

Your guide to

Advice Services

in Leicester



2014 – April 2015

What kind of advice do you need?

CC Community care:

- I need advice about how to apply for equipment and services so I can live independently
- I think my community care assessment is wrong

CP Consumer problems:

- I'm not happy with something I bought
- I want to change my mobile phone contractor/gas/electricity provider

D Debt and Finance Management:

- I've taken out a loan and I can't afford the repayments
- I can't pay my bills
- My benefits have been cut

E Employment:

- I'm having problems at work
- I've lost my job

F Family:

- I've separated from my partner and I want to see my children
- I'm thinking of getting divorced

H Housing and homelessness:

- I'm worried about losing my home
- What can I do if I become homeless?

I Immigration:

- I need advice about my right to remain in the UK
- I need help with my application for British Citizenship
- I need to claim benefits

W Welfare benefits:

- I need help to claim benefits and tax credits
- I need advice about how to challenge a benefits decision

Services available to everyone in Leicester:

Welfare Rights Service, Leicester City Council (W)

Tel: **(0116) 454 5570**

Advice line: Monday, Tuesday, Thursday 1.00pm – 4.00pm

Appointments available in Children's Centres

Email: welfare.rights@leicester.gov.uk

Web: www.leicester.gov.uk/welfarerights

Leicestershire Citizens Advice Bureau (CC, CP, D, E, F, H, I, W)

CAB provides drop-in and telephone advice, home visits and specialist casework as part of the Advice Leicester contract.

Tel: **0844 417 1025**, Mob: **0300 330 1025**

Drop in: Monday-Friday 9am – 4.30pm

3rd Floor, 60 Charles Street, Leicester LE1 1FB

Appointments booked using the above number at Charles Street and outreach sessions at the following community venues:

The Brite Centre, Braunstone Avenue, Leicester LE3 1LE / **The Oak Centre**, Bendbow Rise, Leicester, LE3 1QA

Appointments: Alternate Mondays 9.30am – 12.30pm

New Parks Library, 321 Aikman Avenue, Leicester, LE3 9PW

Appointments: Wednesdays 2pm – 5pm

Tudor Centre, Bewcastle Grove, Mowmacre hill, Leicester LE4 2JU

Appointments: Tuesdays 10am – 1pm

Netherhall Community Centre, Armadale Drive, Leicester LE5 1RT / **Hamilton Library**, Maidenwell Avenue, Hamilton, Leicester LE5 1BL

Appointments: Alternate Fridays 10am – 1pm

Southfields Library, Saffron Lane, Pork Pie Island, Leicester LE2 6QS

Appointments: Wednesdays 2pm – 5pm

Wesley Hall Community Centre, 76 Harrington Road, Leicester LE2 0GN / **St Matthews Tenants & Residents Association**, 88 Manitoba Road, Leicester LE1 2ST

Appointments: Alternate Tuesdays 9.30am – 12.30pm

Beaumont Leys Library, Beaumont Way, Leicester, LE4 1DS
Appointments: Tuesdays 2pm – 5pm

Compassion Centre, Trinity Life Church, Upper Tichborne Street,
Leicester LE2 1GL
Appointments: Thursdays 9.30am – 12.30pm

St Barnabas Library, French Road, Leicester LE5 4AH
Appointments: Tuesdays 2pm – 5pm

Woodbridge Surestart Centre, 54a Woodbridge Road, Leicester,
LE4 7RG
Appointments: Thursdays 2pm – 5pm

Email advice available through the website:
www.leicscab.org.uk/contact-form

Community Advice and Law Service (CALs) (D, H, W)

Advice, casework and representation on housing, welfare benefits, and debt matters; form-filling/note taking services.

Tel: **(0116) 242 1120**

1st Floor, Epic House, Charles Street, Leicester LE1 3SH
Appointments available at Epic House and at outreach sessions at the following community venues:

Saffron Resource Centre, 432 Saffron Lane Leicester LE2 6SB
Appointments: Tuesdays 9.30am. to 1pm.

Tel: **(0116) 2831765**

Beaumont Leys Library, Beaumont Way, Leicester LE4 1DS
Appointments: Thursdays 9.30am to 1pm.

