

August 2016

Service Name:	ESCAPE Family Support
Contact information	01670 352 700 hello@escapefamilysupport.org.uk www.escapefamilysupport.co.uk
Description:	<p>ESCAPE offer Support to carers and families affected by a loved one's substance misuse. They offer a variety of services including: 24 hour helpline; one to one support; counselling; group training e.g. CRAFT (community reinforcement and family training) and Freedom Programme. They also offer drug and alcohol training; carer support groups; Strengthening Families Programme; respite activities and complementary therapies.</p> <p>The service also support vulnerable women with substance misuse difficulties and those in recovery. Escape offer a variety of support for this including: one to one support; counselling; recovery groups; education / training sessions and courses.</p>
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Escape accept self-referrals, as well as referrals from voluntary and statutory agencies
Opening hours:	Flexible opening hours including evenings
Geographical coverage:	Mainly South East Northumberland and group support in West Northumberland

August 2016

Service Name:	Children North East
Contact information	0191 256 2444 enquiries@children-ne.org.uk www.children-ne.org.uk
Description:	<p>Children North East works with children, young people and their parents who are living in poverty or whose lives are disadvantaged because of family misfortune – divorce or separation, eviction, redundancy, long term unemployment, victims of crime, imprisonment, long term ill health, depression or post-traumatic stress. They believe it is not fair or right that some children do not get the same chances and breaks as their peers. Their services include:</p> <ul style="list-style-type: none"> • Support for families who are homeless or in danger of becoming homeless • Intensive family work to prevent children and young people being taken into care due to substance misuse or domestic violence within their family • Support for families with children who find themselves struggling with issues like depression, debt, isolation etc. • Support for primary school children who are under achieving in a school setting • Support for young people who have issues of self-esteem, mental health, sexual health, housing, unemployment, training and education • Work to recognise and encourage the role of fathers and male carers in the life of a family and encourage the role of men in childcare.



August 2016

Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals are dealt with on a case by case basis. If you wish to refer someone then please contact the Children North East main reception number and they can help direct you to the right service.
Opening hours:	9am to 5pm Monday - Thursday 9am to 4.30pm Friday The service also offer some weekend work within specific services
Geographical coverage:	Available across Northumbria



August 2016

Service Name:	Community Counselling Cooperative
Contact information	07549 698049 communitycounsellingcoop@gmail.com http://communitycounsellingcooperative.co.uk/
Description:	Community Counselling Cooperative (CCC) offer psychological & emotional support for male victims of domestic abuse. Including one to one counselling & peer group support. The service is carried out by CCC - a not for profit organisation working with client groups otherwise excluded from counselling.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals can be made via a professional service or by self-referral, either by email to simon.campbell3@nhs.net or by calling on 07549698049
Opening hours:	Opening times are flexible
Geographical coverage:	The service works with individuals in Northumberland, Newcastle, North & South Tyneside, Gateshead and Sunderland

August 2016

Service Name:	Community Safety – Gateshead Council
Contact information	0191 433 2279 communitysafety@gateshead.gov.uk
Description:	<i>'We all want to feel safe, in our homes, in our communities. But when we don't, it's important to know that there is help and support available.'</i> Gateshead Council's Community Service team works with Northumbria Police, Tyne & Wear Fire and Rescue Service, National Probation Service and Community Rehabilitation Company, Clinical Commissioning Group as well as The Gateshead Housing Company and many other key agencies to offer support and advice on community safety issues – from domestic abuse to anti-social behaviour.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	
Opening hours:	
Geographical coverage:	Covers the whole of Gateshead

August 2016

Service Name:	Gateshead Evolve, Integrated Drug and Alcohol Service
Contact information	0191 594 7821 Sarah.beat@cri.org.uk www.cri.org.uk
Description:	Gateshead Evolve are an integrated drug and alcohol service for all adults in Gateshead. The services they offer are as follows: <ul style="list-style-type: none"> • Prescribing services • Harm Minimisation advice and needle exchange • Detox from drugs and/or alcohol • Health assessment including Blood Bourne Virus screening • Group work programmes • Housing support • Counselling • A recovery programme for all • Support with such problems as housing and employment • Family and carer support • Recovery Van to enable us to provide an outreach service.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The service accepts self-referrals
Opening hours:	Gateshead Evolves Regent Terrace office is open: 9am to 8pm Monday 9am to 5pm Tuesday - Friday The Needle exchange is open: 9am to 5pm Monday - Friday
Geographical coverage:	Covers the whole of Gateshead

