

Your guide to

Advice Services

in Leicester



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:

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

Free advice line for all general enquiries:

Monday to Friday 9am – 4.30pm

0300 330 1025

Your problem will be resolved on the telephone, an appointment or a referral for specialist advice made or you will be directed to another appropriate organisation.

Online self-help:

citizensadvice.org.uk

Email advice:

citizensadviceleicestershire.org/get-advice

Drop in advice: Monday to Friday 9am – 4pm

Available for crises only such as no food/fuel, eviction, court cases, homelessness, abuse, appeal deadlines.

1st Floor, Leicester City Council, Customer Service Centre,
91 Granby Street, Leicester, LE1 6FB

Welfare Rights Service, Leicester City Council (W)

Advice line: Monday, Tuesday, Thursday 1pm – 4pm

Appointments available in children's centres.

leicester.gov.uk/welfarerights

welfare.rights@leicester.gov.uk

0116 454 5570

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

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

cals.uk.net

enquiries@cals.uk.net

0116 242 1120

1st Floor, Epic House, Charles Street, Leicester, LE1 3SH

Revenues and customer support, Leicester City Council (D, H, W)
leicester.gov.uk/housingbenefits
leicester.gov.uk/counciltax
0116 454 1006 (housing benefits)
0116 454 1005 (council tax, business rates and council tax reduction)
Monday to Thursday 8.30am – 5pm, Friday 8.30am – 4.30pm

Community support grant team, Leicester City Council
Crisis and support grants to assist with financial hardship.
Telephone applications only.
leicester.gov.uk/csg
0116 454 1019
Monday to Friday 8.30am – 5pm
Out of hours contact the emergency duty team on 0116 255 1606

Housing options prevention hub, Leicester City Council (D, H)
Advice on housing and homelessness.
leicesterhomechoice.co.uk
housingoptions@leicester.gov.uk
0116 454 1008
Monday to Thursday 8.30am – 5pm
Friday 8.30am – 4.30pm

Christians Against Poverty (D)
Specialist advice on benefits and debt management.
capuk.org
info@ancl.co.uk
0800 328 0006
All Nations Church, 10 Frog Island, Leicester, LE3 5AG

Trinity Money Advice Leicester (D)
Specialist advice on budgeting, debt management, insolvency options and creditor negotiation.
trinitymoneyadvice.org.uk
contact@trinitymoneyadvice.org.uk
0116 319 2636 or 07512 677072
Trinity Hall, Trinity Lane, Leicester, LE1 8DP

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

leicestershelter.org.uk

0116 254 6064

Monday to Friday 10am – 2pm

13 Welford Road, Leicester, LE2 7AD

Checkpoint Advice & Support (D, H, W)

Advice, casework and representation on welfare benefits, and general help with debt and housing issues.

checkpointadvice.org.uk

checkpoint.advice@gmail.com

0116 2964017

De Montfort House, 100 Oxford Street, Leicester, LE1 5XQ

Drop-in: Tuesday 10am – 12pm

Appointments: Tuesday 1pm – 4pm

Elizabeth House, 2 Waterloo Way, Leicester, LE2 0QN

Drop-in: Thursday 10am – 12pm

Appointments: 1pm – 4pm

Advice services for particular groups or communities:

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

Who can we help? Disabled people and carers.

mosaic1898.co.uk

0116 231 4425

Monday to Thursday 9am – 5pm

Friday 9am – 4.30pm

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

Age UK (CC, W)

Who can we help? People over 50 years of age.

ageukleics.org.uk

0116 299 2278

Advice line: Monday to Friday 11am – 4pm

Clarence House, 46 Humberstone Gate, Leicester, LE1 3PJ

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

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

bycs.org.uk

0116 275 5855

Drop in: Wednesday 10am – 1pm, Thursday 10am – 1pm

Appointments: Monday 10am – 4.30pm, Thursday 10am – 1pm

30 – 32 Biddulph Street, Leicester, LE2 1BF

Moneywise Plus (CP, D)

Support people to increase their financial confidence – around money management, maximising income, opening a bank account, use of internet banking and utility switching.

moneywiseplus.co.uk

0300 003 7004

Please call the above number to make an appointment.

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.

highfieldscentre.ac.uk

0116 253 1053

Appointments only: Monday 12.30pm – 3.30pm
(welfare rights advice)

Tuesday 9.30am – 12.30pm

(immigration advice - charges apply for this service)

No drop-in sessions offered at present.

Saffron Resource Centre (D, H, W)

Who can we help? Mainly LE2 postcode area residents.

srcentre.org.uk

info@srcentre.org.uk

0116 283 1765

Appointments: Monday to Thursday 9am – 5pm,
Friday 9am – 3pm

432 Saffron Lane, Leicester, LE2 6SB

Somali Development Services (CC, CP, D, E, F, H, W)

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

Provided in Somali, English, Arabic, Italian, Dutch, Swahili, Russian, German and Gujarati.

sds-ltd.org

0116 285 5888

Drop-in sessions: Monday to Friday 9am – 2pm

Appointments: Monday to Friday 2pm – 5pm

39 Abingdon Road, Leicester, LE2 1HA

Council tenant rent collection team, Leicester City Council (H)

Who can we help? Council tenants only.

