

# Stockton-on-Tees

## Local Information Pack



**IMPORTANT:**

Due to the ongoing uncertainty of the impact of Covid-19, there are likely to be disruptions to the services mentioned in the Welcome Pack. Please contact the organisation you plan to attend before you set off.

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# Welcome to Stockton-on-Tees

We welcome you to the area. We hope that you will feel safe and secure here while you wait for a decision on your application for asylum.

This Local Information Pack gives you information about the area. Some of the information is very important, and we advise you to read it carefully and not be afraid to ask questions.

From page 14, you will find some details of your local support networks, they will provide you with practical support and advice. They may also be a place to meet people who speak your language. Some offer English classes and the opportunity to volunteer. You will also find information about Migrant Help here. Your Welfare Officer or Housing Manager will discuss the role of Migrant Help in more detail with you or you can find more information in the Home Office Guide to Living in Asylum accommodation

<https://www.gov.uk/government/publications/living-in-asylum-accommodation>.

Please find below details of some services that will tell you about living in the UK and will help you to get to know your local community.

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You can get more information about living in the UK from the North East Migration Partnership (NEMP) website including access to translated leaflets and e learning courses on Looking after your Health, UK Laws and Parenting as well as a directory of other services available in your area [www.nemp.org.uk](http://www.nemp.org.uk).

Within one day of arrival, your Welfare Officer or Housing Manager will show you around your property and make sure that the house is free from hazards and that all furnishings have been provided.

They will also go through the Occupancy Agreement with you and ask you to sign it. You should also receive a:-

- Service User Handbook
- Copy of this Local Information Pack
- The Home Office Guide to Living in Asylum accommodation <https://www.gov.uk/government/publications/living-in-asylum-accommodation> and the;
- Home Office Guide to Rights and Expectations in the UK <https://www.gov.uk/government/publications/asylum-support-uk-rights-and-expectations>

If you have any difficulty understanding anything in this pack, please ask your Welfare Officer or Housing Manager to help you and provide any further information you need.

Please find the names and contact details of your Welfare Officer and Housing Manager below:

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## Subsistence



For further information on Aspen cards can be found in the Home Office Guide to living in Asylum accommodation (page 27). <https://www.gov.uk/government/publications/living-in-asylum-accommodation>



You should now have your own ASPEN card and your allowance from the Home Office will be loaded onto this card each week.

You can withdraw cash from an ATM cashpoint machine and you can also use it to buy things in shops if the shops allow VISA debit card payments. Please note if you are receiving Section 4 asylum support you can only use your ASPEN card to buy things in shops - you cannot withdraw cash from cashpoint machines.

If you have any problems regarding your ASPEN card or access to money you should discuss this with your Welfare Officer or Housing Manager as soon as possible.

**IMPORTANT: Please contact Migrant Help immediately on 0808 8010 503 if:**

- You have not received your ASPEN card yet
- Your card is lost, damaged or stolen
- You have forgotten your PIN
- You receive incorrect payment
- You don't receive your payment

## Understanding the £ currency

Your Welfare Officer or Housing Manager will support you with understanding currency, provide advice on methods of payment and can help you to create a budget plan. You can learn about the different coins and notes using this picture:

 <p><b>1p / ONE PENCE</b> is commonly referred to as a "penny". It has the least value and you can only use 20 of them at a time</p>	 <p><b>20p / TWENTY PENCE</b> Is commonly referred to as "twenty pee". It is one of three coins that are not in a circular shape</p>	 <p><b>£5 / FIVE POUNDS</b> Is commonly referred to as a "fiver". The note is printed on polymer not paper</p>
 <p><b>2p / TWO PENCE</b></p>	 <p><b>50p / FIFTY PENCE</b> commonly referred to as "fifty pee", its value is half a pound.</p>	 <p><b>£10 / TEN POUNDS</b> Is commonly referred to as a "tenner". The note is printed on polymer not paper</p>
 <p><b>5p / FIVE PENCE</b> The smallest British coin, it is silver in appearance and commonly referred to as "five pee"</p>	 <p><b>£1 / ONE POUND</b> is commonly referred to as a "quid"</p>	 <p><b>£20 / TWENTY POUNDS</b> The note is printed on polymer and paper</p>
 <p><b>10p / 10 PENCE</b> Is commonly referred to as "ten pee"</p>	 <p><b>£2 / TWO POUND</b> commonly referred to as "two quid"</p>	 <p><b>£50 / FIFTY POUNDS</b> This is the highest value note in England. The note is printed on paper</p>

**Below will give you an idea of some basic food prices:** These are example prices, not set prices, and true for June 2020.

