

ADVICE SERVICES

in Leicester



What kind of advice do you need?

W Welfare benefits

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

H Housing and Homelessness

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

CC Community Care

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

D Debt

- I have 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

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

F Family

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

CP Consumer problems

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

Services available to everyone in Leicester

Community Legal Advice Centre (CLAC) **W, H, CC, D, E, F, CP**

Tel 0845 456 0074 or (0116)242 6720

Drop in sessions: Monday, Tuesday, Thursday, Friday:

9.00am – 4.30pm; Wednesday 9.00am – 2pm.

Outreach sessions at community venues: appointments available

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

E-mail: leicester@communitylegaladvice.org.uk

Website: www.clac.leicester.gov.uk/leicester/

Welfare Rights Service, Leicester City Council **W**

Tel (0116) 256 8211

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

Appointments available in Children's Centres

E-mail: welfare.rights@leicester.gov.uk

Website: www.leicester.gov.uk/council-services/welfare-rights/

Community Advice and Law Service **D, W, H, E**

Tel (0116) 242 1120

Appointments available at Epic House and at outreach sessions at community venues

County Court desk 10.00am – 1.00pm, 2.00pm - 4.00pm daily

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

E-mail: enquiries@cals.uk.net

Website: www.cals.uk.net

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

Tel (0116) 254 6064

Emergency drop in and advice service: Monday – Thursday

10.00am – 4.00pm; Friday 10.00am – 3.30pm

13 Welford Road, Leicester LE2 7AD

Website: www.leicestershelter.org.uk/

Citizens' Advice Bureau H, W, F, I, E, CP

Tel (0116) 217 1852

4th Floor, Apex House, 74-76 Charles Street, Leicester LE1 1FB

Website: www.citizensadvice.org.uk

Revenue and Benefits, Leicester City Council W, H, D

Advice for Council Tax, business rates, housing and Council Tax benefit.

Tel (0116) 252 7006 (Housing benefits);

(0116) 252 7005 (Council Tax)

Advice line: Monday to Friday: 8.00am – 6.00pm

Drop in sessions: Monday, Tuesday, Thursday: 8.30am - 5.00pm;

Wednesday: 9.30am - 5.00pm; Friday: 8.30am – 4.30pm

Wellington House, 22-32 Wellington Street, Leicester LE1 6HL

Website: www.leicester.gov.uk/housingbenefits

Housing Options, Leicester City Council H, D

Advice on housing and homelessness

Tel (0116) 252 7008

Advice line: Monday, Wednesday, Thursday 9.00am – 5.00pm;

Tuesday 1.00pm – 5.00pm; Friday 9.00am – 4.30pm

Drop in sessions at Welford Place: Monday, Wednesday, Thursday, Friday 9.00am – 4.00pm; Tuesday 1.00pm – 4.00pm

Phoenix House, 1 King Street, Leicester LE1 6RN

Website: www.leicester.gov.uk/applying-for-council-housing/

Advice Services for particular groups or communities

Mosaic: shaping disability services W, CC

Who can we help? Disabled people and carers

Tel (0116) 231 8720

Advice line: Monday – Thursday 9.00am – 5.00pm;

Friday 9.00am – 4.30pm

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

Website: www.mosaic1898.co.uk

Age UK W, CC

Who can we help? People over 50 years of age

Tel (0116) 299 2233

Advice line: Monday – Thursday 1.30pm – 4.30pm;

Friday 1.30pm – 4.00pm

Clarence House, Humberstone Gate, Leicester LE1 3PJ

Website: www.ageukleics.org.uk

Highfields Centre CC, D, F, H, I, W

Who can we help? Primarily Highfields and St Matthews residents

Tel (0116) 253 1053

Drop in sessions: Monday 9.30am – 12 noon;

Tuesday 9.30am – 12.30pm; Wednesday 4.00pm – 6.30pm;

Thursday 9.30am – 12.30pm

96 Melbourne Road, Leicester LE2 0DS

Website: www.highfieldscentre.ac.uk

Saffron Resource Centre W, H, D

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

Tel (0116) 283 7212

Appointments available: Monday – Friday 9.00am – 5.00pm

423 Saffron Lane, Leicester LE2 6SB

E-mail: info@srcentre.org.uk

Website: www.srcentre.org.uk/

The Race Equality Centre W, H, I

Who can we help? Refugees

Tel (0116) 299 9807 or (0116) 299 9800

Drop in sessions: Monday – Friday 10.00am – 4.00pm

3rd Floor, Epic House, Lower Hill Street, Leicester LE1 3SH

Website: www.theraceequalitycentre.org.uk/

Somali Development Services W, D, H

Who can we help? Refugees and other migrants

Tel (0116) 285 5888

Drop in sessions: Monday – Friday 9.00am – 2.00pm

39 Abingdon Road, Leicester LE2 1HA

Website: www.sds-ltd.org

Welfare Rights (Mental Health) Leicester Partnership Trust W

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

Website: www.lampdirect.org.uk

The Income Management Team, Leicester City Council D, W

Who can we help? Council tenants only

Tel (0116) 252 7007- ask for Income Management Team

Who can they help? Leicester City Council tenants Advice line:

Monday - Friday, 9.00am - 5.00pm

No public address but appointments can be arranged

Legal Aid Private Solicitors in Leicester

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

Free advice is only available for people who are eligible for legal aid. To see if you qualify for legal aid the link below is to a legal aid calculator: www.legalaidcalculator.justice.gov.uk/calculators/

Immigration Advice I

- **Midland Immigration Services**
255 Melton Road, Leicester LE4 7AN
Tel. 0800 0304 998 or (0116) 266 9697
Website: www.misuk.org/contactus.html
- **Thaliwal Bridge Solicitors**
298 Welford Road, Leicester LE2 6EG
Tel. (0116) 274 5252
Website: www.thaliwalbridge.co.uk/

Family Advice F

- **The Smith Partnership**
14 York Road, Leicester LE1 5TS
Tel. (0116) 247 2000
Website: www.smithpartnership.co.uk
- **Bray and Bray**
36-42 Humberstone Road, Leicester LE5 0AE.
Tel. (0116) 254 8871
Website: www.braybray.co.uk
- **Scutt Beaumont**
102 New Walk, Leicester LE1 7EA
Tel. (0116) 254 4200
Website: www.sbs-solicitors.co.uk

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

Key Website Addresses for Information on Welfare Law 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.oft.gov.uk/consumer

Tel. 0845 4040 505

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

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.

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.

The information in this booklet will change after April 2013.

For further assistance with this booklet please call Customer Services at Leicester City Council on (0116) 252 7000.