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.

Race Equality Centre (H, I, W)

Who can we help? Refugees.

We also provide a race discrimination case work service.

theraceequalitycentre.org.uk

0116 2042790

Appointments: Monday to Friday 10am – 4pm

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

Supporting tenants and residents (STAR), Leicester City Council (H)

STAR provides housing support for council tenants in Leicester.

The support is provided to people who have been homeless or are at risk of becoming homeless without support.

Self-referrals and agency referrals accepted. Appointments are made by contacting the teams below.

Beaumont Leys and Rowlatts Hill

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

0116 454 3290

New Parks

291 Aikman Avenue, Leicester, LE3 9PW

0116 4543020

Saffron, Eyres Monsell and Braunstone

499 Saffron Lane, Leicester, LE2 6UQ

0116 454 9573

St Matthews, Highfields and Humberstone

St Matthews Community Centre, 10 Malabar Road, Leicester, LE1 2PD

0116 454 6000

Family Support Service

Border House, 33 Belgrave Boulevard, Leicester, LE3 2JD

0116 221 1417

(Solely work with families residing in Leicester City Council temporary family accommodation)

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 – for example, where you might lose your home
- housing – for example, if you're being evicted
- family issues, such as getting a divorce
- education, such as disagreeing with a special educational needs decision about your child
- community care – for example, if you're unhappy with care being provided for an older 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

gov.uk/check-legal-aid

0345 345 4345

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

Immigration advice (I)

Midland Immigration Services

misuk.org

0116 266 9697

255 Melton Road, Leicester, LE4 7AN

Duncan Lewis Solicitors

duncanlewis.co.uk

0116 442 2104

60 Charles Street, Leicester, LE1 1FB

Immigration Advice Service

iasservices.org.uk/leicester

0116 352 7004

Imperial House, St Nicholas Circle, Leicester, LE1 4LF

Burton & Burton Solicitors

0845 094 2500

19b Kent Street, Leicester, LE5 3BD

French & Co Solicitors

0116 326 3636

5 Museum Square, Leicester, LE1 6UF

SKR Legal Solicitors

skr-legal.com

0116 254 6246

131a Evington Road, Leicester, LE2 1QJ

Family advice (F)

The Smith Partnership

smithpartnership.co.uk

0116 247 2000

Charnwood Court, 5B New Walk, Leicester, LE1 6TE

Bray and Bray Solicitors

braybray.co.uk

0116 254 8871

36-42 Humberstone Road, Leicester, LE5 0AE

Scutt Beaumont Solicitors

sbs-solicitors.co.uk

0116 254 4200

102 New Walk, Leicester, LE1 7EA

Emery Johnson Solicitors

emeryjohnson.com

0116 255 4855

3 - 5 Welford Road, Leicester, LE2 7AD

Johar & Company Solicitors

johars.com

0116 254 3345

70 London Road, Leicester, LE2 0QD

Nelsons Solicitors

nelsonslaw.co.uk

0116 222 6666

Provincial House, 37 New Walk, Leicester, LE1 6TU

Dodds Solicitors LLP

dodds-solicitors.co.uk

0116 201 8566

32 Friar Lane, Leicester, LE1 5RA

Jones & Duffin

jonesduffin.co.uk

0116 222 1555

142 Narborough Road, Leicester, LE3 0BT

Cartwright King Solicitors

cartwrightking.co.uk

0116 253 9222

Floor 5, Horsefair, 3 Horsefair Street, Leicester, LE1 5BP

Webaddresses and telephone numbers for welfare, debt and consumer advice

Community Legal Advice Direct

legaladviserfinder.justice.gov.uk

0345 345 4345

National Debt Line

nationaldebtline.org

0808 808 4000

Citizens Advice Consumer Service

citizensadvice.org.uk/consumer_advice

0345 404 0506

Trading Standards

tradingstandards.gov.uk/advice/consumer-advice

Citizens Advice Debtline

leicscab.org.uk/money-advice

0300 330 1025

Benefits Advice

turn2us.org.uk

0808 802 2000

ACAS (advice and guidance)

acas.gov.uk

0300 123 1100

Shelter housing advice line

shelter.org.uk

0808 800 4444

The Insolvency Service

insolvency.enquiryline@insolvency.gsi.gov.uk

0300 678 0015

StepChange Debt Charity

stepchange.org

0808 138 1111

Monday to Friday 8am – 8pm, Saturday 8am – 4pm

Debt Advice Foundation

debtadvicefoundation.org

0800 043 4050

Monday to Friday 8am – 8pm, Saturday 9am – 5pm

Tax Help for Older People

taxvol.org.uk

0845 601 3321

The Pensions Advisory Service

pensionadvisoryservice.org.uk

0300 123 1047

How much do these telephone calls cost?

0800 or 0808 freephone numbers

A number of organisations use freephone numbers that start 0800 or 0808.

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 [gov.uk](https://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.

It aims to tell people in Leicester about the free social welfare advice services available in the city.

You have to contact most services by telephone or email. 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.

