



**DARLINGTON**

Borough Council

**ADVICE AND SUPPORT  
AVAILABLE IN DARLINGTON**



# FINANCIAL INFORMATION AND ADVICE

## Local Advice and Guidance

### **Darlington Citizens Advice Bureau (CAB) - [www.darlingtoncab.co.uk](http://www.darlingtoncab.co.uk)**

Darlington CAB provide a range of free, impartial, quality advice and support services to help residents in need of support with financial, legal and other issues including:

- **Benefits Support** - The Benefit Entitlement Action Team (BEAT) can help you with benefit issues including identifying what you may be entitled to or how to appeal a decision - call 0800 048 7023 Mon-Fri 10am-1pm
- **Debt and Money Advice** - Either call 0800 048 7023 Mon-Fri 10am-2pm or request a call back by emailing your contact details to [debtappointment@darlingtoncab.co.uk](mailto:debtappointment@darlingtoncab.co.uk) to speak to a qualified debt advisor.
- **Financial Crisis** - If you are unable to afford essentials such as baby consumables, clothing, utility top ups and/or emergency transport costs, the CAB Community Support Scheme may be able to help - call 01325 734991 Mon-Fri 10am-1pm and 2pm-4pm.

## National /Online Advice and Guidance

### **Ukraine Advice Project UK - [Ukraine@freemovement.org.uk](mailto:Ukraine@freemovement.org.uk)**

The Ukraine Advice Project UK has been established by a group of legal professionals with immigration expertise to connect Ukrainian citizens with free initial legal advice on immigration, visas and asylum.

In terms of the cohorts calling, it is a real mix but expected cohorts of largely women, children, disabled males and older relatives. Their legal advice is provide in English so translation and interpreting will more than likely be required.



## Benefits Support

### **Turn 2 Us - [www.Turn2Us.org.uk](http://www.Turn2Us.org.uk)**

Turn 2 Us is an online resource that helps people who are looking for advice about any benefits and grants that they might be entitled to. It includes an easy to use online benefit calculator and grants search tool. If you need help to claim Universal Credit you can talk to a Citizens Advice Help to Claim Advisor by calling 0800 144 8 444 or visiting [www.citizensadvice.org.uk/helptoclaim](http://www.citizensadvice.org.uk/helptoclaim) Mon-Fri 8am-6pm

## Debt and Money Advice

The following organisations provide free, confidential and independent advice to help you deal with any debts, including possibly dealing with your creditors on your behalf:

### **Step Change:**

- Visit [www.stepchange.org](http://www.stepchange.org)
- Call 0800 138 1111 Mon-Fri 8am-8pm and Sat 8am-4pm

### **Money Advice Service:**

- Visit [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)
- Call 0800 138 7777
- Send a WhatsApp message to 07701 342744

### **National Debtline:**

- Visit [www.nationaldebtline.org](http://www.nationaldebtline.org)
- Call 0808 808 4000



# Support with Essential Living Costs

## Food Support and Foodbanks

If you are unable to feed yourself or your family, you may be able to get emergency food from one of the following local foodbanks. You do not need a referral.

- **Darlington Baptist Church Foodbank & Soup Kitchen** - 01325 360449 or [www.darlingtonbaptist.org](http://www.darlingtonbaptist.org) (Emergency foodbank open Mon, Tues and Thurs 10:30am-12pm, and the Soup Kitchen is open Mon, Tues and Thurs 12:15-1:15pm and Mon 6pm-7pm) - Darlington Baptist Church, Grange Road, DL1 5NH
- **Kings Church Foodbank** - 01325 469884 or [www.kingschurchdarlington.org/foodbank](http://www.kingschurchdarlington.org/foodbank) (open Mon, Wed and Fri 1pm-3pm) - The Kings Centre, Whessoe Road, DL3 0QT
- **Salvation Army** - 01325 380994 or [www.salvationarmy.org.uk/darlington-citadel](http://www.salvationarmy.org.uk/darlington-citadel) (open Fri 5:30pm-7pm) - Salvation Army Citadel, Thompson Street East, DL1 3EW
- **St Andrews Church Foodbank** - (Open Thurs 1:30pm-2:30pm) - St Andrews Church Hall, Haughton Green, DL1 5EE
- **St Columba's Church Foodbank** - 01325 352793 (open Fri 11am-12pm) - St Columba's Church, Clifton Avenue, DL1 5EE
- **St Mary's Community Centre Foodbank** - (Open Thurs 1pm-3pm) St Mary's Community Centre, Newton Lane, DL3 9EX
- **World of Life Christian Centre Foodbank** - (Open Sat 11:30am-12:30pm) World of Life Christian Centre, Corporation Road, DL3 6ES



# Support with Essential Living Costs

## **The Bread and Butter Thing**

IA service to help families cut the price of their food bills by offering groceries at a fraction of the supermarket price (£8.50 for 3 bags), this weekly offer is available to residents who live within a mile radius of a hub.

