

## **Stockton On Tees Universal Credit – Directory of Services**

### **JOB CENTRE**

#### **Stockton Jobcentre Plus**

Daryl House  
Bridge Road  
Stockton on Tees  
Cleveland  
United Kingdom  
TS18 3BW

Telephone: 0845 604 3719  
Textphone: 0845 600 1770

### **COUNCIL**

#### **Stockton Borough Council**

Municipal Buildings  
Church Road  
Stockton On Tees  
TS18 1LD  
Telephone 01642 393939

### **FOODBANKS**

Emergency Food Aid Directory – Feb 2018

<http://www.stocktonadvice.org.uk/media/1348/food-bank-directory-feb-2018.pdf>

#### **Billingham & Stockton Borough Foodbank**

<https://billinghamstocktonborough.foodbank.org.uk>

Email [info@billinghamstocktonborough.foodbank.org](mailto:info@billinghamstocktonborough.foodbank.org)

4-6 West Precinct  
Town Centre  
Billingham  
TS23 2NH  
07583 575522  
Opening times 11:00 – 14:00 Tue and Thur

#### **Hebron Church Stockton**

Hebron Church  
Brittania Road  
Stockton-on-Tees  
TS19 0AJ  
07535 865 140  
Opening times 10:00 – 13:00 Wed and Fri

Stockton Hope

St Andrew's Methodist Church

Hardwick Road

Stockton

TS19 8PH

07810 521 255

Opening times 11:00 – 14:00 Wed

St Michael & All Angels Church, Norton

Imperial Avenue

Norton

Stockton on Tees

TS20 2EN

07434 767747

Opening times : 12:30- 14:30 Mon

The Moses Project

Rivers of Life Church

Lightfoot Grove

Stockton-on-Tees

TS18 3EE

01642 956327

The Moses project provides daily support, mentoring and activities for hundreds of men who have become disengaged from society, perhaps because of their addictions or unforeseen circumstances such as unemployment or mental illness..

Every day serve cooked meals (Mince & Dumplings/Pasta Bakes etc – cooked by our volunteers) and prepare food parcels for the needy.

IT ACCESS

Stockton Borough Libraries

Stockton Central Library

Church Road

Stockton-on-Tees

TS18 1TU

01642 526522

[stockton.library@stockton.gov.uk](mailto:stockton.library@stockton.gov.uk)

Thornaby Central Library and Customer Service Centre

Wrightson House  
Pavilion Shopping Centre  
Thornaby  
Stockton-on-Tees  
TS17 9EW

Thornaby Central Library: 01642 528117 and Customer Service Centre: 01642 393939

Norton Library  
87 High Street  
Norton  
Stockton-on-Tees  
TS20 1AE  
01642 528019  
[norton.library@stockton.gov.uk](mailto:norton.library@stockton.gov.uk)

### The Computer Suite

The Computer Suite is located on the first floor of Stockton Central Library with more than 40 PCs available for public use.. Provide free access to the Internet and email facilities, MS Office and other applications such as Photoshop. We also provide free WiFi access. Booking is advisable if you need to use the scanning facilities.

To use the computers in any of the libraries you are required to be a library member. Visitors from outside of the area may be granted a twenty minute pass if circumstances allow.

### Learning Assistant

The Library Service provides free one-to-one tutoring sessions for PCs and laptops, including an introduction to the internet, emailing and basic computing. These usually consist of four sessions, held on a fortnightly basis at the library of your choice. Be aware that these classes are much in demand and there may be a waiting list.

Offer free tablet and eReader tutoring sessions held regularly at a number of branches. These sessions are of one hour duration and run throughout the year, booking is essential. Contact your local library for details.

## MANAGING MONEY

Tees Credit Union  
38-40 Dovecot Street

Stockton On Tees

TS18 1LN

01642 941911

[info@teescreditunion.co.uk](mailto:info@teescreditunion.co.uk)

Tees Credit Union is a financial co-operative that offers local people safe savings and affordable loans

### **ADVICE**

#### **Stockton Welfare Advice Network (SWAN)**

Stockton Welfare Advice Network (SWAN) website provides link to free information on a range of issues including benefits, housing, debt, and health.

