

Annex 1



Useful Contacts: Directing your client towards further support

Barristers should have an awareness of the wide range of organisations supporting the administration of justice, including sources of advice and funding available to clients¹. Consumers of legal services value being directed towards other sources of support, both within the legal sector and outside e.g. help with housing or mental health issues.

This annex provides details of organisations that can provide information and support to vulnerable clients on a range of issues.

Support and Helplines

Asylum Aid: Provides legal advice and representation. Advice Line: 020 7354 9264.

Asylum Help UK: Free advice in a range of languages on claiming for asylum, the asylum process, support, accessing healthcare and other asylum issues. Advice line: 0808 8000 630.

Asylum Justice: Free legal services for asylum seekers and refugees in Wales, in cases where legal aid is unavailable. Telephone: 029 2049 9421.

Action on Elder Abuse: Provides information, advice and support to victims and others who are concerned about or have witnessed abuse, neglect or financial exploitation. Helpline: 080 8808 8141.

Bail for Immigration Detainees (BiD): Provides legal advice, information and support to immigration detainees. Helpline for detainees: 020 7456 9750.

Citizens Advice: Free, independent and impartial advice on a range of issues and rights. Advice Line: 03444 111 444 (England); 03444 77 20 20 (Wales).

Coram Children's Legal Centre: Free legal information, advice and representation to children, young people, their families, carers and professionals. Advice Line: 0207 636 8505.

Debt Advice Foundation: Provides free, confidential advice about debt problems over the phone. Helpline: 0800 043 4050.

1. BSB (2016), [The Professional Statement for Barristers](#)

Dyn Wales: Supports heterosexual, gay, bisexual and trans men experiencing domestic abuse from a partner. Helpline: 0808 801 0321.

Eastern European Advice Centre: Free advice to Central and Eastern European migrants. Initial advice line: 0800 121 4226.

Freedom from Torture: Support to adults, young people and children who have survived torture and organised violence. Telephone: 020 7697 7777.

Joint Council for the Welfare of Immigrants: Legal advice and representation (in limited circumstances). Operates an advice line for irregular or undocumented migrants in London. Advice Line: 020 7553 7470. Advice Line for those in prison: 020 7553 7468.

Kalayaan: Free employment and immigration advice to migrant domestic workers (for example, if your employer is keeping your passport or you want to understand more about your rights). Telephone: 020 7243 2942.

Medical Justice: Provides essential medical help, medical advice and assessments to immigration detainees. Telephone: 0207 561 7498.

Migrant Help UK: Advice, guidance and support for vulnerable migrants, including those who have been trafficked. An advice line for people claiming asylum. Advice Line: 0808 8010 503.

Migrants Resource Centre: Free, one-off advice to migrants, refugees and asylum seekers and any organisations working with them. Telephone: 020 7354 9264.

Mind: Information on types of mental health problems, where to get help, medication and alternative treatments and advocacy. Its “legal line” provides information and general advice on mental health law, including mental capacity, community care and human rights and discrimination related to mental health. Telephone: 0300 123 3393.

Modern Slavery Helpline: A 24-hour helpline for people needing help, advice or information about any modern slavery issue. Helpline: 08000 121 700.

National Centre for Domestic Violence: Free, emergency injunction service for survivors of domestic violence, regardless of financial circumstances, gender, race or sexual orientation. Helpline: 0800 970 2070.

National Domestic Violence Helpline: A 24-hour free helpline for women experiencing domestic violence, their family, friends, colleagues and others. Helpline: 0808 2000 247.

Personal Support Unit: Provides advice, information and support for litigants in person. Telephone: 020 7073 4760.

Poppy Project: Supports women trafficked into the UK for prostitution and/or sexual exploitation, forced labour, domestic servitude, forced illicit activities, begging or pickpocketing or organ harvesting. Referral line: 020 7735 2062.

Prisoners' Advice Service: Free legal advice and support to adult prisoners in England and Wales. Telephone: 0845 430 8932 or 020 7253 3323.

