



CONTACT IN A CRISIS – INFORMATION SHEET

PRACTICAL AND SOCIAL ISOLATION SUPPORT

Catalyst COVID Community Support Team – prescription delivery service; shopping delivery service; emotional support – Tel: **01642 733906**

Five Lamps – Pandemic Crisis Support Project- supporting individuals and families in Stockton who are shielding or self-isolating with daily telephone calls to help reduce social isolation, help with shopping, picking up medication and sorting any immediate problems out. They can also offer a food parcel and cleaning bundle if it is required - **07591951210**

Age UK – Offer a befriending service in Stockton to those who are 65 and over and living alone - **01642433728** or **07921464115**

Cleveland Fire - Stay Safe and Warm Campaign - Offer free emergency heating equipment to residents who struggle to stay warm in their homes. Referrals can be made by contacting Control on **01429 874063**. Available 24 hours

FOOD BANKS/HOT FOOD

Emergency Food Aid Directory – details of all food banks and emergency food providers in Stockton Borough; available on SDAIS website:

- SDAIS (www.stockton-cab.co.uk)
- SWAN (www.stocktonadvice.org.uk)

Summary below:

	Food Bank	Times	How to refer
Monday November 2020	Salvation Army – Palmerston Street	9.00am-12.00pm 12.30pm–2.00pm	Self-referrals Or by ringing 01642 617 629 (John Preston) Hot food – Take away Only
	Norton – St Michaels & All Angels, Imperial Avenue	12.30pm-2.30pm	info@billinghamstocktonborough.foodbank.org.uk 07808724144 (Emily) Normal red vouchers
Tuesday November 2020	Salvation Army – Palmerston Street	9.00am-12.00pm	Self-referrals Or by ringing 01642 617 629 (John Preston)
	Billingham Food Bank	11.00am-2.00pm	info@billinghamstocktonborough.foodbank.org.uk Or by ringing 07583575522 (Jill) Normal red vouchers
	Little Sprouts, Havelock Street Thornaby	12.00pm–1.00pm	info@littlesprouts.org.uk Or by ringing 07980808920 (Debbie) Food & Toiletries

Wednesday November 2020	Salvation Army - Palmerston Street	9.00am-12.00pm	Self-referrals Or by ringing 01642 617 629 (John Preston)
	Hardwick – St Andrews Methodist Church	11.00am-2.00pm	info@billinghamstocktonborough.foodbank.org.uk Or by ringing 07810 521255 (Glynnis) Normal red vouchers
	Hebron Church	10.00am-1.00pm	info@billinghamstocktonborough.foodbank.org.uk Or by ringing 07845 689 012 (Andrea) Normal red vouchers
Thursday November 2020	Salvation Army – Palmerston Street	Closed	Self-referrals Or by ringing 01642 617 629 (John Preston)
	Billingham	11.00am-2.00pm	info@billinghamstocktonborough.foodbank.org.uk Or by ringing 07583575522 (Jill) Normal red vouchers
	Little Sprouts Havelock Street Thornaby	12.00pm-1.00pm	info@littlesprouts.org.uk Or by ringing 07980808920 (Debbie)
	Thornaby Baptist Church – Thorntree Road	12.00pm-1.00pm	Refer via Thornaby Food Bank Facebook page (check for updates every Wednesday also)
Friday November 2020	Salvation Army - Palmerston Street	9.00am-12.00pm	Self-referrals Or by ringing 01642 617 629 (John Preston)
	Norton – St Michaels & All Angels, Imperial Avenue	12.30 pm-2.30pm	info@billinghamstocktonborough.foodbank.org.uk 07808724144 (Emily) Normal red vouchers
	Hebron Church	10.00am-1.00pm	info@billinghamstocktonborough.foodbank.org.uk Or by ringing 07845 689 012 (Andrea) Normal red vouchers

Little Sprouts – also can do home deliveries of food parcels in certain circumstances. Contact Neta on **07501 331331**

MENTAL HEALTH SERVICES

Stockton Mental Health Crisis Team – For emergency mental health support – **0300 0200317**

Tees, Esk and Wear Valleys NHS Foundation Trust - offer mental health services for older people in the community via a mental health team – **01642 737321**

Middlesbrough and Stockton Mind – help for anyone who has mental health problems or supports those who look after people with mental health problems. Telephone **01642 257020**

Talking Therapies –psychological therapies for adults across Teesside - **01642 368330**

Alliance Psychology

- Workplace Wellbeing (**08001075880**)
- Children, Young People and Families (**08000385756**)
- NHS Adult Psychological Therapies (**01642573924**)

Teesside Samaritans – Offer help to those who are having a difficult time or are worried about someone else. Free phone **116 123**. Clients can also text ‘SHOUT’ to 85258 if they are in crisis and need support over the phone.

