

# **GUIDE TO PRO BONO AND OTHER FREE ADVICE IN THE WEST OF ENGLAND**

**A directory for MPs, MSs and  
others looking to signpost  
individuals to free legal and  
other advice**

**December 2024**

# TABLE OF CONTENTS

- 1. Introduction & overview**
- 2. General sources of free legal advice**
- 3. Citizens Advice**
- 4. Pro bono legal clinics**
- 5. Help on specific issues**
- 6. Support groups**

This booklet is published annually for UK Pro Bono Week, a cross-sector collaborative initiative that through publications, launches, events and comms every November helps support the legal profession's voluntary provision of free legal help to those in need.

Oversight of the publication is provided by the steering group of the Attorney General's Pro Bono Committee of England & Wales. Gratitude is expressed to the many people and organisations who supported the production of the Guide, whether by contributing information or their advice.

Feedback is encouraged to improve the next edition. Please email your comments, additions or corrections to [guide@probonocommittee.uk](mailto:guide@probonocommittee.uk)

# 1. INTRODUCTION & OVERVIEW

## About this Guide

**Who is this Guide for?** This guide provides resources for free legal and support services in the West of England, designed to assist MPs, caseworkers, and community members in connecting individuals with vital assistance across various legal issues. This guide covers general legal advice, specialised legal clinics, support groups and targeted pro bono legal services.

### What does the Guide signpost to?

- **Legal aid** i.e. legal assistance funded by the Government.
- **Pro bono** i.e. free legal advice or representation provided by volunteer lawyers to individuals and charities who cannot afford to pay but where legal aid is unavailable.
- **Front line advice organisations**, which provide assistance from general advice through to specialist legal support. Note some areas have regulatory restrictions in particular debt and immigration.
- **Online guidance** about legal issues and the legal process
- **Specialist charities providing general advice/support** for particular groups or problems, reflecting that legal issues often occur alongside non-legal issues. Some of those charities may offer legal information or advice, or may be able to signpost to it.

The Guide includes a combination of full-page entries supplied by certain charities that facilitate legal help, with brief details about

others. A summary is provided about the charity, with their website, email & phone numbers including helplines (but not opening hours which may change).

**What geographical areas are covered?** This guide covers the West of England, usual only national rather than local services are covered.

**Disclaimer:**

- The Guide does not itself provide legal nor financial advice.
- The information it contains was sourced using independent internet research, whilst the full-page entries with logos were contributed and checked by the featured charity. The data will not be comprehensive.
- No liability is accepted to anyone as to the contents. Nor is a guarantee offered as to the listed organisations and websites or their services. The Guide is not designed to verify their suitability, standing or quality.
- Details may be out of date or otherwise inaccurate, so check the relevant website

# The limitations of pro bono and charitable help

- Solicitors, barristers and chartered legal executives volunteer to provide legal help for free to an unparalleled extent, helping some of the most disadvantaged people access justice.
- But **pro bono** projects cannot guarantee to help in every case:
  - There is an inherent limitation in a service which relies on volunteers.
  - Demand for help substantially outstrips the available supply.
  - Furthermore, the need for help in key areas of law may not match the specialisms of the volunteer lawyers.
- Pro bono is not a substitute for a proper system of publicly funded legal services i.e. **legal aid**. But note:
  - Not everyone will be financially eligible for legal aid.
- In addition to the system of publicly funded legal services (i.e. legal aid), so too must be emphasised the importance of supporting the not- for-profit **advice sector**:
  - Amongst other reasons, pro bono help by volunteer lawyers is often most effective and sustainable when delivered in partnership with frontline legal advice organisations.
  - However, those agencies themselves face huge demands for help, but have limited funding, and so may have very limited capacity to support additional clients.
- **Important: the Guide does not generally list the capacity of the charities to help, or response times. Service limits may be severe.** Charities may have waiting lists (e.g. 9 months for one project helping children) or may have suspended accepting new clients.