Milk (regular) (1 ltr)	£1.00
Bread (loaf) (500g)	£1.00
Rice (white) (1kg)	£1.30
Eggs (regular) (12)	£1.85
Cheese (1kg)	£6.00
Chicken Breasts (1kg)	£5.70
Beef (1kg)	£7.45
Apples (1kg)	£1.81
Bananas (1kg)	£1.04
Oranges (1kg)	£1.64
Tomatoes (1kg)	£1.72
Potatoes (1kg)	£1.15
Onions (1kg)	£0.96
Lettuce	£0.73

## Shopping and Supermarkets

There are a large number of supermarkets, local shops and markets in Stockton. The main branches include Asda, Tesco, Aldi, Lidl, Iceland, Sainsbury's and Morrisons. Below we have included the logos so that you can easily identify the shops. Your Welfare Officer or Housing Manager will tell you where the nearest supermarkets are.



Your nearest two supermarkets are:

There are many local international stores/cultural diverse food supermarkets in Stockton, including halal:

**Thornaby Halal Meat Ltd** – 75 Oxford Road, Thornaby, Stockton-on-Tees, TS17 6LW

**Madina Pak Store** – 26 Northcote Street, Stockton-on-Tees, TS18 3JB

**Mushtaq Bros** – 6 Northcote Street, Stockton-on-Tees, TS18 3JB

There is also Stockton Town Centre Market where you will be able to buy fresh food. This market is held every Wednesday, Friday and Saturday. Thornaby Town Centre also hosts a market every Thursday and Billingham Market is held every Monday and Friday.

# Getting around in Stockton

## On foot:



*Stay on the pavements and avoid walking on main roads*



*Be safe when crossing roads by using Pelican crossings*



*Look both ways when crossing uncontrolled roads*



*Keep cycle paths free for cyclists*

## On bike:

You can also travel around using a bike. It is a great way to get outside and discover new places. If you cycle in the dark, the law requires you to have lights/reflectors. There is no law which compels cyclists to wear a helmet, however it is dangerous to cycle without one, therefore it is advisable. It is also advisable to have a bike lock for your bike as they can be a target for theft. When not in use, your bike should be kept locked and stored in a safe place.



## By bus:

There are excellent bus networks serving Stockton and even further to Newcastle and Durham. Bus services to most of Stockton and surrounding area may be caught in Stockton High Street (Postcode TS18 1BW) or at one of the many bus stops in Stockton. To let the driver know you would like to use the bus, you need to put your arm out as the bus is approaching the bus stop.



You must pay to use the bus by buying a ticket from the bus driver when you enter the bus. Tell the driver your destination and they will tell you the cost. There are different types of tickets. Make sure you ask for the correct type of ticket to get the best value for money for your journey



- ✓ Single tickets (one-way) – take you from the start of your journey to your destination
- ✓ Return tickets – take you from the start of your journey to your destination and back again
- ✓ Day Rover – allows multiple journeys in one day

It is important to take your ticket and keep hold of it for your entire journey. You can also travel to destinations that are further away by using services such as National Express or Megabus. For more information visit <https://www.nationalexpress.com/en> or <https://uk.megabus.com/>.

For more information on Bus timetables, journeys and tickets, go to <https://connectteesvalley.com/Bus/default.asp>.

## By rail:

Stockton Station is located in the city centre (Postcode TS18 2BP). Another local station is Thornaby Station (Postcode TS17 6AW). Both stations are served by trains running to key destinations in the North East, including Hartlepool, Newcastle and Middlesbrough. To use the train, you have to pay by making a booking either at the

station or online. For more information on train journeys and tickets, visit <https://www.nationalrail.co.uk/>. If you need help with booking a ticket you can ask your Welfare Officer or Housing Manager to show you.

**By taxi:**

Stockton also has a range of Taxi firms. The main firm is Stockton Taxi's but there are also others that you can use. To book a taxi with Stockton Taxi's, ring 01642 805805. Private taxis can be booked in advance via phone or apps whereas Hackney taxis can be flagged down by raising your arm or queueing at a taxi rank.



