



Here to help



Stockton-on-Tees Borough Council - we're here to help

Visit the online Here to Help Hub at www.stockton.gov.uk/here-to-help-hub to find support and advice with energy, welfare, foodbanks, health, housing and employment. You can also call our main switchboard on **01642 393939** for assistance or call services directly which are generally open from 8.30am to 5pm, Monday to Friday.

Stockton District Advice and Information Service (Citizens Advice) are based in Unit 5 Wellington Square, Stockton town centre (near WHSmith) and provide free, independent, confidential and impartial advice to anyone on a range of issues, including debt, benefits, welfare and energy costs.

Visit www.stockton-cab.co.uk for more information or call **01642 633877**.

For debt advice, call **01642 668008** or email support@stockton-cab.co.uk



Fuel, energy, utilities and housing


Heating emergencies

Cleveland Fire Brigade can provide heaters and other equipment in cases of emergency 24 hours a day, 7 days a week.

 **01429 874063**

Warm Homes Healthy People


Warm Homes Healthy People helps eligible households at risk of the effects of cold weather with emergency heating, debt advice, boiler servicing and repairs.

 **01642 528215** Monday to Thursday, 8.30am to 5pm, or Friday, 8.30am to 4.30pm.

 **www.stockton.gov.uk/warm-homes-healthy-people**

Home Improvement Agency (HIA)


The HIA offer a handyperson service for low-level DIY jobs that reduce falls and accidents. For those eligible, they can assist with minor adaptations and applications for grants and loans.

 **01642 526904**

Private Sector Housing Team

The Private Sector Housing team responds to reports of disrepair in rental properties where a landlord has not carried out a repair that you have reported. Contact the team if you need us to investigate a repair or need help with finding an accredited landlord.

 **privatesectorhousing@stockton.gov.uk**

 **01642 527797**


Big Community Switch


The Big Community Switch is a safe and simple option for our residents to save money on their fuel bills and fix their tariff.

Register for the scheme at **www.stockton.gov.uk/Big-community-switch** to stay informed of any future energy price auctions.

Domestic Energy Efficiency Service

Aims to reduce fuel poverty across the Borough and to improve energy efficiency in your property.

 **01642 526904** to find out if you are eligible for support with applying for grants or minor energy efficient adjustments to your home

 **www.stockton.gov.uk/article/14716/Domestic-energy-efficiency-service**

National Energy Action

National Energy Action works to ensure everyone in England, Wales and Northern Ireland is warm and safe at home.

☎ **0800 304 7159** Monday to Friday, from 10am to 4pm.

Better Housing Better Health

The Better Housing Better Health team provides free, confidential, and tailored solutions such as switching energy suppliers, maximising income, signing up to the Priority Services Register and accessing funding for support.

☎ **0800 107 0044** Monday to Friday, 9am-5pm.

Energy Helpline

A price comparison advice service focused on putting consumers first and ensuring that energy switching is swift and hassle free.

☎ **0800 074 0745** Monday to Friday, from 9am to 8pm, and Saturday and Sunday, from 9am to 5pm.

Simple Energy Advice

Impartial and independent advice to help reduce energy bills, plus making your home warmer and greener.

☎ **0800 444 202** Monday to Friday, from 8am to 8pm, and Saturday and Sunday, from 9am to 5pm.




Priority Services Register

This free support service makes sure extra energy help is there for people in vulnerable situations and offers priority support in emergencies, power cuts and more. Contact your energy supplier and ask to be added to their register or visit www.thepsr.co.uk

Northumbrian Water

If you are on a low income, Northumbrian Water may be able to reduce bills by up to 50%.

 **0345 733 5566**

 www.nwl.co.uk/supportplus

Broadband help


Contact your broadband provider and ask about their social tariffs. It is also worth shopping around on comparison websites for cheaper deals.

 www.moneysavingexpert.com

Money, debt and benefits advice

Stockton-on-Tees Borough Council - Welfare Support


Crisis support, settlement support, and 'Back on Track' information.

