

COMMUNITY SUPPORT

Finding community based help and advice

The rising cost-of-living is squeezing household budgets, but voluntary sector led help and support is available for you to refer those you work with who may need it.

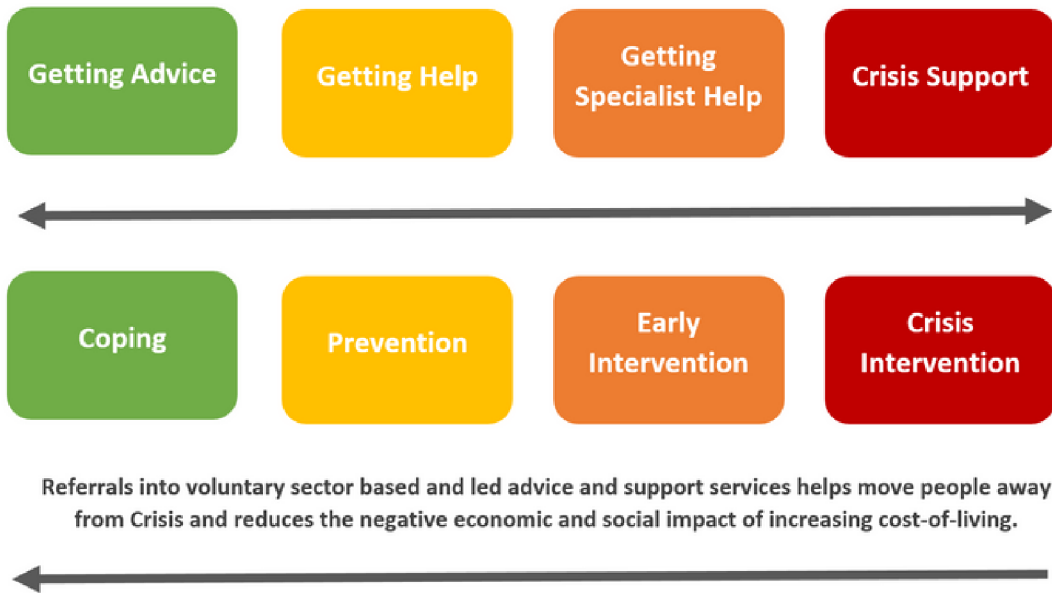
East Durham Trust, Durham Christian Partnership and Citizens Advice County Durham are working together, alongside other key partners, in taking a collaborative approach to ensure that people in need across County Durham can access a range of advice, guidance and support. These key voluntary sector advice and support providers are delivering countywide in a connected partnership.

Supported with funding from Durham County Council the joint project has three key strands of activity:

1. Crisis intervention
2. Provision of voluntary sector led and based information, advice and guidance
3. Creating sustainable voluntary sector advice systems to future proof advice needs

These voluntary sector based and led support services are available across the county.

You can scan the QR codes to find out more or make a referral.



Financial Wellbeing Support

Many people experience problems with their finances in one way or another over their lifetime. This can be for many reasons. The most important thing to do is to get help.

Community Money Advice County Durham

Run by Durham Christian Partnership, this project offers a free, non-judgemental and confidential service for anyone struggling with financial issues, debt or managing their money. Appointments are available at a number of foodbank centres across the county, with advice also available via telephone, email, post or video call. In special circumstances home visits can be arranged.

www.moneyadvisedurham.org.uk

Tel: **0191 303 7514** to request a call-back.

Monday to Friday 9am-5pm.



Age UK County Durham

Supporting people over 50 with rising costs. Older people with limited fixed incomes should not be afraid to turn on the heating, cook a hot meal or not be able to access services due to rising costs. By calling Age UK County Durham we can offer access to benefits, food and hot meals, vouchers and support with fuel costs. Our information and advice team can help you access services and support your needs either over the phone or home visits.

www.ageuk.org.uk/countydurham

Tel: **0191 3863856**

Monday to Friday 8.30am-4.00pm.