#### **SWAN**

Stockton and District Advice and Information Service

Bath Lane

Stockton on Tees

TS18 2DS

01642 626102

#### **Stockton-on-Tees Borough Council Welfare Rights**

Provides independent advice and information on welfare benefits to all Stockton Borough residents.

#### **Contact Welfare Rights:**

**Tel:** 01642 526141

(Lines are open)

8.30 – 5pm Monday – Thursday

8.30 – 4.30pm Friday

Closed Saturday

**Email:** [Welfare.RightsReferrals@stockton.gov.uk](mailto:Welfare.RightsReferrals@stockton.gov.uk)

#### **Stockton District Advice and Information Service (SDAIS)**

SDAIS (Citizens Advice Bureau) provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

For further information contact Stockton District Advice and Information Service.

**Advice Line:** 03442 451295

**For mobiles:** 0300 3300650

**For appointments:** 01642 633877

### **The Home and Energy Advice Centre (HEAC)**

The Home Energy Advice Centre is a unique partnership of SDAIS, Age UK, Go Warm and Macmillan Cancer care. Provide free independent, impartial and confidential advice the following:

- Advice on switching tariffs
- Entitlement and sign up to warm home discount
- Priority services register
- Advice and support to deal with fuel debts
- Advice and advocacy on other related issues for example Housing/Landlord matters
- Income maximisation including Welfare Benefit checks
- Access to grants for those eligible around energy efficiency measures in the home, boilers/cavity wall/ draughts and keeping warm and well

Home and Energy Advice Centre  
Bridge Road,  
STOCKTON-ON-TEES, ,  
TS18 1BH  
01642 615834  
Open 9-4 weekdays and 9-12 Saturday

### **Age UK Teesside - Better Health, Better Wealth Over 65**

Age UK Teesside can provide advice, information and support to maximise correct welfare benefits and help access winter fuel initiatives and advice.

Information and advice service in Stockton Borough is delivered as part of our [Better Health Better Wealth](#) project. A personal home visit service is available. Contact us on 01642 805500 for an appointment.

### **The Cabin**

The Cabin is a free, confidential and independent advice service for under 25's  
1 Bridge Road  
Stockton-on-Tees  
Cleveland  
TS18 1BH  
01642 615834  
[advice@stockton-yas.co.uk](mailto:advice@stockton-yas.co.uk)

Weekdays 9:00am to 12:30pm

## GRANTS /CRISIS SUPPORT

**Back on Track is a discretionary scheme which provides support to residents in crisis situations as well as those settling into the community.**

The support available may take the form of a grant or a loan or a combination of the two.

### **Crisis Support**

Crisis support is available if you are 16 or over, a resident of Stockton Borough and have no other means of financial assistance.

Support can include:

- Voucher for energy costs up to a maximum of 7 days
- Referral to a food bank
- Referral to appropriate support and welfare services and local community organisations for clothing and baby consumables e.g. nappies and milk

To be eligible for support you must:

- Have experienced an exceptional event or unforeseen circumstances
- Have a health or safety need that will deteriorate due to your crisis

Before applying please read the **Qualifying Conditions for Crisis Support Guidance Notes** to check if you are eligible for support.

### **Settlement Support**

Settlement support is available if you are 16 or over, a resident of Stockton Borough (or moving into Stockton Borough as part of a planned resettlement programme) and have no other means of financial assistance.

Support can include:

- Recycled white goods
- Recycled furniture
- Carpets
- Kitchen utensils

To be eligible for support you **must**:

- Be entitled to Income Support, Job seekers Allowance, Employment Support Allowance or any type of Pension Credit
- Require support to remain or move back into the community
- Have a health and/or safety need that will deteriorate due to your crisis

The assessment process will require you to provide evidence as part of your application. For settlement support this may include a home visit. A full financial assessment will also be carried out.

