



DARLINGTON

Borough Council

For information and advice for adults on care, support and wellbeing please see our website at www.darlington.go.uk/adult-social-care/

Our Living Well Website also lists resources available in the community at www.livingwell.darlington.gov.uk

Council General Enquiries: 01325 405000

Adult Contact Team: 01325 406 111

Children's Social Care: 01325 406 222

Emergency Duty Out of Hours: 01642 524552

**Hospital Discharge Support (RIACT):
01325 342 111**

Housing: 01325 405333

Benefits: 01325 405444

Council Tax: 01325 405555

Lifeline: 01325 406888



Community Mental Health services based at West Park Hospital Darlington

Tel: 01325 552000

SAMARITANS

Need someone to talk to?

Free helpline Tel: 116 123

Need urgent mental health support?

Call 111 Select Mental Health Option 2

We're here for you 24/7.

NHS

HERE TO HELP

shout

85258

Free text messaging service which provides 24/7 support for anyone experiencing a mental health crisis.

0300 304 7000

We're here from 4pm to 10pm every day of the year

www.sane.org.uk

SANE



Access Team

Do you have issues with drugs or alcohol or know someone who does? Do you need support to get into or remain in treatment services?

Tel: 01325 406571

Email: Accessteam@darlington.gov.uk

**we are
withyou**

**Provide free and confidential support to
people experiencing issues with drugs &
alcohol. Tel: 01325 809810**

**Alcoholics
Anonymous**

Telephone: 0800 9177650 Available 24/7

Email: help@alcoholics-anonymous.eu

Meetings available in Darlington, Hurworth, Yarm, Stockton, Norton and Richmond

Darlington Meetings held at: (wheelchair access and chit system for court/probation)

Friends Meeting House at No 6 Skinnergate—Fridays and Sundays at 19:30

Willow Road Community Centre, Darlington DL3 6PZ—Meetings held daily, Polish language meeting Tuesdays 19:00—contact phone number above for timings of meetings best suited to your journey



Helpline 0300 888 3853 from 9am to 9pm

7 days a week, 365 days a year

ROOTS RECOVERY
Help in getting free of Addiction

Monday, Wednesday & Friday Morning

If you want help getting into and staying in recovery,
why don't you call in and see us at Roots.
You will find like-minded people and one to one help.

**Roots Recovery Breakfast Club (10am -11am)
Edge Centre Meeting place (11am-1pm)**

Journey to Recovery

More Info
www.RootsRecovery.co.uk
Tel: 07785 728353

ROOTS
GROWING STRONGER

AL-ANON
FAMILY GROUPS
UK & EIRE

Al—Anon Family Groups is there for anyone whose life has been or is affected by someone else's drinking

Call our confidential Helpline on **0800 0086 811** or email helpline@al-anonuk.org.uk



Phone support

We'll be here to support you on the helpline every Monday and Thursday between 7pm-10pm. We offer this support to people of any age and gender who are impacted by self-injury in any way - whether it's something that affects you personally, or affects somebody you care about.

Call us free on 0808 800 8088.

Text support

Our text service is here every Monday and Thursday between 7pm-10pm. We offer this support to people of any age and gender who are impacted by self-injury in any way - whether it's something that affects you personally, or affects somebody you care about.

Text us on 07537 432 444 and we'll reply during our opening hours, Monday and Thursday, 7-10pm.

www.selfinjurysupport.org.uk

SWITCHBOARD

NATIONAL LGBTQIA+ SUPPORT LINE

Switchboard is the national LGBTQIA+ support line. For anyone, anywhere in the country, at any point in their journey. We can discuss anything related to sexuality and gender identity. Whether it's sexual health, relationships or just the way you're feeling. This is your space – to explore, talk and be truly heard.



PHONE US

Open 10:00-22:00 every day

0800 0119 100



EMAIL US

We aim to reply within 5 days

hello@switchboard.lgbt



Survivors of
Bereavement
by Suicide

We offer UK peer-led
support to adults
impacted by suicide loss

Call for support [0300 111 5065](tel:03001115065)



The
Compassionate
Friends

Supporting bereaved parents and their families

UK National Helpline

0345 123 2304

Open every day of the year from 10:00 – 16:00 and 19:00 – 22:00

Also by email at helpline@tcf.org.uk

Our volunteers are all bereaved parents and are here to:

- Listen and care when you need someone to talk to
- Offer emotional support and an opportunity to talk through your feelings
- Put you in touch, where possible, with your nearest Local or Group Support Contact
- Offer supportive leaflets and newsletters by email or post
- Signpost you to other services and useful sources of information

THE MEETING PLACE

Help in finding Community

18+

Monday, Wednesday, Friday and Sunday

The Meeting Place is all about people and people in community. Seeking help; Helping each other; Coming together in the hope of a better future with friends around you, supporting you; loving you
Why not drop in and check it out over free coffee and biscuits?