# Factors to consider when signposting

## *System issues*

- **Sector capacity / service limits:** as stated above, advice and pro bono charities have limited funding but face huge, increasing, demands for help, often far outstripping the supply. They cannot help everyone, so client expectations need to be managed.
- **Charity services may be fragmented:** in addition, it may prove frustrating for clients that many charities can only help in a narrowly defined remit (potentially reflecting funding restrictions).
- **Paid legal / no-win no-fee / legal aid assistance** may provide a more comprehensive legal service than a charity can offer.
- **Legal aid** should therefore be signposted/referred to whenever available to ensure specialist legal advice and representation. Additional reasons are that legal aid may: (a) also fund disbursements such as interpreters or court and expert fees; (b) protect against adverse costs (the lawyer will advise about this) and (c) free up limited charity and pro bono resources.
- **Pro bono as a last resort:** pro bono projects usually only provide help from volunteer lawyers when other avenues are not available.

### *Legal problems*

- **Timing:** clients often approach organisations towards the end of a problem rather than having received early advice.
- **Multiple problems:** clients often approach organisations or constituency surgeries with multiple problems (so called “cluster problems”). This could be a combination of a legal problem with non-legal issues, such as a mental health problem. Individuals may also have more than one interlinking legal issue.
- **Priorities:** for some clients, solving a non-legal issue such as a debt or mental health problem may be most pressing. In other cases, addressing a legal issue through specialist legal help can have a transformative effect.

### *Other points for effective signposting*

- **“Shopping around”:** some clients will approach numerous charities with the same request, using up limited resources. So, ask them whether they are already seeing or have seen an advice provider (particularly important where legal aid might be relevant).
- **Negative advice:** if the client has received negative legal advice from a lawyer or reputable organisation (e.g. that they do not have a good claim), they may need to be encouraged to heed that advice, rather than signposting/referring them to another agency.
- **Triaging:** Citizens Advice, Law Centres and other charities may provide a triage service, to identify the client’s problems and work out what can be done (and by whom) to address each issue. Where legal problems are identified, if they cannot help directly they may be able to refer to legal advice, including legal aid or pro bono.

- **Signposting:** for many clients, signposting the organisation (e.g. website or phone number) may be sufficient.
- Or **referring:** for other clients, for example those with multiple problems or vulnerabilities such as mental health problems, they might be best helped by making a referral in their name to a local or specialist charity. This may ensure they get the help they need.
- **Request to MPs to intercede:** clients may present with a request for MPs to intercede with a Government department or a council.
- **Client comprehension/capacity: consider** the client's ability to understand and action the signposting information.
- **Digital exclusion:** some individuals will not have access, or the capability, to use online materials or services. Some may be isolated without family/friends to help them navigate online. Whilst local libraries may offer internet access, some vulnerable people will need to be referred to a local agency offering in-person help.
- **Translation and interpreters:** consider whether the client needs translation or interpreter support in order to access advice.
- **Complaints, mediation & ombudsmen:** consider encouraging the client to use a complaints procedure, mediation process or ombudsman. For ombudsman see [ombudsmanassociation.org](http://ombudsmanassociation.org).



# Identifying a legal problem & training for MPs/caseworkers

- It is very common for individuals not to be aware they have a legal problem. Research has also shown most are unable to identify legal problems accurately. This is complicated by the fact that individuals can present with both legal and non-legal problems.
- The [Mind the Gap](#) survey conducted in 2022/23 of MPs across England & Wales emphasised again that MPs and their caseworkers play a **key role in signposting or referring their constituents** to the legal advice providers available to them, notwithstanding that not all MPs' surgeries have the resources or knowhow to identify when legal advice is required and when legal aid might be available.
- Where it is unclear if an individual has a legal problem, they are best helped by a **local advice agency** or other specialist charity who can identify the problems and triage (including to signpost or refer to legal aid, other advice agencies, or to pro bono). See the next page.
- If specific legal problems are identified, this Guide may help identify where the individual can be signposted or referred to.
- **Free training is available to MPs and their caseworkers** on how to spot legal problems and other commonly encountered issues through the House of Commons Learning and Development team in collaboration with the APPG on Access to Justice. Courses include:

- An introduction to casework and advising constituents.
- Housing law (including homelessness, possession, disrepair).
- Mental health casework.
- Community care casework.
- Anti-social behaviour.
- Special education needs.
- Employment law.
- Civil and criminal legal aid.

