

Nottingham City Council

Welfare Rights Service

Advice and help with benefits, tax credits and debt

FREE.
Confidential.
Impartial.
Advice and Advocacy

“Once again without your effort and knowledge, we would never have been able to cope”

In 2019-2020 the Welfare Rights team helped 6,125 local people to improve their financial situation. We helped people to get £11.8million in benefit entitlements and negotiated affordable debt repayment arrangements on £2.5million of debt.



Your Welfare Rights Team

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 and Tax Credits

- Benefit checks to make sure that you're claiming all that you're entitled to
- Help with benefit claims 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 homeowners with arrears and possession proceedings
- Help with Court forms
- Insolvency options such as Debt Relief Orders

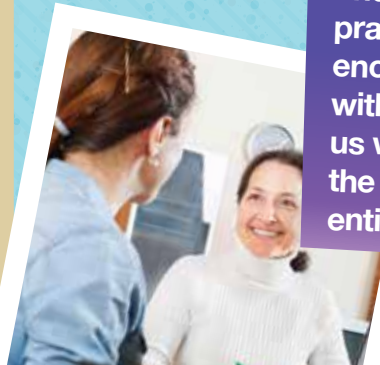
What our clients say

“I am so very grateful, it's made a huge difference to mine and my family's life.”

Welfare Rights helped this citizen to manage debts of £6,300 and gain £214.66 per week in benefit entitlement and a lump sum of £13,712 backdated benefits.



“You are all doing a wonderful job and we can't praise your service enough, because without it many of us would be left in the dark about our entitlements”





“Just wanted to say thank you so much for all the support and advice you have given over these difficult past months, I wouldn't have known where to start, your help has been very much appreciated.”

Welfare Rights assisted this client with successful benefit claims and helped to win an appeal tribunal, resulting in £18,000 financial gain.







How to access our service

The services we provide are available through:

-  Telephone advice from 8.30am to 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**
-  **www.nottinghamcity.gov.uk/welfarerights**
-  **welfarerights@nottinghamcity.gov.uk**

How to comment, compliment or complain



-  **www.nottinghamcity.gov.uk/haveyoursay**
-  **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: 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 **0115 915 1355** or email **welfarerights@nottinghamcity.gov.uk**



Where can people get more information, advice or help?

Adult Social Care Services - Nottingham Health and Care Point

☎ 0300 131 0300, Monday to Friday, 8:30am to 5:00pm

✉ adult.contactteam@nottinghamcity.gov.uk

Welfare Rights Service, Nottingham City Council

(Welfare benefit and debt advice and advocacy)

☎ 0115 915 1355

✉ welfarerights@nottinghamcity.gov.uk

🌐 www.nottinghamcity.gov.uk/welfarerights

Civil Legal Advice

Advice for housing, family, discrimination and education

☎ 0345 3454 345

Council Tax Support Scheme, Nottingham City Council

☎ 0115 718 4444

✉ benefits.housing@nottinghamcity.gov.uk

🌐 www.nottinghamcity.gov.uk/counciltax

Council Tax, Nottingham City Council

If you are struggling to pay your bill or have queries

☎ 0115 718 1777

✉ counciltax@nottinghamcity.gov.uk

🌐 www.nottinghamcity.gov.uk/counciltax

Department for Work and Pensions

☎ 0800 055 6688 – new benefit claims

☎ 0345 608 8545 – Enquiry line

Energy Advice Team, Nottingham City Council

☎ 0115 876 3537

✉ energyteam.housing@nottinghamcity.gov.uk

Housing Aid Team, Nottingham City Council

(For homelessness or housing need)

☎ 0115 876 3300

🌐 www.nottinghamcity.gov.uk

Housing Benefit, Nottingham City Council

☎ 0115 718 4444

✉ benefits.housing@nottinghamcity.gov.uk

🌐 www.nottinghamcity.gov.uk/housingbenefit

Money Advice Service

☎ 0300 500 5000

🌐 www.moneyadvice.service.org.uk

National Debtline

☎ 0808 808 4000

GOV.UK

The Government's official website

🌐 www.gov.uk

Universal Credit Helpline

☎ 0800 328 5644