There is no choice in what groceries are received but you will always save money and your first week is free.

### **The Hubs are located:**

- **Monday** - Elim Church - Bowman Street, Collection 2:15pm
- **Tuesday** - Skerne Park Youth and Community Centre - 01325 483259, Collection 11:30am
- **Tuesday** - Cockerton Club - Collection 1:30pm
- **Wednesday** - The Well - The Well Methodist Church, North Road, Collection 1:30pm
- **Wednesday** - Corporation Road Primary School - 01325 244940, Collection 2:15pm
- **Wednesday** - Albert Hill Working Men's Club - Collection 2:30pm
- **Thursday** - Red Hall Primary School - 01325 254770, Collection 1:30pm
- **Thursday** - Eastbourne Park Community Hub - Collection, 2pm
- **Friday** - Firthmoor Community Centre - 01325 462979, Collection 1:30pm

1. To sign up: Text 07537416040 with your full name, postcode and the name of the hub you want to collect from.
2. Select the size of the order you want - individual £5, family order £8.50, extra large family £17
3. TBBT will text you 2 days before collection day to check if you want to place an order. Reply 'YES' by 10am the day before collection to secure your order

If you are unable to text, you can ring the relevant numbers provided before 10am the day before you want to collect.



## Money Management

### **Darlington Credit Union** - [www.darlingtoncreditunion.co.uk](http://www.darlingtoncreditunion.co.uk)

Darlington Credit Union is a non-profit organisation which can help you take control of your money by helping you take control of your money by helping you save what you can and borrow amounts of money you can afford to repay. Call 01325 520005 or email [info@darlingtoncreditunion.co.uk](mailto:info@darlingtoncreditunion.co.uk) for more information.

## The British Red Cross

### **The British Red Cross** - [www.redcross.org.uk](http://www.redcross.org.uk)

The British Red Cross has an ongoing campaign to help those fleeing Ukraine and those who are sheltering within the country by providing food parcels, clothes and other necessities such as hygiene products. They also have several advice sheets downloadable and translated into Ukrainian and Russian.

## Childrens Items

### **The School Uniform Shop**

The School Uniform Shop offers free school items, subject to availability. If you require any good quality and laundered school uniform, coats, or school shoes come down to Queen Street where the shop is located. The opening times are:

- **Monday** - 9-12pm
- **Tuesday** - 9-12pm
- **Wednesday** - 9-12pm
- **Thursday** - 12:30-3:30pm
- **Friday** - 9-12pm



## Darlington Baby Bank

The Darlington Baby Bank provide baby toys, food and equipment for families in need. Call 07711927360, email [babybankdarlington@gmail.com](mailto:babybankdarlington@gmail.com) or visit [www.facebook.com/babybankdarlington/](http://www.facebook.com/babybankdarlington/)

## Household Bills

### Energy Suppliers

Utility suppliers have agreed with the government to help customers in financial distress and suspend disconnection from supply. If you have a pre-payment meter but are unable to top it up, due to illness or isolation, you can contact your supplier and ask them to credit your meter. Other options may be nominating a third party for credit top ups or being sent a pre-loaded top up card. You can contact suppliers on the numbers below:

- **British Gas** - 0330 100 0303
- **E-ON** - **0345 303 3040**
- **Npower** - 0800 073 3000 / 0330 100 3000
- **Scottish Power** - 0800 027 0072
- **SSE** - 0345 600 2006
- **EDF** - 0333 200 5110

If you have a pre-payment meter and are unable to top it up due to lack of funds, you may also be eligible to apply for an emergency top-up voucher from Darlington CAB.

**Water** - Northumbrian Water - [www.nwl.co.uk](http://www.nwl.co.uk)

Visit the website to:

- Get tips on how to cut down on water usage
- Claim a free water saving kit
- Check whether you may be eligible for financial help towards your water costs

You can also call to speak to an advisor about your account, bills or payments on 0345 733 5566



# Housing Support

## **Council Tenants**

The Council's Tenancy Sustainment Team can provide help and support to Council tenants to manage your money, agree a rent arrears repayment plan and/or ensure you are receiving any benefits, discounts and grants you are entitled to. Contact the team by emailing [tenancy.sustainment@darlington.gov.uk](mailto:tenancy.sustainment@darlington.gov.uk) or calling 01325 406962, 406939 or 405797. Normal office hours are Mon-Wed 8:30am-4:45pm, Thurs 9:30am-4:45pm & Fri 8:30am-4:15pm.

## **Other Tenants**

If you receive any paperwork relating to losing your home, such as a Notice of Seeking Possession, court paperwork or warrants of eviction, please contact Housing Options for advice on 01325 405333. Normal office hours are Mon-Wed 8.30am-4.45pm, Thurs 9.30am-4.45pm & Fri 8.30am-4.15pm.

