

Nottingham City Council

Welfare Rights Service



**Advice and help with benefits,
tax credits, and debt**

FREE • Confidential • Impartial • Advice and Advocacy



**Nottingham
City Council**

Welfare Rights Service

The service offers free advice and advocacy to improve the income and living standards of Nottingham people.

You can get help and advice with:

Benefits & Tax Credits

- Benefit checks to make sure you're claiming all you're entitled to
- Help with benefit claim forms
- Supporting you to challenge decisions
- Representation at benefit appeal tribunals

Debts

- Preparing financial statements and offering budgeting advice
- Negotiating repayment arrangements with creditors
- Supporting tenants and home owners with arrears and possession proceedings
- Help with court forms
- Insolvency options such as bankruptcy or Debt Relief Orders

In 2012 - 2013 the service helped 4,631 local people to improve their financial situation.

We helped people get **£4.2 million** in benefit entitlements.

We negotiated affordable repayment arrangements on **£2.3 million** of debt.



How to access our service

The services we provide are available through:

- **Telephone advice** from 8.30am - 4.50pm, Monday to Friday
- **Advice sessions** at various locations across the city
- **Home visits** if you are unable to attend an appointment



0115 915 1355



Visit: www.nottinghamcity.gov.uk/welfarerights



Email: welfarerights@nottinghamcity.gov.uk

How to comment, compliment or complain about our service



Go online:

www.nottinghamcity.gov.uk/haveyoursay



Phone us on:

**0115 915 1355, Welfare Rights Service Management Team, or
0115 876 4943, Comments and Complaints (Customer Focus)**



Textphone or minicom:

18001, then 0115 915 1355



Write to: **Welfare Rights Service Management Team, Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG**

If you need our help to access or understand this information, please call us on **0115 915 1355** or email welfarerights@nottinghamcity.gov.uk

Where can people get more information, advice or help?

Advice Nottingham

www.advicenottingham.org.uk

Bestwood Advice Centre

Phone: 0115 962 6519

Email: advice@bestwoodadvice.org.uk

Citizens Advice Bureau

Phone:

From a **landline**: 0844 848 7997

From a **mobile**: 0300 330 5457

Minicom: 0115 958 9330

www.nottinghamcab.org.uk

Clifton Advice Centre

Phone: 0115 940 5551

Email: clifton.advice@btconnect.com

Community Legal Advice

Phone: 0845 3454 345

StepChange Debt Charity (CCCS)

Phone: 0800 138 1111

www.stepchange.org

Council Tax Benefit -

Nottingham City Council

Phone: 0115 915 4944

www.nottinghamcity.gov.uk/counciltax

Department for Work and Pensions

Phone: 0800 882200

www.dwp.gov.uk

Energy Advice Team –

Nottingham City Council

Phone: 0115 876 3537

www.nottinghamcity.gov.uk

Email: energyteam.housing@nottinghamcity.gov.uk

nottinghamcity.gov.uk

Notts Housing Advice

Phone: 0845 241 4515

www.nottshousingadvice.org.uk

Housing Aid Team -

Nottingham City Council

Phone: 0115 915 3000

www.nottinghamcity.gov.uk

Housing Benefit -

Nottingham City Council

Phone: 0115 915 4944

Job Centre Plus

Phone: 0800 055 6688

www.jobcentreplus.gov.uk

Meadows Advice Group

Phone: 0115 986 0197

Email: meadows_advice@btconnect.com

Money Advice Service

Phone: 0300 500 5000

www.moneyadviceservice.org.uk

National Debtline

Phone: 0808 808 4000

www.nationaldebtline.co.uk

Nottingham City Homes

Phone: 0115 9154250

www.nottinghamcityhomes.org.uk

Nottingham Credit Union

Phone: 0800 093 7090

www.nottinghamcu.co.uk

Nottingham Law Centre

Phone: 0115 978 7813

www.nottinghamlawcentre.org.uk

St Ann's Advice Centre

Phone: 0115 950 6867

GOV.UK www.gov.uk

The Government's official website for citizens