



Referral Directory 2019

A guide to agencies accepting referrals through the AiCD portal

Updated 5 September 2019

A signpost with two directional signs is positioned in the lower half of the image. The signpost is a grey metal pole. The sign on the left is a white arrow pointing to the left, with the word 'Advice' written on it in a grey font. The sign on the right is a white arrow pointing to the right, with the word 'Advocacy' written on it in a grey font. The background is a bright blue sky with scattered white clouds.

Advice

Advocacy



Referral Directory 2019

Welcome

Many members of Advice in County Durham are designated as 'three and four tick' approved centres and accept referrals directed to them through AiCD's secure electronic portal. All are committed to trying to contact the client within three working days of the referral being made.

All these agencies are listed in this directory, along with the types of cases they are able to accept. The purpose of the directory is to help you refer cases to the right agency for your customer's needs.

You can make referrals by visiting the Advice in County Durham website and going to the member log-in section at www.adviceincountydurham.org.uk.

If you need a log in set up or would like some training on using the portal, please contact Sam Scotchbrook on 0191 372 6704 or at sam.scotchbrook@adviceincountydurham.org.uk. If you would like to update or edit the information in this document, please contact Rachel O'Donnell on 03000 266 038 or at rachel.odonnell@durham.gov.uk.

How to use the directory

Every agency that accepts referrals made through the AiCD portal is listed first in alphabetical order and later in a category index at the end of this guide. To assist in quickly finding the right agencies to refer to, each agency's entry is tagged with colour blocks. These blocks indicate which general categories of advice, assistance and support they offer. The key to the categories is given below.

Please note that these categories are very general and do not indicate fine levels of detail. For more detail on exactly what each agency does, please read the text description offered by that agency.

Key

Advocacy

Ad

Benefits

Be

Care and Support

CS

Debt and Money

DM

Education

Ed

Employment

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Health and Wellbeing

HW

Housing

Ho

Immigration

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Legal

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Alphabetical Listing

Accent Housing – Tenancy Sustainment Service

Accent are a national Housing Association managing around 3000 tenancies in the North East region. Accent Customers are designated a Customer Partner who will ensure you have everything you need in your new home, providing information on: your rights and responsibilities, safety and security, managing your rent, managing your account online, the minimum standard your home should meet, how much your home may cost to furnish and decorate and how you can do this affordably and ways we may be able to support you. We welcome referrals for clients interested in securing an Accent property and for current tenants needing help to maintain their tenancy. Our tenancy support service can provide benefits advice, support with financial and digital inclusion, training and employment and emergency support with food and utilities.

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Advice in County Durham Energy Specialist Service

Citizens Advice County Durham's energy specialist can support residents with complex energy issues including; fuel debt, affordable payment arrangements, grant applications to charitable trusts, disputing a bill, budgeting, dampness and condensation issues and understand bills and heating controls. All clients will receive a full benefit entitlement check and can be supported with other advice issues such as debt and housing. Appointments will be made in various locations and outreach services across the county, home visits can be delivered where necessary.

DM

Age UK

Age UK supports people aged 50 and over to maintain their independence and quality of life by through advice and support in the areas of money, tax, legal topics, health, community care, housing, transport, heating, leisure and education. Age UK can also ensure people are receiving the correct income and benefits and help with advice about living in their home.

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Alzheimer's Society

Alzheimer's Society supports people living with a diagnosis of dementia and their carers as well as people with concerns about their memory. Our dementia advisers work as a first point of contact, providing practical information, advice and emotional support whilst linking people with other relevant services. *Tel 0191 389 0400*

CS

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Armed Forces Outreach Worker

Part of DCC Housing Solution's team, the service supports serving members of the Armed Forces and their families to make the transition from military to civilian life. The service can advise on housing, employment, wellbeing and help you ensure that you have accessed all of the benefits available to you from the MOD. Supported housing is also available for ex-service people through care and support *Tel 03000 268000*

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Aspire

Aspire provides a range of learning, support and wellbeing services in a safe women only environment. We offer free personal development courses, training in maths, arts & crafts, support with health & wellbeing, a 1 to 1 listening service and free wellness therapies (massage, aromatherapy, reflexology, podiatry). *Tel 0191 3891504*

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Believe Housing

Believe Housing services are available to tenants only. We provide support in the following areas: our Lettings Team can help people with application support, rehousing and allocation advice. Our Tenancy Sustainment service can provide benefits advice and pre-tenancy and tenancy sustainment advice. We also have a Universal Credit Team dedicated to supporting tenants through their UC claim.