You can also apply for short-term extra help with housing costs (Discretionary Housing Payments) if you are claiming housing benefit and/or the housing element of Universal Credit and it does not fully cover your rent. The amount and length of a DHP award will depend on your personal circumstances and is a temporary measure to allow people to improve their circumstances or move to cheaper accommodation. To apply for a DHP visit <https://www.darlington.gov.uk/council-tax-and-benefits/benefits/online-forms/> or, if you're unable to go online, call 01325 405444.

## **Council Tax**

For more information and/or to request help visit [www.darlington.gov.uk/council-tax-and-benefits/council-tax](http://www.darlington.gov.uk/council-tax-and-benefits/council-tax) or, if you're unable to go online, call 01325 405444.





## Additional Local Support for Families

- **British Legion** - Telephone support, grants and all usual services operational - 0808 8028080 (Mon-Sun 8am-8pm) - [www.britishlegion.org.uk](http://www.britishlegion.org.uk)
- **Carers Support Service** - Support for Carers - 03000 301215 or 03000 051213 (Mon – Fri 9am-5pm); Facebook - Darlington Carers Support [www.dccarers.org](http://www.dccarers.org)
- **Carers UK** - Information on support for carers - 0808 808 7777 (Mon-Fri 9am – 6pm) [advice@carersuk.org](mailto:advice@carersuk.org)
- **Darlington Assistance for Refugees** - Support and advice for asylum seekers and refugees - 07859 0875365 / 01325 244417 [DARhelp@outlook.com](mailto:DARhelp@outlook.com) or <https://www.darlingtonrefugees.org/>
- **Darlington Association on Disability (DAD)** - Support for people with disabilities and autism - 01325 489999 or 01325 360524, [keepingconnected@darlingtondisability.org](mailto:keepingconnected@darlingtondisability.org)
- **Darlington Young Carers (Humankind)** - Support for young carers aged 5 to 25 – 01325 483038 (Mon-Fri 8.45am-4.45pm) [www.humankindcharity.org.uk/darlington-young-carers-service](http://www.humankindcharity.org.uk/darlington-young-carers-service), [dyc@humankindcharity.org.uk](mailto:dyc@humankindcharity.org.uk)
- **Diabetes UK** - Helpline for those worried about diabetes - 0345 123 2399 (9am-6pm), [helpline@diabetes.org.uk](mailto:helpline@diabetes.org.uk), [evie.kinghorn@diabetes.org.uk](mailto:evie.kinghorn@diabetes.org.uk) or 07885 557 010
- **Dimensions UK** - Website for those with learning difficulties and autism – [www.dimensionsuk.org/get-involved/campaigns/advice-activities-coronavirus](http://www.dimensionsuk.org/get-involved/campaigns/advice-activities-coronavirus)
- **Durham Deafened Support** - Support for residents with hearing loss - 0191 5183358, [admin@ddsupport.org.uk](mailto:admin@ddsupport.org.uk), [www.facebook.com/ddsupporthorden](http://www.facebook.com/ddsupporthorden)
- **First Stop Darlington** - Support for residents experiencing financial difficulties - 0808 196 3144, [www.facebook.com/FirstStopDarlington](http://www.facebook.com/FirstStopDarlington) - 32 Houndgate, Darlington, DL1 5RH (Mon – Fri 9.30am to 4.30pm (Closed 12.30-1.30))



- **Harbour Support Services** - Support for people affected by domestic abuse, including a chat service - [www.myharbour.org.uk](http://www.myharbour.org.uk), 03000 20 25 25 (24 hours) –
- **Healthwatch Darlington** - Information for residents who use local health and social care services - 01325 380145 or 07525237723 (Mon-Fri 9.30am-4.30pm), [info@healthwatchdarlington.co.uk](mailto:info@healthwatchdarlington.co.uk).
- **Let's Go Tees Valley** - Advice for healthier lifestyles - 01325 405040
- **Macmillan Cancer Support** - 01325 743008 / 0800 808 000 (Mon-Fri 9am-5pm), [cddatr.macmillanccddft@nhs.ne](mailto:cddatr.macmillanccddft@nhs.ne)
- **Darlington Mind** - A range of support for mental health - 01325 283169, Children and Young People's Helpline: 07432 843161 (Mon-Fri 1.30pm-4.30pm), [crew@darlingtonmind.com](mailto:crew@darlingtonmind.com)
- **NHS Responders** - Request help with medical collection or shopping from a volunteer - 0808 1963646, [www.nhsvolunteerresponders.org.uk](http://www.nhsvolunteerresponders.org.uk)
- **Refuge** - Phone support line for victims of domestic abuse or concerned relations - 0808 2000 247 (Mon-Sun 24 hours), [www.refuge.org.uk](http://www.refuge.org.uk)
- **Relate North East** - Counselling service for relationship issues - 01325 461500 – St Teresa's Hospice Family Support Team – 01325 254321 - [Familysupport1@darlingtonhospice.org.uk](mailto:Familysupport1@darlingtonhospice.org.uk)
- **Tees Valley Rural Action** - Limited transport service - 01642 213852
- **Town Mission** - Residents can request support with tasks such as shopping - 07943 251357



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