 **01642 524180** Monday to Thursday 8.30am to 4.30pm, or Friday 8.30am to 3.30pm

 www.stockton.gov.uk/welfare-assistance

Universal Credit


A single monthly payment issued by the Department of Work & Pensions for people in or out of work.

 Stockton & District Advice & Information Service: **01642 633877**

 www.stockton.gov.uk/universal-credit

Council Tax Support

Contact us if you are struggling to pay your Council Tax, have missed a payment, or need support on eligibility for a reduction in Council Tax.

 **01642 397108**


 www.stockton.gov.uk/council-tax

Housing Benefit

To apply, please visit: www.stockton.gov.uk/housing-benefit or call the Benefits helpline on **01642 393829**.

Tees Credit Union (Moneywise)

Convenient and easy access to basic financial services like savings accounts and loans to people who live or work in the Borough.

 **01642 941911**

 **info@teescreditunion.co.uk**

Christians Against Poverty

Debt advice which is provided to anyone regardless of religious beliefs. They offer support with managing bills and debt. CAP also provide employability services through their Job Club.

 **0800 328 0006** or visit Stockton Baptist Church.

Stop Loan Sharks

Investigates and prosecutes illegal money lenders and provides support for borrowers. Anonymous calls and reports are welcome.

 **0300 555 2222**

 Access the live chat via **www.stoploansharks.co.uk**

Age UK Advice Line

Reliable and up to date information for older people and their families.

 **0800 678 1620** every day between 8am to 7pm for support.

Money Helper


Government-backed advice available across benefits, everyday money, family and care, mortgage support, work, savings, pensions and retirement.

 **www.moneyhelper.org.uk**

Employment, skills and training

Stockton-on-Tees Employment and Training Hub

If you are over 16, our team of experts can help with anything employment or training related. Find the Hub in Wellington Square, Stockton, open Monday to Friday 10am to 4pm.

 **01642 528392**

 **hub@stockton.gov.uk**

Stockton Learning & Skills Service

A prospectus filled with lots of cost-saving and wellness courses is available at **www.slss.ac.uk** or you can call **01642 527916** for more information.

Thirteen Employability

Thirteen Housing offer a range of employability services for their customers and the wider public across the Tees Valley. They are here to help you achieve your career goals and hit personal targets.

 employability@thirteengroup.co.uk

Food support

Stockton-on-Tees Food Power Network

Stockton-on-Tees Food Power Network is a group of foodbanks, pantries, eco-shops and charities working together to offer food support across the Borough.



Food banks operate on a referral basis and supply free emergency food parcels. Referrals can be issued by organisations such as Citizens Advice, your GP or a social worker. Community pantries and eco-shops offer affordable food, toiletries and household items at low prices without referral.

Visit www.stockton.gov.uk/SFPN to access community food leaflets, which detail what is available and where across the Borough.



The Bread-and-Butter Thing (TBBT)



There are five TBBT food hubs offering high-quality, low-cost food. Prices range from £5 for a single bag, £8.50 for the standard three-bag package and £17 for a six bag 'family' deal. Membership is free of charge.

📱 Text **07860 063 304** with your full name, postcode, and the name of the hub you will be collecting from

🌐 www.stockton.gov.uk/the-bread-and-butter-thing

NHS Healthy Start

If you are more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If so, the NHS will send you a Healthy Start card with credit to be used in some shops which is topped up every four weeks.

🌐 www.healthystart.nhs.uk

Free School Meals

All children in key stage 1 are eligible for free school meals and your child might be eligible for free school meals if you receive certain benefits. You can either apply via the school directly or visit www.stockton.gov.uk/free-school-meals



Health and wellbeing

Youth United Stockton (YUS)

Free youth sessions delivered across the Borough for young people aged 10-19 years old.

 www.yus.org.uk

Community Spaces

Community Spaces across the Borough are spaces where residents can go to get warm, receive support and avoid social isolation. To find your nearest venue, visit www.stockton.gov.uk/community-spaces or call **01642 393939**.