Tel: **(0116) 242 1133**

Highfields SureStart Centre, 20 Barnard Close, Leicester LE2 0UZ
Appointments: Tuesday afternoons

Tel: **(0116) 248 8100**

Housing Court duty possession scheme for Leicester:

County Court desk, Monday to Friday 9.30 – 12.30 1.30 – 4pm

Email: enquiries@cals.uk.net

Web: www.cals.uk.net

Revenues and Benefits, Leicester City Council (D, H, W)

Tel: **(0116) 454 1006** (Housing Benefit and Council Tax Reduction)

Monday, Tuesday and Thursday: 8.30am – 5pm

Wednesdays: 9.30am – 5pm

Fridays: 8.30am – 4.30pm

(0116) 454 1005 (Council Tax) Monday to Friday 9am – 6pm

Advice for Council Tax, business rates, Housing Benefit and Council Tax Reduction.

Mon, Tuesday and Thursday: 8.30am – 5pm

Wednesdays: 9.30am – 5pm

Fridays: 8.30am – 4.30pm

Customer Service Centre, 91 Granby Street, Leicester LE1 6FB

[Web: www.leicester.gov.uk/housingbenefits](http://www.leicester.gov.uk/housingbenefits)

www.leicester.gov.uk/counciltax

Community Support Grant Team, Leicester City Council

Crisis and Support Grants to assist with financial hardship.

Telephone applications only.

Tel: **(0116) 454 1019**

Monday – Friday 8.30am – 5.00pm

Out of hours contact the Emergency Duty Team on (0116) 255 1606

[Web: www.leicester.gov.uk/csg](http://www.leicester.gov.uk/csg)

Housing Options, Leicester City Council (D, H)

Advice on housing and homelessness.

Tel: **(0116) 454 1008**

Advice line: Monday, Wednesday and Thursday 9am – 5pm

Tuesday 1pm – 5pm

Friday 9am – 4.30pm

Drop-in sessions: Monday and Wednesday to Friday 9am – 4pm

Tuesday 1pm – 4pm

Phoenix House, 1 King Street, Leicester LE1 6RN

[Email: Housingoptions@leicester.gov.uk](mailto:Housingoptions@leicester.gov.uk)

[Web: http://leicesterhomechoice.co.uk](http://leicesterhomechoice.co.uk)

Christians Against Poverty (D, W)

Specialist advice on budgeting, debt management, bankruptcy and evictions.

Tel: **0800 3280006**

Email: info@ancl.co.uk

Web: <https://capuk.org>

All Nations Church, 10 Frog Island, Leicester LE3 5AG

Trinity Money Advice (D, W)

Specialist advice on budgeting, debt management, bankruptcy and creditor negotiation.

Tel: **(0116) 319 2636**

Email: contact@trinitymoneyadvice.org.uk

Web: <http://www.trinitymoneyadvice.org.uk>

Crescent House, Regent Road, Leicester LE1 8DP

Shelter Housing Aid and Research Project (SHARP) (H, W)

Tel: **(0116) 254 6064**

Emergency drop-in and advice service:

Monday to Friday 10am – 2pm

13 Welford Road, Leicester LE2 7AD

Web: www.leicestershelter.org.uk

Advice services for particular groups or communities:

Mosaic: shaping disability services (CC, D, W)

Who can we help? Disabled people and carers

Tel: **(0116) 231 4425**

Helpline: Monday – Thursday 9am – 5pm; Friday 9am – 4.30pm

2 Oak Spinney Park, Ratby Lane, Leicester LE3 3AW

Web: www.mosaic1898.co.uk

Age UK (CC, W)

Who can we help? People over 50 years of age

Tel: **(0116) 299 2278**

Advice line: Monday – Friday 11am – 4pm

Clarence House, Humberstone Gate, Leicester LE1 3PJ

Web: www.ageukleics.org.uk

Bangladeshi Youth and Cultural Shomiti (CC, D, H, W)

Who can we help? Primarily Highfields and St Matthews residents.

Tel: **(0116) 275 5855**

Appointments: Mon 10am – 4.30pm, Thurs 10am – 1pm

Drop in: Wed 10am – 1pm, Thurs 10am – 1pm

30 - 32 Biddulph Street, Leicester, LE2 1BF

Web: www.bycs.org.uk

Highfields Centre (CC, D, E, F, H, I, W)

Who can we help? Primarily Highfields and St Matthews residents.

Advice on welfare benefits, housing, debt, immigration, nationality, education and general.

Provided in English, Gujarati, Hindi, Punjabi and Kutchi.

