



# **Homes for Northumberland**

## **Tenant Services and Support Directory**

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This support directory aims to provide a range of support and information providers across numerous areas.

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## Tenancy Support and Guidance

### **Barnardos Support for Care Leavers**

**01670 714400**

[www.barnardos.org.uk](http://www.barnardos.org.uk)

Providing floating support to young people leaving care - with managing and preparing for their first home.

### **Bliss Mediation**

**01670 540979**

[www.blissmediation.co.uk](http://www.blissmediation.co.uk)

Assist families and communities in dispute resolution. Provide ADHD Support and anger management counseling.

### **Byker Bridge Floating Support**

**0191 265 8621**

[www.bykerbridge.org.uk](http://www.bykerbridge.org.uk)

Provide floating support to people aged 19-95.

### **MIND**

**0191 257 6976**

[www.mind.org.uk](http://www.mind.org.uk)

Mind is the leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress.

### **Places for People Individual Support**

**0800 432 003**

[www.placesforpeople/individualsupport](http://www.placesforpeople/individualsupport)

Tenancy support is a support service which helps people to manage their homes. The service can assist people who need help with issues that affect their tenancies or their ability to live happily in their homes.

### **Revive Furniture Youth Project**

**01670 368665**

[www.reviveenterprise.co.uk/furniture.htm](http://www.reviveenterprise.co.uk/furniture.htm)

REVIVE FURNITURE was launched in October 2002 to help vulnerable families and individuals to furnish their homes by providing them with low cost furniture and to help long-term unemployed young adults into work with training and Work Experience opportunities. A warehouse is open for viewing in Blyth.

### **SSAFA**

**01661 825267**

[www.ssafa.org.uk](http://www.ssafa.org.uk)

Soldiers, sailors, airmen and families association provide support for the serving men and women in today's Armed Forces and for those who have served - even if it was only for a single day. They also care for the needs of their families and dependants.

### **Stoneham Floating Support**

**01670 798000**

[www.homegroup.org.uk/stoneham](http://www.homegroup.org.uk/stoneham)

Provide flexible 'floating support' and 'outreach' services support workers to young people with support needs aged 16-25. Support varies, but can include support with budgeting and shopping, guidance on form filling and claiming benefit, access to addiction support and counseling and help to move on to live independently and find work.

## Supported Housing

### Supporting People

[www.spdirectory.org.uk/DirectoryServices](http://www.spdirectory.org.uk/DirectoryServices)

Information and details of support services for supported housing support in your own home and helplines. An online search is available for supported accommodation tailored to individual needs in your own area.

### Norcare

**0191 229 9130**

[www.norcare-ltd.com](http://www.norcare-ltd.com)

Norcare is a Charity providing a range of support services and accommodation for people aged 16 and over who are currently socially and economically excluded. Norcare provides supported housing bed spaces and floating support services to 250 service users at any one time. Norcare seeks to enable service users to achieve their aspirations by obtaining the skills, knowledge and confidence to live independently and pursue training, education and employment opportunities

### Byker Bridge

**0191 265 8621**

[www.bykerbridge.org.uk](http://www.bykerbridge.org.uk)

Provide accommodation and support for homeless and vulnerable people.

### Places for People Supported Housing

**0800 432 003**

[www.placesforpeople.co.uk/is-services](http://www.placesforpeople.co.uk/is-services)

Provide supported housing across the north east for single homeless people with support needs, young parents and people with physical or sensory disabilities.

### Stoneham

**01670 798000**

[www.homegroup.org.uk/stoneham](http://www.homegroup.org.uk/stoneham)

Offer care and support through a range of supported housing schemes in the north east.

## Health and Patient Support

### **B-EAT**

**08456 341 414**

[www.b-eat.co.uk](http://www.b-eat.co.uk)

Beating Eating Disorders is the leading UK charity for people with eating disorders and their families. They provide helplines for adults and young people, online support and a UK wide network of self-help groups to help people beat their eating disorder.

### **First Steps to Freedom**

**0845 120 2916**

[www.first-steps.org](http://www.first-steps.org)

First Steps to Freedom is a U.K. registered charity which aims to help, in a practical way, those who suffer from phobias, obsessive compulsive disorder (excessive washing, checking, unwanted thoughts etc), general anxiety, panic attacks and those who wish to come off tranquillisers, together with help for their carers.

