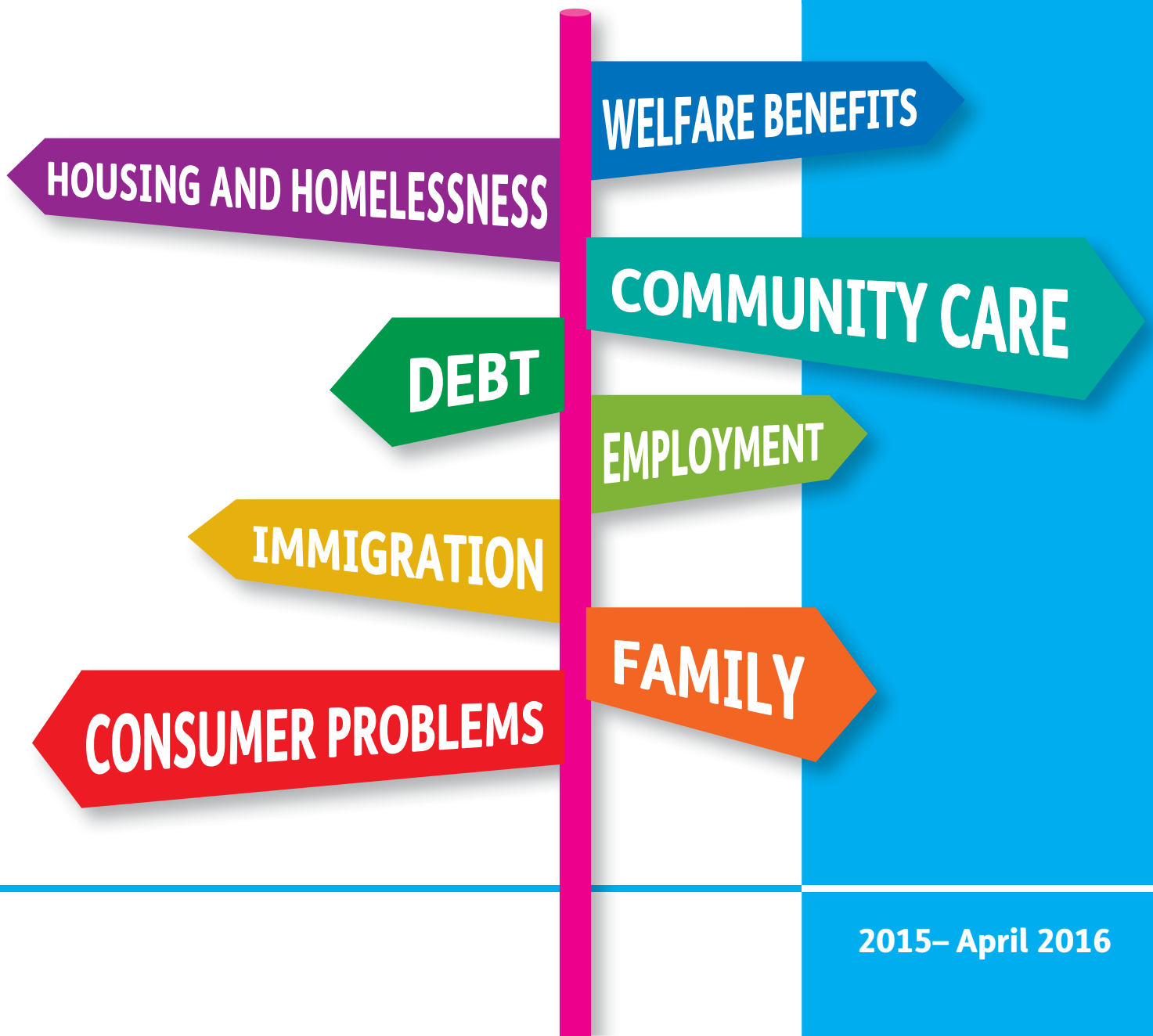


Your guide to

# Advice Services

in Leicester



2015– April 2016

# 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:

## Christians Against Poverty (D)

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

Tel: **0800 3280006**

Email: [info@ancl.co.uk](mailto:info@ancl.co.uk)

Web: <https://capuk.org>

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

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

Advice, casework and representation on debt, housing and welfare benefits, 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:

**Beaumont Leys Library**, Beaumont Way, Leicester LE4 1DS

Appointments: Thursdays 9.30am to 1pm.