Tel: **(0116) 253 1053**

Drop in sessions: Tuesday and Thursday 9.30am – 12.30pm

Appointments: Monday and Wednesday 12.00 – 3pm

Web: www.highfieldscentre.ac.uk

Saffron Resource Centre (D, H, W)

Who can we help? Freeman, Eyres Monsell and Aylestone residents.

Tel: **(0116) 283 7212**

Appointments available: Monday to Friday 9am – 5pm

432 Saffron Lane, Leicester LE2 6SB

Email: info@srcentre.org.uk

Web: www.srcentre.org.uk

Somali Development Services (D, H, W)

Who can we help? Refugees and other migrants. Advice and support with benefits, housing, health, utility bills, debt, education and immigration. Also acts as intermediaries for other businesses.

Tel: **(0116) 225 62222** (Mon-Fri 9am - 5pm)

Drop-in sessions: Monday to Thursday 10am – 3pm

39 Abingdon Road, Leicester LE2 1HA

Web: www.sds-ltd.org

The Income Management Team, Leicester City Council (D, W)

Who can we help? Council tenants only

Tel: **(0116) 454 1007** – ask for Income Management Team

LCC tenants advice line: Monday to Friday 9am – 5pm

No public address but appointments can be arranged

The Race Equality Centre (H, I, W)

Who can we help? Refugees

Tel: **(0116) 2042790**

Appointments: Monday – Friday 10am – 4pm

2nd Floor, Phoenix Yard, 5-9 Upper Brown Street, Leicester LE1 5TE

Web: www.theraceequalitycentre.org.uk

STAR (Supporting Tenants and Residents) (H)

Who can we help? Housing-related support for Council tenants only.

Beaumont Leys 10 Marwood Road, Leicester LE4 2ED

Tel: **(0116) 225 4780**

Braunstone & City 1 Raven Road, Leicester LE3 1RD

Tel: **(0116) 223 2177**

St Matthews & Highfields 10 Malabar Road, Leicester LE1 2PD

Tel: **(0116) 454 6000**

Humberstone 194 Thurncourt Road, Leicester LE5 2NG

Tel: **(0116) 221 1741**

New Parks 291 Aikman Avenue, Leicester LE3 9PW

Tel: **(0116) 291 4655**

Saffron 16 The Exchange, Eyres Monsell, Leicester LE2 9BA

Tel: **(0116) 229 3610**

Welfare Rights (Mental Health) Leicester Partnership Trust

Who can we help? Telephone advice for people with mental health conditions, and their carers.

Tel: **(0116) 225 6222**

Advice line: Tuesday – Friday 9.30am – 12.30pm

Brandon Mental Health Unit, Leicester General Hospital,
Gwendolen Road, Leicester LE5 4PW

Web: www.lampdirect.org.uk

Legal Aid private solicitors in Leicester

Legal aid can help you pay for legal advice, mediation or representation in court if you can't afford it. You might be able to get legal aid for problems like:

- Being arrested, questioned or charged by the Police;
- Debt, e.g. where you might lose your home;
- Housing, e.g. if you're being evicted;
- Family issues, e.g. mediation if you're getting a divorce;
- Education, e.g. disagreeing with a special educational needs decision about your child;
- Community care, e.g. if you're unhappy with care being provided for an old or disabled relative.

To find out if you are eligible and to claim legal aid, you can contact Civil Legal Advice. If appropriate they will direct you to a local organisation that can help you.

Civil Legal Advice

Telephone: **0845 345 4 345**

Minicom: **0845 609 6677**

Monday to Friday 9am – 8pm, Saturday 9am to 12.30pm

Calls cost 4p a minute from a BT landline. Mobile calls usually cost more.

You can ask Civil Legal Advice for a free call back – use the online service at **www.gov.uk/legal-aid** or text legalaid and your name to **80010**.

They will call you back within 24 hours and also have a free translation service if English isn't your first language. You can also get advice in British Sign Language

www.deaflawcentre.org.uk/community-legal-advice

Make sure you have details of you and your partners:

- Benefits;
- Income, savings and spending;
- National Insurance number(s).