Mon, Wed and Fri 11:00am-1:00pm

Sun 3:30pm - 5:30pm

(Weekdays, open now
Sunday will not start until 3rd Dec 2023)

More Info

www.EdgeCentreDarlington.co.uk

Tel: 07785 728353



**CAMPAIGN
AGAINST
LIVING
MISERABLY**

☎ 0800 58 58 58

Our suicide prevention helpline is for anyone affected by suicide or suicidal thoughts

Call our helpline team if:

- ✓ You can't see a way forward
- ✓ You have lost someone to suicide
- ✓ You are worried about someone

It's open from 5pm - midnight every day.
Free • Confidential • Anonymous

**CALM'S SUICIDE PREVENTION HELPLINE IS AVAILABLE ON
WHATSAPP**

Open 5pm - midnight every day.



☎ **Helpline Number 0300 772 9844**
🕒 **Everyday - 10am - 10pm (365 days of the year)**

OpCOURAGE

Op COURAGE: The Veterans Mental Health and Wellbeing Service provides specialist care and support for those due to leave the armed forces, reservists and those who've already left. Developed by veterans, for veterans, Op COURAGE is available across England.

Op COURAGE provides an improved and enhanced mental health service for veterans. All veterans living in the North of England will be able to access Op COURAGE through a single phone point of contact.

Tel: 0300 373 33 32

Email: OpCourageNORTH@cntw.nhs.uk

The service will be available 8am – 8pm, 7 days a week

Veterans can self-refer, or be referred by a family member, a third sector organisation or their GP.



**Free, safe and
anonymous mental
health support.**



Scan me!

For over 18 year olds in County Durham and Tees Valley.

When can I talk to the Qwell team?

Our service is available 365 days a year. Our Qwell team are available to chat with you between the hours of 12pm-10pm Monday-Friday and 6pm- 10pm on Saturdays and Sundays. However, chat hours will vary around the Christmas and New Year period.

COMBATSTRESS
FOR VETERANS' MENTAL HEALTH

24/7 HELP

HELPLINE: 0800 1381619

TEXT: 07537 173683

EMAIL: helpline@combatstress.org.uk

Anxiety UK

Helpline: 03444 775 774 | Text support: 07537 416 905 (open Mon-Fri 10:30-16:30)

Male Victims of Domestic Abuse

Please call our helpline on 01823 334244 to speak to us confidentially

We offer a range of different services to assist those affected by domestic abuse

Tel: 03000 202525



We offer a free, confidential Emotional Support Line and an Emotional Support Email service to anyone who has experienced sexual violence. For details of times and days, please go to: Talk to us – our [Emotional Support Services – RSACC \(rsacc-thecentre.org.uk\)](https://thecentre.org.uk)

By phone: Emotional Support Line (open Tuesday 6.30pm – 8.30pm, Wednesday 10.00am – 12pm and Thursday 10am – 12pm and 6.30pm – 8.30pm) [0300 222 5730](tel:03002225730)
Business Line (Mon – Fri, 9:00am. – 4:00pm) [01325 354119](tel:01325354119)

By post

Rape & Sexual Abuse Counselling Centre (Darlington & Co. Durham)
P.O. Box 106
Darlington DL3 7YS

ANDYSMANCLUB runs every Monday from 7pm except bank



holidays. In these groups, men can open up about the storms affecting their lives in a safe, judgement-free and non-clinical environment. Our clubs are designed to be free of pressure, there is no obligation for men to speak, they can simply listen if they wish.

Firthmoor Community Center, Burnside Road, Darlington, DL1 4SU
<https://andysmanclub.co.uk>



Talking Therapies is a self-help, counselling and talking therapies service designed to help anyone living in the County Durham and Darlington area to deal with common mental health problems.