August 2016

Service Name:	Turning Point
Contact information	<p>0191 230 3116</p> <p>Northumberland: Clair.OConnor@ntw.nhs.uk</p> <p>North Tyneside: Paula.Routledge@ntw.nhs.uk</p> <p>South Tyneside: Karen.Preston@turning-point.co.uk</p> <p>Sunderland: Lorraine.Hollis@turning-point.co.uk</p> <p>Newcastle: Lindsay.Diston@turning-point.co.uk</p> <p>www.turning-point.co.uk</p>
Description:	Turning Point are a health and social care organisation who work with adult substance misusing offenders. They provide structured psychosocial interventions and recovery support interventions to any adult who is suffering from the effects of any substance use and has had contact with the criminal justice system.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The service accept self-referrals and those from professionals
Opening hours:	<p>The opening hours are: 9am to 5pm Monday - Friday</p> <p>However, the service will also accommodate out of hours requests.</p>
Geographical coverage:	Available across Northumbria

August 2016

Service Name:	Isos Housing
Contact information	0191 292 3357 info@isoshousing.co.uk http://www.isoshousing.co.uk/
Description:	Isos is a housing association ASB team. They deal with high risk victims of ASB across their housing stock, they are specialist in using housing legislation to protect victims of domestic abuse.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals are made through Isos Housing
Opening hours:	The opening hours are: 9am to 5pm Monday - Friday Isos also offer a 24 hour phone helpline
Geographical coverage:	Available across Northumbria

August 2016

Service Name:	The Prince's Trust
Contact information	0191 497 3210 Hannah.clemson@princes-trust.org.uk www.princes-trust.org.uk
Description:	The Prince's Trust offer programmes for young people (aged 13 – 25) that help to engage them back into education, training and employment. Their 'Fair bridge' programme works with the hardest to reach young people furthest from the job market and aims to increase their confidence, self-belief, goal setting skills, communication skills, time keeping skills to name but a few. Young people will then progress onto another Princes Trust programme or into education, training or employment. The Prince's Trust offer other programs such as: The 'Get Started' programme, which is a one week engagement programme that works with high profile partners such as Newcastle United to offer young people experiences within areas of interest such as Football or Dance; They also offer 'The Get Into' programme is a 4-6 week employability programme which gives young people access to sector specific training and offers a minimum of 75% of the young people employment with the delivery partners.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals can be made via the Outreach team
Opening hours:	The opening hours are: 8am to 5pm Monday-Friday
Geographical coverage:	Covers the whole of Northumbria

August 2016

Service Name:	PROPS North East
Contact information	0191 226 3440 office@newcastleprops.org.uk www.newcastleprops.org.uk
Description:	PROPS North East provide support to carers/family members of all ages who care for drug and/or alcohol users within Newcastle and North Tyneside. Types of support identified can present as emotional, practical, social, health-care, financial and/or legal difficulties. PROPS North East's broad range of services provided is through confidential outreach work via one-one support, group work, direct support to young people affected by family members drug and/or alcohol use, drug and alcohol awareness, training, respite opportunities, complementary therapies and a confidential out of hours helpline.
Service costs to individuals:	The core service is free to access for all carers and family members. However, there is a small charge for counselling and complementary therapies.
Receiving referrals / qualifying Criteria:	Referrals into PROPS North East can be made by the individual or by a professional through an initial telephone call to the office.
Opening hours:	The opening hours are: 8.30am to 4.30pm Monday - Friday. Helpline access is: 5pm to 9pm weekdays and weekends: 9am to 9pm
Geographical coverage:	Operate across Newcastle and North Tyneside

