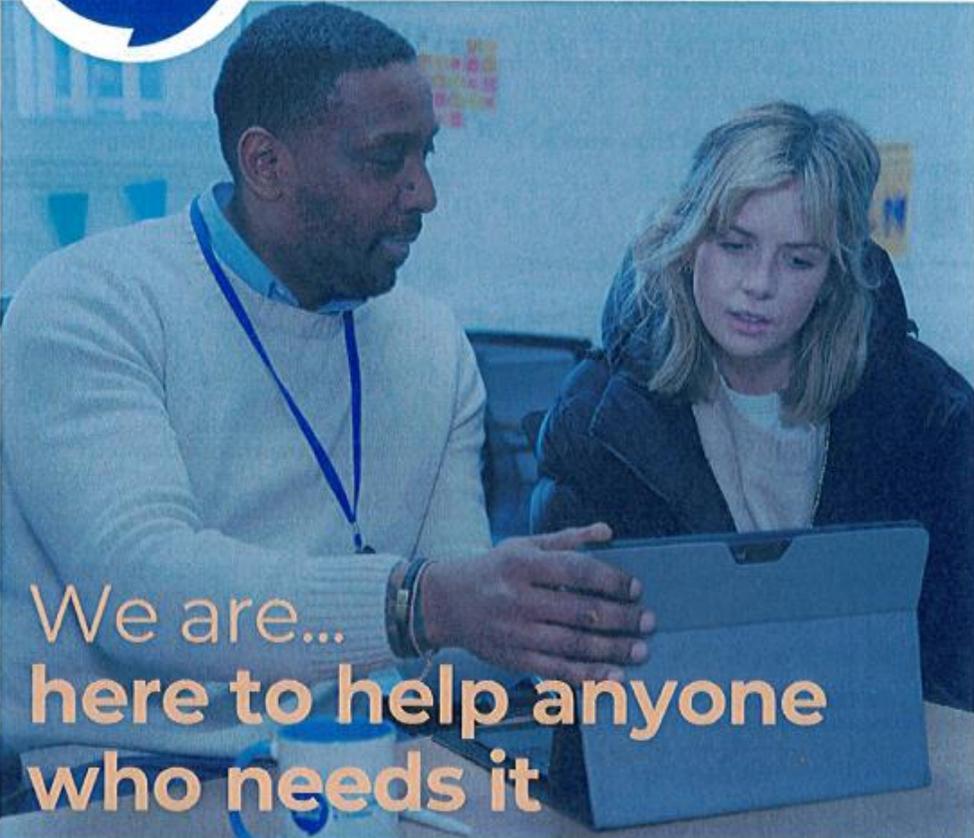


citizens
advice

County
Durham



We are...
here to help anyone
who needs it
with advice you can
really trust.

We help people find a way forward with free and impartial advice on a wide range of topics. Whether it's money and debt, benefits and housing, energy, work, or more – we've got advice that can help you.

Ways to get advice

Online

Did you know the national **Citizens Advice** website offers a wealth of helpful information on the types of issues people often come to us with. Before using the service, we recommend visiting the website, it's a great place to begin your search if you're facing a problem and aren't sure how to approach it.

Access online information 24 hours a day at citizensadvice.org.uk

Email

We offer residents of **County Durham** an email advice service.

Visit citizensadvicecd.org.uk/help and complete our form to get advice via email.

Visit us in person

We offer drop-in sessions across County Durham at our advice centres. Please be aware that demand for our service is high, and much of our team is made up of trained volunteers who generously give their time to help. You may need to wait to be seen, or, during especially busy periods, return on another day.

Over the phone

When you call, we'll take a few minutes to ask about your situation so we can work out the best way to support you. Our phone lines are very busy, so there could be a wait.

Before calling, please check what documents you might need to have with you. We also recommend keeping a pen and paper nearby.

citizensadvicecd.org.uk/what-to-bring-with-you

General Adviceline: 0808 278 7821

Monday to Friday 10am to 4pm

Citizens Advice National Debt Helpline: 0800 240 4420

Monday to Friday 9am to 8pm. Saturday 9.30am to 1.00pm

First Universal Credit claims Helpline: 0800 144 8 444

Monday to Friday 8am to 6pm

Consumer Helpline: 0808 223 1133

Monday to Friday 9am – 5pm

**closed public holidays*

Drop-in centres

- **Durham City**
54 North Road, Durham DH1 4SF
Tuesday & Friday 10am to 1pm
- **Seaham**
Shakespeare House, Shakespeare Street,
Seaham SR7 7JB
Monday 10am to 1pm
- **Spennymoor**
71 High Street, Spennymoor DL16 6BB
Monday & Thursday 10am to 1pm
- **Stanley**
The Venue, Wear Road Stanley DH9 6LU
Tuesday 9:30am to 11:30am
- **Barnard Castle**
Woodleigh, Flatts Road, DL12 8AA
Wednesday 10am to 1pm

**closed public holidays*

For other locations visit:
citizensadvicecd.org.uk/contact

Still need advice?

If you're unable to visit one of our advice centres in person and have already tried contacting us online or by phone, we also offer advice services at other locations across County Durham. Simply scan the QR code, and we'll be in touch with options and an appointment at the most suitable location if necessary.

Scan me



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citizensadvicecd.org.uk