## Healthcare services

Further information on Health and Welfare Services can be found in the Home Office Guide to Rights and Expectations in the UK (pages 19 to 25). <https://www.gov.uk/government/publications/asylum-support-uk-rights-and-expectations>

Here you will find information about how to register and make an appointment with a Doctor (GP), how to get a HC2 certificate which you will need to access free NHS prescriptions, dental and optical care and your right to an interpreter at appointments.

**IMPORTANT:**  
**Please contact Migrant Help immediately on 0808 8010 503 if you do not have a HC2 certificate.**

You can also get more information about Looking after your Health in the UK from the NEMP website including access to translated leaflets and an e learning course [www.nemp.org.uk](http://www.nemp.org.uk).

**GP**

Your Welfare Officer or Housing Manager will help you to identify your nearest GP surgery or you can visit <https://www.nhs.uk/service-search/find-a-gp>. Please register with a GP as soon as you arrive.

Your nearest GP is:

**Dentist**

You can find your nearest dentist and check if they will take you on as a patient at [www.nhs.uk/dentist](http://www.nhs.uk/dentist).

Your nearest dentist is:

<input type="text"/>	Please check that this dentist has available spaces for new patients
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**Mental Health**

It is important to understand how the traumatic experiences you've been through in your home country, and on the journey to the UK can affect you. How we feel in our head, whether that is happy or sad is called 'Mental Health' in the UK. This does not mean someone is 'mad', or 'crazy'. Anxiety, post-traumatic stress disorder, which is also known as PTSD, and depression are common. You may also struggle to sleep, lack energy and be sad/tearful. This is normal in these circumstances. You can also get professional help if you need it by talking to your GP and asking to be referred to talking therapies. It is important to talk about how you feel and get help if you need it. If you want any further information, please contact your GP. You should also mention this to your

Welfare Officer/Housing Manager and they can help signpost you to support.

### Sexual Health

The service is confidential, non-judgmental and appropriate for everyone over the age of 16. It provides information and advice on all types of contraception, Sexually Transmitted Infection (STI) testing and treatment and many more. This is culturally sensitive service, if you need more information use the information given below.

### Stockton Sexual Health

This service provides contraception and sexual health screening/testing. The service is confidential, non-judgmental and appropriate for everyone. Please visit <https://www.tht.org.uk/centres-and-services/lawson-street-health-centre-stockton> for further information.

### Optician

There are opticians in The Castlegate Centre and Wellington Square, both in central Stockton.

### If you are a carer and look after someone

Stockton-on-Tees Borough Council provides details of organisations that provide support for people who look after others. They offer information, advice and guidance to carers in Stockton. You can find more information at <https://www.stockton.gov.uk/adult-services/support-for-carers/>

## Education and Looking After Children

Further information on Education can be found in the Home Office Guide to Rights and Expectations in the UK (pages 14 to 15 and pages 27 to 28). <https://www.gov.uk/government/publications/asylum-support-uk-rights-and-expectations>

It is important your child goes to school and on time. If they are unable to due to illness, you must let the school know on the morning of the absence. You can also get more information about Parenting in the UK including on the UK Education system from the NEMP website including access to translated leaflets and an e learning course [www.nemp.org.uk](http://www.nemp.org.uk).

To register your children for education in Stockton, you can:

**1. Contact Stockton-on-Tees Borough Council Early Help service**

They will provide family support for new arrivals and help you register at a school.

Phone: 01642 527225 (Help Point) or 01642 524188 (Early Help Admin Support).

Email: [fis@stockton.gov.uk](mailto:fis@stockton.gov.uk)

**2. Ask your Welfare Officer or Housing Manger to contact the appropriate people on your behalf**

The Welfare Officer or Housing Manager will be able to ask for a school application to be sent out to you.

**3. Visit your local school**

The school will be able to assist you with registering for a place if they have available spaces.

**4. Complete a School application form**

You may also be able to register your children for education by completing a School application form and forwarding it to the School Admissions Team at Stockton-on-Tees Borough Council. They will contact the school on your behalf. To discuss this with schools admissions ring 01642 526605 or email

[school.admissions@stockton.gov.uk](mailto:school.admissions@stockton.gov.uk).

**Your nearest schools are:**

Primary
Secondary



**IMPORTANT:**

**It is not always possible to find a place at your nearest school. You may have to register with a different school to your first choice. If you are unhappy with the school option provided, you can appeal this decision.**

**Free school meals**

All children in reception, year 1 and year 2 will automatically get Free School Meals. For children in nursery, years 3 to 6, or secondary school, you can apply for Free School Meals here <https://www.stockton.gov.uk/children-and-young-people/schools/school-meals/> and clicking 'apply online for free school meals'. You will need a valid email address to create an account and make an application. You can also ask your Welfare Officer or Housing Manager to help you.