August 2016

Service Name:	Wearside Women in Need
Contact information	Main office: 0191 416 3550 Helpline: 0800 066 5555 wwin@ms.aol.com
Description:	<p>Wearside Women in Need (WWiN) provide the following:</p> <ul style="list-style-type: none"> • 24/7 helpline for DV victims • Outreach services for women who live in Sunderland • Group work in the Sunderland area, this includes, peer support groups and the freedom programme • IDVA service <p>The organisation have 4 refuges for DV:</p> <ul style="list-style-type: none"> • The first specialises in young women aged 16 to 18 • The second refuge specialises in BME women • The third refuge specialises in older women /women with learning difficulties • The last refuge specialises in women with drug/alcohol/mental health problems <p>WWiN also have a 'drop in' service in Washington for homeless people (available for men and women) and people who are generally socially excluded /living in poverty/mental health problems etc.</p>
Service costs to individuals:	There is no cost for this service
Receiving referrals / qualifying Criteria:	The service accept self-referrals as well as referrals from other organisations
Opening hours:	Different opening times for the different services offered.
Geographical coverage:	The organisation covers Sunderland

August 2016

Service Name:	BLISS=Ability
Contact information	0191 427 1666 enquiries@blissability.co.uk www.blissability.co.uk
Description:	BLISS=Ability is an Information Service providing details on all aspects of disability in the appropriate accessible formats. The service can provide information on: <ul style="list-style-type: none"> • Where local support groups are and how to contact them. • What equipment is available and where to access it. • Who to contact to ensure you are in receipt of the right benefits • How to get support and respite as a carer or family member. • And any other matters relating to disability.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The service takes referrals from any source as well as self-referrals
Opening hours:	The opening hours are: 9.00am to 4.30pm Monday - Friday The service will also accommodate out of hour appointments
Geographical coverage:	Some services are just funded for South Tyneside but other services are available outside of the area

August 2016

Service Name:	Choysez
Contact information	01670 821 515 admin@choysez.org www.choysez.org
Description:	Choysez offers support to young people to help raise their self-esteem, confidence and social skills by combing indoor, outdoor and residential work to achieve further educational qualifications.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The service accepts referrals from schools, councils, social workers, youth offending teams and the police
Opening hours:	The opening hours are: 8.30am to 8.30pm Monday - Friday
Geographical coverage:	Available in Northumberland

August 2016

Service Name:	Newcastle upon Tyne CAB
Contact information	0344 245 1288 citycab@newcastlecab.org.uk www.newcastlecab.org.uk
Description:	Newcastle CAB offers free, independent, confidential and impartial advice for people who live or work in Newcastle. Staff and volunteers are trained to give advice on: Welfare benefits; Money; debt and credit problems; Employment; Consumer; Housing; Neighbourhood disputes; Education and healthcare; Immigration and residency queries; Family and personal issues. If needed, the service can also provide practical help to fill in forms, write letters or negotiate with third parties.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Newcastle CAB accept self-referrals
Opening hours:	The opening hours are: 10 – 3 on Monday Tuesday & Wednesday 10 -6 on Thursday 10 – 1 on Friday.
Geographical coverage:	Operate across Newcastle

August 2016

Service Name:	The Compassionate Friends
Contact information	0845 123 2304 info@tcf.org.uk http://www.tcf.org.uk/
Description:	<i>'Every parent's worst nightmare is to lose a child'</i> . This phrase may be a cliché but each year, for thousands of parents, the nightmare becomes a reality. The Compassionate Friends is an organisation of bereaved parents, siblings and grandparents offering support, understanding and comfort to others after the loss of a child, of any age, from any cause. They offer a National Telephone Helpline, staffed by bereaved parents, which is available for support and information 365 days a year, as well as a website and moderated online community forum, local support contacts and groups, weekend gatherings and retreats, information leaflets, bereavement support publications and a postal library.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Accept self-referral
Opening hours:	The opening hours are: 10am to 4pm Monday to Friday
Geographical coverage:	Available across Northumbria