The [APPG on Access to Justice](#) publishes a Guide to Constituency Casework. The [House of Commons Library](#) also produces constituency casework articles that address common casework themes.

# MPs working with local organisations

- For Parliamentarians and caseworkers undertaking constituency work, it is important to **investigate what local organisations** exist, and to find out about any local networks or other initiatives.
- This Guide generally does not list local advice agencies, but these can be located both through the websites of the umbrella organisations listed below (Citizens Advice, Law Centres and AdviceUK), and via [advicefinder.turn2us.org.uk](http://advicefinder.turn2us.org.uk) & [advice.local.uk](http://advice.local.uk).
- MPs can **invite someone** from their local Citizens Advice, Law Centre or similar agency to provide an overview of local services.
- This may help **build relationships** between the MPs/caseworkers and the local organisations. This can particularly help ensure that effective referrals can be made.
- One model is for MPs to **deliver their surgery** within a Citizen Advice or Law Centre community outreach session or setting.
- Being able to make a **referral** for a named individual (rather than just signpost) to a local organisation may be more effective, especially for those with mental health or other vulnerabilities, or those with multiple problems where the local agency can triage.

- Getting to know the local organisation can also help with **practical information** for signposting or referrals e.g. knowledge of changes to opening hours, or that the office is on the ground floor.
- Remember to obtain the **individual's consent** to send their information to the advice provider. Also, it may be useful to include any information about disabilities in a referral.
- MPs might also investigate what **social prescribing** or other health partnerships are available in their area, whether linked to primary care or a charity such as Age UK. Also known as **community referral**, this is a means of enabling GPs, nurses and other health and care professionals to refer people to a range of local, non- clinical services. There are different models for social prescribing, but most involve a link worker or navigator who works with people to access local sources of support.

# 2. GENERAL SOURCES OF FREE LEGAL ADVICE

This includes organisations that provide general legal advice across multiple areas, offering broad assistance and referrals.

## Bristol Law Centre

Bristol Law Centre provides free legal advice, representation, and advocacy for people in Bristol and surrounding areas to provide access to justice for those unable to afford private legal services



Helping people access justice

*Geographical remit*

All areas of Bristol and some support for people in South Gloucestershire, Bath and North East Somerset.

*Areas of law*

Welfare benefits, Children, Civil Litigation, Disability, Employment, Family, Housing/Homelessness, Immigration/Asylum.

*Additional support services:*

- Debt advice and financial guidance
- Submitting PIP appeals and immigration applications
- Challenging possessing proceedings
- Pursuing discrimination claims
- Money management, budgeting, and navigating financial challenges.

*Criteria/eligibility to get help*

Must be living in the areas covered.

*In person service?*

Yes at the Centre: 2 Hide Market, West St, BS2 0BH

<i>Online / remote?</i>	Yes via phone or webform - <a href="https://www.bristollawcentre.org.uk/contact-us/">https://www.bristollawcentre.org.uk/contact-us/</a>
<i>Pro bono?</i>	Pro Bono lawyers are used for various areas of law.
<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="http://www.bristollawcentre.org.uk">www.bristollawcentre.org.uk</a>
<i>Email address</i>	<a href="mailto:mail@bristollawcentre.org.uk">mail@bristollawcentre.org.uk</a>
<i>Phone number</i>	0117 924 8662

## North Bristol Advice Centre

Supports individuals by offering advice on managing debt, welfare benefits, and finances, focusing on empowering clients to take control of their financial situation.

<i>Geographical remit</i>	North Bristol / South Gloucestershire
<i>Areas of law</i>	Welfare Benefits, Debt
<i>Additional support services:</i>	<ul style="list-style-type: none"> <li>• Tech inclusion sessions</li> <li>• Financial guidance</li> </ul>
<i>Criteria/eligibility to get help</i>	Must be living in the areas covered.
<i>In person service?</i>	Face-to-face advice appointments in Lockleaze, Shirehampton and Patchway each week.
<i>Online / remote?</i>	Yes via phone or webform
<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="http://www.northbristoladvice.org.uk">www.northbristoladvice.org.uk</a>
<i>Email address</i>	<a href="mailto:team@northbristoladvice.org.uk">team@northbristoladvice.org.uk</a>
<i>Phone number</i>	0117 951 5751

## Wiltshire Law Centre (WLC)

A registered charity to provide independent advice on Housing and certain Benefits related matters.



