

MAINSTREAM WELFARE AND BENEFITS ADVICE ORGANISATIONS

(version 11/9/26)

ORGANISATION	SCOPE	CONTACT	UPDATE RECEIVED FROM
Advice 4 All St. James Centre Malcolm Street Derby DE23 8LU	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, adaptations 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	Monika Toche 07818 381510 advice4all@stjamescentre.org	Janet Tristram on 20/8/26
Citizens Advice Mid Mercia 114 Church Street Church Gresley DE11 9NR	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 01283 210108	Matthew Fletcher on 11/9/26
Derby Advice The Council House Corporation Street, DE1 2FS	Welfare rights and benefits advice for Derby Homes residents within the city.	General enquiries 01332 643394 derby.advice@derbyhomes.org	Welfare Rights Triage Officer June 2025
Derby Refugee Forum Bosnia and Herzegovina Centre 99 Curzon Street Derby DE1 1LN	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 01332 347497 info@derbyrefugeeforum.org	Selma Todorovac on 20/8/26
Direct Help and Advice (and The Derby Law Centre) Phoenix Street Derby DE1 2ER	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, saving money, basic numeracy skills, attitudes to money, priority and non-priority debts plus others - Volunteering opportunities	Reception 01332 287850 info@dhadvice.org	Suzanne Walker on 21/8/26
Disability Direct 46 Babington Lane Derby DE1 1SX	Disability benefits advice, form filling and appeal/tribunal support for disabled people and carers. Drop-in centre open Monday to Wednesday 9am to 4.30pm. Phone lines only on Thursdays and Fridays	Alison Johnson 01332 299449 info@disabilitydirect.com	Louise Moss on 12/1/24
Food & Education Enterprise 119 Osmaston Road Derby DE1 2GD	FEE have a contract with the Home Office via the organisation 'We Are Digital' to provide free support to people who need to apply for biometric residential permits, national insurance numbers, visas, indefinite leave to remain, travel documents, citizenship, UK passport, and Windrush compensation claims. FEE can contact 'We Are Digital' to arrange an appointment for the client to complete their application	Ali Neghipooran fee.cafe@outlook.com 01332 298605	Ali Neghipooran on 18/5/23
Jubilee Project Derby City Mission	Debt and benefits advice at: - St Peters Church, St Peters Street, DE1 1NN - St Augustines 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 07899 754859 advice@derbycitymission.org.uk	Lindsey Sharp on 26/8/26
Communication Unlimited Flat 1 Perth House Athlone Close Derby DE21 4BP	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	bookings@cu-bsl.co.uk 01332 369920 07812 300280	Alison Jones on 20/8/26

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