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Care Connect – Durham County Council

CS

Care Connect is a community alarm service providing a 24/7 monitoring and response telecare service to your home. The service is designed to enable vulnerable or at-risk residents to maintain independence in their home. Users are provided with a pendant to press when in need of assistance, (feeling unwell, anxious, insecure, bogus callers or a fall) which will put a call in to Control who will offer support and assistance. There is a small weekly charge for the service and a one-off installation charge.

Citizens Advice County Durham

Citizens Advice County Durham is able to assist anyone who is over the age of 16 and lives, works or studies in County Durham. We provide free, confidential, independent and impartial advice on wide range of issues including Benefits, Consumer Rights, Debt & Money, Discrimination, Education, Employment, Family, Health, Housing, Legal and Tax. *Tel (advice line) 03444 111 444*

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County Durham and Darlington Fire and Rescue Service

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We provide free, fire hazard assessments of your home called Safe and Wellbeing Visits. Visits are available to all residents of County Durham and Darlington and are completed by trained Fire and Rescue Service staff, appointments typically take about 20 minutes and cover topics such as; using electricity safely, cooking safely, advice on what to do if there is a fire in your home, advice on good practice, advice on your night time routine and keeping children safe. We also fit free smoke alarms and will further advise and signpost regarding other points relevant to you. *Tel 0845 223 4221*

County Durham Handyperson Service

Ho

Bernicia runs a Handyperson service that undertakes small-scale housing maintenance jobs for residents of County Durham who are vulnerable or aged 60+. The Handyperson can complete tasks like; moving furniture, replacing lightbulbs, putting up shelves, curtain rails, hanging mirrors and pictures and fitting new locks. A charge of £15 per visit for up to an hour is payable by the

client. If the jobs take over one hour an additional £15 will be payable. Clients will be asked to pay for materials used (at cost price) unless you supply them yourself.

Tel 0300 456 2220

Durham County Carers Support (DCCS)

DCCS offer specialist advice and information to Carers on a range of issues from community care, education or housing to financial and health needs. We can offer support through home visits by providing practical help with completing forms, gaining benefits, grants and other funding or a listening ear through telephone support. The service also facilitates opportunities to meet other carers and access further support services. *Tel 0300 005 1213*

Be

CS

DurhamWorks

DurhamWorks supports young people aged 16 – 24 who are not in education, employment or training. We provide information and support to help people find a route into employment, training or education. Support is provided at every stage, from application to ongoing mentoring and training once in a role.

Ed

Em

East Durham Partnership

Our services support people to obtain qualifications and work experience to increase employability. We operate from our factory premises at Seaview, Horden to deliver training and provide a low cost household furniture and white goods service for local residents. *Tel 0191 586 8493*

Em

East Durham Trust

East Durham Trust offers a variety of support services, community programmes and crisis intervention. These include money advice and sign posting, benefit checks, welfare information and advice, community job clubs, transport to work scheme, emergency food parcel service, telephone befriending, arts, learning and gardening activities to improve mental health and wellbeing. *Tel 0191 569 3511*

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Equipment Advice Service – Durham County Council

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The Equipment Advice Service offer advice on a range of daily living equipment and aids to help people stay independent for longer, providing all information necessary for people to make the best choice when purchasing or hiring equipment. You can also make an appointment to visit the Independent Living House in Spennymoor to try out equipment including a stairlift, bathlift, walking aids and kitchen equipment. We do not sell items directly but can provide information on suppliers.

