



**Directory of useful Advice Services  
and Helplines  
During times of Pandemic**

**Diocese of Middlesbrough  
Coastal Deanery Area**

**Summer 2020**

## Directory of Support, Advice Services and Helplines

This directory is intended to highlight just some of the services that people may need assistance with at this very difficult time. It is not intended to be exhaustive but merely to help in signposting you and anyone coming to you for help or support. If there are any gaps in this provision please feel free to add those groups, organisations or agencies that you know of.

### Coastal Deanery Area

**Bereavement and Mental Health Counselling:** Many local authorities or the NHS can signpost you to these services in your area.

**MIND:** <https://www.mind.org.uk/> Tel: **0300 123 3393** There are also local branches of Mind. These can be found on the website above.

**Samaritans:** Web <https://www.samaritans.org/> Tel: **(FREE) 116 123** (24 hours a day, 365 days a year)

### Debt Advice and Counselling

Many local authorities provide these services or will signpost an enquirer to other relevant agencies. Also;

**Citizens Advice Bureau (CAB)** Advice is confidential and free. Advice on Benefits, work, debt and money, consumer rights, housing, law and courts, family, immigration, health.

**Middlesbrough** 01642 802282. email [advice@middlesbroughcab.org.uk](mailto:advice@middlesbroughcab.org.uk)

**Redcar & Cleveland** 01642 030000 **Advice Line** 03444 111 444

Web: <https://www.citizensadvice.org.uk/local/redcar-cleveland/>

**Scarborough & District** 01723 368710 Web: <https://www.citizensadvice.org.uk/>

**Whitby** 01723 368710 **Advice Line** 03444 111 444

Web: <http://www.citizensadvice.org.uk/scarborough-district>

CAB also has a **Universal Credit** Helpline to help people put their claim together in order that they can receive their entitlement in a timely fashion: **0800 144 8444** (8am to 6pm). There is also a webchat service available: <https://www.citizensadvice.org.uk/>

**Elderly Services:** See local authorities and CAB

**AGE UK, Freephone** 0800 055 6112 Web: <https://www.ageuk.org.uk/>

### Financial Assistance/Advice/Support

**Citizens Advice Bureau** As above

**Credit Unions:** there are many credit Unions throughout the region. These can offer relatively cheap loans with a low interest rate. They also help to provide ways of helping people put aside something for a rainy day. Local authority offices will be able to tell you where the nearest one is to you in your area or you can simply search for "Credit Unions in

### Food Banks

**Redcar Area Foodbank (Trussell Trust)** 01624 484842 (**option 1**) Covers Southbank, Grangetown, Dormanstown, Saltburn, Marske, Brotton and Guisborough

Web: <https://www.trusselltrust.org/get-help/find-a-foodbank/redcararea/>

**Scarborough** <https://scarboroughfoodsecurityinitiative.com/>

**Rainbow Centre, Scarborough** provides support to people in the community who are homeless or vulnerable and in crisis Tel: **01723 500663** Web <http://therainbowcentre.org/>

**Scarborough Food Pantry** <https://scarboroughfoodpantry.weebly.com/#>

**Whitby, Call Chris 07789 765696 or Barry on 07810 205014 Foodbank 4 Whitby**

Web: <http://www.foodbank4whitby.org.uk/>

**Housing and homelessness:** Housing related issues can often be complex and difficult to navigate and issues can range from repossession of a property or eviction to rent deposits etc... **CAB, Local Authorities** and there are a number of voluntary housing agencies such as

**Shelter:** [https://england.shelter.org.uk/get\\_help](https://england.shelter.org.uk/get_help) Tel: **0808 800 4444** (8am to 8pm on weekdays)

**Housing Justice:** <https://housingjustice.org.uk/> that can help with advice and support

**LGBT+** Contact Fr Tony Lester on **01904 791242** or email:

[frtony@lgbtmiddlesbroughcatholic.org.uk](mailto:frtony@lgbtmiddlesbroughcatholic.org.uk) Web: [www.lgbtmiddlesbroughcatholic.org.uk](http://www.lgbtmiddlesbroughcatholic.org.uk)

**Local Authorities** Can provide a wide range of information and services ranging from Council Tax to advice on benefits entitlements, housing/homelessness, care of the elderly and vulnerable, foodbanks and community services.