### **NHS Direct**

**0845 46 47**

**(also through digital TV)**

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

NHS Direct provide advice and assistance with illness. They also provide information on a wide range of health topics advice on looking after your health, details of local doctors, dentists, pharmacists and support groups

### **Blyth Valley Disabled Forum**

**01670 364657**

[www.northumberlandlife.org/blythvdisabledforum](http://www.northumberlandlife.org/blythvdisabledforum)

Work to support the needs and welfare of disabled people across the borough and provide advice as such.

### **Patient UK**

[www.patient.co.uk](http://www.patient.co.uk)

Providing high quality health information for patients and carers.

### **RELATE**

**0191 269 7901**

[www.relate.org.uk](http://www.relate.org.uk)

Relate offer advice, relationship counseling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through their website

### **Self Help UK**

[www.selfhelp.org.uk](http://www.selfhelp.org.uk)

Self Help UK is a free service providing a searchable database of over 1,000 self help organisations, patient support groups and charities across the UK that provide support, guidance and advice to patients, carers and their relatives. The groups and organisations covered, embrace many medical conditions, diseases and treatments



**Womens Health Advice Centre**

**01670 853877**

[www.whaonline.co.uk](http://www.whaonline.co.uk)

W.H.A.C. is a registered charity which provides a service relating to the well being of women and adolescent girls, regardless of age, colour, race, religion, disability or sexual orientation. This includes physical, mental and social aspects of health in a relaxed, non-medical, non-judgemental, confidential setting, advice, information and counselling to women who have been subjected to any sort of violence

## Domestic Abuse

### **Cease 24**

**01670 360182**

Specialist support service for men and women on the issues around domestic abuse

### **Men's Advice Line**

**0808 8010327**

[www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

The Men's Advice Line is a confidential helpline for men who experience violence from their partners or ex-partners. They help men by giving them a chance to talk about their experiences, providing emotional support, offering practical advice, signposting to specialist services and listening.

### **National Domestic Violence Helpline**

**0808 200 0247**  
**(24 hours)**

[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

The free phone 24 hour national Domestic Violence Helpline is run in partnership between Women's Aid and Refuge and is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The helpline gives support, help and information over the telephone. Calls are confidential and a translation service is available.

### **Northumberland Women's Refuge**

**01670 820199**

Providing temporary accommodation for women and families fleeing domestic abuse

### **Northumbria Police**

**03456 043 043**  
**(999 In An Emergency)**

[www.northumbria.police.uk](http://www.northumbria.police.uk)

To report incidents of domestic violence or crime

### **REACH**

**0191 212 1551**

[www.reachcentres.co.uk](http://www.reachcentres.co.uk)

Rape Examination Advice Counseling Help provide support to men and women who have been raped or sexually assaulted as an adult.

### **Respect**

**0845 122 8609**

[www.respect.uk.net](http://www.respect.uk.net)

The Respect phone line is an information and advice line for people who are concerned about their abusive and/or violent behaviour towards their partners.

### **Survive**

[www.survive.org.uk/indexx.html](http://www.survive.org.uk/indexx.html)

For survivors of sexual assault



**Women's Aid**

**0808 200 0247**

[www.womensaid.org.uk](http://www.womensaid.org.uk)

Women's Aid is the national domestic violence charity that helps an average of over 250,000 women and children every year. They work to end violence against women and children, and support over 500 domestic and sexual violence services across the country.

## Victims of Crime

### **Campaign Against Drinking & Driving**

**0845 123 5541**

[www.cadd.org.uk](http://www.cadd.org.uk)

CADD provide support for the families of victims killed and injured by drunk or drugged motorists. Other have suffered serious injuries caused by criminal drivers

### **Criminal Justice System**

[www.cjsonline.gov.uk/victim/help\\_and\\_support/types\\_of\\_crime](http://www.cjsonline.gov.uk/victim/help_and_support/types_of_crime)

Provides a comprehensive range of contact associations for direct types of crimes

### **Galop**

**020 7704 2040**

[www.galop.org.uk](http://www.galop.org.uk)

Gay, bisexual and transgender community safety charity. Advice and support to those affected by homophobic and transphobic violence

### **Knife Crimes**

[www.knifecrimes.org](http://www.knifecrimes.org)

Knife Crimes supports families and campaigning for Victims Rights. It is the first and most complete resource on knife crime in the UK. Looks at knife crime through the eyes of the victims their relatives and also experts.