Tel: 0191 333 3300

durhamanddarlingtontalkingtherapies.org.uk

Speak to us on the phone

YOUNGMINDS

Over the phone, we can provide detailed information and advice about your child or young person's mental health. We can also offer you emotional support and direct you to other services that may be able to help. Our phone service is confidential.


You can call our Parents Helpline for free on [0808 802 5544](tel:08088025544), Monday to Friday, from 9.30am to 4pm.

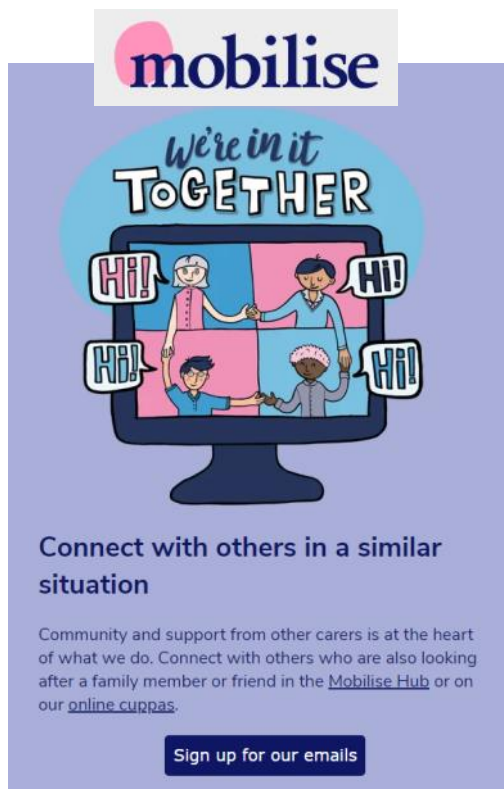
We offer tailored information, advice and support to parents and carers who are concerned about their child or young person's mental health. You can speak to us over the phone, or chat to us online. You can use our Helpline service if you are the parent or main carer of a child or young person aged 25 or under. Our service is available across the UK. It is free and confidential.



NECA Gambling Support Services

NECA, in partnership with GambleAware provides a range of FREE support for anyone negatively affected by gambling harms, directly or indirectly.

 NECA Gambling North East 0191 562 3309



Connect with others in a similar situation

Community and support from other carers is at the heart of what we do. Connect with others who are also looking after a family member or friend in the [Mobilise Hub](#) or on our [online cuppas](#).

[Sign up for our emails](#)

Support.mobiliseonline.co.uk/darlington
or phone Darlington Carers to sign up



We support over 24,000 Carers in County Durham and Darlington, offering a one-stop shop for information and support including tech support, hospital and services advice and community groups

Darlington 0300 030 1215

Durham 0300 0051213

Text



General Enquiries Tel: 01325 362832

Information & Advice Tel: 01325 357345

Age UK North Yorkshire & Darlington offers a range of quality support services for people aged 50+ such as benefits advice, day services and hot meal

Whenever feelings of isolation, worry, or loneliness strike, you can always call The Silver Line Helpline for free at anytime on 0800 4 70 80 90.

What is The Silver Line Helpline?

The Silver Line Helpline run by Age UK is a free, 24-hour telephone service for older people across the UK.

We offer friendship, conversation, and support for people aged 55 or over, especially those who may be experiencing feelings of loneliness and isolation.



Dementia support

Call: 0333 150 3456

If you are **affected by dementia, worried about a diagnosis or a carer**, trained staff are ready to give you the support you need.

Opening hours: Mon to Weds: 9am – 8pm, Thurs and Fri: 9am – 5pm, Sat and Sun: 10am – 4pm

Please note: All calls with the Dementia Support Line are recorded for training and quality purposes.



HOW WE HELP

St Teresa's Hospice offers palliative and end of life care and support to people with life-limiting illness, and to their families or carers. Our aim is to provide the best possible care for those who need it. The focus of our work is entirely on enhancing the quality of life and helping people live with their illness, as comfortably as possible. We do that through a range of Hospice Services.

Main Hospice Switchboard Number: **01325 254 321**
(Open 8am – 4:30pm)

Rapid Response Number: **07720 947430**
(For urgent support at short notice, response within 1 hr)

THE
CARENTS
ROOM

ARE YOU
LOOKING
AFTER AN
ELDERLY
PARENT?