Employability Durham – Durham County Council

DM
Em

We have a number of projects supporting unemployed and inactive County Durham residents over the age of 25 to become closer to and/or find employment. Our IAG qualified advisers offer practical, tailored support to clients in their local area to help them progress. Subject to availability and eligibility, a discretionary fund is available to remove barriers preventing the client from entering the labour market. Our Durham Savers project can support residents to set up saving schemes, improve financial wellbeing and access support to reduce debt and expenditure.

Evermor Solutions

Ed

Evermor Solutions provide a unique support environment for adults with disabilities undertaking higher education (Degree) qualifications. Most people with a disability are eligible for support including those with Mental Health conditions. Formal qualifications are not necessarily required as Universities will generally accept mature students who do not have existing qualifications. Individual support packages are designed around a student's needs and can be delivered on campus, at one of our study centres or at home if necessary. *Tel 01207 593286*

Finchale Group

Em

Finchale Group specialise in providing focused one-to-one support to help people find their route into employment. We provide information, advice and signposting to remove barriers, identify the right training, deliver employability related training/vocational programmes, supported work placements and employment opportunities. The service is open to anyone 19+ (not in employment) wanting to

make positive and lasting changes to reach their full potential. We are a registered training provider and run programmes on: interviews, CVs, job searches, English, Maths, Security, First Aid, Health and Safety. Referrals can be made to access any of this support.

Foundation UK

Ho

Provides a mixture of accommodation based, floating and triage support to vulnerable adults through group work, informal learning and volunteer days along with 1-1 support. Support is flexible and can include assistance with debt, housing, benefits, access to education and training, health & wellbeing, confidence building and supporting customers to make positive choices in all aspects of their lives.

Healthwatch County Durham

CS

HW

Healthwatch are the consumer champion for health and social care. We listen to patients of health services and users of social care services along with their family or carers, to find out what they think of the services they receive. We advise people how to get the best health and social care. *Tel 0800 304 7039*

Helen Goodman, MP's Office (Bishop Auckland)

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As an MP's office, we provide a casework service that offers advice and assistance to Residents, businesses and organisations in the Bishop Auckland constituency (includes Teesdale, Bishop Auckland, Shildon, Coundon, Eldon, Kirk Merrington and Spennymoor).

We may be able to provide advice or support with issues relating to Jobcentre Plus, tax credits, pensions, child maintenance service, local council, housing, DVLA, passports and visas as well as other government departments. We may be able to help with other issues as well or provide guidance on other services who may be able to assist you. We will need any relevant reference numbers and for many issues, your National Insurance.

Home Group – Care and Support

Our Homestay service offers housing related support to vulnerable people who are experiencing difficulties, helping them identify and/or refresh their independent living skills with a view to enabling them to acquire the necessary skills to maintain their tenancy or home. We also provide a variety of Health and Wellbeing services, including physical exercise, drop-ins, mentoring and volunteering, and our Learning Disability Team specialises in housing support for parents with a learning difficulty.

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Housing Solutions – Durham County Council

Housing Solutions specialises in homelessness advice and prevention, providing a range of services to assist customers to improve their properties, live independently and gain access to suitable accommodation. In addition to this the service provides specialist support in the areas of housing regeneration, private tenancies, permanent Gypsy, Roma and Traveller sites, bringing empty properties back into use as well as supporting people who are in prison, leaving the armed forces and those requiring adaption to their homes. *Tel 03000 268 000*

Ho

Humankind

You can refer to three Humankind (formerly DISC) services through the portal:

County Durham Young Peoples Floating Support Service

Provides floating support to people aged 16 - 25. We help people to learn the skills required to set up and maintain their tenancy, understand their rights and responsibilities and adhere to their tenancy agreement, ensure they are claiming correct benefits, provide assistance with application forms, liaise with landlords, apply for furniture grants, manage finances and access specialist services (health, substance misuse, domestic abuse).

Ho

Gypsy Roma and Traveller Service

This service is available to anyone living in County Durham from the Gypsy, Roma & Traveller Community. We can support you to manage your finances, access training, education, employment and understand your rights and responsibilities. We can ensure you are claiming the correct benefits, help you complete application forms and apply for grants for furniture.

