



Here to help

Stockton-on-Tees
BOROUGH COUNCIL

Fairer Stockton-on-Tees

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.

Wellbeing Hub

A range of expertise and organisations under one roof, making it easier to access help and support for mental health and general wellbeing issues including bereavement and domestic abuse.

Open 9am to 5pm Monday to Friday at
Unit 5, Wellington Square, Stockton town centre.

For more information:

- **www.stocktonwellbeinghub.org**
- **www.facebook.com/wellbeinghubstockton**
- **hello@stocktonwellbeinghub.org**
- **01642 611922**

Need help now?

- **Emergency: 999**
- **Domestic abuse support: 0300 020 2525**
- **Homelessness Team: 01642 528389**



Fuel, energy and utilities

Heating emergencies

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

03067 990038

Warm Homes Healthy People

Warm Homes Healthy People helps eligible households at risk of the effects of cold weather with emergency heating, 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

Warm Homes Local Grant

The Warm Homes Local Grant offers fully funded energy efficiency improvements for eligible households. To find out if you qualify, contact our delivery partner, E.ON.

03332 024820 Monday to Friday, 9am to 5pm.

Switch Together Energy

Switch Together Energy (previously Big Community Switch) is a safe and simple option to save money on fuel bills and agree a fixed tariff.

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

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.

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 or Pension Credit, Northumbrian Water may be able to reduce bills by up to 50%. They also offer a range of free products to help save water.

0345 733 5566
www.nwl.co.uk

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

Housing

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

Selective Licensing Team

The Selective Licensing Team administers the Licensing Scheme for privately rented properties within the designated areas of Central Stockton, North Thornaby and Newtown. Landlords of privately rented properties within these areas are required to obtain a licence to legally operate.

For further information or advice, please contact:

01642 528444

SelectiveLicensing@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**.

Money, debt and benefits advice

Stockton-on-Tees Borough Council - Crisis and Resilience Fund

Crisis support and housing costs support.

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

www.stockton.gov.uk/crisis-and-resilience-fund

Universal Credit

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

Welfare Rights Service **01642 526141**

National Helpline **0800 328 5644**

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**

Moneywise Credit Union

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

0330 1655337

admin@moneywise.org.uk

38-40 Dovecot Street, Stockton-on-Tees, TS18 1LN

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**

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.

01642 947840

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 **07507 237311** 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 and are in receipt of certain benefits, you may be entitled to help to buy healthy food and milk. If you are under 18, you qualify until your baby is born without benefits.

To apply, email or phone:

- **0300 330 7010**
- **healthy.start@nhsbsa.nhs.ukFree 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

0-19 Growing Healthy Service

The 0–19 Growing Healthy Service is here to support children, young people, and their families to provide a wide range of public health services, giving every child the chance to have the best start in life.

- **www.hdftchildrenshealthservice.co.uk/ourservice/growing-healthy-0-19-stockton-on-tees**
- **0333 320 2302**

Youth United Stockton Alliance (YUSA)

YUSA is a collective of partners who have come together to support the sustainability of high quality open access youth provision.

- **www.catalyststockton.org/projects/yusa**
- **01642 733906**
- **enquiries@catalyststockton.org**

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,** email **fsot@stockton.gov.uk** or call **01642 393939**.

Warm Welcome

Weekly social events open to anyone with tea, games, and friendly chat.
Find your nearest venue at **www.stockton.gov.uk/warm-welcome** or email **engagement@stockton.gov.uk**

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.

front.office@ageukteesside.org.uk

The Halcyon Centre

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

Contact the team on **01642 527407**

HalcyonCentre@stockton.gov.uk

LiveWell 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

Adult Carers Support Service

Providing advice, support and signposting to informal carers aged 18+

www.stockton.gov.uk/carershub

01642 524494

carerssupport@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

If you need urgent advice, please call 0300 020 2525 which will be answered 24 hours a day, 7 days a week.

Stockton Recovery Service

Delivered by Change Grow Live (CGL) in partnership with Recovery Connections (LERO).

If you are concerned about your own or someone else's drug or alcohol use, Stockton Recovery Service is here to help. We provide free, confidential support for adults aged 25 and over, offering harm reduction advice, treatment options, one-to-one and group psychosocial interventions, psychological therapies, and recovery support from people with lived experience.

You can refer yourself, or someone else, by calling **01642 673888** or by completing an online referral at **www.changegrowlive.org/recovery-service-stockton/info**

For young people under 25, support is available through the Stockton Young People's Service. Young people can refer themselves online, and referrals can also be made on behalf of someone else. Further information and referral options are available at **www.changegrowlive.org/service/stockton-young-people/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**
  - **admin@redballoons.co.uk**



- **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 or Teesside Office 01642 210284
- **NHS Every Mind Matters** - offers wellbeing tips, advice on mental health issues and urgent help.
  www.nhs.uk/every-mind-matters
- **Samaritans** - phoneline 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

Family Help Point

A new single point of access is now live for anyone worried about the safety or wellbeing of a child in Stockton-on-Tees.

Family Help Point provides all your support, advice, and safeguarding help in one place. It's designed to make it easier for families to get early support and for professionals to respond quickly to concerns.

The new online tool brings everything together, guiding you to the right information or advising who to contact depending on the situation.

If you're concerned about a child, or know a family who could benefit from early help, visit: **www.stockton.gov.uk/family-help-point**

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

Support in your community

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

Libraries

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

www.stockton.gov.uk/libraries

Community Engagement

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

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.

01642 733906

www.stocktonvolunteers.co.uk

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

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. Your local Family Hub offers free preloved school uniform for the schools in your area. See below for contact details.

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 528525** or visit **www.stockton.gov.uk/family-hubs**

Early Education and Childcare

From pregnancy to childcare through to starting school, get advice and support for your child's development at **www.beststartinlife.gov.uk**. Includes information on childcare support for people on Universal Credit and for working parents, as well as Tax-Free Childcare school-aged childcare and free breakfast clubs.

Stockton-on-Tees Families Information Service

Free and impartial advice and guidance on childcare or childcare related benefits.

01642 527225

fis@stockton.gov.uk

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

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**.

Care For Your Area

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

01642 391959

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





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