Advice on: Family

Girlington Advice & Training Centre

Girlington Road
Bradford
BD8 9NN
Tel: 01274 547118
Languages: Punjabi, Urdu, Bangla, Gujarati, Hindi
and Pushto
CLS Quality Mark: General help with casework in
benefits
OISC Licence: level 3 for non-asylum immigration
Advice on: Casework – Benefit and immigration
General – community care, consumer, debt,
housing, education, employment, family, health &
social care,
Mental health and older people

Gordon LLP

14 Piccadilly
Bradford
BD1 3LX
Tel: 01274 202202
Languages: Access to interpreters, Punjabi,
Ukrainian, Urdu
CLS Quality Mark: Specialist
Advice on: Family

Holmewood Advice Service

Madison Avenue
Bradford
BD4 0JE
Tel: 01274 684279
Outreach sessions: ring for information
Languages: Access to interpreters
CLS Quality Mark: General help with casework
Advice on: Casework - benefits and debt:
General - housing, and employment

Javid Arshad Solicitors

Marlborough House
1 Marlborough Road
Bradford BD8 7LD
Tel 01274 493153
Languages: Punjabi, Urdu
CLS Quality Mark: Specialist help
Specialist panel: not applicable
Advice on: Crime

John Holden & Jamieson Fitzpatrick Solicitor

23 Henry Street
Keighley
BD21 3DR
Tel: 01535 667826
Languages: None
CLS Quality Mark: Specialist help
Advice on: Crime

Karmand Community Centre

Barkerend Road
Bradford
BD3 9EP
Tel: 01274 669593
Languages: Urdu, Punjabi, Hindi
CLS Quality Mark: General help with casework and
General help
OISC Licence: level 2 in non-asylum immigration
Advice on: Benefits, consumer, education, debt,
housing, employment and Immigration & asylum

KBS Solicitors

29 Tyrrel Street
Bradford
BD1 1RU
Tel: 01274 725655
Languages: Hindi, Punjabi, Urdu
CLS Quality Mark: Specialist help
Specialist panel: Not applicable
Advice on: Crime

**Keighley & District Citizens Advice Bureau
(CAB)**

The Library Annexe
Spencer Street
Keighley
BD21 2BN
Tel: 0844 4994195
Outreach sessions: ring for information
Languages: Urdu, Punjabi, access to interpreters
CLS Quality Mark: Specialist help and general help
OISC Licence: level 1 in non-asylum immigration
Advice on: Specialist – debt; General – benefit,
mental health, community care, consumer,
employment, housing, immigration & asylum, older
people

Key House Project

31 Grattan Road
Bradford
BD1 2LU
Tel: 01274 728205
Languages: Access to interpreters, Bengali,
Punjabi, Sylheti, Urdu
CLS Quality Mark: Specialist help
Advice on: Specialist – housing, debt and benefits

Key House Project

130 North Street
Keighley
BD21 3AD
Tel: 01535 211311
Languages: Access to interpreters, BSL, Bengali,
Punjabi, Sylheti, Urdu
CLS Quality Mark: Specialist help
Advice on: Specialist – housing, debt and benefits

Khan Solicitors

24 Sunbridge Road
Bradford
BD1 2AA
Tel: 01274 301999
Languages: Access to interpreters, Arabic, Hindi,
Pashto, Punjabi, Urdu
CLS Quality Mark: Specialist help
Advice on: Crime

Last Cawthra Feather Solicitor

Airedale House
128 Sunbridge Road
Bradford
BD1 2AT
Tel: 01274 848800
Languages: Access to interpreters, Punjabi, Urdu,
french, German & Spanish
CLS Quality Mark: Specialist help
Specialist panel: CP, FP
Advice on: family

Lumb & MacGill Solicitors

Third floor, Leeds House
4, St James Street
Bradford
BD1 3PZ
Tel: 01274 730666
Languages: Access to interpreters, Language Line,
BSL, Punjabi, Urdu
CLS Quality Mark: Specialist help
Specialist panel: CP
Advice on: Crime and family

