MAINSTREAM WELFARE AND BENEFITS ADVICE ORGANISATIONS

(version 16/10/26)

ORGANISATION	CONTACT	SCOPE	UPDATE FROM
Advice 4 All St. James Centre Malcolm Street Derby DE23 8LU	Monika Toche 07818 381510 advice4all@stjamescentre.org	Advice 4 All offers 30 minutes of free advice on benefits, housing, debt, employment, health, disability, general advice and help to save energy, lower bills, and help to reduce water costs: • Our staff speak English, Asian and Eastern European languages. • If you are parents/carers of a disabled child or adult we can provide free support (no time limit) to help you claim benefits, apply for a blue badge, adaptions etc. We also run two free sessions at Normanton Library, Derby DE23 6LX: • Help into Work – creating your CV, applying for jobs etc. On Wednesdays 10-12 during term time • Advice Drop In – just pop in if you have a problem. On Fridays 10-12	Janet Tristram on 20/8/26
Citizens Advice Mid Mercia 114 Church Street Church Gresley DE11 9NR	Matthew Fletcher 01283 210108	Advice on benefits, debt, employment, housing, immigration (OISC Level 1), families, utilities, consumer issues: • Covering South Derbyshire, Derby City, East Staffordshire, and Tamworth. • Advice line 08082 787972 from Monday to Friday at 10am to 4pm • Help to claim support for Universal Credit applications (0800 1448444) 8am to 6pm, Monday to Friday • Specialist housing legal advice, including possession, homelessness, disrepair and unlawful eviction. Contact housing@citizensadvicemidmercia.org.uk or 01332 228701	Matthew Fletcher on 11/9/26
Derby Advice The Council House Corporation Street, DE1 2FS	General enquiries 01332 643394 derby.advice@derbyhomes.org	Welfare rights and benefits advice for Derby Homes residents within the city	Johanna Roberts on 22/9/26
Derby Refugee Forum Bosnia and Herzegovina Centre 99 Curzon Street Derby DE1 1LN	Selma Todorovac 01332 347497 info@derbyrefugeeforum.org	Supporting refugees by providing assistance with initial benefit claims and ongoing support. This includes help with Universal Credit claims, housing benefit, National Insurance numbers, utility bills, Council Tax support, billing issues, accessing bank accounts, and other general enquiries. Drop-in advice sessions are available every Tuesday and Thursday, with registration from 9am	Selma Todorovac on 20/8/26
Direct Help and Advice (and The Derby Law Centre) Phoenix Street Derby DE1 2ER	Reception 01332 287850 info@dhadvice.org	Specialist legal advice, advocacy and representation: • Housing Law – homelessness, possession, eviction notices, unlawful evictions, serious disrepair • Family Law – domestic violence; child protection; s31 care proceedings; finance aspect • Debt – advice and guidance • Welfare Benefits – advice, guidance, benefit entitlement checks, appeals, training and support • Employability training • Free workshops around budgeting, managing debt, numeracy skills, attitudes to money, etc • Volunteering opportunities	Suzanne Walker on 21/8/26
Disability Direct 20 Royal Scot Way Derby, DE24 8AJ	WelfareRights@disabilitydirect.com 01332 299449.	Disability benefits advice, form filling and appeal/tribunal support for disabled people and carers. Pre-booked appointments only	Sarah Froggatt on 16/10/26
Jubilee Project Derby City Mission	Lindsey Sharp 07899 754859 advice@derbycitymission.org.uk	Debt and benefits advice at: • St Peters Church, St Peters Street, DE1 1NN • St Augustine's Church, Upperdale Road, DE23 8BP • St Philips Church, Taddington Road, Chaddesden, DE21 4JU • Osmaston/Allenton Children's Centre, DE24 8XB For days and times please go to www.derbycitymission.org.uk/jubileeclinics	Lindsey Sharp on 26/8/26
Communication Unlimited Flat 1 Perth House Athlone Close Derby DE21 4BP	bookings@cu-bsl.co.uk 01332 369920 07812 300280	If a deaf person accesses any of the above services, Communication Unlimited can interpret for sign language users. They have experience of working with people who have moved to this country, and they can signpost to deaf organisations and services. For further details go to www.cu-bsl.co.uk	Alison Jones on 20/8/26

Please email any changes to this table to newarrivalsalliance@communityactionderby.org.uk