

MAINSTREAM WELFARE AND BENEFITS ADVICE ORGANISATIONS

(Version June 2025)

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, and general advice in English and bilingually in Asian and Eastern European languages. If you are parents or carers of a disabled child or adult we can provide free support (no time limit) to help with Benefits, apply for a blue badge and adaptations. We run two free sessions at Normanton Library Derby DE23 6LX. Wednesday 10-12:00 during term time, Help into Work, creating a CV and applying for jobs. Friday 10-12:00 advice drop in - - just pop in if you have a problem.	Monika Toche 07818 381510 monika@stjamescentre.org	Janet Tristram June 2025
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	Jill Doyle 01283 210108	Jill Doyle on 12/1/24
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 Advice Centre Bosnia and Herzegovina Centre 99 Curzon Street Derby DE1 1LN	Supporting refugees and those with family reunions with access to initial benefit claims, on-going support with online claims and changes, housing applications, national insurance numbers, accessing bank accounts and other general enquiries. Drop-in advice on Tuesdays and Thursdays with registration from 9am	Reception 01332 347497 drac2@hotmail.co.uk	Ruth Long on 17/5/24
Direct Help and Advice (and The Derby Law Centre) Phoenix Street Derby DE1 2ER	Specialist legal advice, advocacy and representation: - Housing – homelessness, possession, eviction notices, unlawful evictions, serious disrepair. - 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 19/2/25
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 - Sinfin Family Hub, 345 Sinfin Lane, Sinfin, Derby DE24 9HW For days and times please go to www.derbycitymission.org.uk/jubileeclinics	Lindsey Sharp 01332 460347 advice@derbycitymission.org.uk	Lindsey Sharp on June 2025
Student Legal Advice Centre Derby Law School One Friargate Square 4-6 Agard Street Derby DE1 1DZ	The Student Legal Advice Centre offers pro bono advice and assistance on a range of areas of law: - Family Law Clinic including support at court in family matters (Derby Courts) - Reach Out Clinic – family law advice for people in prison - Immigration Family Reunion Clinic - Legal Triage Clinic (University of Derby students only) - Policy Clinic and International Human Rights Clinic - Business Clinic (for small businesses and entrepreneurs)	Public enquiries: studentlegaladvicecentre@derby.ac.uk Professional enquiries: Kaye Howells – k.howells@derby.ac.uk	Kaye Howells on 30/5/23

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 16/5/24
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Please email any changes to this table to richard.keene@communityactionderby.org.uk