<i>Geographical remit</i>	Wiltshire and surrounding areas
<i>Areas of law</i>	Welfare Benefits, Housing
<i>Additional support services:</i>	<ul style="list-style-type: none"><li>• Representing defendants in anti-social behaviour injunction cases.</li></ul>
<i>Criteria/eligibility to get help</i>	Must be living in the areas covered.
<i>Online / remote?</i>	Yes via phone or webform
<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="https://wiltslawcentre.org.uk/">https://wiltslawcentre.org.uk/</a>
<i>Email address</i>	<a href="mailto:info@wiltslawcentre.co.uk">info@wiltslawcentre.co.uk</a>
<i>Phone number</i>	01793 486926

# 3. CITIZENS ADVICE

## Citizens Advice Bristol



*Geographical remit*

All areas of Bristol.

*Areas of law*

Welfare Benefits, Debt, Disability, Employment, Housing/Homelessness, Immigration/Asylum

*Additional support services:*

- Money Advice
- Support with finding grants for people on low incomes
- Budgeting help

*Criteria/eligibility to get help*

Must be living in the areas covered.

*In person service?*

Tuesdays 9:30-11:30, Thursdays 11-1

*Online / remote?*

Yes via phone

*Application route*

People can apply directly without a need for a referral from an agency or MP.

*Website*

<https://www.bristolcab.org.uk>

*Email address*

[mail@bristollawcentre.org.uk](mailto:mail@bristollawcentre.org.uk)

*Phone number*

0808 278 7957



## Citizens Advice Bath and North East Somerset



*Geographical remit*  
*Areas of law*

Bath & North East Somerset  
Welfare Benefits, Debt, Discrimination  
Employment, Family, Housing, Immigration.

*Additional support services:*

- Energy advice
- Support with pensions.

*Criteria/eligibility to get help*

Must be living in the areas covered.

*In person service?*

Drop in services in Bath, Keynsham & Midsomer Norton.

*Online / remote?*

Yes via phone, 9:30am - 2:30pm

*Application route*

People can apply directly without a need for a referral from an agency or MP.

*Website*

<https://www.citizensadvicebanes.org.uk/>

*Phone number*

08082787897

## Citizens Advice North & West Gloucestershire

*Geographical remit*

Cheltenham, Forest of Dean, Gloucester & Tewkesbury

*Areas of law*

Welfare Benefits, Debt, Disability, Employment, Housing/Homelessness, Immigration/Asylum

*Additional support services:*

- GEM Project, helping people overcome barriers to work
- Energy and Fuel support
- Support with insulation and heating grants.

<i>Criteria/eligibility to get help</i>	Must be living in the areas covered.
<i>In person service?</i>	Yes following initial phone/email assessment.
<i>Online / remote?</i>	Yes via phone 10am-4pm Monday – Thursday, 10am-1pm Fridays.
<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="https://gloscab.org.uk/">https://gloscab.org.uk/</a>
<i>Email address</i>	<a href="https://gloscab.org.uk/formcitizen/">https://gloscab.org.uk/formcitizen/</a>
<i>Phone number</i>	0808 189 6280

## Citizens Advice Somerset



<i>Geographical remit</i>	All areas of Somerset.
<i>Areas of law</i>	Welfare Benefits, Debt, Disability, e, Employment, Housing/Homelessness, Immigration/Asylum
<i>Additional support services:</i>	<ul style="list-style-type: none"> <li>• Cost of Living Crisis Response</li> <li>• Support for Domestic Abuse Litigants in Person</li> <li>• Support with pensions</li> <li>• Support for victims of hate crime</li> <li>• Specialist support for 16-24 year olds</li> </ul>
<i>Criteria/eligibility to get help</i>	Must be living in the areas covered.