Tel: **(0116) 252 1120**

### **Cobden Street**

(only available to people involved with the Probation Service)

Probation Service, 2 Cobden Street, Leicester LE1 2LB

Appointments: Wednesdays 10am to 3pm

Tel: **(0116) 262 0400**

**Leicestershire CAB ( Leicester City)**, 3rd Floor, 60 Charles Street, Leicester LE1 1FB

Appointments: Mondays, Tuesdays & Thursdays 10am to 1pm

Tel: **0300 300 1025**

**Renaissance House**, 20 Princess Road West, Leicester LE1 6TP

Appointments: Thursdays 12.30 pm to 4.30 pm

Tel: **(0116) 225 6400**

**Widening Horizons**, 2 West Street, Leicester LE1 6XP

Appointments: Tuesdays 12.30pm to 4.30pm

Tel: **(0116) 229 4035**

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](mailto:enquiries@cals.uk.net)  
Web: [www.cals.uk.net](http://www.cals.uk.net)

### **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, Tuesday and Thursday 8.30am – 5pm

Wednesday 9.30am – 6pm

Friday 8.30am – 4.30pm

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

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

Web: <http://leicesterhomechoice.co.uk>

### **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:

**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

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

Appointments: Alternate Fridays 10am – 1pm

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

Appointments: Wednesdays 2pm – 5pm

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

Appointments: Wednesdays 2pm – 5pm

**St Barnabas Library**, French Road, Leicester LE5 4AH

Appointments: Tuesdays 2pm – 5pm

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

Appointments: Alternate Mondays 9.30am – 12.30pm

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

Appointments: Tuesdays 10am – 1pm

**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

Email advice available through the website:

[www.leicscab.org.uk/contact-form](http://www.leicscab.org.uk/contact-form)

Webchat service also available at:

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## **Revenues and Customer Support Services, 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](http://www.leicester.gov.uk/counciltax)

### **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](http://www.leicestershelter.org.uk)

### **Trinity Money Advice Leicester (D)**

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

Tel: **(0116) 319 2636/ 07512 677072**

Trinity Hall, Trinity Lane, Leicester LE1 8DP

**Email:** [contact@trinitymoneyadvice.org.uk](mailto:contact@trinitymoneyadvice.org.uk)

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

### **Welfare Rights Service, Leicester City Council (W)**

Tel: **(0116) 454 5570**

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

Appointments available in Children, Young People and Families Centres

**Email:** [welfare.rights@leicester.gov.uk](mailto:welfare.rights@leicester.gov.uk)

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

# Advice services for particular groups or communities:

## 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](http://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](http://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 9.30am – 12.30pm

Appointments: Monday 12.00 – 3pm

Web: [www.highfieldscentre.ac.uk](http://www.highfieldscentre.ac.uk)

## Moneywise Leicester (D)

Support people in social housing and give advice on money management, budgeting, accessing grants and improving financial confidence.

Tel: **(0116) 242 1153**

Drop-in sessions: Monday-Friday 10.00am - 2.00pm

165 Granby Street, Leicester LE1 6FE

Drop-in sessions: Thursday 10.00am - 12.00pm

York House, 91 Granby Street, Leicester LE1 6FB

Drop-in sessions: Monday 10.00am - 12.00pm

Clockwise, 1 St Nicholas Place, Leicester LE1 5LB



### **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](http://www.mosaic1898.co.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](mailto:info@srcentre.org.uk)

Web: [www.srcentre.org.uk](http://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](http://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](http://www.theraceequalitycentre.org.uk)



## **Supporting Tenants and Residents (STAR) (D, H, W)**

STAR provides tenancy support for new and existing council tenants to prevent homelessness and help sustain tenancies. Self-referrals and agency-referrals accepted.