**School uniform and Charities that provide uniforms**

Every school has a different school uniform so please make sure that your child is wearing the correct uniform for the school that they attend. The school will usually inform you of what they expect their pupils to wear before your child starts school. You can buy school uniform from school uniform shops and some supermarkets. If you are finding it difficult to afford the school uniform, you can speak to your school's Head teacher and they may be able to help or some charities may be able to provide free school uniform.

Or ask your Welfare Officer or Housing Manager for further information.

- **Billingham and Stockton Food Bank (school uniform recycling)**

Address: 4-6 West Precinct, Billingham Town Centre, TS23 2NH

Phone: 07583 575522

Email: [info@billinghamstocktonborough.foodbank](mailto:info@billinghamstocktonborough.foodbank)

Website: <https://billinghamstocktonborough.foodbank.org.uk/contact-us/>

**Childcare**

Stockton-on-Tees Borough Council runs free activities and services at four Family Hub's across Stockton.

You can find details of the Family Hub's and activities here <https://www.stockton.gov.uk/children-and-young-people/family-hubs/>.

All three and four-year-old children are entitled to 570 hours of free childcare or early education each year, this must be taken over at least 38 weeks, for example, 15 hours per week for 38 weeks of the year. A two-year-old child will be entitled to free place if the parent(s) receive Home Office asylum support. A list of all registered childcare providers in Stockton can be accessed via the Families Information Service on 01642 527225, emailing [fis@stockton.gov.uk](mailto:fis@stockton.gov.uk) or by searching the childcare directory here <https://www.stocktoninformationdirectory.org/kb5/stockton/directory/family.page?familychannel=3055621>.

You can contact your local authorities Early Help team if you need advice or are struggling with any aspect of parenting by ringing 01642 527225 or visiting

<https://www.stocktoninformationdirectory.org/kb5/stockton/directory/family.page?familychannelnew=6>.

**Safeguarding Children**

To find out more about the safeguarding of children, go to <https://www.hsscp.co.uk/>. If you require any support or advice about the safety and welfare of your children, including services for disabled children, contact The Children's Hub on **01642 130080**.

## Community safety and the law

Further information on UK Laws including information on hate crime can be found in the Home Office Guide to Rights and Expectations in the UK (pages 9 to 12). <https://www.gov.uk/government/publications/asylum->

[support-uk-rights-and-expectations.](#)

You can also get more information about UK Laws from the NEMP website including access to translated leaflets and an e learning course [www.nemp.org.uk](http://www.nemp.org.uk).



The police in the UK are here to help all citizens, including asylum seekers and refugees. If you need to speak to the Police but it is not urgent, you can phone **101**. Examples of this are:

- If your property has been damaged
- To give information about a crime
- For any general enquires

If you need to contact the police in an emergency, phone **999** and ask for the police. You can ask for an interpreter, you just need to tell them what language you speak. Examples of an emergency are:

- If someone's life is in danger
- Violence is being used or threatened
- A crime is in progress

**Hate Crime** - If you or someone you know experiences abuse, whether physically or verbally, because of your race, religion, disability, sexual orientation or transgender identity, please report it. You can report it to the police directly by phoning **101** or report it to Stockton-on-Tees Borough Council by phoning **01642 607943**. You do not have to give your name when reporting a hate crime incident. Your report will be completely confidential.

Third Party Reporting Centres can be used when you do not want to speak to the Police directly. They can provide you with support and can forward details of the incident to the Police. They will provide confidential advice and support you to cope with the emotional and practical impact of hate. You can remain anonymous if you wish, and you don't need to have contact with the police if you don't want to. You can report hate online via the Cleveland Police website here <https://www.cleveland.police.uk/advice/advice-and-information/hco/hate-crime/how-to-report-hate-crime/>. You can write up what happened in the language that you feel most comfortable using. A map of Third Party Reporting Centres is also available via this link. You can also ring Stockton District Advice Service on 01642 633877, Monday to Friday 9.30am-2.30pm.

**IMPORTANT:**

**Please remember that reporting a crime to the Police will NOT impact on your application for asylum.**

**Domestic Abuse** - Further information on Gender Based Violence including Domestic Abuse can be found in the Home Office Guide to Rights and Expectations in the UK (pages 28 to 32).