WELFARE ADVICE

Stockton & District Advice & Information Service - for Advice on Welfare Benefits, Debt, Employment, Housing, Consumer, Energy, Health & Social Care

Drop-in - Monday – Friday – 9.00am – 12.30pm

Telephone: **01642 633877**

Debt Advice: Tel: **01642 626124**

Money and Welfare Benefits and Debt Advice

- Stockton Borough Council
Welfare assistance for vulnerable customers – **01642 524180**
apply online at www.stockton.gov.uk
Housing Benefit/Council Tax Support – **01642 393829**
Welfare Rights - **01642 526141**
Other – Test & Trace Support Scheme – financial support for people who have to self-isolate;
apply online at www.stockton.gov.uk
- Thirteen – **0300 111 1000**
- Age UK Teesside – **01642 805500**
- Christians Against Poverty – **0800 328 0006**

Energy Pre-Payment Meters

SDAIS – Currently offering fuel vouchers who are facing possible disconnection due to the pandemic. Clients can contact SDAIS directly or be referred in from other organisations. Tel: **01642 633877**

Stockton Borough Council – also offer fuel vouchers for those facing fuel poverty through Welfare Assistance – **01642 524180**

Apply online www.stockton.gov.uk

Other – Test & Trace Support Scheme – financial support for people who have to self-isolate;
Apply online www.stockton.gov.uk

HOMELESSNESS

Housing Options (Stockton Borough Council) – works in partnership with local housing associations, private landlords and other agencies in homelessness prevention - **01642528389**

DePaul – Nightstop Emergency Accommodation (16-25 year olds) – Tel: **0191 2536161** (Monday-Friday 9am-5pm).

DOMESTIC VIOLENCE

Harbour - helps women flee from domestic violence; no eligibility requirements and an individual can refer themselves or someone can refer them into the service - **03000202525**

My Sisters Place – support women facing domestic violence but they must live in Middlesbrough or fall under Middlesbrough Council - **01642241864**

Halo Project –specialise in female BAME clients, although they do take on non-BAME clients who have faced domestic violence from a BAME partner-**01642683045**

Way Out – is an outreach and prevention charity that aims to engage and empower vulnerable and excluded women, families and young people to live their lives free from harm, abuse and exploitation. - **01642655071**

TRANSPORT

Patient Transport – NHS

(<https://www.stocktoninformationdirectory.org/kb5/stockton/directory/service.page?id=Zxs9m dMmZLk&adultchannel=3056860>)

Contact – **01642263122**

North Tees – (<https://www.nth.nhs.uk/hospitals/north-tees/getting-here/>)

Shuttle bus service – **01429522550**

Volunteer driver scheme – **01429522550**

South Tees – Patient transport

(<https://www.southtees.nhs.uk/patients-visitors/patient-transport/help-travel-costs/>)

Patient transport is available for those who are unable to get to their appointments alone. Available for those who meet eligibility criteria - **01642 263122**

NHS Volunteer Responders – is part of a referral scheme that providing vital support to those who need support during the pandemic (attending appointments/ picking up medication etc.) Contact **08081963382** or refer through the GoodSAM website <https://www.goodsamapp.org/NHSreferral>

DRUG AND ALCOHOL SERVICES

The Moses Project – work with males over the age of 25 and who are experiencing drug or alcohol issues and/or are homeless living in or around the Stockton area - **01642 688901**

Change, Grow, Live (CGL) – work with anyone over the age of 18 who have drug or alcohol dependency - <https://www.changegrowlive.org/get-in-touch/contact-us>

CHRISTMAS OFFERINGS

The Salvation Army – run a Christmas present appeal for children who may not otherwise receive a Christmas present. <https://www.salvationarmy.org.uk/christmas-present-appeal>

Turn2Us – offer different charitable grants that help people meet the costs of Christmas so long as they meet the eligibility criteria for that particular grant.
<https://grants-search.turn2us.org.uk/>

Family Action –they are able to provide Holiday Hubs that give families a place to go during the holidays with free activities and a hot meal for the whole family - **08088026666**

This information was completed by Stockton & District Advice & Information Service. Any information that needs to be updated please contact SDAIS on **01642 633877**

The logo for Citizens Advice, featuring the words "citizens advice" in white lowercase letters inside a blue speech bubble shape.

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advice