**Beaumont Leys** 10 Marwood Road, Leicester LE4 2ED

Tel: **(0116) 225 4780**

**Braunstone & City** The BRITE Centre, Braunstone Avenue, Leicester LE3 1LE

Tel: **(0116) 454 6420**

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

Tel: **(0116) 454 6000**

**New Parks** 291 Aikman Avenue, Leicester LE3 9PW

Tel: **(0116) 291 4655**

**Saffron** 16 The Exchange

Tel: **(0116) 229 3610**

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

## **STAR (Private Sector Team) (H)**

Housing-related support to tenants in privately rented accommodation who have experienced or are at risk of homelessness. Referrals through Housing Options Single Access and Referral Point. For more information or to request a referral:

Housing Options: **(0116) 454 1008**

Email: [SAR-Referrals@leicester.gov.uk](mailto:SAR-Referrals@leicester.gov.uk)

Private Sector Team: **(0116) 221 1600**

Email: [STAR-privatesectorteam@leicester.gov.uk](mailto:STAR-privatesectorteam@leicester.gov.uk)

## **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](http://www.lampdirect.org.uk)

## Zinthyia Trust (D)

Help with energy (debt, energy efficiency, help understanding bills, warm home discount applications).

Money and debt; Members of Community Money Advice, specialist advice on money advice, maximising incomes, budgeting, debt management, bankruptcy, negotiations).

Tel: **0116 254 5168**

Address: 12 Bishop Street, Leicester LE1 6AF

Opening hours: Mon-Thurs 9:30am-4pm, Fri 9:30am-2pm

# 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](http://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](http://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:

### Family Advice (F)

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

- **Scutt Beaumont**  
102 New Walk, Leicester LE1 7EA  
Tel: (0116) 254 4200  
[Web: www.sbs-solicitors.co.uk](http://www.sbs-solicitors.co.uk)
- **The Smith Partnership**  
14 York Road, Leicester LE1 5TS  
Tel: (0116) 247 2000  
[Web: www.smithpartnership.co.uk](http://www.smithpartnership.co.uk)

## **Immigration Advice (I)**

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

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

### **ACAS (advice and guidance)**

[www.acas.gov.uk](http://www.acas.gov.uk)

Tel: 0845 7474 747

### **Benefits Advice**

[www.turn2us.org.uk](http://www.turn2us.org.uk)

Tel: 0808 802 2000

### **Citizens Advice Consumer Service**

[www.citizensadvice.org.uk/consumer\\_advice](http://www.citizensadvice.org.uk/consumer_advice)

Tel: 0845 404 0506

### **Citizens Advice Debtline**

[www.leicscab.org.uk/money-advice](http://www.leicscab.org.uk/money-advice)

Tel: 0844 248 0040

### **Community Legal Advice Direct**

[www.legaladviserfinder.justice.gov.uk](http://www.legaladviserfinder.justice.gov.uk)

Tel: 0845 345 4345

### **Debt Advice Foundation**

[www.debtadvicefoundation.org](http://www.debtadvicefoundation.org)

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

### **National Debt Line**

[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

Tel: 0808 808 4000

### **Shelter housing advice line**

[www.shelter.org.uk](http://www.shelter.org.uk)

Tel: 0808 800 4444

**StepChange Debt Charity**

[www.stepchange.org](http://www.stepchange.org)

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

**Tax Help for Older People**

[www.taxvol.org.uk](http://www.taxvol.org.uk)

Tel: 0845 6013321

**The Pensions Advisory Service**

[www.pensionadvisoryservice.org.uk](http://www.pensionadvisoryservice.org.uk)