Makin Dixon Solicitors

Wool Exchange
Second floor
10 Hustlergate
Bradford
BD1 2RE
Tel: 01274 747747
Languages: Not known
CLS Quality Mark: Specialist help
Specialist panel: CP
Advice on: Family

Makin Dixon Solicitors

Provincial House, 3rd floor
6-12 Cooke Street
Keighley
BD21 3NW
Tel: 01535 613333
Languages: Access to interpreters
CLS Quality Mark: Specialist help
Specialist Panel: FP
Advice on: Family

Malik Solicitors

2 Upper Piccadilly
Bradford
BD1 3PQ
Tel: 01274 727773, 07813 716994 (24 hr)
Languages: Access to interpreters, Punjabi, Urdu
CLS Quality Mark: Specialist help
OISC level 3 in asylum immigration
Specialist panel: Not applicable
Advice on: Crime and immigration & asylum

Manningham Project

203 Lumb Lane
Bradford
BD8 7SG
Tel: 0844 8487904
Languages: Access to interpreters, Punjabi, Urdu
Outreach sessions: ring for information
CLS Quality Mark: General help
OISC level 1 in non-asylum immigration
Advice on: General help with casework - benefits –
General – consumer, debt, education, employment,
housing, immigration & asylum

McManus Seddon Solicitors

Lloyds Bank Chambers
43-45 Hustlergate
Bradford
BD1 1UR
Tel: 01274 741841 (emergency 07770 761291)
Outreach sessions: ring for information
Languages: Access to interpreters, French,
Punjabi, Urdu, Mirpuri, Pothahori, Hindi, Arabic,
Bengali and German
CLS Quality Mark: Specialist help
Specialist Panel: SFLA, AFP, FP, CP
Advice on: Crime family and benefits

Petherbridge, Bassra Opus Hussein Solicitors

Vintry House
18-24 Piccadilly
Bradford
BD1 3LY
Tel: 01274 724114
Languages: Access to interpreters, language line,
BSL, Hindi, Punjabi, Urdu
CLS Quality Mark: Specialist help
Specialist Panel: Not applicable
Advice on: crime, family

Philipa Murray & Co

Skipton Chambers
North Parade
Bradford
BD1 3HT
Tel: 01274 304448
Languages: Access to interpreters
CLS Quality Mark: Specialist help
Special panel: Not applicable
Advice on: crime & family

Ravenscliffe Advice Centre

The Gateway
45 Thackeray Road
Bradford
BD10 0JR
Tel: 01274 630800
Languages: Ukranian, access to interpreters
CLS Quality Mark: General help
Advice on: benefits, debt, housing, employment

Read Dunn Connell Solicitors

Manor Row Chambers
35 – 37 Manor Row
Bradford
BD1 4PS
Tel: 01274 723858, 01274 735511
Languages: Access to interpreters, BSL, Hindi,
Punjabi, Urdu
CLS Quality Mark: Specialist help
Specialist Panel: SFLA, FP
Advice on: Family

Royds Advice Service

Woodside Village Centre
86 Fenwick Drive
Woodside
Bradford
BD6 2RZ
Tel: 01274 425305
Outreach sessions: ring for information
Languages: English
CLS Quality Mark: General help with casework
Advice on: Casework – debt, benefits, Disability
General – community care, consumer,
employment, family, health & social care and
housing

Sampson Horner Solicitors

8 Eldon Place
Bradford
BD1 3AZ
Tel: 01274 370621
Languages: Access to interpreters, Punjabi, Urdu
CLS Quality Mark: Specialist help
Specilaist Panel: FP
Advice on: Family

Shipley Citizens Advice Bureau (CAB)

6-8 Windsor Road
Shipley
BD18 3EQ
Tel: 01274 400138
Languages: Access to interpreters
CLS Quality Mark: General help
OISC Licence: level 1 in non-asylum immigration
Advice on: Specialist – debt. General - benefits,
community care, consumer, employment, housing,
immigration & asylum, law, mental health, older
people, health & social care

