Emergency Assistance

If you are unable to access the help you need, please speak with Hazel Hilton (manager) or Alana Tudor (deputy manager), we will work hard to find the right help for you.

**Food Bank Referrals:** These can be made by your GP, school, preschool, a social worker or health visitor, or Citizens Advice.

**East Cheshire Emergency Assistance Helpline:** Telephone 0300 123 5010. Monday to Friday 8.30am to 5.00pm

**Household Support Fund:** help available until March 2024. Dependent upon your circumstances help is available to families, adults of any age and pensioners. Help can be given for food vouchers, help with boiler repair or replacements for homeowners, help with housing costs for those in rented accommodation. Please visit the Cheshire East Household Support Fund web page. For emergency support, please contact the Emergency Duty Team via 0300 123 5022

**Cheshire East Live Well:** Telephone **0300 123 5013.** Monday to Friday 8.30am to 5.00pm

# **Family Lives Charity: Telephone 0808 800 2222**

Family Lives provides targeted early intervention and crisis support to families who are struggling. The issues we support families with include family breakdown, challenging relationships and behaviour, debt, bullying, risky teenage behaviour, isolation, and emotional and mental wellbeing. Opening Times: Monday to Friday 09:00 – 21:00, Saturday and Sunday 10:00 - 15:00. Any calls during the night are answered by Samaritans.

**Cheshire East Domestic Abuse Helpline**: 24 hours 0808 2000 247.

The CWP Crisis is a 24/7 telephone service supporting children and adults. If you need urgent support for your mental health, please call 0800 145 6485.

[**Samaritans** Every life lost to suicide is a tragedy | Here to listen](https://www.samaritans.org/): Whatever you’re going through, a Samaritan will face it with you. We’re here 24 hours a day, 365 days a year. Call: **116 123**, Email: [jo@samaritans.org](mailto:jo@samaritans.org)

[**24/7 Shout**](https://giveusashout.org/)  : Text **85258** for 24/7 confidential text support. It's a place to go if you're struggling to cope and need mental health support.

[**Mentell:** Free Support Circles for Men](https://www.mentell.org.uk/learn/local-circles) confidential face to face or online support groups for men.

[**The Silver Line Helpline**](https://www.thesilverline.org.uk/)**:** is a free confidential service for older people, providing 24/7 support, friendship and advice on **0800 470 8090.**

[**Switchboard LGBT+ Helpline**](https://switchboard.lgbt/) offering a safe space to talk between 10.00-22.00 everyday **0300 330 0630**.

[**Stay Alive Suicide Prevention app**](https://livewellservices.cheshireeast.gov.uk/Services/4765) offers support, local and national helplines and a safety plan.

[**Safety Plan - No More Suicides (no-more.co.uk)**](https://no-more.co.uk/safety-plan/) creating a safety plan is a useful way to write down listed 24/7 support services, coping strategies and emergency contacts.

### **Support following a Suicide:** [Get help now. Free and confidential, for as long as you need it](https://amparo.org.uk/). Amparo offers free, 1-1 or group support – call **0330 088 9255.**

### **Childline:** Get help and advice about a wide range of issues, call us on 0800 1111, talk to a counsellor online, send Childline an email or post on the message boards.

### **Cheshire East Consultation Service: If you have immediate concerns about a child’s safety call 0300 123 5012 (Ext 3). Mon – Thurs 8.30 – 4.00 pm Friday 8.30 – 4.30. Out of hours 0300 123 5022.**

### **Prevent: Radicalisation and Extremism**. In Cheshire East if you suspect a child to be suffering or likely to suffer significant harm, including being radicalised, then in line with child protection procedures contact ChECS; Cheshire East Consultation Service on 0300 123 5012 and you must also contact the Police Prevent officer 01606 362121 or email [prevent@cheshire.pnn.police.uk](mailto:prevent@cheshire.pnn.police.uk)

**Safeguarding/child protection allegations against a staff member call LADO 01606 288931**

**OFSTED: Complaints 0300 123 4666 Police/Ambulance/Fire 999**