

Further to securing Southampton City Council's contract to deliver advice, information and guidance services until 2023, Advice in Southampton partners are proud to announce that have been working with SARC to provide high quality welfare benefits and employment tribunal support to clients from April 2018.

The Advice in Southampton offer responded to a call from the City Council to develop an integrated and seamless advice service for the city's residents.

The award of this contract brings together six independent advice organisations, and marks a step-change in how advice services will be delivered for the next five years.

- Citizens Advice Southampton (General and specialist advice services for everyone)-Lead Organisation for the contract
- No Limits (Children and Young People)
- Age UK Southampton (Older People)
- CLEAR (Asylum Seekers and Refugee support) and EU Welcome (General advice for EU citizens)
- the Environment Centre (Fuel poverty advice)
- Rose Road Association (Advice children and young people with special educational needs and disabilities, and their families)

SARC has entered into a separate arrangement with Citizens Advice Southampton to provide a contracted volume of specialist tribunal support for welfare benefits and employment cases. Therefore, **new clients need to contact Citizens Advice or other Advice in Southampton partners in the first instance-** except where SARC are separately funded to provide generalist advice and/or specialist advice in a specific location.

Advice in Southampton aims to:

- Ensure local people can access general and specialist support on a wide range of issues, without having to tell their story time and again to different agencies. The range of advice provision includes

Welfare benefits

Employment advice

Debt advice

Immigration advice

Consumer advice

Home energy efficiency and energy bills

Information, advice and support for young people

Information and advice for Children with Special Educational Needs and Disabilities (SEND) and their families

Well-being support for older people

- Improve the accessibility of advice services so that more people get the help they need in the way that suits them best. This means increasing the availability of advice by phone, and developing access to newer technologies including webchat, saving people time and the money they would have to spend traveling to us to get advice.
- Share expertise, resources, good practice and reduce duplication across organisations. This includes joining with health and social care agencies to increase advice knowledge, and make sure people who are less likely to seek advice are helped before their problems escalate.

- Focus services on the needs of the city's diverse population as mapped out by the City Council. This means increasing help for young people and older people, as well as maintaining services helping people who have made the city their home.
- Join-up mainstream advice to specialist services supporting families with children who have special educational needs and disabilities.
- Create volunteering and employment opportunities for people who either want to work in advice or help them develop skills that will increase their employability.

The Advice in Southampton partnership works within the council's aim to increase the overall number of people helped without increasing the cost to the city, and works with the council to increase funding from other sources.

For initial advice enquiries please contact one the Advice in Southampton partners shown below:

Citizens Advice Southampton

(General advice for people of all ages on any issue)

Information online and webchat service www.citizensadvice.org.uk

E-mail: support@sotoncab.org.uk (response within 2 working days)

Telephone advice 03444 111 306 (local call charges apply)

Monday-Friday 9.30am until 4.30pm Saturday 9.30am until 12.30pm

Face to face drop-in - no appointment necessary

Southampton Central Library (Basement) Civic Centre Rd, Southampton SO14 7LW

Monday: 10.00am – 4.00pm

Tuesday – Friday: 10.00am until 2.00pm

No Limits

(General advice for young people aged up to 25 years)

Information online and webchat service: <https://nolimitshelp.org.uk/get-help/advice-centre/>

Advice Centre – Drop in, appointments and telephone

13 High Street

Southampton

SO14 2DF

Telephone: 02380 224 224

Email: enquiries@nolimitshelp.org.uk

Opening Hours

Monday: 10am – 5pm

Tuesday: 10am – 5pm

Wednesday: 1.30pm – 8.00pm

Thursday: 10am – 8.00pm

Friday: 10am – 5pm

Saturday: 10am – 1.30pm

Age UK Southampton

(General advice tailored to the needs of older people 55 years plus)

Information online and webchat service: <https://www.ageuk.org.uk/information-advice/>

Local telephone advice and to arrange an appointment:

023 8036 8636

Monday to Friday 10am-4pm

Email: info@ageuksouthampton.org.uk

National Age UK Adviceline

Telephone (freephone) 0800 055

6112

8am – 7pm

365 days a year

For a service offering support in languages other than English contact:

EU Welcome: <http://www.euwelcome.org.uk/contact-us/>

CLEAR: <http://www.clearproject.org.uk/advice/> Asylum Seekers and Refugee support

Special Educational Needs & Disabilities (SEND) Information and Advice Service contact:

Open 9am to 5pm Monday to Friday

Telephone: 0300 303 2677 (local rate)

Email: southamptoniass@roseroad.org.uk

Website: <http://www.southamptonsendiass.info/> 24 hours

Support with home energy efficiency and energy bills - Freephone 0800 804 8601