Tel: 0845 601 2923

**Trading Standards**

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



## 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**

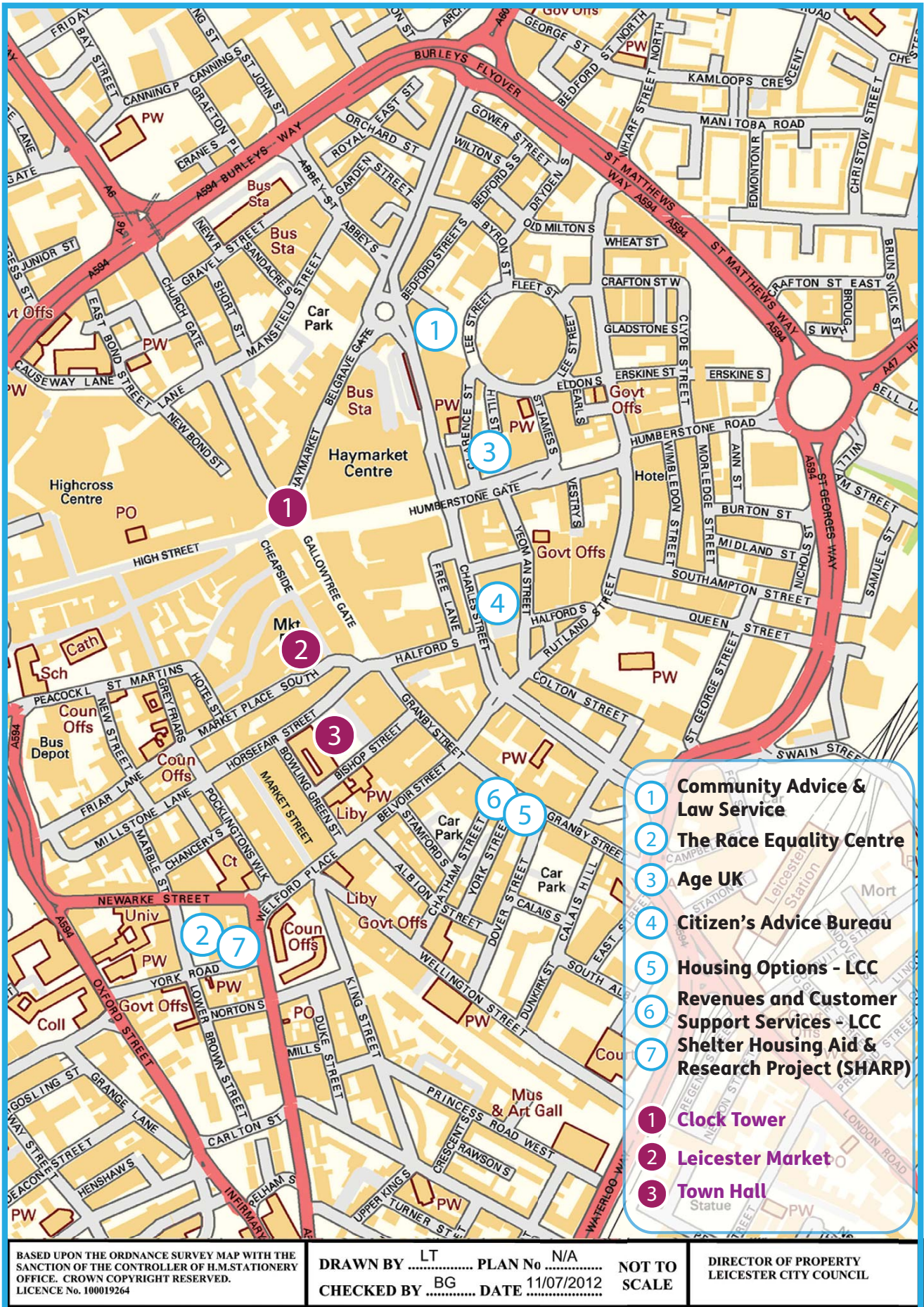
Calls are typically charged at between 1p and 11.5p per minute depending on the time of day for landline customers. Calls from mobile phones generally cost between 20p and 41p per minute.

More information on a range of topics is available at [www.gov.uk](http://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.