August 2016

Service Name:	Barnardo's Orchard
Contact information	0191 240 4813 Orchard.project@barnardos.org.uk www.barnardos.org.uk
Description:	Barnardo's Orchard provides a therapeutic service for children, young people, adults and families. They specialise in bereavement, sexual abuse and domestic abuse. The services they offer are as follows: <ul style="list-style-type: none"> • Early Intervention and Prevention. • Family Learning Initiative • Assessments and Treatment for parents where there are concerns about their capacity to protect. • Work with Children of Prisoners and Offenders. • Circles of Support and Accountability Service. • Circles2 Intervention – service for women/children/families who have been subject to sexual or domestic violence/abuse.
Service costs to individuals:	There is no cost for this service
Receiving referrals / qualifying Criteria:	GP's make referrals to the service for Bereavement. The Sexual abuse service is gate kept by the CCG but can be referred into by any professional
Opening hours:	The opening hours are: 8:30am to 7pm Monday - Friday Also open: 10am to 4pm Saturday
Geographical coverage:	Operates across Newcastle

August 2016

Service Name:	Cruse Bereavement Care – Tyneside
Contact information	0191 276 5533 Admin.tyne@crusenortheast.org.uk http://www.cruse.org.uk/Tyneside-area
Description:	Cruse Bereavement Care offers one to one support with qualified volunteers, as well as twice-yearly support groups
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The service accepts self-referrals, as well as referrals from professionals
Opening hours:	The opening hours are: 10am to 6pm Monday to Friday
Geographical coverage:	Covers Newcastle; North Tyneside; Gateshead; South Tyneside

August 2016

Service Name:	Sunderland Counselling Services
Contact information	0191 514 7007 office@sunderlandcounselling.org.uk www.sunderlandcounselling.org.uk
Description:	<p>The Sunderland Counselling Service provide free, confidential, face to face, individual counselling to men and women over the age of 18 from the Sunderland area, who have experienced sexual abuse, rape or sexual violence, either in childhood or as an adult, and who are looking for support to address the impact of their experiences from qualified and specially trained counsellors.</p> <p>Service also available to men from South Tyneside and Gateshead who have experienced childhood sexual abuse or rape or any form of sexual assault in adulthood.</p> <p>In addition, a peripatetic counsellor can work anywhere in the North East with male victims of rape or sexual abuse over the age of 16.</p>
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Accept self-referrals as well as referrals from professionals, such as GPs, social workers, nurses etc.
Opening hours:	<p>The opening hours are:</p> <p>9am to 7.30pm Monday and Tuesday 9am to 4.30pm Wednesday 9am to 7.30pm Thursday 9am to 4pm Friday</p>
Geographical coverage:	The service is available across Sunderland

August 2016

Service Name:	EACH
Contact information	0808 1000 143 director@each.education http://www.eacheduaction.org.uk/
Description:	<p>EACH is the multi award-winning charity which works to affirm the lives of lesbian, gay, bisexual and transgender (LGBT) people and reduce discrimination experienced because of sexual orientation or gender identity.</p> <p>Their current services include:</p> <ul style="list-style-type: none"> • Creating resources to help schools, organisations and employers create a safer and more equal work or study environment for LGBT people • Providing training and consultancy to help national or regional agencies better understand legislation and the law regarding sexual orientation and gender identity matters and effect change at both a strategic and policy level • Raising awareness of Online Safeguarding issues and cyber bullying affecting both young people and adults • Delivery of a nationwide Action line and online reporting service for young people to secure support further to experiencing homophobic or transphobic bullying • Reach: A dynamic Big Lottery funded project working with young people aged 13-21 to inform resources for formal and informal youth settings to challenge homophobic, sexist and cyber bullying
Service costs to individuals:	There is no charge for this service



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Receiving referrals / qualifying Criteria:	Accept self-referrals
Opening hours:	The opening hours are: 9am to 5pm Monday to Friday
Geographical coverage:	The service is available across Northumbria