The following list includes private solicitors who have a contract with the Legal Services Commission:

Immigration Advice (I)

- **Midland Immigration Services**
255 Melton Road, Leicester LE4 7AN
Tel: (0116) 266 9697
Web: www.misuk.org
- **Duncan Lewis Solicitors**
60 Charles Street, Leicester, LE1 1FB
Tel: 0207 923 4020
Web: www.duncanlewis.co.uk
- **Immigration Advice Service**
Imperial House, St Nicholas Circle, Leicester LE1 4LF
Tel: (0116) 352 7004
Web: www.iasservices.org.uk/leicester
- **Burton & Burton Solicitors**
19b Kent Street, Leicester LE5 3BD
Tel: 0845 094 2500
- **French & Co Solicitors**
5 Museum Square, Leicester LE1 6UF
Tel: (0116) 326 3636
- **SKR Legal Solicitors**
131a Evington Road, Leicester LE2 1QJ
Tel: (0116) 254 6246
Web: www.skr-legal.com

Family Advice (F)

- **The Smith Partnership**
14 York Road, Leicester LE1 5TS
Tel: (0116) 247 2000
Web: www.smithpartnership.co.uk

- **Bray and Bray**
36-42 Humberstone Road, Leicester LE5 0AE
Tel: (0116) 254 8871
Web: www.braybray.co.uk
- **Scutt Beaumont**
102 New Walk, Leicester LE1 7EA
Tel: (0116) 254 4200
Web: www.sbs-solicitors.co.uk
- **Emery Johnson Solicitors**
3 & 5 Welford Road, Leicester LE2 7AD
Tel: (0116) 255 4855
Web: www.emeryjohnson.com
- **Johar and Company**
66 London Road, Leicester LE2 0QD
Tel: (0116) 254 3345
Web: www.johars.com
- **Nelsons**
Provincial House, 37 New Walk, Leicester LE1 6TU
Tel: (0116) 222 6666
Web: www.nelsonslaw.co.uk
- **Dodds Solicitors**
32 Friar Lane, Leicester LE1 5RA
Tel: (0116) 253 8585 or (0116) 262 8596
Web: www.dodds-solicitors.co.uk
- **Jones and Duffin**
142 Narborough Road, Leicester LE3 0BT
Tel: (016) 222 1555
Web: www.jonesduffin.co.uk
- **Cartwright King**
31 Horsefair Street, Leicester LE1 5BU
Tel: (0116) 253 9222
Web: www.cartwrightking.co.uk

Key website addresses and telephone numbers for welfare, debt and consumer advice:

Community Legal Advice Direct

www.legaladviserfinder.justice.gov.uk

Tel: 0845 345 4345

National Debt Line

www.nationaldebtline.co.uk

Tel: 0808 808 4000

Citizens Advice Consumer Service

www.citizensadvice.org.uk/consumer_advice

Tel: 0845 404 0506

Trading Standards

<http://www.tradingstandards.gov.uk/advice/consumer-advice>

Citizens Advice Debtline

www.leicscab.org.uk/money-advice

Tel: 0844 248 0040

Benefits Advice

www.turn2us.org.uk

Tel: 0808 802 2000

ACAS (advice and guidance)

www.acas.gov.uk

Tel: 0845 7474 747

Shelter housing advice line

www.shelter.org.uk

Tel: 0808 800 4444

The Insolvency Service

Tel: 0845 602 9848

Email: insolvency.enquiryline@insolvency.gsi.gov.uk

StepChange Debt Charity

www.stepchange.org

Tel: 08088 138 1111 Monday to Friday 8am – 8pm, Sat 8am – 4pm

Debt Advice Foundation

www.debtadvicefoundation.org

Tel: 0800 043 4050 Monday to Friday 8am – 8pm, Saturday 9am – 5pm

Tax Help for Older People

www.taxvol.org.uk

Tel: 0845 6013321

The Pensions Advisory Service

www.pensionadvisoryservice.org.uk

Tel: 0845 601 2923

How much do these telephone calls cost?

0800 or 0808 Freephone numbers

A number of organisations use freephone numbers including some helplines and charities such as those above.