Rethink Mental Illness: Advice, support and advocacy for people with mental health problems and access to justice issues. Advice and Information Service: 0300 5000 927.

Rights of Women: Charity helping women with legal issues, including asylum and immigration, trafficking, the rights of Europeans and their families; advice line. Immigration and Asylum Law Advice Line: 020 7490 7689.

Roma Support Group: Offers a variety of services to East European Roma refugees and migrants. Email: info@romasupportgroup.org.uk.

Samaritans: Helpline support for anyone who wants to talk to someone about the problems they are facing in their life. Helpline: 116 123.

Shelter: Advice about housing problems on the phone or face-to-face at one of the Shelter advice centres. Helpline: 0808 800 4444 (England), 0345 075 5005 (Wales).

Stop Hate UK: Information and support for victims of discrimination and hate crimes. Helpline: 0800 138 1625.

The Equality Advisory Support Service (EASS): Advises and assists individuals on issues relating to equality and human rights. Helpline: 0808 800 0082.

The Forced Marriage Unit: Advice and support for victims of forced marriage and their friends and family. Telephone: 0207 008 3100.

The Medaille Trust: Support and safe house provision for victims of trafficking and modern day slavery. Telephone: 0161 817 2260.

The Money Advice Service: Free, confidential advice about managing finances and dealing with debts. Advice line: 0800 138 7777.

The Salvation Army: Support for adult female and male victims of human trafficking. Helpline: 0300 3038151.

UK Lesbian and Gay Immigration Group: Supports LGBT asylum seekers and those wishing to immigrate here to be with their same-sex partner. Helpline: 020 7922 7811.

Victim Support: Supports vulnerable witnesses. Support Line: 0808 1689 111.

Women for Refugee Women: Support group for refugee women. Telephone: 07852 765193. 'Rainbow sisters' is also run by Women for Refugee Women and is a group open to lesbian and bisexual women who have sought asylum in the UK (London). Telephone: 07950 118 998.

Information and advice

Advice UK: A network of advice centres across the country.

AIRE Centre: Provides information on EU law and the free movement of people, as well as making applications to the European Court of Human Rights.

Asylum Support Appeals Project (ASAP): Offer assistance with asylum support appeals (NB: cannot advise on asylum cases).

Hibiscus Initiatives: Works with foreign nationals and black, minority ethnic and refugee groups serving a custodial sentence released into the community or returned to their home country.

Law for Life: A charity that aims to advance public legal education and empowers people to increase their confidence and capability to deal with legal issues.

Legal Choices: Help with choosing a provider, information about costs, how to complain about a provider and more.

NHS Mental Health Support (IAPT Services): The Improving Access to Psychological Therapies (IAPT) programme provides treatments for people with anxiety and depression.

Personal Support Unit: Supports litigants in person.

Refugee Action: Help and advice for refugees and asylum seekers on issues including the asylum process and how to access support, poverty, homelessness and resettlement.

Refugee Council: Supporting and empowering refugees and asylum seekers with a range of issues, including resettlement, health and therapeutic services.

Finding an alternative legal services provider

Public Access Portal: Search directory of public access barristers by region, specialism and seniority.

Bar Council's Bar Directory: Search directory of practising barristers by region and specialism.

Bar Pro Bono Unit: Free advice and advocacy on legal matters (applications-based). Contact: 020 7092 3960.

Immigration Law Practitioners' Association (ILPA): Search directory of immigration

advisors, by region or specialism.

[Law Centres Network](#): Search local law centres in England.

[Law Works](#): Connects people in need of legal advice with lawyers who are able to help for free. Search directory of local legal advice clinics in England and Wales.

[Office of the Immigration Services Commissioner \(OISC\)](#): Adviser finder – search OISC advisers regulated by region, specialism and organisation/adviser.

[Resolution](#): Search for a solicitor specialising in family law matters.

[SRA's Law Firm Search](#): Search for information about SRA-regulated law firms.

[The Law Society's Find a Solicitor](#): Search directory of solicitors by region and specialism.