

**Sure Start Centres:**

**Referrals / appointments:  
0116 256 8217 / 8233**

Benefit check / form filling for families with children under 5yrs old

**Beaumont Leys**

20 Home Farm Walk  
LE4 0RW

**Highfields**

20 Barnards Close  
LE2 0UZ

**Bewcastle/Mowacre**

Bewcastle Grove  
Mowmacre Hill  
LE4 2JY

**Avebury Meadows**

65 Avebury Avenue  
LE4 0HD

**Rowlatts Hill**

Balderstone Close  
LE5 4ES

**North Evington**

315 Gwendolen Road  
LE5 5FS

**Eyres Monsell**

Hillsborough Road  
LE2 9PT

**Rowley Fields**

Imperial Avenue  
LE3 1AH

**Braunstone Frith**

Cuffling Drive  
LE3 6NN

**Mayfield**

Mayfield Road  
LE2 1LR

**Call direct - 0116 294 6120**

**Northfields**

343 Gipsy Lane  
LE4 9DD

**Call direct - 2924580**

**Woodbridge**

54A Woodbridge Road  
LE4 7RG

**Call direct - 0116 221 1760**

**St Matthews - Sure Start**

34 Vancouver Road  
LE1 2GA

**Call direct - 0116 242 6370**

**Highfields Centre**

**96 Melbourne Road,  
Leicester LE2 0DS.**

**0116 253 1053**

Monday - Friday, 9 - 5pm

General advice & consumer queries.

**Drop-in Sessions**

Monday, 9:30am - 12 noon  
Tuesday, 9:30am - 12:30pm  
Wednesday, 4:30 - 8:00pm  
Thursday, 9:30am - 12:30pm

**Appointments**

Monday, 12:30 - 3:30pm  
Wednesday, 12:30 - 3:30pm  
Friday, 9:00 - 12 noon

**Mosaic**

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

Advice to people with disabilities, including welfare benefits & assistance with form filling. Home visits available.

**0116 231 8720**

Monday - Thursday, 9 - 5pm  
Friday, 9 - 4:30pm

**Saffron Resource Centre**

**432 Saffron Lane,  
Leicester LE2 6SB**

Benefits, housing, education, employment & debt. Appointment only. Home visits by special arrangement.

**0116 283 7212 / 1765**

Monday - Friday, 9 - 5pm

**Citizens's Advice**

**3<sup>rd</sup> Floor Alliance House,  
6 Bishop Street**

Advice of Welfare Benefits, Debt, Consumer Matters and employment.

**0116 285 2801**

Phone line open :-  
Monday, Wednesday, Thursday,  
10:00am - 1pm

Appointments will be made after initial phone call. No drop in service available. Lines can be very busy, please be patient.

**Housing Options Centre**

**Phoenix House, 1 King Street  
Leicester LE1 6RN  
(Welford Place)**

Housing register, Homes mobility & Homeswap Schemes. Nominations Section & adapted Housing Database Office.

**Advice Line**

**0116 252 8707**

Monday, Wednesday, Thursday,  
9am - 5:00pm  
Tuesday, 1pm - 5pm  
Friday, 9am - 4:30pm

**Public Hours  
(Welford Place)**

Monday, Wednesday, Thursday &  
Friday, 9am - 4pm  
Tuesday, 1pm - 4pm

**Emergency out of hours**

**Border House  
Family:**

**0116 221 1407**

**Dawn Centre**

**Single/Childless couples:  
0116 221 2770**

## Age UK

Clarence House, Humberstone  
Gate, Leicester LE1 3PJ

Advice for older people (over  
50yrs) on a wide range of subjects  
including welfare benefits,  
assistance with form filling.

**0116 222 0555**

Monday - Thursday, 1:30 - 4:30pm  
Friday, 1:30 - 4:00pm

**Advice by Appointment only.**

Community Legal Advice Centre  
(CLAC)

60 Charles Street, 3<sup>rd</sup> Floor  
Leicester LE1 1FB

General & Specialist advice in  
Welfare benefits, Housing,  
Community Care, Debt, Family,  
Employment

**0116 242 6720**

**Drop in Sessions**

Mon, Tues, Thurs, Fri,  
9:00am – 4:30pm  
Wed, 9:00am - 2pm

## CALS

(Community Advice and Law  
Service)

1<sup>st</sup> Floor, Epic House, Charles St  
Leicester LE1 3SH

**0116 242 1120**

Monday - Thursday, 9am - 5pm  
Friday, 9am - 4:30pm

Appointments available to those  
with complex debt problems after  
initial telephone advice.

Shelter Housing Aid and Research Project

13 Welford Road, Leicester  
LE2 7AD

**0116 254 6064**

**Emergency Drop-In and  
Advice Service:**

(Best to call first to make an  
appointment)

Monday - Thursday, 10am - 4pm  
Friday, 10am - 3:30pm

## Immigration Advisory Service

Derby office working out of -  
9 Millstone Lane  
Leicester LE1 5JN

**0116 262 9899**

Monday - Fri, 9am - 5pm

Immigration/Asylum - free and  
confidential advice to all who are  
eligible, we can also conduct  
appeals on your behalf to the  
Asylum and Immigration Tribunal.

## TREC

(The Race Equality Centre – New  
Arrival Service)

3<sup>rd</sup> Floor Epic House  
Lower Hill Street  
Leicester LE1 3SH  
(off Charles Street)

**0116 299 9807 / 9800**

Mon - Fri, 10am - 4pm

Advice and assistance to refugees  
and asylum seekers in respect of  
benefits entitlements and  
applications.

## Consumer Direct

Advice on consumer matters.

**08454 040506**

Mondays - Friday 9am - 5pm

**LEICESTER  
ADVICE  
AGENCIES**

## Welfare Rights Service

Leicester City Council,  
1 Grey Friars LE1 5PH

**Benefits Advice Line**

General benefits advice, help with  
appeals.

**0116 256 8211**

Mon, Tues, Thu, 1 - 4pm

**Benefit check / form filling:-**

**St Peters Health Centre /  
Framland House**

(Residents of Highfields /  
Spinney Hills only)

**Contact 256 8217/8233**

**New Parks Customer  
Services Centre**

321 Aikman Avenue

**Contact 252 7000**

(Appointments Fri only)

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