Community Connect

Community Connect Stockton-on-Tees offers one-to-one or group sessions to help you access local groups, activities and services in the community.

 **01642 647770**

 communityconnectston@pcp.uk.net

Stockton social prescribing link workers

Hartlepool and Stockton Health's staff provide free support and connect people to community groups, access financial support, befriending services, carers' support, home safety and more.

 **01642 061047**

Winter Wellbeing

Support services are available across the Borough to help you through the winter.

 www.stockton.gov.uk/winter-wellbeing

Age UK Teesside

A free, personalised service to help people 65 and over to improve their lives and finances.

 **01642 805500** Monday to Friday, 9am to 4.30pm.

The Halcyon Centre

This service is for adults and older people, including those with dementia.

 Contact the First Contact team on **01642 527764**

 firstcontactadults@stockton.gov.uk

LiveWell Dementia Hub

This community-based service provides dementia information, support and training for those living with dementia, their carers and families.

 **01642 527363**

 **livewell-hub@stockton.gov.uk**

Living well and living longer


The Council's Public Health Team have important health advice and commission a range of services which you may find useful.

 **www.stockton.gov.uk/Living-well-and-living-longer** for more information.

Domestic abuse

If you have any reason to think someone is in immediate danger, or your life may be at risk, call 999. If it is not safe to speak, press 55 when prompted if calling on a mobile and your call will be transferred to the police.

 **www.stockton.gov.uk/domestic-abuse-support**

 **Harbour 24/7 03000 20 25 25**

Change, Grow, Live (CGL) and Recovery Connections

If you are struggling with drugs or alcohol, CGL are here for you. They will work with you to explore treatment options and help take care of your health and wellbeing. Recovery Connections work in partnership with CGL and can offer a range of support, counselling and training to help you on your journey of recovery.

To refer yourself, or someone else, call **01642 673888** or visit

www.changegrowlive.org/recovery-service-stockton/info

Change, Grow, Live (CGL)

If you are struggling with drugs or alcohol, CGL are here for you. They will work with you to explore treatment options and help take care of your health and wellbeing. To refer yourself, or someone else, call **01642 673888** or visit

www.changegrowlive.org/recovery-service-stockton/info

Mental health support

Feelings of stress, anxiety or low mood can affect everyone, but there is support available.

- **Impact on Teesside** - a free, confidential service for anyone aged over 16 with self-referral available.

 **01642 573924**

 **enquiries@impactonteesside.com**

- **Teesside MIND** - a free, confidential service for people with emotional or mental health needs and their families.
 📞 01642 257020
 📧 info@teessidemind.org.uk
- **Red Balloons** - help people improve and manage their mental health through physical activity and talking.
 📞 07871 658157
 📧 referrals.redballoons@gmail.com
- **Starfish Health and Wellbeing** - offer a range of services to enhance wellbeing by developing, maintaining and sustaining social, physical and psychological health.
 📞 01642 672987
- **CRUSE Bereavement Service** - support for people dealing with the challenges arising from a bereavement.
 📞 0808 808 1677
- **NHS Every Mind Matters** - offers wellbeing tips, advice on mental health issues and urgent help.
 🖥️ www.nhs.uk/every-mind-matters
- **Samaritans** - phonenumber open 24/7 and free to call for a one-to-one conversation, whatever you are going through and if you are struggling to cope.
 📞 116 123



Adult and Children's Support Services

Worried about a child?

If you have concerns that a child or young person is being abused or neglected, or that they may be at risk of harm, contact (in office hours) The Children's Hub on **01429 284284** or email childrenshub@hartlepool.gov.uk. To report a concern outside of office hours, call the Emergency Duty Team on **01642 524552**. In an emergency, contact the police on 999.