<i>In person service?</i>	Yes across multiple sites - <a href="https://citizensadviceSomerset.org.uk/how-can-we-help/general-advice/advice-in-person/">https://citizensadviceSomerset.org.uk/how-can-we-help/general-advice/advice-in-person/</a>
<i>Online / remote?</i>	Yes via phone/ email
<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="https://citizensadviceSomerset.org.uk/">https://citizensadviceSomerset.org.uk/</a>
<i>Email address</i>	<a href="https://citizensadviceSomerset.org.uk/how-can-we-help/general-advice/email-advice-enquiry/">https://citizensadviceSomerset.org.uk/how-can-we-help/general-advice/email-advice-enquiry/</a>
<i>Phone number</i>	0808 278 7842

## Citizens Advice Stroud & Cotswold Districts



<i>Geographical remit</i>	All areas of Stroud & Cotswold
<i>Areas of law</i>	Welfare Benefits, Debt, Immigration/Asylum
<i>Additional support services:</i>	<ul style="list-style-type: none"> <li>• Food bank advice</li> <li>• Energy advice</li> <li>• Carer support</li> </ul>
<i>Criteria/eligibility to get help</i>	Must be living in the areas covered.
<i>In person service?</i>	Offices in Stroud and Circencester, with various outreach addresses.
<i>Online / remote?</i>	Yes via phone Monday – Tuesday 10am-4pm Wednesday – Thursday 10am – 12:30pm

<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="https://www.citizensadvice-stroudandcotswold.org.uk/">https://www.citizensadvice-stroudandcotswold.org.uk/</a>
<i>Email address</i>	<a href="https://www.citizensadvice-stroudandcotswold.org.uk/get-help/email-form/">https://www.citizensadvice-stroudandcotswold.org.uk/get-help/email-form/</a>
<i>Phone number</i>	0808 800 0510 / 0511

## Citizens Advice Wiltshire

<i>Geographical remit</i>	All areas of Wiltshire.
<i>Areas of law</i>	Welfare Benefits, Consumer, Debt, Discrimination, Employment, Housing/Homelessness
<i>Criteria/eligibility to get help</i>	Must be living in the areas covered.
<i>In person service?</i>	Only via phone or email triage first.
<i>Online / remote?</i>	Yes via phone, webchat or email.
<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="https://www.citizensadvicewiltshire.org.uk/">https://www.citizensadvicewiltshire.org.uk/</a>
<i>Email address</i>	<a href="https://citizensadvicewiltshire.org.uk/get-advice">https://citizensadvicewiltshire.org.uk/get-advice</a>
<i>Phone number</i>	0808 278 7995

# 4. PRO BONO LEGAL CLINICS

This section includes clinics offering free or pro bono legal services through partnerships with volunteer lawyers and law students.

## Advocate



Advocate is the Bar's pro bono charity. It finds free legal help from volunteer barristers for people who need advice on a court case or help with a hearing, who cannot afford to pay but cannot get legal aid.

*Geographical remit*

England and Wales.

*Type of legal help provided*

Barristers can provide the following:

- Representation in any court/tribunal
- Legal advice in a meeting or over the phone
- Legal advice in writing
- Drafting documents such as skeleton arguments

*Areas of law*

Every area of law.

*Criteria/eligibility to get help*

Check eligibility here: [weareadvocate.org.uk/how-our-service-works.html](http://weareadvocate.org.uk/how-our-service-works.html)

- You need a barrister to help with your case
- Your case is based in England and Wales
- Your hearing or deadline is more than three weeks away after you submit a completed application (save in certain exceptional circumstances).

*In person service?*

No.

<i>Online / remote?</i>	Applications are processed online. Those without web access can request a paper form by phone or by post.
<i>Pro bono?</i>	All help is provided pro bono by barristers.
<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP. However, an agency or MP can help the applicant collate documents and write a concise summary which will help them apply. See: <a href="http://weareadvocate.org.uk/how-our-service-works.html">weareadvocate.org.uk/how-our-service-works.html</a>
<i>Website</i>	<a href="http://weareadvocate.org.uk">weareadvocate.org.uk</a>
<i>Email address</i>	<a href="mailto:enquiries@weareadvocate.org.uk">enquiries@weareadvocate.org.uk</a>
<i>Phone number</i>	020 4518 6141 (voicemail only)
<i>Important notes</i>	<b>Assistance from a barrister cannot be guaranteed.</b>