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Horizons Young Adult Carers Service

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We provide support to young adult carers aged 14-25 and their families. We help empower young carers through a variety of support including, group work and forums, peer mentoring, family work, one-to-one support, volunteering, job club workshops and college drop ins.

Independent Complaints Advocacy (ICA) – Carers Federation

Ad

North East NHS ICA provide practical support and information to any Durham resident (including children) who may want to make an NHS complaint. We have fully experienced advocates in all local authority areas and at certain core venues by appointment. *Tel 0808 802 3000*

Joining the Dots

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Macmillan Joining the Dots County Durham is a free service supporting people affected by cancer and their families. We are a signposting service which helps client access non-clinical support, covering money, housing, practical and emotional support, lifestyle and spiritual issues. Although the service does not provide this support directly staff know their locality and are able to draw on this knowledge to call on the relevant support services, coordinating all agencies and voluntary groups to help you. They will literally 'join the dots'.

Karbon Homes

Foundations for Life

Em

Karbon Homes Foundations for Life project provides both Digital and Employment support to residents of Derwentside and Chester le Street and to tenants of Karbon Homes. Residents are supported to get the most from their computers, tablets and smartphones and are helped to access the internet to shop online, search and apply for jobs, renew insurance and compare utilities. We also provide a one to one employment service, available to residents both in and out of work. We can provide advice and support on finding work, looking for more hours, changing careers and

accessing training and qualifications. Where appropriate we may also be able to provide funding to cover out of pocket expense needs relating to moving into, or closer to employment.

Money Matters

The Money Matters team supports tenants with a full benefit advice service including form filling, benefit checks, challenging incorrect decisions and tribunal representation. The team will carry out home visits. Karbon Homes can also provide debt advice and energy advice for customers.

Be

DM

Laura Pidcock, MP's office

We provide a casework service offering advice and assistance to anyone who lives in the North-West Durham constituency. We can look into any constituent enquiry but mainly focus on cases where there has been an injustice to the constituent. We can accept referrals about: welfare benefits, employment, housing, consumer rights, immigration, health, child maintenance & local government issues. We cannot accept referrals for any legal issues and we can only work on welfare benefit cases up until the point of appeal. Check if you live in the constituency by entering your postcode at www.theyworkforyou.com Tel 01207 501 782

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Livin Futures

Livin Futures is a 1-2-1 service providing employability support. This could include the creation of a CV, email address, Universal Jobmatch account, bank account or social media account to look for work. Livin Futures aims to work with 50% livin tenants and 50% non-tenants. You must be over 16 years old and live within the South Durham area.

Em

MAIN – Taking Autism Personally

MAIN provides first hand support and advice to people of all ages living with autism and attention-related conditions. MAIN can help build skills and confidence in 5 key areas: understanding and managing autism, independent living, socialising and accessing your community, health and wellbeing and employment and volunteering. Tel 0191 300 8556

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Moving On

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Moving On Durham works with vulnerable young people aged 16-25, facing homelessness or struggling to maintain independence in their property.

We can help with housing related support and advice, this includes finding accommodation, benefit claims and form filling, setting up and maintaining a tenancy, acquiring furniture, managing money, emergency and supported accommodation and general wellbeing activities. *Tel 0191 383 1559*

New College Durham – Advice, Support, Careers (ASC)

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The ASC team offer impartial advice to their students on student finance, careers, course guidance, future study options and employment applications. We can also help those considering study at the college with a discussion over financial support, career plans and aspirations. We also have a counselling service that can provide support and a listening ear to any students who may be facing personal issues.

Northern Rights

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Em

Northern Rights supports disadvantaged people, particularly those with health problems, to progress into work. We offer one to one advice and support on benefits, job search and financial assistance. We provide a curriculum of short learning and information sessions full of practical advice and support, covering confidence for life and work, interviews, CVs and cover letters, learning and memory, English and Maths, Universal Credit and digital confidence. *Tel 0191 597 4943*

Parkinson's UK

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Support from Parkinson's UK is available to people living with Parkinson's as well as their families and carers. Support provided includes; information on Parkinson's, support with benefits and employment issues, rights and entitlements, one to one emotional support and access to local group support. *Tel 0344 225 9862*

Perennial

Perennial provides support and financial assistance to people working in or retired from horticulture and their close families. Our Welfare Rights & Debt Advisers provide home visits to help with major life events like bereavement, retirement, ill health, redundancy and relationship breakdown. We provide representation at appeal tribunals, court actions, evictions, are authorised for Debt Relief Orders and are IMA Accredited. We can also assist with budgeting, award hardship grants, care home top up payments and are advocates on housing and social care.

