

Women's Health in South Tyneside WhiST

Help for women over 16 years old with counselling support, support groups, courses and activities, all aimed at improving health and wellbeing.

Call: 0191 454 6959

Website: www.whist.org.uk

NHS

Contact your doctor for help with alcohol, smoking and drugs. They can advise where you can get free support. The NHS can provide a range of advice, information and support about your health and wellbeing.

NHS 111 can help if you think you need medical help right now.

If you feel unable to cope or to keep yourself safe, please seek immediate support by calling 999, or by contacting your GP.

Website: www.nhs.uk

South Tyneside Works STW

Over 250 courses to help you get into work, change jobs and to improve your skills.

Address: Employment and Skills Hub, South Shields Business Works, Henry Robson Way, NE33 1RF.

Call: 0800 073 1772

Email: SouthTynesideWorks@southtyneside.gov.uk

Website: www.southtynesideworks.com

Action Station AS

They provide a lot of free support including:

- Helping with problems you have with loneliness, depression, bereavement, low self esteem.
- Making sure you have the right skills to help you get back into work.
- They can support you with living a healthier lifestyle.
- You can speak to them too if you want to talk about your financial situation and want to know about good money management.

Address: Boldon Lane, South Shields, Tyne and Wear NE34 0LZ United Kingdom

Call: 0191 455 8122

Government Benefit Information GBI

Includes eligibility, appeals, tax credits and **Universal Credit**

Website: www.gov.uk

You can use a free benefits calculator to check what you could be entitled to. This will help find out:

- the benefits you could get
- how much your benefit payments could be
- how your benefits will be affected if you start work or increase your hours
- how your benefits will be affected if your circumstances change - for example, if you have a child or move in with your partner

Website: www.gov.uk/benefits-calculators

South Tyneside Adult Recovery Service STARS

They offer a free, confidential, and non-judgemental service for anyone affected by alcohol and/or drugs. You must be a resident of South Tyneside and over eighteen years old to access this service.

Call: 0191 917 1160

Email: humankind.stadultrecoveryservices@nhs.net

Open: Monday – Friday 10am – 4pm

Energy Providers EPs

All the main energy companies can discuss options around making paying your bills more manageable. They also provide extra support for older people or customers who are vulnerable as well as energy efficiency advice.

If you cannot access the internet to view all the cost of living support available yourself, please ask a family member, friend or care-giver for help, or you can visit your local library.

The general contact telephone number for the Council is 0191 427 7000



South Tyneside Council

Help with the cost of living



What do you need help with?

MONEY - managing debt and budgeting advice.

Who can help? **WST, CA, ACTS, CTS, AS, MH**

BENEFITS - Council tax, housing benefits, pension credit and Universal Credit. Who can help? **WST, CA, CTS, AS, ACTS, GBI**

HOUSING - homelessness, rent and bedroom tax.

Who can help? **HO, WST, CA, ACTS**

ENERGY - support around energy bills, heating your home and energy efficiency. Who can help?

NWD, EST, GD, EPs, NEA, CA, ACTS

HEALTH AND WELLBEING - prescription costs, transport and access. Who can help? **NHS, WhiST, AS**

STRUGGLING WITH YOUR MENTAL HEALTH OR FEELING LONELY - depression, anxiety, exercise, feeling lonely and isolated.

Who can help? **NHS, WhiST, AS**

ALCOHOL, SMOKING, DRUGS OR

GAMBLING - access to support and advice.

Who can help? **NHS, STARS**

JOBS AND SKILLS - employment advice and access to training. Who can help? **STW and your local Job Centre Plus, AS**

WIDER SUPPORT - family hubs, Welcoming Places, food banks, community shops and internet access.

**[www.southtyneside.gov.uk/
costofliving](http://www.southtyneside.gov.uk/costofliving)**

These webpages have helpful advice and information if you are struggling with the cost of living.

South Tyneside Council and local charities are here to help.

Welfare Support Team WST

The service is free and confidential for anyone living in South Tyneside. Money advice for anyone over 18yrs living in South Tyneside.

Call: 0191 424 6040

Email: welfaresupport@southtynesidehomes.org.uk

Website: www.southtyneside.gov.uk/welfaresupport

Citizens Advice South Tyneside CA

Free and confidential advice on a range of topics. This includes benefits, debt, tax credits, and housing.

Address: Edinburgh Buildings, 2 Station Approach,
South Shields NE33 1HR

Face to face appointments can be made for those who require them.

Call: 0191 455 7958

Citizens Advice National Helpline:
0800 144 8848

The Green Doctor GD

Home visits or phone calls to help with staying warm, energy efficiency fuel vouchers and help with damp or mould problems.

Call: 07587 136525

Age Concern Tyneside South ACTS

For people over 50yrs in South Tyneside. They offer information and advice on debt, benefit and money issues.

Address: 29 Beach Road, South Shields, NE33 2QU

Call: 0191 456 6903

Email: ac-ts.org.uk

Council Tax Support CTS

You might be able to get help with paying your Council tax if you are on a low income or you share your home with someone who isn't your partner.

Call: 0191 424 4330

Email: council.tax@southtyneside.gov.uk

The Energy Saving Trust EST

They provide free impartial advice tailored to suit you. They can help you save money and give you advice about heating your home and reducing your fuel bills. You can call them on:

Call: 0800 512 012

Website: www.energysavingtrust.org.uk

The Housing Options Service HO

Free housing advice and help if homeless, rough sleeping, fleeing domestic abuse or at risk of becoming homeless for any other reasons.

Call: 0800 141 2645 (freephone)

Call: 0191 456 2093 - out of office hours

Email: housing.options@southtynesidehomes.org.uk

National Energy Action NEA

They provide free energy advice including what to do if you are struggling to pay your energy bills. They can also help with benefits advice and income maximisation.

Call: 0800 304 7159 (Energy Advice) or
0800 138 8218 (Benefits Advice)

Website: www.nea.org.uk

Northumbria Water Discount NWD

If you are on a low income or receive pension credit, you might be able to get help with your water bill.

Apply online: www.nwl.co.uk

Email: supportplus@nwl.co.uk

If you qualify for a low-income discount and you are struggling to pay your bill, call: 03457335566

Money Helper (previously Money Advice Service) MH

A free service, with lots of useful information to help manage money, pensions and get financial advice.

Call: 0800 138 3944