## Bath Law Clinic

As part of Bath University, Bath Law Clinic offers free general legal advice provided in partnership with Citizens Advice Bath and North East Somerset



<i>Geographical remit</i>	Bath and North East Somerset
<i>Areas of law</i>	Employment, Family, Wills & Probate, Business/Social Enterprise.
<i>Criteria/eligibility to get help</i>	Must be living in the areas covered.
<i>Online / remote?</i>	Remote only.
<i>Pro Bono?</i>	Delivered by supervised law students and volunteer solicitors, providing free legal consultations and support through court.

<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="https://www.citizensadvicebanes.org.uk/lawclinic/">https://www.citizensadvicebanes.org.uk/lawclinic/</a>
<i>Email address</i>	bathlawclinic@cab-banes.org
<i>Phone number</i>	0808 278 7897 Monday – Friday 9:30am – 2:30pm.

## University of Bristol Law Clinic

As part of the University of Bristol, students and supervisors offer free legal advice on a range of issues to people living in the Bristol area.



### Law Clinic

<i>Geographical remit</i>	Bristol
<i>Areas of law</i>	Benefits/Welfare rights, Civil litigation, Community Care, Consumer rights, Education, Employment, Family, Housing, Inquests, Windrush Compensation.
<i>Criteria/eligibility to get help</i>	Must be living in the areas covered.
<i>Online / remote?</i>	In person by appointment, most appointments are via telephone or video.
<i>Pro Bono?</i>	Delivered by supervised law students.
<i>Application route</i>	People can apply directly without a need for a referral from an agency or MP.
<i>Website</i>	<a href="http://www.bristol.ac.uk/law/law-clinic">www.bristol.ac.uk/law/law-clinic</a>
<i>Email address</i>	bristol-lawclinic-enquiries@bristol.ac.uk
<i>Phone number</i>	0117 3940082

## University of Gloucestershire Law Clinic

<i>Geographical remit</i>	Gloucestershire
<i>Areas of law</i>	Consumer, Contract, Company, Employment.
<i>Criteria/eligibility to get help</i>	Must be living in Gloucestershire.
<i>Type of legal help provided:</i>	<ul style="list-style-type: none"><li>• Written Advice</li><li>• Casework</li><li>• Initial Advice</li><li>• Form Filling</li></ul>
<i>Additional Support Services:</i>	
<i>Online / remote?</i>	Yes via phone
<i>Pro Bono?</i>	Delivered by supervised law students under faculty supervision.
<i>Application route</i>	Must call the Adviceline first or visit an in person session.
<i>Website</i>	<a href="https://www.glos.ac.uk">https://www.glos.ac.uk</a>
<i>Email address</i>	lawclinic@glos.ac.uk



A university law clinic providing advice on a range of issues to the community in Bristol and beyond.

### **Business + Law Clinic**

<i>Geographical remit</i>	Bristol
<i>Areas of law</i>	Business, Consumer, Contract, Employment, Family, Personal Injury, Welfare Benefits.
<i>Criteria/eligibility to get help</i>	Musicians Advice Service is UK-Wide. Must be living in Bristol and surrounding areas for all other issues.
<i>Type of legal help provided:</i>	<ul style="list-style-type: none"><li>• Written Advice</li><li>• Casework</li><li>• Initial Advice</li><li>• Support for litigants in person</li></ul>
<i>Additional Support Services:</i>	
<i>Online / remote?</i>	Yes via phone
<i>Pro Bono?</i>	Delivered by supervised law students under faculty supervision..
<i>Application route</i>	Email.
<i>Website</i>	<a href="https://www.uwe.ac.uk/business/business-and-law-clinic/services">https://www.uwe.ac.uk/business/business-and-law-clinic/services</a>
<i>Email address</i>	lawclinic@glos.ac.uk

