

BENEFITS AND DEBT ADVICE

Housing Benefit and Council Tax support
Tel: 01268 533333 (Option 3)

National Debtline

Monday to Friday 9am to 9pm

Saturday 9:30am to 1pm

Tel: 0808 808 4000

Website: www.nationaldebtline.co.uk/england_wales/

The Money Advice Service – Free – Unbiased

Tel: 0300 500 5000 (General Advice line)

Website: www.moneyadviceservice.org.uk

HOUSING

Basildon Borough Council

Homelessness - Advice & Support

Tel: 01268 533333 (Option 5)

Emergency out of hours - 01268 286622

Family Mosaic

Housing support services for people in Basildon who need help with:

- Housing problems – those threatened with homelessness
- Sorting out rent arrears
- Housing benefit advice and claims
- Budgeting support
- Accessing financial advice
- Support for drug & alcohol problems
- Finding employment & training opportunities
- Support for mental health

Monday to Friday 8am – 6pm

Tel: 0800 288 8883

Text – 88020 FMSUPPORT (space) then message

FOOD BANKS

Community Resource Centre

Mon – Fri 10am – 2pm (drop-in)/Foodbank,
Lettings agency, welfare rights, housing advice
01268 450040/1

Wickford Food Bank

Every Thursday 10am – 2pm

Referral needed from agencies (e.g. the

Council, GP or Job Centre Plus)

Address: Salvation Army building

Jersey Gardens

Wickford

Essex SS11 7AE

01268 769761

Lee Chapel North Helping Hands Food Bank

Voucher scheme which can be obtained from:

- Citizens Advice Bureau
- Job Centre Plus
- Community Resource Centre
- Social Care
- Basildon Council Health Outreach

For more information contact:

Community Development Officer

Basildon Borough Council

01268 533333 (Option 0 – Ask for Extension 4850)

If you require this publication in a different format, please contact Basildon Council on 01268 294791.

Customers with a hearing or speech impairment can contact us using the Text Relay service. Dial 18001 followed by the full telephone number of the service you require. Calls are charged at your telecommunications provider's standard rate.

BASILDON BOROUGH SUPPORT AND ADVICE SERVICES

Useful information and contacts of various support and advice services



HEALTH AND WELLBEING

Children

NSPCC Tel: 0808 8005000

Childline Tel: 0800 11 11

Vulnerable Adults

AskSAL Helpline

Vulnerable Adults at risk of, or experiencing abuse or neglect

Tel: 08452 66 66 63

Silverline

National helpline befriending and signposting service for older people

Tel: 0800 328 8888

Website: www.thesilverline.org.uk/

Domestic Abuse

Essex Police - Domestic Abuse Central Referral Unit (CRU)

Tel: 101 (Extension 180340)

or 999 in an emergency

Basildon Women's Aid

Emergency 24 hour line

Tel: 01268 581591

Men's Advice Line

Monday to Friday 10am to 1pm

& 2pm to 5pm

Tel: 0808 801 0327

Broken Rainbow

For lesbian, gay, bisexual and transgender people experiencing domestic violence

Tel: 0300 999 5428

Basildon Borough Council

Housing Assessments Service

Tel: 01268 533333 (Option 5)

GENERAL

Samaritans

Open 24 hours a day, 7 days a week

National - 08457 90 90 90

Local - 01268 412000

Doctors, Dentists, Pharmacists, Hospitals

Enter your postcode for information for your local area

Website: <http://www.nhs.uk/Service-Search>

Disability Information and Advice Line (DIAL)

Tel: 01268 285676

Information/contacts on groups supporting alcohol and drug addiction, stress, smoking, gambling and depression

Website: www.patient.co.uk

Basildon & Thurrock University Hospitals NHS Foundation Trust

Switchboard: 01268 524900 or

0845 155 3111

Patient Advice & Liaison Service (PALS)

Advice/support for patients, relatives or carers

Monday to Friday 9am to 5pm

Tel: 01268 394440

Email: pals@btuh.nhs.uk

Basildon Borough Council - Anti Social Behaviour Team

Tel: 01268 533333 (Option 5., then Option 2)

Civil Legal Advice

Monday to Friday 9am – 8pm

Saturday 9am to 12.30pm

Tel: 845 345 4345

Text "legalaid" and your name to 80010
Book a call online at <http://callmeback.justice.gov.uk>

Basildon Citizens Advice Bureau

Tel: 0844 477 0808 – General Advice line

From a mobile: 0300 456 2595

Website: www.bascab.org.uk

Essex County Council Social Care

Tel: 0845 603 7630

Out of hours emergency line: 0845 606 1212

Freecycle

A website for matching people who have items to recycle with those who can use them. It aims to keep usable items out of landfills.

Website: www.uk.freecycle.org

MENTAL HEALTH

Mind

Mental Health Charity

Infoline: 0300 123 3393

Rethink

Practical mental health information

Monday to Friday 10am to 2pm

Tel: 0300 5000 927

Young Minds

Voice of young people's mental health and wellbeing

Helpline/advice for parents

Tel: 0808 802 5544

Alzheimer's Society

Dementia Helpline: 0300 222 1122