### **National Association for People Abused in Childhood**

**0800 085 3330**

[www.napac.org.uk](http://www.napac.org.uk)

NAPAC is the National Association for People Abused in Childhood. We are a registered charity, based in the UK, providing support and information for people abused in childhood

### **National Offender Management service**

**0845 7585 112**

[www.hmprisonerservice.gov.uk/adviceandsupport/helpforvictims](http://www.hmprisonerservice.gov.uk/adviceandsupport/helpforvictims)

If you are a victim of crime or are related to a victim and have received unwanted contact from a prisoner or are worried about their release from prison, contact this service.

### **Stop Hate Line**

**0800 138 1625**

[www.stophate.uk](http://www.stophate.uk)

Anyone who is either a victim or a witness of a hate crime can report the incident directly to the Helpline. They deal with victims of hate incidents where they have been called names, hurt, or had property damaged due to another person's prejudice towards their race, faith, age, sexuality, gender or disability.

### **Support after Murder or Manslaughter**

**020 7785 3838**

[www.samm.org.uk](http://www.samm.org.uk)

Emotional support for families and friends bereaved through murder or manslaughter. Listening support is provided by volunteers who have lost a loved one through murder or manslaughter. Regional one to one telephone support is also available.



**Victim Support**

**01670 822334**

[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Provide emotional and practical support for men and women. Victim Support helps people cope with the effects of crime, providing free confidential support and information to help to deal with experiences.

**VOICE**

**0845 1228695**

[www.voiceuk.org.uk](http://www.voiceuk.org.uk)

VOICE are a national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. Support is also provided to their families, carers and professional workers.

## **Drugs, Alcohol and Addiction Support**

### **Alcoholics Anonymous**

**0191 521 4400**

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

### **Alcohol Concern**

**020 7264 0510**

[www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

Alcohol concern is a national voluntary agency on alcohol misuse. Its aims are to reduce the incidence and cost of alcohol related harm and to increase the range and the quality of the services available to people with alcohol-related problems. It offers details on local agencies tackling alcohol related harm and offering help to families and friends of those with alcohol related problems

### **Drink Aware**

[www.drinkaware.co.uk](http://www.drinkaware.co.uk)

Information about alcohol and drinking

### **Know Your Units**

[www.units.nhs.uk](http://www.units.nhs.uk)

Information regarding units of alcohol and advice on alcohol reduction

### **North East Regional Alcohol Forum**

**0191 514 5852**

[www.neraf.org](http://www.neraf.org)

NERAF is an independent peer support charity established to provide long term aftercare and support to those affected by alcohol misuse. Their aim is to set up self-help groups throughout the North East, with drop-ins and a range of activities to suit the service user. This may be support in group sessions or via our unique 1-2-1 mentoring service.

### **Blyth Advice and Needle Exchange for Drug Users (BAND)**

**01670 396360**

Provide sterile injecting equipment, harm reduction advice, pharmacy based services, Hepatitis B Vaccination programme and Methadone administration.

### **DrugScope**

**020 7520 7550**

[www.drugscope.org.uk](http://www.drugscope.org.uk)

DrugScope is the UK's leading independent centre of expertise on drugs and the national membership organisation for the drug field. Our aim is to inform policy development and reduce drug-related harms - to individuals, families and communities. We provide quality drug information, promote effective responses to drug taking, undertake research, advise on policy-making, and encourage informed debate.

### **Community Substance Misuse Team**

**01670 396310**

Help for people with drug or substance misuse problems

**Escape****01670 544055**[www.escapefamilysupport.co.uk](http://www.escapefamilysupport.co.uk)

Anyone affected by drugs, solvents or alcohol including users, parents, carers, relatives and friends. Escape offer services throughout Northumberland including; counseling, one to one support through a key worker system, drop in services, home visits, respite breaks, advocacy, diversionary activities, group work, therapies, complementary therapies, relaxation therapies and a 24hr help line.

**Gamblers Anonymous****08700 50 88 81**[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and to help other compulsive gamblers do the same.