## University of Law (Bristol)

<i>Geographical remit</i>	Part of a national network, but primarily serving the Bristol and South West region.
<i>Areas of law</i>	Business, Child, Crime, Employment, Family, Real Estate, Wills & Estates
<i>Criteria/eligibility to get help</i>	Individuals must not be receiving legal advice elsewhere and unable to pay privately. <ul style="list-style-type: none"><li>• Support for litigants in person</li></ul>
<i>Additional Support Services:</i>	
<i>Online / remote?</i>	Face to face for some areas of law.
<i>Pro Bono?</i>	Delivered by supervised law students under faculty supervision.
<i>Application route</i>	Email.
<i>Website</i>	<a href="https://www.law.ac.uk/about/legal-advice-for-the-public/">https://www.law.ac.uk/about/legal-advice-for-the-public/</a>
<i>Email address</i>	freelegaladvicebristol@law.ac.uk (family) Freelegaladviceexeter@law.ac.uk (family) probono-bristol@law.ac.uk (employment) SBAL@law.ac.uk (small business advice) Wted@law.ac.uk (trusts and estate)
<i>Phone</i>	lipservicebristol@law.ac.uk (litigant in person) 01483 216219

# 5. HELP FOR SPECIFIC ISSUES

These organisations focus on assistance for specific legal needs.

## ***Housing & Homelessness***

### **Cheltenham Housing Aid Centre (CHAC)**

Provides critical support for those facing homelessness or housing issues, offering appointment based services including advice on tenancy rights and eviction prevention.

*Contact Information:* Website: <https://www.chac.org.uk>

Phone: 01242 226672

Email: [advice@chac.org.uk](mailto:advice@chac.org.uk)

## ***Immigration & Asylum***

### **GARAS – Gloucestershire Action for Refugees and Asylum Seekers**

Offers assistance to refugees and asylum seekers, helping them secure housing, integrate into the community, and address legal issues related to immigration.

*Services Offered:* Asylum support, immigration advice, integration services incl. welfare, housing, immigration, asylum, trafficking.

*Contact Information:* Website: <https://www.garas.org.uk>

Phone: 01452 550 528

## **Debt, Welfare & Benefits**

### **Talking Money**

Offers free legal advice on money, debt and welfare benefit, including how to pay bills, budgeting, financial capability and increasing financial resilience.

**talking money**  
advice, support & information

*Services Offered:* Debt advice, financial guidance, welfare benefits

*Contact Information:* Website: <https://www.talkingmoney.org.uk>

Phone: 0117 954 3900 /

0800 121 4511

Email: [mail@talkingmoney.org.uk](mailto:mail@talkingmoney.org.uk)

### **Sexual Abuse Support**

#### **SARSAS – Somerset and Avon Rape and Sexual Abuse Support**

Offers trauma-informed support for people affected by rape or any kind of sexual assault or abuse in Somerset and Avon. Their services include advice on legal rights and emotional support.

**SARSAS**  
Listen.  
Believe.  
Support.

*Services Offered:* Legal support, emotional support for survivors.

*Contact Information:* Website: <https://www.sarsas.org.uk>

Phone: 0117 929 9556 (Bristol)

08123 324 944 (Taunton)

Email: [info@sarsas.org.uk](mailto:info@sarsas.org.uk)

# 6. SUPPORT GROUPS

These organizations provide support services, including advocacy, mental health resources, and peer support, addressing issues that intersect with legal problems.

## **Advocacy After Fatal Domestic Abuse (AAFDA)**

Provides specialized legal advocacy for families affected by fatal domestic abuse, supporting them through legal processes and offering access to necessary resources.

*Support services offered:* Inquests, child law, crime, domestic abuse, men's support, domestic homicide reviews, emotional support.

*Contact Information:* Website: <https://www.aafda.org.uk>

Phone: 07887 488 464

Email: [help@aafda.org.uk](mailto:help@aafda.org.uk)

## **Bath & Northeast Somerset Parent Carer Forum (B&NES PCF)**

A recognised parent carer forum offering peer to peer support and strategic advocacy for parents/carers with the Local Authority, ICB and other partners.

*Support services offered:* Emotional support; strategic advocacy.