THE
CARENTS ROOM
recommends elderly
relatives have priority
access to energy in
an emergency

the
PSR
.co.uk

Sign up to The Priority Services Register (PSR)
www.thepsr.co.uk

Cadent
Your Gas Network

**Northern
Gas Networks**

www.carents.co.uk
SCAN OUR QR CODE



Darlington Town Mission is focused on relieving loneliness and giving practical help mostly to those 80 years of age or over, especially when relatives live far away.

07943251357

2 Davison Road Darlington DL1 3DR

u3a
learn, laugh, live

Darlington u3a is a non-profit charitable organisation for people no longer in full time work. We meet monthly in the Dolphin

Centre and have a number of interest Groups at various locations around the town.



Would you like a chat?

Volunteer Responders are available to provide you with a friendly phone call and a listening ear.

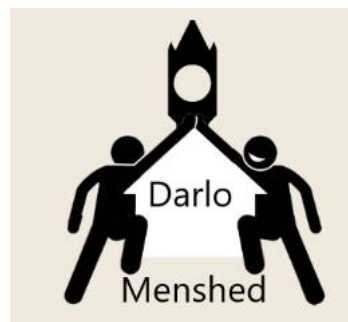
Whether you would like a one-off call or regular chats, contact us today to find out more. Call 0808 196 3646, visit nhscarevolunteerresponders.org or scan the QR code.



**NHS
CARE**
Volunteer
Responders

Royal Voluntary Service is a registered charity 1015988 (England and Wales) & SC038924 (Scotland).

Service provided by:



We are very friendly and always welcome enquiries or new members, we can be contacted as follows

Phone: 07980 035707

Email: info@darlingtonmenshed

gold
Growing Older Living in Darlington

The team at GOLD (Growing Old Living in Darlington) have social get togethers taking place at the offices at Citizens Advice on Church Row in Darlington.

For further information please contact Lynn Walton (GOLD Co-ordinator):

Tel: 01325 266888 ex: 110 Mobile 07751526737

The Bread and Butter Thing

The Bread and Butter Thing (TBBT) helps families cut the price of their food bills by offering groceries at a fraction of the supermarket price.

TBBT's affordable food service means that for just £8.50, members shopping bags are filled with a minimum of £25 worth of items made up of quality fresh food and store cupboard staples from supermarkets.

It's really easy to sign up to TBBT:

Step 1:

Send us a text to 07537416040 with your full name, your postcode and the name of your hub (Elm, Skerne Park, Cockerton etc) and we will get in touch.

Step 2:

Select the size of order you want to receive. A typical family order would be £8.50, an individual would be £5. An extra-large family would be £16.

Step 3:

We'll send you a text every week to see if you want an order. All you have to do is reply "YES" to the text by 10:00 the day before collection and we'll deliver your order to your chosen hub.

Day	Hub	Collection Time	Collection Point
Monday	Elm Church	2.15pm	Elm Church, Bowman Street (Harrowgate Hill)
Tuesday	Skerne Park	11:30am	Skerne Park Youth & Community Centre
Tuesday	Cockerton Club	1:30pm	Cockerton Club, Cockerton Village
Wednesday	The Well	1:30pm	The Well Methodist Church, North Road
Wednesday	Corporation Road	2:15pm	Corporation Road Primary School
Wednesday	Albert Hill	2:30pm	Albert Hill Working Men's Club
Thursday	Red Hall	1:30pm	Red Hall Primary School
Thursday	Eastbourne	2:00pm	Eastbourne Community Hub in Eastbourne Park
Friday	Firthmoor	1:30pm	Firthmoor Community Centre



Take the weight off

There are many benefits to opening a Bills Account:

- Never worry about missed or late bill payments
- Know that the money you have access to is yours to spend or save
- Never worry that you have spent money which was for bill payments
- Stops the risk of using your overdraft and getting into debt due to bills

CONTACT US TO OPEN AN ACCOUNT TODAY

Darlington Food Banks

Monday

10:30 am to 12:00 pm
1:00 pm to 3:00 pm
9:00 am to 4:00 pm

Darlington Baptist Church Grange Road DL1 5NH Tel: 01325 360449
Kings Church Foodbank Kings' Centre Whessoe Road DL3 0QT Tel: 01325 469884
Firthmoor & District Community Association Burnside Road DL1 4SU
Tel: 01325 62979

Tuesday

10:30am to 12:00pm

Darlington Baptist Church Grange Road DL1 5NH Tel: 01325 360449

Wednesday

1:00 pm to 3:00 pm

Kings Church Foodbank Kings' Centre Whessoe Road DL3 0QT Tel: 01325 69884

Thursday

09:00 am to 4:00pm

Firthmoor & District Community Association Burnside Road DL1 4SU
Tel: 01325 62979