Simpson Duxbury Solicitors

2 Tyrrel Street
Bradford
BD1 1RJ
Tel: 01274 734166/01274 731615
Languages: Access to interpreters, Hindi, Punjabi,
Urdu
CLS Quality Mark: Specialist help
Specialist panel: FP
Advice on: Family

South Bradford Community Network

37 Smith Avenue
Odsal
Bradford
BD6 1HH
Tel: 01274 201389
Website: www.antp.org.uk
Outreach sessions: ring for information
Languages: Punjabi, Urdu
CLS Quality Mark: General help with casework
Advice on: Casework - benefits, debt
General: Housing, employment

Stachiw, Bashir & Green Solicitors

The Old Bank Building
499 Great Horton Road
Bradford
BD7 4EG
Tel: 01274 404010
Languages: Access to interpreters, BSL, Ukranian,
Polish, Punjabi, Urdu
CLS Quality Mark: Specialist help
Specialist Panel: SFLA, AFP, FP
Advice on: Debt, housing, family; employment

Switalskis incorporating Bridger & Co Solicitors

2A Darley Street
Bradford
BD1 3HH
Tel: 01274 720314

Languages: Access to interpreters, Punjabi, Urdu, Gujarati

CLS Quality Mark: Specialist help

Specialist Panel: MHRT, CP, FP

Advice on: Crime, Immigration & asylum, family and mental health.

Thorpe Edge Advice Centre

The Advice Centre
14 York House
Idlethorp Way
Thorpe Edge
Bradford
BD10 9ES

Tel: 01274 620031

Languages: Access to interpreters

CLS Quality Mark: General help with casework

Advice on: Casework - benefit, debt.

General - community care, consumer, employment, family, housing, older people.

Turner & Wall Solicitors

Arcade Chambers
North Street
Keighley
BD21 3SW

Tel: 01535 607831

Languages: Access to interpreters, Ukrainian, Punjabi, Urdu

CLS Quality Mark: Specialist help

Specialist Panel: SFLA

Advice on: Consumer, employment, family

Waddingtons Solicitors

Yorkshire Bank Chambers
65 North Street
Keighley
BD21 3RZ

Tel: 01535 662644

Languages: Access to interpreters, French, Polish, German, Russian

CLS Quality Mark: Specialist help

Specialist Panel: FP, CP.

Advice on: Family

West Bowling Advice and Training Centre

(West Bowling and surrounding districts)

West Bowling Centre
Clipstone Street
Bradford
BD5 8EA

Tel: 01274 392896/733770

Languages: Urdu, Punjabi, Hindko, Patwari

CLS Quality Mark: General help

OISC Licence: level 1 for non-asylum immigration

Advice on: benefits, debt, housing and employment

West Yorkshire Family Mediation Service

31 Manor Row
Bradford
BD1 4PS

Tel: 01274 732768

Languages: Access to interpreters

CLS Quality Mark: Community Mediation

Advice on: Family mediation

West Yorkshire Trading Standards

Tel: 0113 2530241

Advice line only: Mon- Fri 8-6.30, Sat 8.30-1.00

Languages: Access to interpreters

CLS Quality Mark: Specialist help

Advice on: Consumer

Williscroft & Co Solicitors

Pickwick Works
Peckover Street
Bradford
BD1 5BD

Tel: 01274 305380

Languages: Punjabi & Urdu, access to telephone interpreters

CLS Quality Mark: Specialist help

Specialist Panel: SFLA, FPA, FP, CP, MHRT

Advice on: Benefits, community care, education, housing, family, mental health.

Windhill Advice Centre

Church Street
Shipley
Bradford
BD18 2NR

Tel: 01274 589014

Languages: None

CLS Quality Mark: General help with casework

Advice on: General help with casework – benefits.

General help – debt, employment, housing, consumer.

