

Emergency contacts over Christmas

Company	Contact info	Business Hours
Emergency Social care -Child welfare concerns		
Council Services – emergency social care & child welfare concerns including foster care	The Emergency Duty Team will help with personal or family problems that reach a crisis at these times. Telephone 03000267979	Out of hours support
Council Services – Care Connect (community alarm service)	Care Connect is a 24-hour, seven day a week, 365 day a year alarm service that provides monitoring and response if you need help at home. Telephone 03000262195	Out of hours support
Council Services – Homeless or facing homelessness	Get help and advice from the local council if you're homeless or about to lose your home. Telephone 01388722538	Out of hours support
Council Services – births, deaths, and marriages services	We provide a range of services relating to births, deaths, marriages, and civil partnerships throughout County Durham. Telephone 03000266000	Out of hours support
County Durham & Darlington Fire and Rescue Service – advice about household fire safety	If you would like a home fire safety visit, please call us on 0345 223 4221. This is covered Monday to Friday 08:30-16:30, if calling outside of these hours Telephone 0845 305 8383	24 hours

Social Inclusion Team



Mental health support		
Crises Team (TEWV, Mental Health)	We are here to talk. The line is open 24/7 for people living in County Durham. Telephone 0800 0516 171	24 hours
HopelineUK (Support for under 35s at risk of suicide)	Are you having thoughts of suicide or are concerned for someone who feels suicidal? Telephone 08000684141 Text 07860039967	9am - Midnight
Kooth Student Online emotional wellbeing and mental health support	Kooth is your online mental wellbeing community. Access free, safe, and anonymous. ... Online emotional wellbeing and mental health support. Visit www.student.kooth.com	24 hours
No Panic – Phobias and Anxiety Helpline	Don't suffer in silence pick up the Phone. Telephone 0300 772 9844	10am-10pm every day 265 days a year
No Panic – Youth Helpline	Don't suffer in silence pick up the Phone. Telephone 0330 606 1174	10am-10pm every day
Samaritans	Providing emotional support to anyone in emotional distress, struggling to cope or at risk of suicide throughout the United Kingdom Telephone 116 123	24 hours
Shout Crises Text Services	Start a conversation with a trained Shout Volunteer, who will text you back and forth. Text 85258	24 hours

Text About It Crises support, big or small	From calming chats to immediate support during a mental health or personal crisis – big or small. Text Hello to 50808	24 hours
If U Care Share	Our team are able to provide longer term emotional and practical support to those that are experiencing thoughts of suicide. Telephone 0191 387 5661	9am – 5pm
Campaign Against Living Miserably (CALM)	Provides listening services, information, and support for anyone who needs to talk, including a web chat. Telephone 0800 58 58 58	CALM's helpline and webchat are open from 5pm to midnight, every day of the year
Debt support		
Debt Advice National Debt Line	Providing free, impartial, expert debt advice Telephone 0808 808 4000	24 hours
Durham Food bank – food and fuel bank,	Food and fuel vouchers Telephone 0300 330 9027 or 03000 260 260	9am-5pm
Domestic Abuse		
Freedom Programme Helpline	Telephone 01942 262 870	24 hours
Harbour Domestic Violence	For free at any time, day, or night. The staff will offer confidential, non-judgemental information and support. Telephone 0300 020 2525	24 hours

National Domestic Violence Helpline	For free at any time, day, or night. The staff will offer confidential, non-judgemental information and support. Telephone 0808 200 0247	24 hours
National LGBT + – Domestic Abuse Helpline	Our team has decades of experience in supporting LGBT+ people who are victims of domestic abuse, sexual violence, hate crime, so-called conversion therapies, honour-based abuse, forced marriage, and other forms of abuse. Telephone 0800 999 5428	24 hours
Victim Support	Get in touch anytime for independent, free, and confidential advice. Telephone 0808 1689 111	24 hours
Drug and alcohol		
Humankind Drug and Alcohol support	Telephone 01325 731 160	9am – 5pm
Household emergency		
Household Emergency – Electricity if your power supply is interrupted	0800668877	24 hours
Household Emergency – Gas if you smell gas	0800111999	24 hours
Household Emergency – Water	0800393084	24 hours
Prepayment Gas and Electric Temporary Credit	Contact Your supplier for temporary emergency credit if you have no money	