Email: info@ageukcountydurham.org.uk

Citizens Advice County Durham

Citizens Advice County Durham is a local charity which provides debt and other advice to thousands of people every year. Its services are free, confidential and impartial. If you're struggling with your Council Tax bill, or any other debts, the service can provide guidance, money advice and debt solutions.

www.citizensadvicecd.org.uk/help

Citizens Advice National Debtline: 0800 240 4420

Monday - Friday 9am to 5pm



Other sources of debt advice

Information on other organisations that provide help and support on how to manage debt is available online.

www.durham.gov.uk/debtadvice and www.durhamlocate.org.uk

There is also Advice and Guidance Support you can direct people to...

Advice and Guidance Support

Many people encounter challenges in their lives. This can include housing problems, welfare challenges and income issues. The most important thing to do is get people in touch with organisations that can help people to help themselves.

Durham County Carers Support

Durham County Carers Support are a local charity supporting unpaid family Carers. They offer advice, support and practical help to gain benefits, grants and help for you and the person you care for. As well as funding to help carers take a break from caring to improve their health and wellbeing.

www.dccarers.org

Tel: **0300 005 1213**

Monday to Friday 9am-5pm.

Email: admin@dccarers.org



**east durham
connected**



East Durham Connected

East Durham Connected is led by East Durham Trust - working in partnership with local community centres, voluntary service providers and Durham County Council. You can access information, advice and guidance in East Durham through the projects Advice Hubs and Advice Gateways. You can find these online.

www.eastdurhamtrust.org.uk/east-durham-connected

Tel: **0191 569 3511**

Monday to Thursday 9am-5pm, Friday 9am-4.30pm.

Citizens Advice County Durham

Want to know if you are entitled to any Benefits? Or need to understand what help and support is available locally? Citizens Advice County Durham are here to help. We give free, independent, confidential, impartial advice to people who need it, to help them move forward.

www.citizensadvicecd.org.uk

Generalist Adviceline: **0808 278 7821**

Monday - Friday 10am to 4pm



Other sources of debt advice

Information on other organisations that provide help and support on how to manage debt is available online.

www.durham.gov.uk/debtadvice and www.durhamlocate.org.uk

There is food crisis support you can refer people to...

Food Crisis Support

Foodbanks are community organisations that can help if a person can not afford the food they need. You'll usually need to get a referral to a food bank before you can use it. Referrals can be made by organisations that are already supporting people eg, a charity, school or family centre, or you can contact County Durham Foodbank on 0191 3038693.



County Durham Foodbank

People living in County Durham should not have to face going hungry. Run by Durham Christian Partnership Durham Foodbank provide three days' nutritionally balanced emergency food and support to local people who are referred to the service in crisis.

Referrals to the foodbank can be made by a range of professionals. This includes social services, advice providers and many more.

www.durham.foodbank.org.uk

Tel: 0191 303 8693 to speak to the Foodbank Referral Team who will be able to issue you with a food bank voucher if necessary

Monday to Friday 9am-4pm

Food Emergency East Durham (FEED)

People living in East Durham can access food crisis support within 24 hours. FEED is a referred service and referrals can be made by professional agencies, support services and community organisations.

www.eastdurhamtrust.org.uk/feed

Referrals must be made to access support

Tel: 0191 5693511 to find more information

Monday to Friday 10am - 2pm



Low Cost Food

The Bread and Butter Thing (TBBT)

TBBT collects surplus food and staple goods that often end up going to waste from supermarkets, factories and farms, and distributes it at a discount price through community hubs. You will need to become a member to use the service, but this is free to do.

For just £7.50, TBBT members' shopping bags can be filled with an average of £35 worth of items made up of quality, nutritious food. Each week members can access three bags of produce, including fresh fruit and vegetables, chilled goods, as well as cupboard staples such as pasta and cereal.

www.breadandbutterthing.org/become-a-member

Weekly at locations across County Durham

There is energy crisis support you can refer people to...