<https://www.gov.uk/government/publications/asylum-support-uk-rights-and-expectations>

If domestic abuse is affecting you or someone you know, you can contact 03000 20 25 25 to speak to Harbour (24 hours a day, 7 days a week), or for information on the support options available, go to

<https://www.myharbour.org.uk/>. If you are in immediate danger always call 999. You can also access further information on Stockton-on-Tees Borough Council's website <https://www.stockton.gov.uk/community-safety/domestic-abuse-strategy/>.

**Safeguarding Adults** - If you are concerned about your own or the safety and welfare of another adult, you can

contact the Stockton-on-Tees Borough Council's First Contact Team on 01642 527764.

**Victim Support** - You can get emotional and practical support if you are a victim of crime from Victims Support. This service provides help whether or not a victim of crime has reported the crime to the police. They can also help you report a crime. Please visit the website here <https://www.victimsupport.org.uk/> or contact via phone on 08081689111.

## Legal Advice

Further information on Legal Advice can be found in the Home Office Guide to Rights and Expectations in the UK (page 16). <https://www.gov.uk/government/publications/asylum-support-uk-rights-and-expectations>

Migrant Help can offer free support and advice with all issues regarding the asylum process and beyond. You can contact them on 0808 8010 503. There are also several organisations that provide free support and advice on a range of legal issues, details of these organisations can be found at page 14 of this pack. If you are seeking immigration advice, you should seek advice from an organisation that is Office of the Immigration Services Commissioner (OISC) registered or a solicitor.

### **Stockton North MP and Stockton South MP**

Stockton has elected Members of Parliament (MP) who hold regular advice surgeries where local people can come along to discuss any matters that concern them, such as immigration, health or education. You can search for contact details of your MP here <https://members.parliament.uk/FindYourMP>

## The Council

In the UK, a council refers to a group of people who come together to make decisions that help manage and maintain the area. The council in Stockton is called Stockton-on-Tees Borough Council and is made up of elected ward councillors representing every area.

The area where you live will often have one or more councillors and they are on hand to offer advice and guidance. You can find details of when it is appropriate to contact your ward councillor here <https://members.parliament.uk/Help/WhoToContact#when-council> and to find the contact details of your ward councillor here <https://www.stockton.gov.uk/stockton-council/councillors-and-council-meetings-agenda/councillors/>.

You can find more information about the services the Council provides at <https://www.stockton.gov.uk/> or you can contact the Council directly on 01642 393939, for example:

- If you need to make a noise complaint
- If you have a query about rubbish disposal
- Information about school places for your child

### **Waste and recycling**

At your accommodation, there will be one bin for normal household waste that cannot be recycled and one bin for waste that can be recycled. For more information on waste and recycling, including what goes in each bin, who to contact if you need a new or replacement bin, and what to do if your bin doesn't get collected, go to <https://www.stockton.gov.uk/environment-and-housing/waste-collection-and-recycling/>. You can also ask your Welfare Officer or Housing Manager.

You are responsible for putting your bin out and bringing it back in on your collection day. This is important as if your bin goes missing, most Councils will charge you to replace it. Your bin collection days are as follows: (housing/welfare manager insert the colour of the bin and the day/s of the week)


### Libraries

Libraries provide access to books, computers, Wi-Fi, and a variety of educational activities, they can also provide information on the local area. To access these you will need to register as a library member. It is **FREE** to register as a member. You can do this at your nearest library <https://www.stockton.gov.uk/libraries/>; once registered you can also access e-books, audio-books and magazines online. Opening times of libraries may vary but generally they are open Monday to Saturday, 9am-5pm with one evening a week where they stay open later.

Library	Address	Phone number
Billingham Library and Customer Service Centre	Billingham Town Centre, Stockton-on-Tees, TS23 2LN	01642 528084
Fairfield Library	Fairfield Road, Stockton-on-Tees, TS19 7AJ	01642 527962
Ingleby Barwick Library	Ingleby Barwick Community Campus, Blair Avenue, Ingleby Barwick, Stockton-on-Tees, TS17 5BL	01642 528528
Norton Library	87 High Street, Norton, Stockton-on-Tees, TS20 1AE	01642 528019
Roseworth Library	Redhill Family Hub, Roseworth Library, Redhill Road, Roseworth, Stockton-on-Tees, TS19 9BX	01642 528098
Stockton Central Library and Customer Service Centre	Church Road, Stockton-on-Tees, TS18 1TU	01642 526521
Thornaby Central Library and Customer Service Centre	Wrightson House, Pavilion Shopping Centre, Thornaby, Stockton-on-Tees, TS17 9EW	01642 528117
Thornaby Library. Gilmour Street	Riverbank Children’s Centre, Thornaby Library, Gilmour Street, Thornaby, Stockton-on-Tees, TS17 6PF	01642 612278
Yarm Library	41 The High Street, Yarm, Stockton-on-Tees, TS15 9BH	01642 528152