August 2016

Service Name:	Supportline
Contact information	01708 765 222 info@supportline.org.uk http://www.supportline.org.uk/
Description:	Supportline provides telephone support for any problems including bullying and cyber-bullying as well as support via email and post.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Accept self-referrals
Opening hours:	The opening hours are: 8.30 to 10.30pm Monday 5pm to 7.30pm Tues, Wed, Thurs
Geographical coverage:	Service is available across Northumbria

August 2016

Service Name:	Acorns
Contact information	0191 200 6302 admin@acornsproject.org.uk www.acornsproject.org.uk
Description:	Acorns offer children and young people between 6 and 18 years old (and sometimes younger siblings) who live in North Tyneside, time to share any difficulties or problems they have because of experiences of domestic violence or sexual abuse. Some people like to talk about their feelings and what has happened whereas others like to use drawing, paint, clay, toys and games to help to let others know how they feel. At Acorns the counsellors help children and young people to find the best way to express what may be worrying them on a one-to-one basis, and to have FUN!
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	
Opening hours:	The opening hours are: 9am to 5pm Monday - Friday
Geographical coverage:	Based in North Shields offering services to people across the borough

August 2016

Service Name:	North Tyneside VODA
Contact information	0191 643 2620 admin@voda.org.uk
Description:	VODA matches volunteers (age 15+) with those organisations that need their help. They also support voluntary and community sector groups with all aspects of volunteering, development, fundraising and issues around running a group. VODA provides training aimed at developing management committees, volunteers and staff. Training usually lasts from 2 hours to a full day.
Service costs to individuals:	Most advice services are free. However training involves a small fee (from about £35 per day).
Receiving referrals / qualifying Criteria:	People may refer themselves or through various agencies, e.g. Connexions, Employment Service, GPs, etc.
Opening hours:	The opening hours are: 9am to 5pm Monday - Thursday 9am to 4:30pm Friday
Geographical coverage:	Service is available across North Tyneside



August 2016

Service Name:	YPVA Newcastle
Contact information	0191 212 5850 Audrey.johnson@newcastle.gov
Description:	The Young Person's Violence Advisor works with young people aged 13-18 who are experiencing a range of intimate partner abuse, including Domestic Abuse, Honour- Based violence, Forced Marriage and Online Abuse. The Young Person's Violence Advisor will provide 1-1 emotional support, advice, information and practical support to assist young people to be safe. This may include encouraging young people to talk about their experience and contributing to their own safety plan.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	
Opening hours:	The opening hours are: 9am to 5pm Monday - Friday
Geographical coverage:	Available in Newcastle

August 2016

Service Name:	Someone Cares
Contact information	0191 257 8094 Referrals@someonecares.org.uk www.someonecares.org.uk
Description:	Someone Cares provides one to one counselling to victims of abuse/domestic violence (specialising in childhood sexual abuse) and their supporters.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals are taken via telephone or email, qualifying criteria for the service is the client must have experienced abuse (including domestic violence, rape or sexual assault), or be a supporter of a victim of abuse rape or sexual assault
Opening hours:	
Geographical coverage:	The service is based in North Shields. If people can get to the base anyone from the North East area can access the service. On occasion they undertake outreach work at G.P surgeries and Sure Start centres etc.

Service Name:	Streetwise
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August 2016

Contact information	0191 230 5400 admin@streetwisenorth.org.uk www.streetwisenorth.org.uk
Description:	Streetwise is a charity which offers free, confidential and non-judgemental information, advice, counselling, support and advocacy services for young people under 25 who live in Newcastle and the surrounding areas.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals can be made via the phone, Facebook, internet, or via of weekly open access drop in sessions
Opening hours:	Current office opening hours are: 9am to 5pm Mondays - Fridays Drop in opening hours are: 2pm to 5pm Monday 2pm to 5pm Tuesday 2pm to 7pm Thursday 2pm to 5pm Friday Counselling appointments are: 2pm to 5pm Monday 12pm to 8pm Tuesday 10am to 8pm Wednesday 12pm to 8pm Thursday 10am to 6pm Friday 9am to 5pm Saturday
Geographical coverage:	Available across Newcastle