Energy Crisis Support

Fuel banks are community organisations that can help if you can not afford to pay for the home energy you need. You will need to refer a resident to a fuel bank before they can receive help. Referrals can be made by organisations only, including Durham County Council, health organisations, schools and community partners amongst others.



County Durham Fuel Bank

Run by Durham Christian Partnership through the Durham Food Bank and connected to the national fuel bank. It can support local people who are referred to the service in energy crisis.

Referrals to the fuel bank can be made by core partners including Welfare Assistance and Citizens Advice.

www.durhamcp.org.uk/fuel-bank

Tel: **0191 303 8693** to speak to the Referral Team
Monday to Friday 9am-4pm

East Durham Energy Support

People living in East Durham can access fuel crisis support through the Household Support Fund. This is a referred service and referrals can be made by professional agencies, support services and community organisations. To make referrals contact East Durham Trust to join as a referral partner.

Tel: **0191 5693511** to find more information
Monday to Friday 10am - 2pm



Energy Efficiency

Warm Homes Campaign

Due to recent rises in energy costs, many people are trying to reduce their energy use. The Warm Homes Campaign is a one-stop referral system for owner occupiers in County Durham.

They offer advice and help to access energy efficiency grants for a warmer home and lower energy bills. They can also arrange a Managing Money Better appointment, to provide energy efficiency advice to help reduce peoples energy bills.

www.durham.gov.uk/warmhomescampaign

Tel: **03000 268 000** Monday to Thursday 8.30am-5pm,
Friday 8.30am-4.30pm

There are wider community services you can connect people with...

NEfirst Credit Union

A modern credit union with easy straight forward savings and low-cost competitive loans, starting from 0% APR, they are there to provide financial help and advice to communities across the North East.

www.nefirstcu.co.uk

Tel: **0330 055 3666** Monday to Friday 9.30am-3pm.

Stop Loan Sharks

If you are a victim of a loan shark, Stop Loan Sharks can help you get a loan shark off your back. It offers online chat and call back services.

www.stoploansharks.co.uk

Tel: **0300 555 2222** any time, 24/7.

Your Financial Wellbeing

Working in partnership and supported by Durham County Council we have produced a range of information leaflets and simple tools to help with households financial wellbeing. This includes information on drops ins and advice hubs. You can read and download these online.

Digital Publications:

www.issuu.com/eastdurhamtrust

Email: info@eastdurhamtrust.org.uk



East Durham Trust

East Durham Trust is a local charity which supports the VCSE in the East Durham area. This includes benefits advice, debt advice and emergency food parcels.

www.eastdurhamtrust.org.uk

Tel: **0191 569 3511**

Monday to Thursday 9am-5pm, Friday 9am-4.30pm.

East Durham Community Resilience Partnership (EDCRP)



EDCRP is a collaboration between a range of organisations in East Durham supporting people with with their financial and emotional wellbeing.

Tel: **0191 569 3511**

Monday to Thursday 9am-5pm, Friday 9am-4.30pm.

Protect yourself against scams

Unfortunately some people try to take advantage of others whilst they are vulnerable.

Find out what to look out for and how you can protect yourself at www.durham.gov.uk/scams

UTASS

Supporting Communities in the Durham Dales.

UTASS works with and for the communities across the Durham Dales, helping people gain access to the services, advice and resources that they need to enable them to feel supported, valued, happier and more able to cope.

As a local charity, working across the dales for over 20 years, UTASS is passionate about helping people living and working here to overcome the challenges they may face.

www.utass.org

Tel: **01833 641010**

Email: info@utass.org

Ongoing work...

Throughout 2023 we are widening and increasing the community based and voluntary sector led support available to residents across the county.

This includes increased volunteer capacity, improved awareness and training and a range of downloadable leaflets and tools designed to help referrers bridge the gap between people and services alongside enabling people to better understand their own financial health.

Working together we will help those in need across County Durham.

Information within is intended for referrers into services to assist residents of County Durham to reach and access support.

Services outlined in this information are supported by a range of funders including...