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Reaching Out Across Durham – ROAD

The ROAD project offers support to people aged 25+ who are unemployed or economically inactive. Participants will receive tailored 1:1 support from a range of health and finance specialists as well as access to a range of training and vocational courses and guidance, support and advice on any area needed to enable participants to make positive choices. *Tel 01207 524 833*

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Roberta Blackman-Woods, MP's Office

We provide an advice and casework service to anyone who lives in the City of Durham constituency. The MP's office mainly focuses on issues relating to central Government matters, but we can take referrals on such issues as benefits, housing, immigration, health, child maintenance and local government where other agencies are unable to resolve a case for a constituent. We cannot accept referrals for any legal issues, or interfere with court processes. While we can assist with benefits cases, at appeal level we will refer on to Welfare Rights.

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You can check whether someone is a constituent at www.parliament.uk/mps-lords-and-offices/mps/

SHAID

You can refer to five SHAID services through the portal:

Floating Support

Help for young people aged 16-25 with the transitional period into independent living and support to maintain a tenancy. Our service covers housing rights and responsibilities, benefit applications, budgeting and furniture.

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Plan 4 Life Education and Training

Support for people aged 16 -24 living in Co Durham, who are not in full time education or employment. This project looks at a person's educational and employment dreams in an informal, creative and fun environment to help them reach their goals.

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Pre-Tenancy Support

Offers support to people aged 18-25 who have issues around housing. The team can assist with; form filling, accessing furniture, looking for a new home, applying for benefits and grants, advice on housing rights and support if you find yourself homeless.

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Social Isolation Navigator Support & Signposting Service

This service provides support and signposting to adults aged 18+ living in and around Stanley who feel isolated and unable to actively engage with others in the local community.

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St Peters Court Supported Accommodation

A complex of 16 furnished apartments in Sacriston available to former armed services personnel. The building also includes an IT suite and communal room. SHAID can further support residents in accessing training, employment and new accommodation once they move on.

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Springboard

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Springboard are a training provider offering vocational training, apprenticeships and maths and English upskilling. We offer two main training programmes - a Study programme for those 16-18 as a full time education option or apprenticeships applicants and - Springboard Works, a specialist programme from those 19+ in receipt of benefit. *Tel (Peterlee office) 0191 518 5020*

Sunderland Student Law Clinic

Le

A professionally supervised service, offering free legal advice and assistance from Sunderland Law School at the University of Sunderland. An experienced solicitor, ensuring a consistently high standard of advice, oversees everything that the Clinic does. Advice is available in the following areas of law: debt, benefits, crime, family, contract, consumer, civil disputes, business, intellectual property and employment advice. Advice is available in writing following an initial interview. *Tel 0191 515 2550*

UC Help to Claim — Citizens Advice County Durham

Be

DM

CACD can provide help to new claimants making their first Universal Credit application. This support can be accessed at any point from exploring whether to make a claim, up to to the point of first payment. HTC claimants can access the service via webchat, Freephone, and face to face. Advisers will be available for face to face support in all sites during CACD open session times. Advisers will assess whether the client should be making a UC claim and undertake an individual needs assessment, looking at clients individual circumstances to check entitlement and capability.