Safeguarding adults

In an emergency, contact the police on 999 or call 101 if you think a crime has been committed related to abuse or neglect. If you are still worried, contact our First Contact Team on **01642 527764** or (out of hours) call the Emergency Duty Team on **01642 524552**.

First Contact Team

Provide advice and information relating to adult social care and can help you access services to support you and to help you maintain your independence. People living with disabilities, and those caring for them, can access support.

 **01642 527764**

 FirstContactAdults@stockton.gov.uk

Homelessness Team

We can help most people who are homeless or at risk of losing their home. Call **01642 528389** during normal opening hours, otherwise call the Emergency Duty Team on **01642 524552**.

Support in Your Community

Community Engagement

If you want to make a difference and get involved in your local community with initiatives and projects taking place in your area and across the Borough, then get in touch with the Community Engagement Team at engagement@stockton.gov.uk

Stockton Information Directory (SID)

The SID provides details of services, advice and support for adults, children, young people and families living in Stockton-on-Tees.

 www.stocktoninformationdirectory.org

Family Hubs

The Stockton-on-Tees Family Hubs are here to help. The four Hubs are based in Thornaby, Central Stockton, Billingham and Redhill. To find details of your nearest Hub, call **01642 393939** or visit **www.stockton.gov.uk/family-hubs**

Libraries

Libraries offer a warm communal space, internet access, book-lending and more.

 **www.stockton.gov.uk/libraries**

Catalyst Stockton-on-Tees

Catalyst is a charity that empowers the Voluntary and Community sector in Stockton-on-Tees to improve the lives of residents. They provide advice on volunteering and information about support organisations.


 **www.stocktonvolunteers.co.uk**

Clothing Banks and School Uniforms

Visit **www.stockton.gov.uk/clothing-banks** to find your nearest venue or **www.stockton.gov.uk/school-uniform-support** for help with school uniforms.

Holidays are Fun (HAF)


School-age children, from reception to year 11, who are in receipt of benefits-related free school meals are eligible for a HAF place to enjoy holiday activities and a meal.

 **01642 527752**

 **www.stockton.gov.uk/haf**

Care For Your Area

For queries about bin collections, litter, fly tipping or anything that poses a risk to public safety.

 **01642 391959**

Databank

The Fairer Stockton-on-Tees team work with vulnerable families and individuals to provide free mobile data, calls and texts.

 **01642 528957**

 **fsot@stockton.gov.uk**

Refugee & Asylum Seekers

Information to support refugees and asylum seekers can be found on the Stockton RAS information pages: **sites.google.com/view/stockton-ras/home**

Concessionary Bus Passes

This pass allows you to travel free of charge anywhere within the Tees Valley between 9.30am and 11pm on weekdays and anytime at weekends.

 **01642 526662**

 **www.stockton.gov.uk/concessionary-bus-pass** to check eligibility

Blue Badges

To check if you are eligible and to apply for a blue badge, call **01642 524441** or visit **www.stockton.gov.uk/blue-badge**

Community Transport

The Council operates several free community transport bus services for people who are unable to access, or have difficulty accessing, local bus services. View route maps and timetables at **www.stockton.gov.uk/community-transport**

For more information and to apply for a membership card, call **01642 528499**.

Stockton-on-Tees Volunteer Driver Service (SVDS)

Volunteering Matters runs a community-led volunteer driver service for people who are uneasy about leaving their home or cannot access or afford public transport. If you would like to use this service to attend social activities, groups or appointments, phone **01642 049048**.

Here to Help events

If you, or someone you know, are struggling with the cost of living, claiming benefits, housing, employability, mental health issues or are feeling lonely or isolated, come along to a Here to Help event. A range of community organisations and Council services will be there to offer advice and support.

 **www.stockton.gov.uk/here-to-help**

If you require further copies of this booklet please email **FSOT@stockton.gov.uk**



