



Information, Advice and Guidance Services from October 2025

Durham County Council provides direct and commissions a range of effective financial support mechanisms to low-income households, with a key element being the funding and delivery of information, advice and guidance (IAG) provision.

Following on from the review of advice services in 2024 and the robust procurement exercise that followed, from 1st October 2025, the delivery of this provision will be as follows:

Groundwork North East (Healthier and Wealthier contract), providing a specialist telephony healthcare referral pathway for patients attending primary care units/pharmacies. Clients receive general advice and guidance, including assistance with claim forms and referrals to community advice and support.

Groundwork North East (Benefits Advice Contract), providing free, impartial, and confidential advice via a multi-channel offer, including assistance with claim forms.

Karbon Homes (Appeal Support Contract), providing advice on eligibility and how to appeal decisions related to benefit entitlement, plus support throughout the process, including preparing and submitting documentation.

Accessing Support:

Groundwork

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

- Email: advice@groundwork.org.uk
- Telephone: 0330 4416515
- Website: Advice and Guidance in County Durham

Groundwork North East will also be offering an appointment service at locations across the county:

- Stanley
- Bishop Auckland
- Seaham
- Newton Aycliffe
- Spennymoor
- Ushaw Moor
- Easington
- Wolsingham

- Willington
- Tow Law
- Shildon
- Durham City
- Crook
- Peterlee
- Chester Le Street

Karbon Homes

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

- Email: moneymatters@karbonhomes.co.uk
- Telephone: 01912 238525
- Website: Karbon Homes Money Matters

All our partners and stakeholders have been informed of these changes, and the council's webpage and social media channels will be updated to help signpost residents to access advice and support as efficiently as possible.

Citizen's Advice County Durham (CACD)

From 1st October, CACD will still be available to help people with Debt and Energy problems across the county.

They will have a simple contact form accessed via their [website](#) for residents needing help with Debt and Energy queries, or they can contact Citizens Advice County Durham directly by calling 0300 323 1000.

From 6th October, volunteer-led general advice sessions will be held at:

- Spennymoor: 71 High Street, Spennymoor DL16 6BB
- Seaham: Shakespeare House, Shakespeare Street, Seaham SR7 7JB
- Durham: North Road Methodist Church, Durham DH1 4SG
- Barnard Castle: Woodleigh, Flatts Road, Barnard Castle DL12 8AA
- UTASS: 9-11 Chapel Row, Middleton-in-Teesdale DL12 0SN

Please refer to the [website](#) for up-to-date opening days and times for the above locations.

In addition to this externally commissioned service offer, Durham County Council will continue to provide an in-house welfare rights service for internal services to refer residents to. They will also continue to offer discretionary support with our welfare assistance scheme, offering support with food and fuel for residents who find themselves in a crisis.

They also continue to administer the Household Support Fund on behalf of the DWP, with an open application process for residents to apply for support, as well as funding to grassroots community partners to continue to support residents.