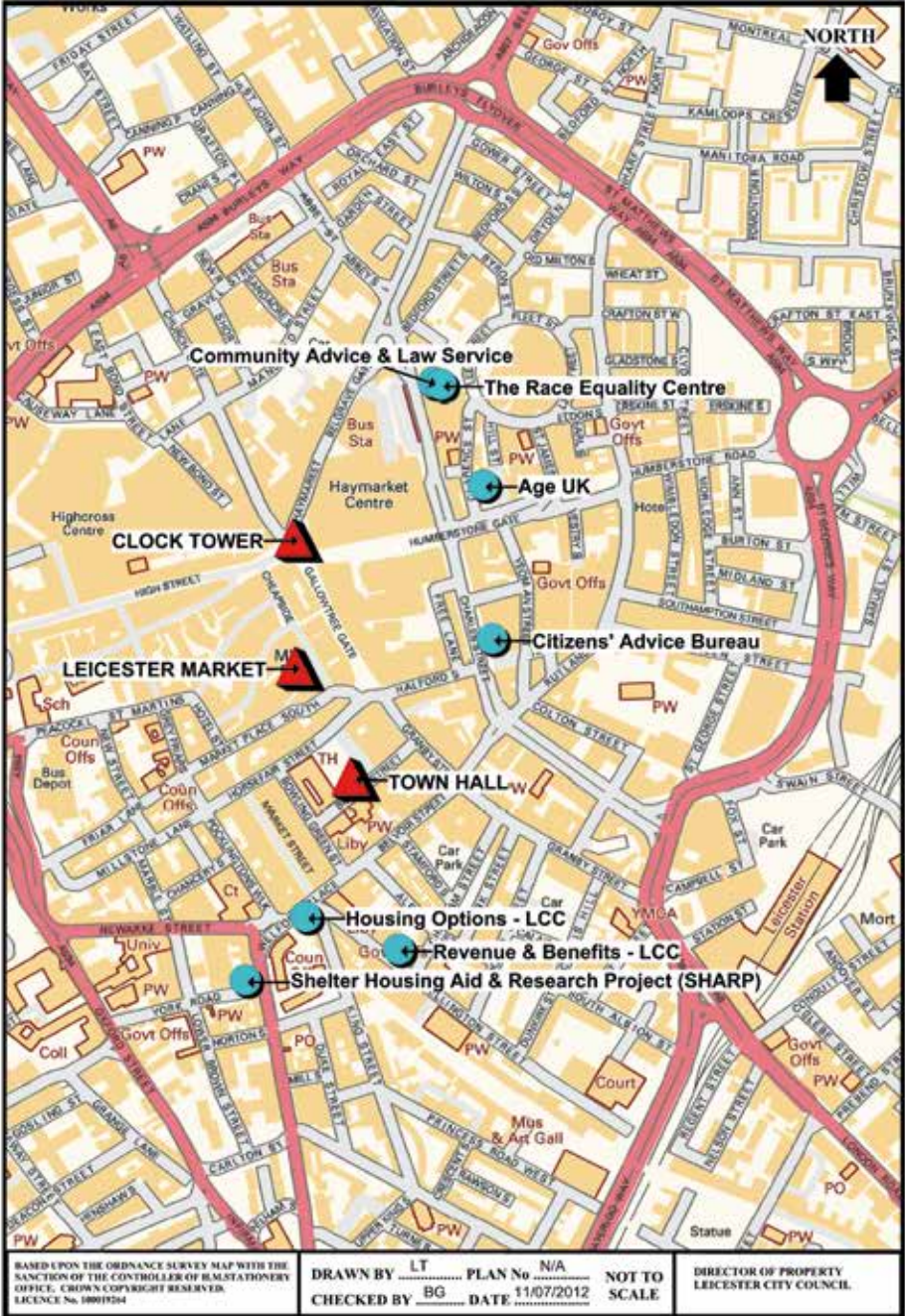
Calls are normally free of charge from landlines but charges may apply from mobile phones. However, the operator must make an announcement before the call is connected telling the caller that they will be charged (the announcement does not state the exact charge). Calls from mobiles typically cost up to 40p per minute.

0845 numbers

Calls are typically charged at between 1p and 11.5p per minute depending on the time of day for landline customers. Calls from mobile phones generally cost between 20p and 41p per minute.

More information on a range of topics is available at www.gov.uk

Map of Leicester city centre advice services



Some venues may change so please consult the agency website for further details before visiting

This booklet has been prepared in partnership by the Social Welfare Advice Forum and Leicester City Council.

Its aim is to provide people in Leicester with information about the free social welfare advice services available in the city.

Contact with most services has to be made by telephone. Only a few services offer drop in sessions where no appointments are necessary.

The information in the booklet gives the key areas of advice that services provide. Many also may have specialist areas of expertise.

Most services provide free advice. However some can only be provided free with legal aid and this is subject to an eligibility test.

For further assistance with this booklet please call Customer Services at Leicester City Council on (0116) 454 1000.