

INFORMATION ON FIRST TIER ADVICE PROVIDERS FROM 3 JULY 2017

You Live In...	Your Local Advice Provider Is...	Offers Free confidential and independent advice on...	Opening Hours ...
<p><u>Coalfield Area</u> Shiney Row Copt Hill Hetton Houghton</p> <p><u>Washington</u> Washington East Washington North Washington West Washington South Washington Central</p>	<p align="center"><u>Shiney Advice & Resource Project (ShARP)</u></p> <p align="center">17 Beatrice Terrace Shiney Row Houghton le Spring DH4 4QW Tel: 0191 385 6687</p> <p>Email: advice@shineyadvice.org.uk</p> <p>Website: www.shineyadvice.org.uk</p>	<p>Welfare Benefits:</p> <ul style="list-style-type: none"> - Advise and assist on all benefits up to mandatory reconsideration of welfare benefits - Offer Personal Budgeting Support to customers claiming Universal Credit who are referred from Jobcentre Plus. - Support customers to find employment and liaison with Jobcentre Plus around job searches and Job Seekers Agreements - Identify and refer claims for Crisis and Community Care Support - Challenge Housing and Council Tax Benefits decisions 	<p>Gateway Monday – Friday 9.00am – 4.30pm</p> <p>Telephone appointment times Monday – Friday 9.00am -4.30pm</p> <p>Pre-booked appointments available in the Coalfield and Washington areas.</p>
<p><u>Sunderland East</u> Hendon Doxford Park Ryhope St. Michael's Millfield</p> <p><u>Sunderland North</u> Fulwell St Peters Southwick Castle Redhill</p>	<p align="center"><u>Citizens Advice Sunderland</u></p> <p align="center">5a Waterloo Place Sunderland Tyne and Wear SR1 3HT Tel: 0300 330 1194 (Local rate)</p> <p>Email: enquiries@citizensadvicesunderland.co.uk</p> <p>Website: www.citizensadvice.org.uk/</p>	<p>Debt and Money Advice:</p> <ul style="list-style-type: none"> - Include and record income maximisation and support to claim benefits as part of a debt advice/management intervention - Resolve single debt issues including crisis intervention e.g. fuel debt/disconnections - Carry out affordability enquiries in relation to housing costs - Deal with housing related debt, mortgage and rent arrears 	<p>Gateway Monday – Thursday 9.00am – 4.30pm Friday – 9.00am-4.00pm</p> <p>Telephone appointment times Monday – Thursday 9.00am – 4.30pm Friday – 9.00am – 4.00pm</p> <p>Pre-booked appointments available in the Sunderland East and Sunderland North areas.</p> <p>Drop In service Monday – Friday 9.30am-3.30pm at Waterloo Place, Sunderland</p>
<p><u>West</u> Pallion St Anne's St Chads Sandhill Silksworth Barnes</p>	<p align="center"><u>Sunderland West Advice Project</u></p> <p align="center">5 East Moor Road Sunderland SR4 6QW Tel: 0191 514 2011</p> <p>Email: outreachwelfare@btconnect.com</p> <p>Website: www.pallionactiongroup.co.uk</p>	<ul style="list-style-type: none"> - Provide support to manage multiple debts by creating financial statements, sustainable budgets, negotiating payments with creditors - Supporting customers to manage fuel poverty including disputing bills, preventing disconnections, referring for energy and best deal advice/support 	<p>Gateway Monday – Thursday 9.00am – 5.00pm Friday – 9.00am – 2.00pm</p> <p>Telephone appointment times Monday – Thursday 9.00am - 5.00pm Friday – 9.00am – 2.00pm</p> <p>Pre-booked appointments available in the Sunderland West area.</p>