1:00 pm to 3:00 pm
1:30 pm to 2:30 pm
10:30 to 12:00 pm

St Mary's Community Centre Newton Lane Cockerton DL3 9EX
St Andrew's Foodbank St Andrew's Church Hall Haughton Green DL1 2DD
Darlington Baptist Church Grange Road, DL1 5NH Tel: 01325 360449

Friday

5:30 pm to 7:00 pm
11:00 am to 12:00 pm
1:00 pm to 3:00 pm

Salvation Army Citadel Thompson Street East DL1 3EW Tel: 01325 380994
St Columba's Foodbank St Columba's Church, Clifton Avenue DL1 5EE
Kings Church Foodbank Kings' Centre, Whessoe Road DL3 0QT Tel: 01325 469884

Saturday

11:30 am to 1:00pm

The Word of Life Church Corporation Road Darlington DL3 6AS

Who can use the Food bank?

You will need to bring a form of ID with you when collecting parcels but you do not need a voucher or referral letter. If you are unable to provide food for yourself or your family, you are warmly welcome. You may come once or twice, or you may need to come regularly. You may only need us at the end of a month, or just before pay day. While you are in crisis, we will help you.

DARLINGTON COMMUNITY GROCERY

HOW IT WORKS

- 1 You sign up for £5 to become an annual member of the Community Grocery, giving you access to multiple food shops each week.
- 2 Suppliers provide the Community Grocery with redistributed surplus food, including fresh fruit and vegetables, as well as packaged and canned goods.
- 3 Members can come and shop for their whole family at the grocery giving them access to food for less and helping us all reduce food waste.

Darlington Community Grocery is open for the people of Darlington, helping to keep families fed and give members access to support too.

VISIT US

-  Darlington Baptist Church
Corporation Road
Darlington
DL3 6AR
-  Mon - Fri 9:30am - 4:30pm
-  Located on several bus routes it's easy to get to the Community Grocery by public transport. Find out which public transport routes are near us, and get help planning your journey [here](#).

CONNECT WITH US

-  01325 961511
-  [Community Grocery Darlington](#)
-  [@CommunityGroceryDarlington](#)
-  darlington@communitygrocery.org.uk



Darlington Connect is based in the town centre at 6 Northgate (next to Costa Coffee).

Alternatively call 07990 367711

between 9am-3:30pm Monday to Friday.

At Darlington Connect experienced staff will be on hand to listen, guide/signpost and offer practical support around issues such as:

Utilities and housing

Help with food parcels, personal hygiene items

Budgeting and onward referrals for debt advice

Problems with substance misuse

Mental and physical ill-health

Domestic Violence

Support in accessing leisure facilities

Access/referrals into specialist agencies

14 Horsemarket

Darlington DL1 5PT

next to Boot & Shoe

Tel: 01325-266888 or

Advice line 03003301195



Benefit checks to ensure individuals are getting the correct benefits

Ways to maximise income

Help with benefit application forms including PIP/DLA/AA

Help with challenging benefit decisions, the tribunal process and advice regarding medical assessments for PIP

Legal advice about Lasting Power of Attorney and Wills

Surgeries are run from GP practices. Phone the surgery and ask for an appointment with C.A.B.

Monday: Denmark Street 01325 460731

Monday: Clifton Court 01325 465646

Tuesday: Citizens Advice Office

Wednesday: Orchard Court 01325 465285

Wednesday: Moorlands Surgery 01325 469168

Thursday: Whinfield 01325 481321

Thursday: Neasham Road: 01325 461128



Free, confidential support for mental health, alcohol, drugs, housing and related areas in friendly, local places.

Where are we?

Darlington Positive Support
9 Innovate @ Houndgate
Darlington
DL1 5RF

Opening times

Mon: 9am-5pm
Tues: 9am-5pm
Wed: 9am-5pm
Thurs: 9am-5pm
Fri: 9am-5pm

Call us

01325 527837

Email us

gateway.referrals@waythrough.org.uk



We offer free, flexible debt advice that is based on a comprehensive assessment of your situation. We'll then provide practical help and support for however long it's needed.

Our online debt advice service is available 24 hours a day 7 days a week, at a time that suits you. www.stepchange.org

If you would prefer to speak to someone, you can call our debt advice helpline.