Outreach sessions: ring for information

Worger Howcroft Solicitors

Arden House
Wellington Street
Bingley
BD16 2ND

Tel: 01274 511246

Languages: Access to interpreters

CLS Quality Mark: Specialist help

Specialist Panel: CP

Advice on: Family

Other useful organisations in Bradford District

(Some have the CLS Quality Mark at information level, others have not been awarded the CLS Quality Mark)

Note: please remember to check whether any of these agencies charge for their services before you decide to take their advice.

Asian Disability Awareness & Action in Bradford

Pakistan Community centre
White Abbey Road
Bradford
BD8 8EJ
Tel: 01274
CLS Quality Mark: None
Help with: benefits

Bdirect Centre

Bradford's one-stop centre for local Council, Inland Revenue and other public and voluntary services in Bradford District:

Centenary Court Customer Service Centre

1 St Blaise Way
Forster Square
Bradford
BD1 4DB
Info Line: 01274 434314
CLS Quality Mark: None
Help with: Benefits and Emergencies, Community, People and Living, Council and Democracy, Education, Environment, Housing, Jobs and careers, Leisure, National and Local Taxes, Social Care, Transport and Streets

Other Council access points:

Manningham Customer Service Centre

Carlisle Road
Bradford
BD8 8AB
Tel: 01274 431501
CLS Quality Mark: None

Bingley

The Council Shop
146 Main Street
Bingley
BD16 2HL

Keighley Town Hall

Town Hall
Keighley
BD21 3TA

Shipley Advice and Information Centre

2A Wellcroft
Shipley
BD18 3QW

Bradford & Airedale Mental Health Advocacy Group

Tradeforce Building
Cornwall Place
Bradford
BD8 7JT
Tel: 01274 770118
CLS Quality Mark: None
Help with: mental health services

Bradford & Airedale Mental Health Advocacy Group

8-10 North Street
Keighley
BD21 3SE
Tel: 01535 611092
CLS Quality Mark: None
Help with: mental health services in the Bradford District

Bradford Action for Refugees

Unit 1-2
Carlisle Business Centre
Carlisle Road
Bradford
BD8 8BD
Tel: 01274 223240
Languages: various
CLS Quality Mark: None
Help with: NASS, benefits, housing, general support

Bradford Law Courts

Exchange Square
Drake Street
Bradford
BD2 1JA
Tel: 01274 840274
CLS Quality Mark: Self Help Information

Bradford Immigration & Asylum Support & Advice Network (BIASAN)

c/o Bradford Resource Centre
17-21 Chapel Street,
Bradford
BD1 5DT
Tel: 01274 779003
Languages: various
CLS Quality Mark: None
Help with: NASS, benefits, housing, general support

Bradford Libraries Archives & Information

Information Services
4th Floor Central Library
Princes Way
Bradford
BD1 1NN
Tel: 01274 433600
CLS Quality Mark: Assisted Information

Bradford Parent Partnership

Queens Road
Bradford
BD8 7BS
Tel: 01274 481183
Website: www.barnados.org.uk
Help with: education

Credit Unions

Bradford district Credit Union

Ground floor, City Hall
BD1 1HY
Tel: 01274 434100
Website: www.bdcu.co.uk

Felix Credit Union (Bradford) Ltd

St. Patrick's Centre
Sedgfield Terrace
Bradford
BD1 2RU
OPEN: Saturdays 12noon – 3pm

St. Anthony's (Clayton) Credit Union Ltd

St. Anthony's Presbytery
Bradford Road
Bradford
BD14 6HW

Keighley County Court

County Court House
North Street
Keighley
BD21 3SH
Tel: 01535 610549
CLS Quality Mark: Self Help Information

Keighley & District Disabled Peoples Centre

22 Temple Row
Keighley
BD21 2AH
Tel: 01535 606700 Minicom 01535 610061
CLS Quality Mark: None
Help with: training/employment, disability issues

Energy Saving Trust Advice Centre

12 Byram Building
Station Street
Huddersfield
HD1 1LN
Tel: 0800 512012
Website: www.energysavingtrust.co.uk

SAB Immigration and Nationality Advisory Service

Bradford Design Exchange
34 Peckover Street
Little Germany
Bradford BD1 BD
Tel: 01274 741672
CLS Quality Mark: None
OISC licence: level 1 immigration and asylum
Advice on: immigration and asylum