**Narcotics Anonymous****0845 373 3366**[www.ukna.org](http://www.ukna.org)

Narcotics Anonymous is a completely voluntary organisation. Membership is open to anyone with a drug problem seeking help, regardless of what drug or combination of drugs have been used, and irrespective of age, sex, religion, race, creed or class. The only requirement for membership is a desire to stop using drugs.

**Turning Point****01670 361327**[www.turning-point.co.uk](http://www.turning-point.co.uk)

Supporting people aged 18-65 years with drug and alcohol problems through different group sessions and activities. The day care service offers a package of structural daycare programmes to substance misusing adults. Each service user is allocated a key worker and is offered an individualised care package.

**NECA North East Council on Addictions****01670 546785**[www.neca.co.uk](http://www.neca.co.uk)

Drug Intervention Project providing counseling, support and therapeutic service to people suffering directly or indirectly from addiction, inc drugs, alcohol and gambling.

## Parents and Children

### **Barnardos Mosaic**

**0191 212 0237**

[www.barnardos.org.uk/mosaic](http://www.barnardos.org.uk/mosaic)

Mosaic works with children who have been sexually abused with the aim of building up self esteem and resilience to help them fulfill their potential.

### **Contact A Family**

**0808 808 3555**

[www.cafamily.org.uk](http://www.cafamily.org.uk)

Contact a Family provide support, advice and information for families with disabled children, no matter what their condition or disability

### **Childcare Link**

**0800 023 4440**

[www.childcarelink.gov.uk/northumberland](http://www.childcarelink.gov.uk/northumberland)

Information service on daycare available in Northumberland

### **Kidscape**

**08451 205 204**

[www.kidscape.org.uk](http://www.kidscape.org.uk)

Kidscape is committed to keeping children safe from sexual abuse and bullying. A helpline is available offering support and advice to parents of bullied children.

### **Mumsnet**

[www.mumsnet.com](http://www.mumsnet.com)

An online community for parents, both mums and dads.

### **NCH IN-PACT**

**01670 857816**

[www.in-pact.org.uk](http://www.in-pact.org.uk)

Provide a single point of contact for advice and support for families and carers of children with special needs and disabilities in Northumberland

### **Northumberland Childrens Services Directory**

[www.northumberland.childrensservicesdirectory.org.uk](http://www.northumberland.childrensservicesdirectory.org.uk)

This service is for children, young people, their parents/carers and practitioners.

### **Northumberland Social Services Family Support**

**01670 533000**

[www.pscm.northumberland.gov.uk](http://www.pscm.northumberland.gov.uk)

An assessment of your child and family needs to take place to ensure that social services are best placed to meet these needs. Support may involve enabling a family to live together, better opportunities for parents and carers to learn more skills, opportunities for children to learn through play and opportunities to learn how to deal with problems and become more confident.

**Parentline Plus****0800 800 222**[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

Parentline Plus is a national charity that works for, and with, parents. In the UK there are over 24 million people who parent – it's not just mums and dads who do it. Families come in all shapes and sizes. Grandparents, stepparents, brothers, sisters, other relatives, friends and foster carers are all involved in raising happy, healthy children. Parentline Plus works to offer help and support through an innovative range of free, flexible, responsive services - shaped by parents for parents.

**Pink Parents****08701 273 274**[www.pinkparents.org.uk](http://www.pinkparents.org.uk)

Pink Parents offer a range of support services and social activities for Lesbian, Gay and Bisexual families. Whether considering parenting, have grandchildren, are fostering or adopting Pink Parents can offer support and a place to meet new friends.

**Schools Choice Advisor – Northumberland****01670 533664**

The Schools Choice Adviser helps families make the best choice of school for their child. Choice Advisers are independent of the Local Authority and where appropriate can advise parents about schools in other Local Authority areas in confidence. Choice Advisers help families make sense of school league tables, Ofsted reports and admission criteria and have information about uniforms, charging policies etc.

**Single Parents**[www.onespace.org.uk](http://www.onespace.org.uk)

information and support details for single parents

**Surestart****01670 541150**[www.abc.surestart.org](http://www.abc.surestart.org)

Education childcare health and family support advice and information

**Twins Online****01423 326389**[www.twinonline.co.uk](http://www.twinonline.co.uk)

Twins online is a U.K. based twins and multiple birth website and forum which offers information, advice and moral support to adult twins and their siblings and partners, people expecting twins and parents of twins, triplets and more.