Contact us on 0800 138 1111. Monday to Friday 8am to 8pm and Saturday 9am to 2pm





Welfare and Benefits service



Daisy Chain's Welfare and Benefits service provides specialist, accessible, and person-centered advice and guidance to neurodivergent young people and adults.

What can we help with?

- Benefit entitlement checks
- Benefit applications
- Mandatory reconsiderations
- Appeals advice
- Advice and help for:
 - access to work applications
 - disabled students allowance
- Signposting or referral to other services



Scan the QR code or email benefits@daisychainproject.co.uk to learn more or make a referral.



We offer free employability programmes and training courses throughout Scotland and North East England.

DARLINGTON

Enterprise House
Valley Street North
Darlington
DL1 1GY

Tel: 01325 633491



Creative Support is a high quality provider of person centred social care services to people with

learning disabilities, mental health and other needs

Tel: 01325 461970

ica North East NHS
Independent Complaints Advocacy

Need to raise an issue about your recent NHS experience?
Our service offers free and independent advocacy support.
Contact us to see if we can support you.

0191 4788350
0808 8023000 (freephone helpline)

ica@carersfederation.co.uk

www.nenhscomplaintsadvocacy.co.uk

07889 088284 (textphone)

07738 994040 (video messaging (inc BSL))

search "North East NHS ICA"

Darlington Association on Disability

✉ mail@darlingtondisability.org

☎ 01325 489999



Centre for Independent Living

We exist to promote independence and choice. We support disabled people and carers through the provision of services, support and information, and by tackling issues affecting disabled people both locally and nationally.



Not just a house but a home

The 700 Club is a housing charity that is committed to helping individuals and families achieve independent and fulfilled lives in a secure home of their own. Whatever the barriers, we listen to people's stories and then offer the appropriate support to overcome the difficulties.

You can get in touch by calling **01325 366397** during office hours. If you make an appointment we will always be pleased to see you.

Our Head Office Address is:

Roadway House, Beaumont Street West

Darlington DL1 5SX

We are Tandem (formerly known as Morrison Trust). We offer information, advice, guidance, training and confidence building for anyone who's looking for work.



☎ 01325 387700

If you, or someone you know, is finding it hard to get a job, our employment support services can help you progress and take the steps you need to achieve your goals.



Social prescribing supports people to take control of their health and wellbeing through referral to non-medical link workers, who create time for their clients to focus on 'what matters to me'.

Forsyth House,
20 Woodlands Road Darlington, DL3 7PL
Tel: 01325 952278



Supporting men through difficulties in their mental and physical ill health, ultimately to prevent suicide.

Tel: 01388320023



- ✓ A friendly welcome and listening ear
- ✓ Cost effectiveness of your household bills
 - ✓ Housing advice
 - ✓ Benefit advice and applications
 - ✓ Digital Inclusion
- ✓ Mental wellbeing support services and activities

32 Houndgate, Darlington, DL1 5RH

Telephone: 01325 54463

info@firststopdarlington.org.uk



We're here to help

Tel: 01325 283169

Infoline: 0300 123 3393

(Monday-Friday, 9am-6pm)

11 Borough Road, Darlington

We are National Debtline - and we can help



We're a registered charity providing **free, impartial, expert** debt advice to more than 100,000 people each year. We've been helping people manage their debts for over 30 years.

Call our advisers today

Call free: 0808 808 4000



Call 0800 328 0006

The Darlington CAP Debt Help Centre is run in partnership with:

St Andrew's Church Haughton

To take your first step out of debt, call our friendly New Enquiries team who will arrange your first appointment with your local Debt Coach.

We're open: Monday to Thursday 9:30am to 5pm, Friday 9:30am to 3:30pm

COUNSELLING SERVICE

A counselling service is a professional support service that provides emotional and mental health support to individuals who are facing personal challenges or difficulties.

Scan for Instant Referral

Our Services:

- ✓ Counselling Ages 8 and above
- ✓ Trauma Informed Counselling
- ✓ Clinical Supervision
- ✓ Social Support Services

Why Choose Us

We're committed to offering **quick access to high quality, low cost counselling. Sessions starting from as little as £5 per session**, fees are means-tested to match your income!

All of our Counsellors are qualified, insured, and enhanced DBS Checked

01325 97 88 10
www.arcuslgbt.com
contact@arcuslgbt.com