



Access to free advice from ASC partners:

- Coventry Independent Advice Service
- Citizens Advice Coventry
- Coventry Law Centre

Details of other advice services in the city can be found on the **Advice Services Coventry** website at www.adviceservicescoventry.org.uk

(All information correct on 15th May 2017)



**Coventry Independent
Advice Service**

If you need help with a benefits or debt problem,
you can go along to any of the following sessions - you do not need an appointment.

If you have a form to fill in, please call 024 76521100 before attending.

Please note that the time available for each person at these 'drop-in' sessions is limited and we may not be able to see everyone who needs help. **We see people on a 'first come first served basis' and we may have to ask you to come back another day once the session is full.**

Please bring with you any paperwork you have about your problem, such as letters and bills. We may not be able to deal with everything on your first visit but we can make you an appointment to come back if you need further help.

| Day | Venues | Times |
|-----------|--|-----------------------|
| Monday | Wyken: Richard Lee Children's Centre, The Drive, CV2 5FU | 9.00 am to 11.30 am |
| | Canley: Children's Centre Charter Primary School, Mitchell Avenue, CV4 8DW | 9.30 am to 12.00 noon |
| | Foleshill: Children's Centre, 454 Foleshill Road, CV6 5LB | 9.30 am to 12.00 noon |
| | Wood End: Moat House Children's Centre, Deedmore Road, CV2 1EQ | 1.30 pm to 4.00 pm |
| | Willenhall: Hagard Community Centre, Remembrance Road, CV3 3DG | 1.30 pm to 4.00 pm |
| Tuesday | Holbrooks: Community Care Association, The Park, Holbrook Lane, CV6 4DE | 9.00 am to 11.30 am |
| | Wood End: Leisure & Neighbourhood Centre, Winston Avenue, CV2 1EA | 9.30 am to 12.00 noon |
| | Hillfields: St Peters Centre, Charles Street, CV1 5NP | 9.30 am to 12.00 noon |
| Wednesday | Tile Hill: Children's Centre, Jardine Crescent, CV4 9PL | 9.30 am to 12.00 noon |
| | Willenhall: Hagard Community Centre, Remembrance Road, CV3 3DG | 9.30 am to 12.00 noon |
| | Holbrooks: Community Care Association, The Park, Holbrook Lane, CV6 4DE | 5.00 pm to 7.00 pm |
| Thursday | Bell Green: The Library, 17-23 Riley Square, Bell Green, CV2 1LS | 9.30 am to 12.00 noon |
| | Stoke Aldermoor: Life Centre, 78 Round House Rd, Coventry CV3 1DA | 9.30 am to 12.00 noon |
| | Foleshill: Children's Centre, 454 Foleshill Road, CV6 5LB | 1.30 pm to 4.00 pm |
| | Willenhall: Hagard Community Centre, Remembrance Road, CV3 3DG | 1.30 pm to 4.00 pm |
| Friday | Spon Gate: Children's Centre, Upper Spon Street, CV1 3BQ | 9.30 am to 12.00 noon |
| | Bell Green: The Library, 17-23 Riley Square, Bell Green, CV2 1LS | 1.30 pm to 4.00 pm |



Coventry Citizens Advice – how to get advice

Try us online first:

Go to our dedicated advice website: www.advicebuddy.org. If the answer isn't there in our self-help information, you can send us your question and one of our advisers will get back to you by email or telephone.

Give us a ring:

We are part of the national telephone helpline: Adviceline. Ring us on 03444 111 444, open five days a week **10am** till **4pm**.

Call in:

Our offices at Kirby House, Little Park St. are open from 9.30 am, Monday – Friday. At reception, we will identify the best way to help you.

As well as generalist advice, Citizens Advice Coventry has a variety of projects and programmes offering advice and information to specific client groups. Contact us on any of the above channels and we will direct you to the best sources of support for your needs.

Benefits Aware

We're working to prevent problems occurring by focusing in on the changes that have occurred and are planned and making claimants aware of the critical things they need to do to manage their claim.

- Our **Benefits Aware** website has lots of information about welfare reform and what to do if something has gone wrong with a benefit claim, as well as some local information, at <http://benefitsaware.centralenglandlc.org.uk>
- You can follow the Law Centre on Twitter @benefitsaware and on Facebook at Benefits Aware

Sanctions/Benefit Cap hotline

- **Sanctions hotline** available every week day, Monday to Friday, from 11.00 pm to 2.00 pm.
Tel: 024 7625 3160
- This is a telephone helpline to help anyone from Coventry who has had a benefit sanction. The hotline also gives telephone advice to people who are subject to the **benefit cap**.
- We can help people to challenge sanction decisions at all stages of the process and will also identify other ways of assisting (e.g. changing the basis of their claim).
- Appointments can be booked after the initial call.

Advice for Families

- Families who have a key worker in Children's Services can get help from our Advice for Families Service. This is a home visit service that includes help with benefits and debt problems – families are referred by their key worker
- The Advice for Families workers can offer basic advice on other issues and refer on to Law Centre staff working in other subject areas (including immigration, housing, employment and family issues).

Representation at benefit appeals

- Coventry Law Centre offers **representation at social security appeal tribunals** for people in Coventry.
- Anyone with an appeal can contact the law Centre on 02476 223053 for help.

Drop-in advice session – for people rough sleeping or insecurely housed

- The Law Centre also runs a fortnightly benefits and debt advice session at **Anchor Health Centre**, Simon House, Bird Street, Coventry CV1 5FX every other Friday from 9.30 to 12.00 noon. This service is available to **people who are registered with a GP at Anchor Health Centre** and appointments are given by contacting the Health Centre directly (Tel: 024 7652 7040).
- Although the focus of the session is on benefits and debt, the adviser can offer basic advice and refer on to Law Centre staff working in other subject areas (including immigration, housing, employment and family issues).