### Wi-Fi, computers and accessing the internet

Free Wi-Fi, computers and internet access are available within libraries. There are also some free Wi-Fi and computer access available around Stockton. These are available at the below addresses:

- Stockton and District Advice and Information Service, TS18 1RH

- Stockton Customer Service Centre, TS18 1TU
- Lighthouse Centre, TS18 3NG
- Thirteen Group, TS18 1NA
- Sanctuary Supported Living, TS18 2HR
- Newtown Community Resource Centre, TS19 0DE

## Things to see and do in Stockton-on-Tees

Stockton has lots of attractions and events, many of which are free. For a full list of things to see and do in Stockton, go to <http://www.thisisstockton.co.uk/attractions>. You can also ask your Welfare Officer or Housing Manager for more information. Here are some examples of activities that you can take part in that are FREE:

**Park Run:** Park runs are free, weekly, community events. Saturday morning events are 5km and take place in parks and open spaces. On Sunday mornings, there are 2km junior park runs for children aged four to 14. For more information visit <https://www.parkrun.org.uk/>.

**Great Run Local:** Great Run Local are free weekly running events on Sundays (2km and 5km). For more information visit <https://www.greatrunlocal.org/>.

**Parks** are free to visit

- **Preston Park Museum and Grounds**  
Address: Yarm Road, Eaglescliffe, Stockton-on-Tees, TS18 3RH
- **Great North Park**  
Address: Somerset Road, Norton, Stockton-on-Tees, TS20
- **Harewood Pleasure Gardens**  
Address: Acklam Road, Thornaby, Stockton-on-Tees, TS17
- **Allison Trainer Park**  
Address: Thornaby, Stockton-on-Tees, TS17 9AY
- **Newham Grange Park**  
Address: Bishopton Avenue, Stockton-on-Tees
- **Ropner Park**  
Hartburn Lane, TS18 4EF



### Volunteering

While you are living in Stockton and awaiting your decision on your asylum claim, you may wish to develop your skills and volunteer in Stockton. Volunteering is a great way to get involved in your local community, make friends, learn new skills, and stay healthy and active. To learn more about the volunteering opportunities in Stockton, go to <https://www.stockton.gov.uk/strong-communities/get-involved-in-your-community/>. Libraries may also be able to provide you with information to help get involved in volunteering. You can also ask your Welfare Officer or Housing Manager for more information.

### Active Stockton

For information on how you can get involved with sport and physical activity, join a sports club, and start coaching or volunteering, go to <https://www.stockton.gov.uk/arts-culture-and-leisure/sport-and-leisure/>.

Stockton also has a network of centres for swimming and other sport and leisure activities. These centres offer a range of different activities, including gym facilities and swimming lessons. For more information for the centres in Stockton, go to <https://www.teesactive.co.uk/#>.

Please note that although some events and sports activities must be paid for, there are also some that are free. If you are unsure, ask your Welfare Officer or Housing Manager.

## Football

There is a strong playing scene for both adults and children, which is often called 'Grass Roots Football'. North East Grassroots Football can be accessed via Facebook where you can ask about local clubs which you or your child could make contact with here <https://www.facebook.com/grffootball/>.

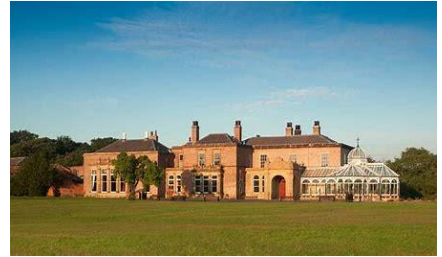
## Museums

**Preston Park Museum** (payment on entry)

Address: Preston Park, Yarm Road, Stockton-on-Tees, TS18 3RH

Phone: 01642 527375

Website: <https://www.prestonparkmuseum.co.uk/>



## Religion and places of worship

There are a wide range of places of worship in Stockton. To access a list of places to worship to choose from, please visit <https://www.yell.com/s/places-of-worship-stockton-on-tees.html>. You can also search online to find one nearest to you.