## Young People

### **Bullying UK**

[www.bullying.co.uk](http://www.bullying.co.uk)

Many of the young people affected by bullying believe they have nowhere else to turn; they are scared to speak out and often blame themselves. Bullying UK provide a service enabling victims of bullying to break their silence, assure them that there are ways to stop the bullying and then offer help to find it.

### **Childline**

[www.childline.org.uk](http://www.childline.org.uk)

Free and confidential advice for young people on a whole range of issues.

**0800 11 11**

### **Connexions Northumberland**

[www.connexions-northumberland.org.uk](http://www.connexions-northumberland.org.uk)

Connexions Northumberland is a local service for young people aged 13-19 (up to 25 for people with special needs). Help is available for them, their parents or carers with decision making about study, jobs and careers by offering impartial information, advice, guidance and personal support.

**01670 798180**

**01670 735653**

### **Doxford Youth Project**

[www.doxford-youth.co.uk](http://www.doxford-youth.co.uk)

Youth work and health and sexual health and contraception advice

**01670 713077**

### **FRANK**

[www.talktofrank.com](http://www.talktofrank.com)

Information and advice on drugs for young people

**0800 77 66 00**

### **National Association for the Children of Alcoholics**

[www.nacoa.org.uk](http://www.nacoa.org.uk)

Provides information, advice and support for children of alcohol dependent parents and people concerned for their welfare.

**0800 358 3456**

### **Northumberland Care Trust**

[www.northumberlandcaretrust.hs.uk/healthdev/teenpreg.htm](http://www.northumberlandcaretrust.hs.uk/healthdev/teenpreg.htm)

Information on contraception, sexually transmitted infections and teenage pregnancy.

**01670 543131**

**01670 819049**

### **R U Thinking**

[www.ruthinking.co.uk](http://www.ruthinking.co.uk)

Information for young people about sex and relationships

**0800 28 29 30**

**SORTED**

**01670 500150**

[www.sortednorth.org.uk](http://www.sortednorth.org.uk)

Sorted is a young people's substance misuse service that operates throughout the whole of Northumberland. The service provides information, advice, treatment and care to young people who are under the age of 18 who are experiencing difficulties because of their use of substances

**Student Finance Direct**

[www.studentfinancedirect.co.uk](http://www.studentfinancedirect.co.uk)

Government recommended site for information and applications for student funding.

**Young People and Self Harm**

[www.selfharm.org.uk](http://www.selfharm.org.uk)

Information resource for young people who self harm, their friends and families and professionals who work with them.

## Elderly Services

### **Age concern**

**01670 528219**

[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

Information and advice on a range of issues affecting elderly people

### **Counsel and Care**

**0845 300 7585**

[www.counselandcare.org.uk](http://www.counselandcare.org.uk)

Counsel and Care is a national charity getting the best care and support for older people, their families and carers. We do this by providing advice, information and financial support and by influencing policies, services and funding.

### **Helping Hands**

**0808 180 9488**

[www.helpinghandshomecare.co.uk](http://www.helpinghandshomecare.co.uk)

Have a philosophy to give the choice for people to be cared for at home. They have nearly 20 years experience of providing live-in care, rated “ excellent” by CSCI with a network of professional Care Managers and Assessors throughout England and Wales.

### **Blyth Valley Care**

**01670 540079**

[www.blythvalley.gov.uk](http://www.blythvalley.gov.uk)

A dispersed alarm system for older and vulnerable residents operates 24 hours per day, 365 days per year.

### **The Pension Service**

[www.thepensionerservice.gov.uk](http://www.thepensionerservice.gov.uk)

This Government website provides information about pensions and pensioner benefits, for those planning for the future, about to retire or already retired

### **Help the Aged**

**0808 800 6565**

[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

Help the Aged is an international charity fighting to free older people from poverty, isolation and neglect. At a grassroots level we support forums and committees, provide vehicles to help older people get about, and connect to people through our network of shops.