HTC advisers will assist clients with starting the claim, exploring other financial support/ advance payments and completing the claim to get ready for first payment. This will also include offering support with the verification process. Should clients require longer term support they will be signposted appropriately. *Tel 0800 144 8 444*

UTASS (Upper Teesdale Agricultural Support Service)

CS

UTASS works with and for the people of upper Teesdale and the rural communities of County Durham to help prevent problems from getting to the desperate stage and assist in maintaining a safer, happier self-sustaining community. We specialise in providing information and support to people working in agriculture, for example we run regular briefings containing essential information pertinent to running livestock based farms, distilled and de-jargonised from Defra, EU etc. We also run a variety of community projects including outreach facilities for advice providers, access to IT facilities and internet for the public, practical support with the completion of forms related to benefits and support payments and lots of hobby related groups and events. Referrals can be made through the portal to access any of these services. *Tel 01833 641 010*

Warm Homes – Durham County Council

DM

This service is available residents of County Durham who are privately renting, home owners or tenants of Livin. Warm Homes offer advice on how to achieve a warmer, energy efficient and environmentally friendly home. We can help you reduce the amount of energy your household uses and save money on your gas and electricity bills. We can also help you make use of a variety of schemes available to help householders make their properties more energy efficient. For further details contact warmhomes@durham.gov.uk.

Welfare Rights Service – Durham County Council

There are three main routes for casework referrals into the Welfare Rights Service:

Welfare Rights – Appeals

Be

Durham County Council Welfare Rights specialise in the representation of clients at benefit appeal tribunals. This particular referral route is for clients requiring representation at tribunal only. Any general benefit queries or checks should be directed through our professionals advice line: 03000 268978 open 12.30 to 15.30 or the client can reach us directly through the public advice line: 03000 268968 open 9.00 to 12.00. Welfare Rights will only take on a case for representation once the SSCS1 has been submitted.

When making a referral to Welfare Rights for representation we ask referrers to include - a copy of the Mandatory Reconsideration Notice - a completed copy of the SSCS1 form with WR details included - a completed Form of Authority for Welfare Rights and - a completed HMCTS Medical Authority Form. Any referrals not including this documentation risk being rejected. If your organisation does not provide support up to SSCS1 stage you can refer the case to Citizens Advice County Durham who can assist with this and will then send the case on to Welfare Rights once ready. If you require a copy of the Welfare Rights Forms of Authority, an SSCS1 form with Welfare Rights contact information prepopulated, or the HMCTS Medical Authority Form. please email welfare.rights@durham.gov.uk.

Please note Welfare Rights only represent on Tuesdays, Wednesdays and Thursdays and are unable to attend short notice hearings.

Welfare Rights – Campaigns team

Be

Part of DCC Welfare Rights Service, the Campaigns Team specialises in benefit support for targeted groups. The team are currently working with people aged over 75 to ensure they are maximising their benefit entitlement – particularly Pension Credit and Attendance Allowance. Referrals can be made through the portal for advice and support related to benefits, this includes; benefit checks, case work, form filling and appeal representation. Clients must be aged 75+.

Welfare Rights – Macmillan team

Be

This service is available to anyone with a cancer or end of life diagnosis who are a resident of County Durham. The team can help with all aspects of benefit advice and claims, grants and blue badge applications. This service can also assist the family and carers of those with the diagnosis.

Wellbeing for Life

HW

Wellbeing for life supports people to make positive changes to their lifestyle. The services specialises in all things healthy, including; stop smoking, healthy eating, weight loss, practical cooking, drug and alcohol awareness, volunteering and exercise. We can also advise on what is available in your local community.

West View Advice and Resource Centre

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West View Advice Centre has two projects running in County Durham. An Asbestos Support service, which provides free, impartial and confidential information, advice and support to anyone with an asbestos related or industrial disease in the North East. We are able to help people living with an occupational cancer by providing a full benefits advice service and independent legal advice and representation.

Wheels to Work County Durham

Em

Wheels to Work is a transport scheme helping people who are prevented from accessing work, training or college due to transport difficulties. The scheme provides mopeds on loan to help people to get to work. We cover the cost of road tax, insurance, breakdown assistance, services and maintenance and essential safety clothing. Available to residents of seven Area Action Partnerships: Chester-le-Street, Stanley, Mid Durham, Bishop Auckland and Shildon, East Durham Rural Corridor (Fishburn, Trimdon, Sedgfield area), 3 Towns Partnership (Crook, Willington, Tow Law); and Spennymoor. *Tel 01913 897 153*

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