You may be able to make connections with people of your religious background at the many support networks listed in this pack. Please find some examples of places of worship in Stockton below:



*Farooq E Azam Mosque & Islamic Centre,  
Bowesfield Lane, Stockton-on-Tees, TS18 3B*



*Stockton Parish Church High Street, Stockton-On-Tees, TS18 1SP*

## Support Networks

Below you will find details of your local support networks, they will provide you with practical support and advice. They may also be a place to meet people who speak your language, offer English classes and the opportunity to volunteer. You can also search for support networks including those from your own language community in the Service Directory on the NEMP Website [www.nemp.org.uk](http://www.nemp.org.uk).

### Migrant Help

Asylum helpline: **0808 8010 503**

Email: [info@migranthelpuk.org](mailto:info@migranthelpuk.org)

Website: [www.migranthelpuk.org/contact](http://www.migranthelpuk.org/contact)

Providing independent advice and guidance to assist asylum seekers move through and understand the asylum process. It is important that those seeking asylum in the UK go to Migrant Help to report issues with their asylum accommodation, and any other advice needed during their asylum journey. Migrant Help also provide support during the post-asylum decision period,



whether the decision has been positive or negative. Migrant Help teams can also provide outreach services to vulnerable clients, if you feel you need some extra support.

### **Cultures CIC**

Office: Cultures CIC, 66 Dovecot Street, Stockton, TS18 1LL

Phone: 01642 605838

Email: [info@culturescic.co.uk](mailto:info@culturescic.co.uk)

Website: <https://culturescic.wixsite.com/cultures-cic>

Cultures CIC provide: basic English, Maths and IT classes, bike doctor, spoken English classes, sewing classes and understanding living in Britain session. Please contact CIC directly for further information.

### **Justice First**

Office: Justice First, 135 Norton Road, Stockton-on-Tees, TS18 2BG

Phone: 01642 601122

Email: [info@justicefirst.org.uk](mailto:info@justicefirst.org.uk)

Website: <http://justicefirst.org.uk/>

Justice First responds to the needs of people living in the Tees Valley area who are seeking asylum in the UK and who have initially been refused leave to remain. People in this position may have a very good case for asylum, but have no recourse to legal aid and no access to benefits. Justice First provide legal advice by appointment only sessions. Please contact Justice First to organise an appointment. Advice can also be given over the phone.

### **Stockton Baptist Church**

Office: Stockton Baptist Church, The Square, Stockton-on-Tees, TS18 1TE

Phone: 01642655071

Email: [office@stocktonbaptistchurch.co.uk](mailto:office@stocktonbaptistchurch.co.uk)

Website: <https://stocktonbaptistchurch.co.uk/community-world/ras-refugee-asylum-seekers/>

Stockton Baptist Church provide a drop-in. This is a mixed session for both men and women to relax and chat, have a coffee, tea and biscuits or join in with activities. They play a variety of games like table tennis, table football, board games and run a craft class for those who enjoy being creative. They also provide English lessons. A drop-in is also available for women and children and activities include a variety of crafts, English lessons and support with legal cases. Help is also given to those who need clothes and other essential items. For further details, please contact Stockton Baptist Church directly.



### **St Peters Church**

Office: St Peter's Church, Yarm Road, Stockton, TS18 3PJ

Phone: 01642 611603

Email: [info@stpetersstockton.org](mailto:info@stpetersstockton.org)

Website: <https://www.stpetersstockton.org/>

St Peters Church run an ESOL café and also offer a clothing bank scheme. Please get in touch directly for further information.



### **A Way Out**

Office: A Way Out, 1-2 CastleGate Quay, The Riverside, Stockton-on-Tees, TS18 1BZ

Phone: 01642655072

Email: [info@awayout.co.uk](mailto:info@awayout.co.uk)

Website: <https://www.awayout.co.uk/>

A Way Out provide a drop-in. Please contact A Way Out directly to find out further information.

### One Community Link

Office: Rhema House Centre, 2 Portrack Lane, TS18 2HG

Phone: 07863240016

Email: [Onecommunitylink@aol.com](mailto:Onecommunitylink@aol.com) or [livinguphrasia@outlook.com](mailto:livinguphrasia@outlook.com)

Facebook:

<https://www.facebook.com/groups/1771680349548445/?ref=share>

One Community Link provide support in Arabic, Shona and Ndebele. They offer a variety of sessions including drop-ins, hate crime reporting sessions, basic English classes to Black, Asian, Minority ethnic and Refugees and a clothing bank. Please contact One Community Link via email or Facebook for further information.