Before applying please read the **Qualifying Conditions for Settlement Support Guidance Notes** to check if you are eligible for support.

## HOW TO APPLY FOR SUPPORT

To apply please call 01642 524180, telephone lines are open Monday to Thursday 8am – 4pm and Friday 8am – 3.30pm.

Alternatively, you can visit one of our Customer Service Centres; our centres are open Monday to Thursday 8.30am - 5pm and Friday 8.30am - 4.30pm.

Customer Service Centre Main Switchboard: 01642 393939 (Main Switchboard is NOT open on a Saturday)

### Further Advice and Out of Hours Help

- Out of hours emergency contact: Telephone the Emergency Duty team on 0870 240 299

## Support available from the Department of Work and Pensions

### Hardship Payment

You can ask for a Hardship Payment if you have been refused Jobseeker's Allowance (JSA), or had your JSA stopped, being sanctioned or while you are appealing in respect of ESA. Please call for 0345 608 8545 for more information.

### Short Term Benefit Advance

If you have made a new claim to benefit or have experienced an exceptional change in circumstance and there is a delay to your benefit payment and you have no money, you can apply for a short term benefit advance by calling 0345 608 8545.

### Budgeting Loan

If you have been in receipt of an income-related benefit for 26 weeks or more and require help to buy essential items you can apply for a budgeting loan by visiting [Gov.uk](https://www.gov.uk) or calling 0345 603 6967.

## [Homelessness](#)

Stockton Central Library and Customer Service Centre  
Church Road  
Stockton-on-Tees  
TS18 1TX

Email us: [Housing.options@stockton.gov.uk](mailto:Housing.options@stockton.gov.uk)

Telephone: 01642 528389

Or write to us:

## Homelessness and Housing Solutions

16 Church Road  
Stockton-on-Tees  
TS18 1TX

### **Opening Times:**

#### **If you are not homeless tonight:**

Monday, Tuesday, Wednesday and Thursday: 9am to 4pm

Friday: 9am to 3.30pm

#### **If you are homeless and have nowhere to stay tonight:**

Monday to Friday: 10am to 3.30pm

If you are homeless in an emergency outside these times you can telephone the Emergency Duty Team 01642 524552.

### [National helpline/support](#)

#### Winter Fuel Payments Helpline

The Winter Fuel Payment is a tax free payment to help older people keep warm during winter. It is provided by the government to those who are eligible. If you were born on or before 5 January 1953 you may qualify. It's not means tested and you can get it if you're still working or claiming a benefit.

Telephone 08459 151515

Textphone: 0845 601 5613

**Website**<https://www.gov.uk/.../overview>

Winter Fuel Payment Team

PO BOX 10142,

Annesley,

Nottingham,

NG15 5WY

#### **Turn2us - Online Financial Help**

Turn2us exists to help people access the money available to them – through benefits, grants and other financial help. Their free, accessible website – [www.turn2us.org.uk](http://www.turn2us.org.uk) – has been designed to help people find appropriate sources of financial support, quickly and easily, based on their particular needs and circumstances.

The site includes a Benefits Checker that helps people ensure that they are receiving all the welfare benefits they are entitled to, a Grants Search section containing the details of hundreds of grant-giving charities (national, regional and local) that may be able to provide financial support and other services, a confidential 'My Turn2us' account that can be used to make online enquiries and applications to grant-giving charities Information and interactive tools covering a wide range of subjects on welfare benefits, grants and managing money.

#### **Telephone**



0808 802 2000  
[info@turn2us.org.uk](mailto:info@turn2us.org.uk)  
<https://www.turn2us.org.uk/>

### Money Advice Service

Free and impartial money advice, set up by government

- Advice and guides to help improve your finances
- Tools and calculators to help keep track and plan ahead
- Support over the phone and online

<https://www.moneyadviceservice.org.uk/en>