B&NES Parent Carer Forum

*Contact Information:* Website: <https://www.banespcf.co.uk>

Phone: 017 615 02515

Email: [support@banespcf.co.uk](mailto:support@banespcf.co.uk)

## **Bristol North West Foodbank**

An emergency food provider for the northwest area of Bristol, which also supports with generalist advice and signposting for foodbank users. They have 5 foodbank outlets throughout northwest Bristol. They also provide household goods, cookery courses, woodworking courses, clothes and shoes.

*Support services offered:* generalist advice on a range of areas, and can signpost where needed.

*Contact Information:* Website: [www.bristolnorthwestfoodbank.org.uk](http://www.bristolnorthwestfoodbank.org.uk)

Phone: 0117 9235343

Email: [office@bristolnwfoodbank.org.uk](mailto:office@bristolnwfoodbank.org.uk)

## **Centre for Sustainable Energy (CSE)**

A charity that provides support to people and organisations struggling with their energy bills or wanting to tackle the climate crisis.



*Support services offered:* Support services for people struggling to pay for energy, unable to use their heating, meter issues, need help upgrading heating, considering grants.

*Contact Information:* Website: <https://www.cse.org.uk/my-home/how-we-help-you/>

Phone: 0800 082 2234

Email: [home.energy@cse.org.uk](mailto:home.energy@cse.org.uk)

## **Chinese Community Wellbeing Society**

Offers workshops and community support for members of the Chinese community in the West of England. Services are delivered via a helpline, casework, carer support, dementia awareness, the wellbeing teams or referral to third party services.

*Support services Offered:* Housing, employment, family, immigration, mental health, public law, education, domestic abuse, discrimination, crime, social car, benefits/welfare,

*Contact Information:* Website: <https://www.chinesecws.org.uk>  
Phone: 08088 020012  
Email: [helpline@chinesecws.org.uk](mailto:helpline@chinesecws.org.uk)

## **Crosspoint (Westbury)**

Provides one to one in person or remote support to the local community to assist with benefits, contacting Government agencies, searching for jobs.

*Support services offered:* counselling services, housing, employment, mental health, welfare, disability.

*Contact Information:* Website: <https://www.crosspoint-westbury.co.uk>  
Phone: 01373 824 330  
Email: [info@crosspoint-westbury.co.uk](mailto:info@crosspoint-westbury.co.uk)

## Future Bright

Offers one to one support for people looking to upskill or change careers.

*Support services offered:* Assistance sourcing employment, courses for upskilling.

*Contact Information:* Website: <https://www.skillsconnect.org.uk/>  
Email: [Future.Bright@southglos.gov.uk](mailto:Future.Bright@southglos.gov.uk)

## Project MAMA

Provides emotional support for victims of domestic abuse, helping them with safety planning, signposting for legal advice, and recovery services.

*Support services offered:*

Emotional support, understanding healthcare entitlements



*Contact Information:* Website: <https://www.projectmama.org>  
Phone: 0117 370 1935

## Stand Against Racism & Inequality (SARI)

Provides centred casework and advocacy to individuals who have experienced hate crimes, discrimination, or inequality,

advocating for justice and equality across the community. They also provide training, education, consultancy on ED&I issues.





*Support services Offered:* casework services incl. discrimination and hate crimes, training, education and consultancy

*Contact Information:* Website: <https://www.saricharity.org.uk>  
Phone: 0117 942 0060  
Email: [hello@saricharity.org.uk](mailto:hello@saricharity.org.uk)

## **Resolve West**

Provides services to assist people to resolve conflict and repair harm. The service is free for council tenants and victims of hate crime or discrimination. Restorative Justice service is free for everyone in the South West.

*Support services offered:* Support services in conflict resolution, neighbourhood disputes, restorative justice services.

*Contact Information:* Website: <https://www.resolvewest.org>  
Phone: 0117 941 5379  
Email: [info@resolvewest.org](mailto:info@resolvewest.org)

## **The Harbour Project for Swindon Refugees and Asylum Seekers**

Focused on assisting refugees and asylum seekers in Swindon, this project provides conversation and support services.

*Support services Offered:* Emotional support, English classes, Women's Groups, Activities and Maths Classes.

**Contact Information:** Website: <https://www.theharbourproject.org.uk>  
Phone: 01793 611682  
Email: [info@harbourproject.org.uk](mailto:info@harbourproject.org.uk)