

Where to get help with benefits and finance

This short list includes details of national and local organisations that can help with benefits and financial issues. There is also a section at the end with details of how to find employment

For useful information and links to more website and organisations that may be able to help you, visit the links below:

Do you need help with budgeting or debt?

The following organisations all provide help including self-help guides, telephone helplines and on line advice.

National Debtline Fact sheets and self-help guides and online advice for people that need help to manage their debts.

Telephone: Freephone 0808 808 4000

Website: <https://www.nationaldebtline.org/>

StepChange Self-help guides and tools and free debt advice for people that need help to manage their debts

Telephone: Freephone 0800 138 1111

Website: www.stepchange.org

Money Advice Service Information and advice on managing debt, ways to help people save money and improve finances.

Telephone: Freephone 0800 138 7777

Website: www.moneyadviceservice.org.uk

First for Money & East Durham Partnership A North East based Credit Union offering financial services such as low cost loan solutions, a range of savings options and the purchase of furniture and white goods.

Telephone: 0191 514 7491

Website: www.firstformoney.co.uk

These local organisations provide free and independent information and advice on both benefits and debt

Shiney Advice and Resource Project (ShARP) For people in Washington & Coalfields.

Telephone: 0191 3856687

Website: www.shineyadvice.org.uk

Email: advice@shineyadvice.org.uk

- Sunderland West Advice Project** For people in the Sunderland West.
Telephone: 0191 514 2930
Website: <http://www.pallionactiongroup.co.uk/project-blank.html>
Email: outreachwelfare@btconnect.com
- Citizens Advice Sunderland** For people in North & East
Telephone: 03003301194 (Local rate)
Website: www.citizensadviceunderland.org.uk
Email: enquiries@citizensadviceunderland.co.uk
- Gentoo Money Matters Team** For Gentoo tenants only
Telephone: 0300 123 2004
Email: moneymatters@gentoo.com
- FISCUS** Free benefits, debt and money advice for people that rent their homes, also provide business start-ups and linked employment issues.
Telephone: 0191 549 2156
Website: www.fiscus.co/

Any of these organisations can refer you into the **Sunderland Welfare Rights Service** for specialist advice if that's what you need.

Do you need help with employment, getting a job or a better paid job?

The following organisations and the DWP may all be able to help you find employment or training, or help you find different employment.

- National Careers Service** Free job search advice and help to choose/change careers, including online support.
Telephone: Freephone 0800 100 900
Website: <https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx>
- Springboard** People aged 19 or over that needs help finding or preparing for work.
Telephone: 0191 515 5300
Website: <http://www.springboard-ne.org.uk/?q=contact>
- Connexions** Career information, advice and guidance for people 13-19 (or 25) in some circumstances
Telephone: 0191 561 7333
Website: www.connexions-tw.co.uk/
- Job Centre Plus (DWP)** Combined job search and benefits service and access to local job vacancies.
Telephone: 0345 604 3719
Website: www.gov.uk/contact-jobcentre-plus
- HMRC** All Tax Credit enquiries and to report changes in circumstances
Telephone: 0345 3000 3900
Website: <https://www.gov.uk/government/organisations/hm-revenue-customs/contact/tax-credits-enquiries>

If you can't access a computer, free IT facilities are available at your local Customer Service Centre.