



**DARLINGTON**

Borough Council

*Advice & 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 benefits 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 adviser.
- **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 & 2pm-4pm

## 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 adviser 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

## Money Management

Darlington Credit Union is a non-profit organisation which can help you take control of your money by helping you save what you can and borrow amounts you can afford to repay.

Visit [www.darlingtoncreditunion.co.uk](http://www.darlingtoncreditunion.co.uk), call 01325 520005 or email [info@darlingtoncreditunion.co.uk](mailto:info@darlingtoncreditunion.co.uk) for more information.

## Support with Essential Living Costs

### Food Support 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 food bank open Mon, Tues and Thurs 10.30am-12pm, and Soup Kitchen is open Mon, Tues and Thurs 12.15pm-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 & Fri 1-3pm) – The King's 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 Andrew's Church Hall, Haughton Green, DL1 2DD
- **St Columba's Church Foodbank** – 01325 352793 (Open Fri 11.00am-12.00pm) – 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
- **Word of Life Christian Centre Foodbank** – (Open Sat 11.30am-12.30pm) Word of Life Christian Centre, Corporation Road, DL3 6ES

# The Bread and Butter Thing (TBBT)

A service to help families cut the price of their food bills by offering groceries at a fraction of supermarket price (£7.50 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 – Skerne Park Youth & Community Centre (Skerne Park) 01325 483259, Collection 11:30am.
  - Monday – Elim Church (Harrowgate Hill) Collection 2.15pm.
  - Tuesday – Skerne Park Youth & Community Centre (Skerne Park) Collection 11:30am.
  - Tuesday – Cockerton Club (Cockerton) Collection 1:30pm.
  - Wednesday – The Well Methodist Church (The Well) Collection 1:30pm.
  - Wednesday – Corporation Road Primary School (Northgate) Collection 2:15pm.
  - Thursday – Red Hall Primary School (Red Hall) Collection 1:30pm.
  - Thursday – Eastbourne Park Community Hub (Eastbourne) Collection 2:00pm.
  - Friday – Firthmoor Community Centre (Firthmoor) 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 (Harrowgate Hill, Cockerton, Corporation Road, Red Hall, Firthmoor) and TBBT will get in touch.
  2. Select the size of order you want - Individual, £4; Family order, £7.50; Extra-large family, £15.
  3. TBBT will text you 2 days before collection day to check whether you want to place an order. Reply "YES" by 10am the day before collection to secure your order.
  4. Pay for and collect your order from your chosen hub.

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

## Children's Items "The School Uniform Exchange"

We offer free school uniform items, subject to availability, in partnership with Darlington Cares. If you require any good quality and laundered school uniform or winter clothing items just pop into the School Uniform Shop located in Queen Street Shopping Centre, DL3 6SH opening hours Monday & Wednesday 9:00am till 12noon, Thursday 1:00pm - 4:00pm and Friday 9:30am – 2:00pm.

## Darlington Baby Bank

Provides baby toys, food and equipment for families in need – call 07711 927360, email [babybankdarlington@gmail.com](mailto:babybankdarlington@gmail.com) or visit <https://www.facebook.com/babybankdarlington/>

## Household Bills

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 (using the relevant number below) and ask them to credit your meter, so your supply is not interrupted until you are able to top up your meter yourself. Other options may be nominating a third party for credit top ups or being sent a pre-loaded top up card. You should contact your supplier for more information.

## Energy Suppliers

**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 Crisis Support Service.

## Water

Visit the Northumbrian Water website [www.nwl.co.uk](http://www.nwl.co.uk) 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.

## 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 8.30-4.15pm.

## 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

- **BikeStop Darlington** – Bike repairs and purchases, and free hire to key care workers - 01325 788857 - 31 Skinnergate, DL3 7NR
- **British Legion** – Telephone support, grants and all usual services operational - 0808 8028080 (MonSun 8am to 8pm) - [www.britishlegion.org.uk](http://www.britishlegion.org.uk)
- **Carers Support Service** – Support for carers - 03000 301215 or 03000 051213 (Mon – Fri 9am to 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) -
- **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 to 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](https://www.facebook.com/ddsupporthorden)
- **First Stop Darlington** – Support for residents experiencing financial difficulties - 0808 196 3144, [www.facebook.com/FirstStopDarlington](https://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 to 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 to 5pm), [cddatr.macmillancddft@nhs.ne](mailto:cddatr.macmillancddft@nhs.ne)
- **Darlington Mind** – A range of support for mental health - 01325 283169, Children and Young People's Helpline: 07432 843161 (Mon-Fri 1.30-4.30pm), [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

