

Ashington Office
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Ashington
NE63 8RS
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18 September 2017

Dear colleague

I am writing to inform you of changes to the charity's contact details and opening times which will take place from 2 October 2017.

The attached sheet provides details of the new opening times for our face-to-face services across the county. These services can be accessed through a mixture of drop-in sessions and pre-booked appointments. Contact details for other services are provided below.

Northumberland Adviceline.

Telephone: 03444 111 444.

Opening hours - 9am to 4.30pm Monday to Friday.

Clients needing advice will be given a short assessment interview so that we can discuss their options and decide how best to help. This could include:

- Simple information provided at the assessment interview.
- An appointment with our generalist advice service.
- An appointment with a specialist adviser.
- Signposting or referral to another appropriate agency.

Specialist Debt Advice

Debt Helpline: 01670 339960

Opening hours: Monday to Friday 9.00am to 4.30pm.

Text service: Text 'debt' to 81400 to receive a call back within 2 working days.

We have introduced a new debt helpline which can be accessed using the above details. Clients who need help with their debts can contact us on the above telephone number or go along to their nearest drop-in session.

This is in addition to a recently introduced text 'debt' service. Clients who text 'debt' to 81400 will receive a call back within 2 working days to discuss their debt problems.

Non advice enquiries and client referrals

Telephone: 01670 339985

Opening hours: Monday to Friday 9.00am to 4.30pm

For non-advice enquiries or to make a direct client referral please use the office admin number above. Please note this number cannot be used to obtain advice. Clients looking for information or advice by telephone should contact the Northumberland Adviceline number.

We would be grateful if you would circulate this information to other colleagues as appropriate.

Yours sincerely

Moira Macfarlane
Chief Executive