Service Name:	N2L
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August 2016

Contact information	0191 643 8802 N2I@northtyneside.gov.uk www.n2i.org.uk
Description:	The service provides Substance misuse treatment and intervention for young people
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Receive referrals through professionals via a screening tool or self-referral via phone or webpage. Must be under 18 and using substances (incl. alcohol) and live in North Tyneside
Opening hours:	The opening hours are: 9am to 5pm Monday- Thursday 9am to 4.30pm Friday
Geographical coverage:	The service is available in North Tyneside

Service Name:	Northumberland Fire Service
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August 2016

Contact information	01670 621110 FireReception@northumberland.gov.uk http://www.northumberland.gov.uk/
Description:	Offer services such as smoke alarms fitting and home fire safety check as well as letterbox locks (anti-arson device to prevent posting ignited materials through letterbox)
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals can be made through partner agencies (e.g., Adult Services), MARAC, Police, ASB Officers
Opening hours:	Open 24/7
Geographical coverage:	Covers all of Northumberland

Service Name:	Neighbourhood Watch
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August 2016

Contact information	0116 229 3118 enquiries@ourwatch.org.uk http://www.outreach.org.uk/
Description:	The service provides the following: <ul style="list-style-type: none"> • Membership of a Neighbourhood or Home Watch scheme or support to set a scheme if none exists. • National support and advocacy for Neighbourhood and Home Watch members at a strategic level. • Membership of Neighbourhood or Home Watch is proven to provide protection against crime. • It can also help people to develop a closer relationship with their local police and more social interaction with their neighbours.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	There is no qualifying criteria for this service
Opening hours:	The opening hours are: 9am to 5pm Monday to Friday
Geographical coverage:	Cover the whole of Northumbria

Service Name:	Rape Crisis Tyneside and
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August 2016

	Northumberland
Contact information	Admin Line: 0191 222 0272 Helpline: 0800 035 2794 enquiries@rctn.org.uk www.rctn.org.uk
Description:	Rape Crisis offers support to women aged 13 years+ who have been the victim of sexual assault either recent or historic. Services provided include: Face to face counselling; telephone counselling; sexual violence helpline; email support; group work; specialist information; help in accessing information; training for professionals. The service supports women survivors from all communities including BME, lesbian, bi-sexual, transgender and questioning and women with physical and learning disabilities.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Rape Crisis take referrals from professionals and self-referrals by phone or in writing.
Opening hours:	Specialist Sexual Violence Helpline open Tues, Wed and Thurs evening 6pm to 8.30pm and Friday mornings 11.00am to 2pm
Geographical coverage:	Covers Tyneside and Northumberland

August 2016

Service Name:	Tyneside Mind
Contact information	0191 477 4545 admin@tynesidemind.org.uk www.tynesidemind.org.uk
Description:	Tyneside & Northumberland Mind exists to promote positive mental health, providing flexible, responsive and sustainable support services. We put people first by involving service users, carers and local community. We do all this to make it possible for people who experience mental distress to live full lives and play their full part in society. We offer a range of services based on the Recovery model where all services are focused on improving and enhancing an individual's wellbeing, based on the principles and practices of person centred planning and self-directed support. Our services are based on the principles of Wellbeing, Recovery, Resilience and Prevention.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Anyone over 16 years old can receive counselling if they are registered with their local doctor. We see men and women, people from all cultural and ethnic backgrounds, and people from within the LGBT (lesbian, gay, bisexual and transgender) community. All are welcome. Sessions are only available on a referral basis from your GP or another member of the primary care team. The counselling we offer is face to face, with each session lasting 50 minutes. It is generally more short-term, offering 6 – 8 sessions to each individual.
Opening hours:	The opening times are: 9.00am to 4.30pm Mon/Thu/Fri 9.00am to 8.30pm Tue/Wed
Geographical coverage:	Because of the way our funding works we can't deliver all of our services in all areas. If you are in doubt please contact us.

