

Helplines

The following services are offered in conjunction with Jobcentre Plus:

Benefits Enquiry Line

A confidential telephone service for people with disabilities, their representatives and carers. Use this number to obtain all claim forms. Open 8.30am-6.30pm Monday to Friday.

Telephone: 0800 882 200

Textphone: 0800 243 355

Disability Living Allowance Helpline Advice regarding Disability Living Allowance claims. Open 7.30am-6.30pm Monday-Friday.

Telephone: 0345 7123456

Textphone: 0345 7224433

Carer's Allowance Unit

Offers advice and updates on Carer's Allowance claims and payments. Open 8.30am-5pm Monday to Thursday and 8.00am-5.30pm Friday.

Telephone: 0345 6084321

Child Tax Credit

Child Tax Credit is a means tested allowance for parents and carers of children or young people who are still in full time education. Open 8am-8pm Mon-Fri and 8am-4pm Sat. Telephone: 0345 300 3900

Textphone: 0345 300 3909

Vaccine Damage Payment

Offers advice and updates on Vaccine Damage Payment claims and payments. Open 8.30am-5pm Monday to Thursday and 8.30am-4.30pm Friday.

Telephone: 01772 89 99 44

Textphone: 0845 604 5312

Contact a Family helpline 0808 808 3555

Citizen's Advice Sunderland 0191 416 6848

Easington & District Citizen's Advice Bureau 0191 586 2639

Monday 10am-3pm, Tuesday & Friday 10am-1pm, Thursday 10am-12noon.

SHARP 0191 385 6687

Covers Shiney Row, Houghton and Copt Hill areas.

Sunderland Advice Service 0191 5142930

Do not operate a drop in service - appointments must be made first.

Outreach Welfare Rights Project 0191 514 2930

Covers the Ford, Pallion and Pennywell areas.

Disability Alliance Rights Advice Line 0207 2508181

enquiries@disbilityrightsuk.org

Libra Network

Libra is a network of local advice providers that work together to ensure you receive advice from the provider(s) best placed to help you. The Libra website holds details about all of the local advice providers involved: www.librasunderland.co.uk,

contact-us@libasunderland.co.uk.