Student Advice Service

Bradford College Student Union
A Floor – Westbrook Building
Great Horton Road
Bradford
BD7 1AY
Tel: 01274 433007
CLS Quality Mark: None
Help with: benefits, debt, housing, employment, student loans/financial support

Victim Support Bradford District

6 Park View Court
St Paul's Road
Shipley
BD18 3DZ
Tel: 01274 530544
Quality Mark: Assisted Information / Help for victims of crime

Appendix 1 Useful telephone numbers

Bradford Social Security offices:		01274 336200
Bradford Jobcentreplus:		01274 338000
Shipley Jobcentreplus:		01274 338400
Keighley Jobcentreplus:		01535 617400
Child Support Agency:		0845 7 133 133
Tax Credit helpline:		0845 300 3900
Benefit Enquiry Line (DWP):		0800 882200
Bradford County & Crown Court:		01274 840274
Bradford Magistrates Court:		01274 390111
Probation Service (City Courts):		01274 704500
Youth Offending Team:		01274 436060
Bradford Council		
Switchboard:	Bradford:	01274 432111
	Keighley:	01535 618005
Housing Benefit:	Council Tenants:	01274 432771
	Private Tenants:	01274 432772
Council Tax:	Council Tax Benefit:	01274 432773
	Council Tax:	01274 437866
Social Services: General:		01274 432918
Emergency Duty Team:		01274 530434
School bus passes:		01274 385965
Environmental Health:		01274 434366
Education Welfare (Bradford):		01274 385797
Education Welfare (Keighley):		01535 385734

Appendix 2: Useful website addresses

www.clsdirect.org.uk The website of the Community Legal Service: Community Legal Service Direct is an easy-to-use service that helps you deal with your legal problems. It provides free information, help and advice direct to the public on a range of common legal issues. It is also available via a national telephone helpline: 0845 345 4 345. Community Legal Service Direct makes it easier to find quality legal help and information.

www.consumerdirect.gov.uk Consumer Direct is a new national online service providing clear and practical consumer advice and information. It is also available via a national telephone helpline: 0845 04 05 06.

www.advicenow.org.uk A national, independent website that brings together information on the law and your rights on a very wide range of subjects.

www.adviceguide.org.uk Citizens Advice information. Practical, reliable, up-to-date information, covers a wide range of topics, continuously reviewed by team of advisers, points to reliable sources of advice when you need more than information, provides information in English, Welsh, Bengali, Punjabi, Gujarati, Urdu and Chinese.

www.refugeeaccess.info A website for asylum seekers, refugees and related agencies in Yorkshire and Humberside.

www.childline.org.uk Childline is the free, 24-hour helpline for children and young people in the UK. Tel: 0800 1111

www.connexions-direct.com Connexions offers a range of guidance and support for 13 to 19 year olds to help make the transition to adult life a smooth one.

www.citizensadvice.org.uk The website of the Citizens Advice Bureau (CAB) network.

www.mind.org.uk A leading national mental health charity.

www.shelter.org.uk A leading national housing and homelessness charity.

www.ageconcern.org.uk Age Concern England. Information and services for older people.

www.dialuk.info A leading national disability rights charity.

www.bradfordclasp.org.uk The website of the Bradford District Community Legal Advice Service Partnership (CLASP). It gives details of who is involved in the CLASP, key documents (strategy, action plan, referrals policy, local agencies) and minutes of CLASP Board meetings.

www.bdirect.org.uk Bdirect is Bradford's one-stop centre and website for local and national public and voluntary services in Bradford District. Services include: [Advice, Benefits and Emergencies](#), [Community, People and Living](#), [Council and Democracy](#), [Education](#), [Environment](#), [Housing, Jobs, and Careers](#), [Leisure](#), [National and Local Taxes](#), [Social Care](#), [Transport and Streets](#)

www.adviceuk.org.uk A national network of independent advice agencies, previously called the Federation of Independent Advice Centres.

www.lasa.org.uk A London network of independent advice agencies, with lots of useful information and a link to a specialist benefits website (www.rightsnet.org.uk).

www.lawcentres.org.uk The website of the national Law Centres Federation.

www.adrnow.org.uk Independent information, on alternative dispute resolution options, in the UK.

www.courtservice.gov.uk The website of the British Courts service.

www.lawsociety.org.uk/home.law The website of the national Law Society.

www.legalservices.gov.uk The website of the Legal Services Commission. It includes details of the CLS Quality Mark.