**East Riding of Yorkshire:** web: <https://www.eastriding.gov.uk/>

**For urgent assistance call: 01482 393919**

**Redcar & Cleveland: 01642 774774** Web: <https://www.redcar-cleveland.gov.uk/>

**Scarborough: 01723 232323**

Web: <https://www.scarborough.gov.uk//home/contact-us-and-opening-hours>

**Refugee & Asylum Support**

**Justice First:** works with people in the Tees Valley who are seeking asylum;

Web: <http://justicefirst.org.uk/> Email [info@justicefirst.org.uk](mailto:info@justicefirst.org.uk) Tel: **01642 601122**

**North of England Refugee Service:** [www.refugee.org.uk/middlesbrough](http://www.refugee.org.uk/middlesbrough) Tel: **01642 217 447**

**Open Door North East:** Web: <http://opendoornortheast.com/index.php/what-we-do>

Tel: **01642 213634**

**Society of St Vincent de Paul (SVP)** If you need practical or emotional help during these challenging times please contact your local parish conference or if you don't have one or don't know who they are then contact our Membership Development Officer Sebastian by email at [Sebs@svp.org.uk](mailto:Sebs@svp.org.uk) or phone **007774 256129**. He will find you a local contact who can help.

**Summer Initiatives** (End of July to end of August)

**CAUSE:** Holiday Hunger Campaign can provide emergency food bags during school holidays and other times during the year. Other help is also available such as food vouchers etc...

**Donations of food and finance are always welcome**

Tel: **0793 510 1812.** Web [www.causehampers.com](http://www.causehampers.com)

Email: [causehampers@outlook.com](mailto:causehampers@outlook.com)

**Together Middlesbrough and Cleveland:** <http://www.togethermc.org.uk/>

**See also your Local Authority website for information in your area**

**Unemployment/Universal Credit, Welfare Benefits:** CAB or Local Authority can assist but there maybe advice projects in some local Community Hubs where they exist. E.G, Library or Community Centre. These can be found online or in Telephone Directories.

**Vulnerable Adults & Children's Services:** If you are at risk or you know of someone that you fear to be at risk you can get in touch with Social Services at your Local Authority. In some cases you may feel the problem is urgent enough to call the Police on 999.

**Domestic Abuse:-**

**EVA Women's Aid:** Tel: 01642 490677, by email on [Info@eva.org.uk](mailto:Info@eva.org.uk) or by visiting [www.eva.org.uk](http://www.eva.org.uk).

**Foundation UK** can be contact by telephone on 0300 4562214 or visit <https://www.foundationuk.org/>;

**Government website:** <https://www.gov.uk/guidance/domestic-abuse-how-to-get-help?qclid=CN3lz8aHz-oCFYG3GwodzXYOpQ&qclsrc=ds>

**National Domestic Violence Helpline 0808 2000 247**

**National Society for the Prevention of Cruelty to Children (NSPCC) 0808 800 5000**

Web: <https://www.nspcc.org.uk/>

**National Stalking Helpline 0808 802 0300**

**Mens Advice Helpline 0808 8010327**

**Specialist BME support services:**

**The Halo Project** can be contacted by telephone on 01642 683045 or email [info@haloproject.org.uk](mailto:info@haloproject.org.uk)

**Young People:** Local Authorities often have their own directories of young peoples services and will be willing to signpost you to these.

**Thirteen**, services to support young people facing homelessness 0300 111 1000 (8am-5pm

Mon-Fri) Web: <https://www.thirteengroup.co.uk/page/self-service-website>

Email: [customerservices@thirteengroup.co.uk](mailto:customerservices@thirteengroup.co.uk)