



**Advice
Station**

Hammersmith & Fulham

HAMMERSMITH AND FULHAM ADVICE STATION

**Providing advice & information services for
people in Hammersmith and Fulham**

Big Lottery funded

September 2013 – August 2015

5 partners:

- H & F Law Centre
- H& F CAB
- Action on Disability
- H & F Mind
- Tendis

Aims of the project:

- to bring together all principal advice providers in Hammersmith and Fulham to create a single point of contact - 'advice station'.
- to improve client experience, enhance quality, and build resilience

Advice Station telephone line

First point of contact for advice queries

020 7385 1322

Monday – Friday

10.00 – 13.00

Advice Station website

Links to advice guides

Directory of advice providers

Option to send in email queries

Referrals

- Referrals from Advice Station
- Referrals amongst partners

Training

- Quality standard
- Training workshops
- Support sessions

Training for volunteers

- to improve confidence, skills and knowledge of local volunteers
- to increase awareness of advice provision in the borough

Outreach

- Focus on W6, W12, W14
- Possibility to Skype

Our offer to you

- Listing on our website
- Referrals
- Training – staff and volunteers