Appendix 3 More details about the types and levels of legal advice available

1) Legal advice problems dealt with by services in this Directory

Benefits: help with claims for all types of benefits, tax credits and allowances: e.g. Housing Benefit, disability allowances or state pensions. Also help with benefit appeal tribunals.

Actions against the Police: help with claims against the police (or other authority) for issues like assault, false imprisonment and wrongful arrest.

Clinical Negligence: help with claims for damages or treatment from doctors, nurses and dentists, whether public or private practitioners.

Community Care/Health: help with the provision of services in the community by Social Services or an NHS Trust: e.g. failure to provide services or facilities to the sick, elderly or those with disabilities or access to health services but see below for Clinical Negligence.

Consumer: help with all kinds of contracts made by consumers: e.g. making a claim when a product does not do what the seller/manufacturer claimed.

Crime: help in relation to being charged with a criminal offence at the investigation, prosecution or sentencing stage.

Debt: help about money owed: e.g. if you are bankrupt, behind with your mortgage/rent, tax, investment or utility payments. Also Court actions about enforcing repayment of debts.

Education: help with problems about education services: e.g. failure to provide education, challenging decisions about school exclusion or special needs education.

Employment: help with rights at work: e.g. unfair dismissal, employment contracts, racial, sexual or disability discrimination. Also whether a strike is legal, data protection, employee confidentiality and Employment Tribunals/Court hearings.

Family: help with divorce, family financial disputes, arrangements for children and domestic violence issues (though some domestic violence problems are criminal issues).

Housing: help with problems to do with your home: e.g. rent or mortgage arrears, home repairs, eviction or suffering noise or nuisance. Also includes the rights of leaseholders.

Immigration and asylum: help with anything to do with immigration into the UK: e.g. citizenship, nationality or rights to enter or stay in this country. Also asylum/refugee information and appeals.

Mental Health: help with all matters where mental health is the main legal issue: e.g. detention in an institution or the provision of care services. Help is available on anything to do with the Mental Health Act 1983 but see below for Clinical Negligence.

Public Law: help with civil liberties or human rights of a client or dependent, including under the Human Rights Act 1998 and matters involving the application of the European Convention on Human Rights in English law. Also includes data protection and freedom of information issues and public law challenges to acts of public bodies

Services for specific client groups

In addition, some organisations have particular expertise in providing assistance to particular groups of people. The specific client groups listed in this directory are:

Disability: help for people with a disability, e.g. claiming benefits, getting access to health and community care services, access to housing and adaptations, disability discrimination, education, employment and training.

Older People: help for older people, e.g. claiming benefits, problems with pensions, access to housing and adaptations, access to health and community care services, decision making, mental capacity and elder abuse.

2) The levels of advice given by services in this Directory

There are three levels of help provided by services listed in this Directory:

- General help (listed as “General”)
- General help with casework (listed as “Casework”)
- Specialist help (listed as “Specialist”)

General help

Services providing general help level advice will identify the key elements of a problem, explain the options available, identify further action you can take and give basic assistance: e.g. filling in forms, drafting letters or contacting another organisation.

General help with casework

Services providing general help with casework will take action on your behalf, putting your case to someone else to persuade them to make or change a decision in your favour. It could include negotiation by telephone, by letter or face to face and could include advocacy or representation at formal proceedings eg tribunals.

Specialist help

Services providing specialist level advice can help with complex matters in specific areas of law. They can carry out a full range of legal advice services including representation in court where this is permitted.