## Legal Advice

### **The Law Society**

[www.lawsociety.org.uk](http://www.lawsociety.org.uk)

Enables users to find a local solicitor

### **Legal Aid**

**0845 345 4345**

[www.legalservices.gov.uk](http://www.legalservices.gov.uk)

The Legal Services Commission (LSC) helps people in need receive high quality legal advice, assistance and representation. They deliver legal services through two schemes, the Community Legal Service (CLS) (providing advice and legal representation for people involved in civil cases) and the Criminal Defence Service (which provides advice and legal representation for people facing criminal charges).

### **Community Legal Advice (CLS)**

**0845 345 4 345**

[www.clsdirect.org.uk](http://www.clsdirect.org.uk) This website offers free, confidential and independent legal advice for residents of England and Wales

## Financial Assistance and Debt Advice

### **Age Concern Money Trail**

Free interactive guide for working people to planning ahead for retirement

[www.ageconcern.org.uk/moneytrail](http://www.ageconcern.org.uk/moneytrail)

### **CAB**

**01670 367779**

[www.adviceblyth.org.uk](http://www.adviceblyth.org.uk)

Help and advice on a range of issues within Blyth Valley

### **Consumer Credit Counselling Service**

**0800 138 1111**

[www.cccs.co.uk](http://www.cccs.co.uk)

CCCS is a registered charity offering free, confidential advice and support to anyone who is worried about debt. Free counselling and debt advice can help you get back in control of your money and on with life.

### **Credit Union South East Northumberland (CUSEN)**

**01670 522779**

3-13 Quay Road, Blyth, Northumberland NE24 2AS

Member application forms are available for collection at the Eric Tolhurst Centre.

### **DAWN**

**01670 713642**

[www.dawnadvice.org.uk](http://www.dawnadvice.org.uk)

DAWN has over ten years experience of delivering quality assured legal advice to clients from all walks of life. They have a dedicated and highly professional team of staff who are experienced in dealing with a range of complex issues.

### **Energy Helpline**

**0800 074 0745**

[www.energyhelpline.com](http://www.energyhelpline.com)

Energyhelpline is an independent price comparison service which provides customers with fast, free and friendly advice on their best gas and electricity deal. Every month they help thousands of households and businesses to find better energy packages and pay lower bills. They compare all major suppliers in the UK to help you find your best deal, and then take all the hassle out of switching with their simple online forms.

### **Fool**

[www.fool.co.uk](http://www.fool.co.uk)

The Motley Fool is an independent, award-winning company dedicated to helping people redefine the way they think about and interact with money. They are one of the UK's most popular financial websites.

### **Lenders Compared**

[www.lenderscompared.org.uk](http://www.lenderscompared.org.uk)

LendersCompared.org.uk allows you to compare all home collected loans available in your area. Home collected loans are cash loans where the repayments are collected from your home. You can also see other cash based loans which are not home collected.

LendersCompared.org.uk offers a quick and easy way to see if you can save money on your next cash loan. The best way to compare the price of short term loans is to look at the Total Charge for Credit. This shows how much more than the amount borrowed you will have to pay back.

### **Money Made Clear**

[www.moneymadeclear.fsa.gov.uk](http://www.moneymadeclear.fsa.gov.uk)

Money made clear is a service from the Financial Services Authority. They cut out the jargon and give you just the facts about financial products and services, helping you to make an informed decision.

### **Money Saving Expert**

[www.moneysavingexpert.com](http://www.moneysavingexpert.com)

MoneySavingExpert.com is dedicated to saving you money on anything and everything by finding the best deals and beating the system.

### **Moneysupermarket**

[www.moneysupermarket.com](http://www.moneysupermarket.com)

Comparison site for products and services

### **National Debtline**

**0808 808 4000**

[www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

National Debtline is a national telephone helpline for people with debt problems. The service is free and confidential. The specialist advice given over the telephone is backed up by self-help materials. If your circumstances meet certain criteria, they can assist in setting up a debt management plan for you, for free.

### **Northumberland Credit Union**

**01670 503666**

[www.ncul.co.uk](http://www.ncul.co.uk)

Northumberland Credit Union is a co-operative organisation owned and run by its members which gives its members access to an easy means of savings and, after building up a savings record, affordable small loans. Members are encouraged to save modest amounts while repaying their loans so building up their own resources and reducing future dependence on borrowing.