### One Community Link: Challenging Racism, Changing Lives

Office: Rhema House, 2 Portrack Lane, Stockton-on-tees, TS18 2HG

Email: [marshacg1981@hotmail.com](mailto:marshacg1981@hotmail.com)

Website: [www.allinyouthproject.com](http://www.allinyouthproject.com)

The All in Youth Project is a 3<sup>rd</sup> Party Hate Crime reporting centre and provides services and support for people who have experienced racism. Please contact All in Youth Project directly for further information.

### Iranian Community North East

Office: c/o Cultures 66 Dovecot Street, Stockton on Tees, TS18 1LL

Email: [iraniancommunitystockton@gmail.com](mailto:iraniancommunitystockton@gmail.com)

Facebook: <https://www.facebook.com/iranian.stockton>

Phone: Fatemeh Khoshkholgh 07447772482

Iranian Community North East provide support in Farsi. They offer a variety of sessions from English classes, driving theory classes, job and training search and a social drop-in. Please contact Iranian Community North East via email or Facebook for further information.



### Acts of Love International

Office: c/o Rhema House, 2 Portrack Lane, Stockton on Tees, TS18 2HG

Email: [actsof\\_love@yahoo.co.uk](mailto:actsof_love@yahoo.co.uk)

Phone: 01642 964129

Facebook: <https://www.facebook.com/actsoflove207>

Acts of Love International provide support to all ethnic minority backgrounds (BAME), refugees and asylums seekers. We offer a variety of sessions from English for beginners (ESOL classes), Foodbank, Health well-being session focus on nutrition and health MOTs, sports and drop-ins. Please contact Acts of Love International via email for further information.



### Portrack Baptist Church

Office: St Ann's Terrace, Stockton-on-Tees, TS18 2HT

Phone: 01642 614123

Email: [admin@portrackbaptistchurch.co.uk](mailto:admin@portrackbaptistchurch.co.uk)

Website: <https://www.portrackbaptistchurch.co.uk/welcome/>

Portrack Baptist Church provide a drop-in. Please contact the church directly for further information.

### British Red Cross

Email: [refugeesupportnortheast@redcross.org.uk](mailto:refugeesupportnortheast@redcross.org.uk)

Website: <https://www.redcross.org.uk/>

The British Red Cross can help asylum seekers and refugees with: destitution support, orientation, emotional support and asylum support (NASS) and issues around accommodation. They can also help with health such as registering with a doctor or dentist, completing HC1 application forms, moving on from NASS support and onto mainstream benefits, OISC level 1 such as countersigning Home Office travel document applications and family reunion travel assistance. Please contact





the British Red Cross directly for further information. To speak to the British Red Cross International Family Tracing lead, contact Sanja Ratkusic [Sanjaratkusic@redcross.org.uk](mailto:Sanjaratkusic@redcross.org.uk).

### **North of England Refugee Service (NERS)**

Office: Unit 6, Broadcasting House, Newport Road, Middlesbrough, TS1 5JA

Phone: 0164 217447

Email: [teesvalley@refugee.org.uk](mailto:teesvalley@refugee.org.uk)

Website: <https://refugee.org.uk/>

NERS provides information, advice and support to asylum seeking families and individuals on legal representation, financial, health and housing-related matters as they navigate the complex asylum system. Contact NERS directly for further information regarding their asylum support that they offer.



*North of England*  
**REFUGEE SERVICE**

### **Arrival Medical Practice**

Address: Endurance House, Clarence Street, Stockton-on-Tees, TS19 2EP

Phone: 01642 615315

Website: <https://www.arrivalpractice.co.uk/info.aspx?p=8>

The Arrival Practice provides free, confidential health care. Asylum seekers can register with any GP practice in Stockton but Arrival Practice offer a specialist service to asylum seekers in the local area, not only do they help with healthcare needs they also offer social and wellbeing support.



### **Diversity Inside Us**

Email: [diversityinsideus@gmail.com](mailto:diversityinsideus@gmail.com)

Facebook: <https://www.facebook.com/Diversity-Inside-Us-101711138185357/>

Phone: 01642 269 331

Diversity Inside Us provide support in Albanian. Please contact Diversity Inside Us directly for further information.