

The following organisations provide financial support advice to low-income households in our area.

Groundworks

From 1 October 2025, residents will be able to access support from Groundworks North East for general advice in the following ways:

Email: adviceline@groundwork.org.uk

Telephone: 0330 4416515

A referral form will be available via the following webpage:

www.groundwork.org.uk/north-east-and-cumbria/get-support/advice-guidance-in-county-durham

Groundworks North East will also be offering an appointment service at Spennymoor and Newton Aycliffe.

Full details of the dates, times and venues that appointments can be booked at will be on both county council and Groundworks North East websites from 1 October 2025.

Karbon Homes

Residents will be able to access appeal support from Karbon Homes in the following ways:

Email: moneymatters@karbonhomes.co.uk

Telephone: 0191 2238525

Their webpage address is as follows: <https://www.karbonhomes.co.uk/about-us/media-centre/news/free-benefits-and-money-advice-with-money-matters>

Citizen's Advice County Durham (CACD)

From 1 October CACD will still be able available to help people with Debt and Energy problems across the county. They will have a simple contact form accessed via their website <https://www.citizensadvicecd.org.uk/> for residents needing help with Debt and Energy queries or they can contact Citizens Advice County Durham direct by telephone on 0300 323 1000.

From 6 October, Volunteer led general advice sessions will be held at: 71 High Street, Spennymoor DL16 6BB

Please refer to the website <https://www.citizensadvicecd.org.uk/> for up-to-date opening days and times for the above location.