### **Now Lets Talk Money**

[www.nowletstalkmoney.com](http://www.nowletstalkmoney.com)

Advice and ideas on managing money

**Turn 2 Us****020 7396 6700**[www.turn2us.org.uk](http://www.turn2us.org.uk)

People can access information on all benefits and grants available to them from both statutory and voluntary organisations, at no cost. In many cases, applications for support can be made directly from the website and they will keep people informed by email or sending a text to their mobile phone.

**USwitch****0800 404 7908**[www.uswitch.com](http://www.uswitch.com)

uSwitch.com is a free, impartial online and phone based comparison and switching service that helps customers compare prices on a range of services including gas, electricity, home phone, broadband providers and personal finance products.

**TV Licensing****Cash Easy Entry Scheme****08457 289 289**[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

TV Licensing easy payment scheme is available by payment at Paypoint outlets by prior arrangement.

## Benefit Entitlement and Information

### Entitled to

[www.entitledto.co.uk](http://www.entitledto.co.uk)

Entitledto has unique experience in helping people find out about entitlements online. They provide a free web-based calculator to help people work out their entitlement to benefits and tax credits.

### Department of Work and Pensions

[www.dwp.gov.uk](http://www.dwp.gov.uk)

The DWP help people to achieve their potential through employment, so that they are able to provide for their children and to work and save for secure retirement.

### Revenues and Customs

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

HM Revenue & Customs (HMRC) work to ensure the correct tax is paid at the right time, whether this relates to payment of taxes received by the department or entitlement to benefits paid.

### Child Benefit enquiry line

**0845 302 1444**

[www.hmrc.gov.uk/childbenefit/](http://www.hmrc.gov.uk/childbenefit/)

### Child Support Agency Enquiry Line

**0845 7133 133**

[www.csa.gov.uk](http://www.csa.gov.uk)

### Pension Credit Claim Line

**0800 99 1234**

[www.thepensionservice.gov.uk/pensioncredit/](http://www.thepensionservice.gov.uk/pensioncredit/)

### Disability Benefits Enquiry Line

**0800 88 22 00**

[www.direct.gov.uk/en/DisabledPeople/index.htm](http://www.direct.gov.uk/en/DisabledPeople/index.htm)

### New Deal

**0845 606 2626**

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### New Deal for Lone Parents

**0800 868 868**

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### Tax Credits Helpline

**0845 300 3900**

[www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits)

### Winter Fuel Payments Helpline

**0845 915 1515**

[www.thepensionservice.gov.uk/winterfuel/](http://www.thepensionservice.gov.uk/winterfuel/)

## Employment Advice

### **Blyth Valley Action Team for Jobs**

**0800 389 5990**

[www.bvat.org.uk](http://www.bvat.org.uk)

Blyth Valley Action Team for Jobs helps local people remove barriers to work. They offer support to anyone living in Blyth Valley who is unemployed, unwaged, on Jobseekers Allowance, on Incapacity Benefit or on Income Support. If you are thinking of re-training, re-entering the jobs market, or even starting your own business, the Action Team will aim to provide both practical and financial support.

### **Fish 4 Jobs**

[www.fish4jobs.co.uk](http://www.fish4jobs.co.uk)

Jobsite are the people who brought internet recruitment to the whole of the UK job market in 1995, and we've been leading the way ever since. Our goal has always been to make recruitment as simple, fast and effective as possible, leaving you more time to get on with the things you really want to do.

### **Jobcentre Plus**

[www.jobcentrepplus.gov.uk](http://www.jobcentrepplus.gov.uk)

Jobcentre Plus is a government agency supporting people of working age from welfare into work, and helping employers to fill their vacancies. They play a major role in supporting the government aim to 'promote opportunity and independence for all through modern, customer-focused services'.

### **Jobsite**

[www.jobsite.co.uk](http://www.jobsite.co.uk)

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### **Monster**

[www.monster.co.uk](http://www.monster.co.uk)

Monster is the leading provider of online careers and recruitment resources committed to connecting organisations with individuals. For individuals thinking about a new job, new career, or a new direction, Monster helps you explore the possibilities and find the opportunities that are right for you.

### **Sector 1**

[www.sector1.net](http://www.sector1.net)

Public sector job vacancies