



**Cost of living:  
Help and support  
Winter 22/23**

**Life can throw many challenges at us; therefore, we want to make sure that you are aware of the help and support available locally and beyond.**

## **Help from Stockton-on-Tees Borough Council**

Visit the Stockton-on-Tees Borough Council website ([www.stockton.gov.uk](http://www.stockton.gov.uk)) to access the Cost of Living Support Hub which brings together resources in a 'one-stop shop' where you can find out about all the support services available including energy saving schemes, welfare assistance, food banks as well as health, housing and employment advice.

**Welfare Support:** Contact 01642 524180 Monday to Thursday, 8.30am - 5pm or Friday, 8.30am - 4.30pm. Visit [www.stockton.gov.uk/welfare-assistance](http://www.stockton.gov.uk/welfare-assistance) for crisis support, settlement support and 'Back on Track' information.

**Employment & Training Hub:** If you're over 16, our team of experts can help with anything employment or training related. Find the hub in Wellington Square, Stockton (Monday to Friday, 10am to 4pm) or call 01642 528392 or email [hub@stockton.gov.uk](mailto:hub@stockton.gov.uk).

**Warm Spaces** are open across the Borough where residents can go to get warm, receive support, avoid social isolation and generally stay well. Visit [www.stockton.gov.uk/warm-spaces](http://www.stockton.gov.uk/warm-spaces) to view the online directory or call 01642 393939 to find your nearest venue.

**Warm Homes Healthy People** helps people most at risk of the effects of cold weather with emergency heating, debt advice as well as boiler servicing and repairs for eligible homes. Call 01642 528215 between Monday to Thursday, 8.30am to 5pm, or Friday, 8.30am to 4.30pm, for more information.

**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](http://www.stockton.gov.uk/family-hubs)

**Libraries** offer a warm communal space, internet access, book-lending and more. Visit [www.stockton.gov.uk/libraries](http://www.stockton.gov.uk/libraries) for more information.

**First Contact Team** provide advice and information relating to adult social care. They can help you with maintaining your independence, accessing care, refer to occupational therapy or the multi-disciplinary service and support people with disabilities. Call 01642 527521 or email [FirstContactAdults@stockton.gov.uk](mailto:FirstContactAdults@stockton.gov.uk).

**Home Improvement Agency:** For eligible people, the HIA offer a handy person service for low-level DIY jobs that help to reduce falls and accidents. They may also be able to assist with minor adaptations and applications for grants and loans. Call 01642 526904 for more information.

**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.





## Further cost of living support in your area

**Stockton Welfare Advice Network (SWAN)** provides free information on a range of issues affecting people including information on benefits.

[www.stocktonadvice.org.uk](http://www.stocktonadvice.org.uk)

**Stockton District Advice & Information Service (Citizens Advice Bureau)** are based in Wellington Square in Stockton and provide free, independent, confidential and impartial advice to anyone about debt, welfare benefits, energy, grants, housing and any other welfare problems.

☎ 01642 633877 or 01642 626106 or 0808 2787986.

@ support@stockton-cab.co.uk

💻 [www.stockton-cab.co.uk](http://www.stockton-cab.co.uk)

**Tees Credit Union** provides convenient and easy access to basic financial services like savings accounts and loans to people who live or work in the Borough. Contact 01642 941911 or email [info@teescreditunion.co.uk](mailto:info@teescreditunion.co.uk).

## Food support

A list of Community Pantries, Eco Shops and Food Banks is available at [www.stockton.gov.uk/food-banks](http://www.stockton.gov.uk/food-banks) or call 01642 733906. You will also find information about the Stockton-on-Tees Food Power Network, home to organisations who can provide food to vulnerable households.



## Local energy advice and support

**Stockton District Advice & Information Service** – 01642 626106

Monday to Friday - 9am to 5pm - independent advice on how to reduce energy costs and keep your home as warm as possible.

**Age UK Teesside** – 01642 805500

Monday to Friday – 9am to 4.30pm - a free, personalised service to help people 65 and over to improve their lives and finances.

**Energy Advice Service from Northern Powergrid** – 0800 448 0721

Monday to Friday - 9am to 5pm - dedicated help to combat fuel poverty and provide advice to people experiencing difficulties with their energy costs.

### Heating emergencies

Cleveland Fire Brigade can provide heaters and other equipment in cases of emergency 24 hours a day, 7 days a week on 01429 874063.

## National cost of living advice and support

**National Energy Action** - 0800 304 7159

Monday to Friday – 10am to 12noon - Working to ensure everyone in England, Wales and Northern Ireland is warm and safe at home.

**Northumbrian Water** – 0345 733 5566

If you are on a low income, Northumbrian Water may be able to reduce your bill by up to 50%. To find out more, visit [www.nwl.co.uk/supportplus](http://www.nwl.co.uk/supportplus)

**Broadband help**

Contact your broadband provider and ask about their social tariffs. It's also worth shopping around on comparison websites for cheaper deals, see the advice on [www.moneysavingexpert.com](http://www.moneysavingexpert.com)

**Energy Helpline** – 0800 074 0745

Monday to Friday - 9am to 8pm, Saturday and Sunday - 9am to 5pm

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

**Age UK Advice Line** - 0800 678 1620

Every day - 8am to 7pm

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

**Citizens Advice Consumer Helpline** – 0808 223 1133

Monday to Friday - 9am to 5pm

Independent advice on how to reduce energy costs and keep a warm home.

**Simple Energy Advice** - 0800 444 202

Monday to Friday – 8am to 8pm, Saturday and Sunday - 9am to 5pm

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

## Health and wellbeing information

**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. Visit [www.stockton.gov.uk/public-health-and-wellbeing](http://www.stockton.gov.uk/public-health-and-wellbeing) for more information.

**NHS Healthy Start:** If you're more than ten weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. Visit [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk) for more information.

**Domestic Abuse:** Everyone deserves to, and should, live without fear. If you have any reason to think someone is in immediate danger, or your life may be at risk, call 999. If it's not safe to speak, press 55 when prompted if calling on a mobile and your call will be transferred to the police. Visit [www.stockton.gov.uk/domestic-abuse-support](http://www.stockton.gov.uk/domestic-abuse-support) for more information.

**Safeguarding:** Everyone has the right to live in safety, free from abuse and neglect. If you feel uncomfortable about something, contact us to discuss it. 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 about something but you don't think it is a crime, contact our First Contact Team on 01642 527764 or (out of hours) call the Emergency Duty Team on 01642 524552.

**Mental health support:** Feelings of stress, anxiety or low mood are can affect everyone but there is support available. Visit [www.stockton.gov.uk/public-health-and-wellbeing](http://www.stockton.gov.uk/public-health-and-wellbeing) to see what's on offer.





Stockton-on-Tees  
BOROUGH COUNCIL