Service Name:	MESMAC North East
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August 2016

Contact information	0191 233 1333 all@mesmacnortheast.com www.mesmacnortheast.com
Description:	MESMAC provides information and advice about rape, sexual abuse, and partner violence. All services are confidential and free. Aim is to combine a safe space, where you can talk through your experiences and feelings, with practical advice, group work, one to one counselling, continued support, provide sexual health information and advice. They have an excellent website which provides region wide information on LGB and T groups/activities and full information about our services including a downloadable leaflet library, and we are happy to signpost people who contact us from out of our funded area
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Provide an open access service for young men from the age of 13 and for adult men of any age, and can be contacted by phone or email (and via our website), the majority of people self-refer and we also receive referrals from both voluntary and statutory agencies
Opening hours:	The opening time are: 9am to 5pm Monday - Friday
Geographical coverage:	Provide a service to men in Newcastle, North Tyneside, Northumberland and Gateshead

Service Name:	NECA
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August 2016

Contact information	0191 456 9999 southtyne@neca.co.uk www.neca.co.uk
Description:	The service is offered to men, women and young people over the age of 18 years who have a substance misuse problem. NECA offer Advice and Information Service / Centre Based Counselling / Outreach Counselling Service / Family/Carers Support Service / Structured Group Work / Structured Day Programme
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Individuals can Self-Refer and there is a "walk in policy" during office hours or alternatively people can write or telephone to make an appointment.
Opening hours:	The opening hours are: 9am to 4.30pm Mon, Tues, Thurs 9am to 8pm Wednesday 8.30am to 4pm Friday 1pm to 8pm Saturday
Geographical coverage:	Operates across South Tyneside

Service Name:	Women's Health in South Tyneside
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August 2016

Contact information	0191 454 6959 info@whist.org.uk www.whist.org.uk
Description:	<p>WHiST provides support services around mental health, physical health and emotional health to women over 16 years of age, in South Tyneside.</p> <p>The organisation has for over 25 years delivered professional services which have had a positive impact on thousands of women in the Borough. These include: Counselling / Health and personal development courses / Volunteering opportunities / Support groups / Therapeutic courses / Complementary therapies / Crèche / Library / Exercise sessions / Coffee bar / Gardening / Singing / Drama</p> <p>Courses can build confidence, increase self- esteem, develop assertiveness or help rebuild relationships.</p>
Service costs to individuals:	The cost to the individual is £2 to £10 a year (whatever is affordable) which is towards the administration costs.
Receiving referrals / qualifying Criteria:	WHiST take self- referrals, although many organisations including GP practices also redirect
Opening hours:	The opening hours are: 9.30am to 4.30pm Monday - Friday
Geographical coverage:	Covers South Tyneside

Service Name:	Washington Mind
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August 2016

Contact information	0191 417 8043 info@washingtonmind.org.uk www.washingtonmind.org.uk
Description:	Washington Mind is a Charitable Incorporated Organisation (CIO) offering a range of mental health, wellbeing services and training to people over the age of 13 years old.
Service costs to individuals:	Services are free, although some of our activities do have a nominal charge attached.
Receiving referrals / qualifying Criteria:	Washington Mind operate an open referral system and accept these from professionals, friends, relatives and carers as well as self-referrals.
Opening hours:	
Geographical coverage:	Available across Sunderland

Service Name:	Disability North
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August 2016

Contact information	0191 284 0480 reception@disabilitynorth.org.uk www.disabilitynorth.org.uk
Description:	<p>Disability North is a free Independent Living Service which promotes social inclusion, independence and choice for disabled and older people in the North East of England and Cumbria.</p> <p>Disability North is a user led registered charity which works with, and for, disabled people, empowering them to maximise the control they have over their own lives.</p> <p>Their Service Team can provide information and advice on equipment and activities for daily living (ADL), benefits and Direct Payments as well as advising on many other aspects of disability and signposting to other organisations who can help.</p>
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	There is no criteria for referral. People can self-refer by telephone, email or by visiting the centre.
Opening hours:	The opening hours are: 9am to 5pm Monday - Friday
Geographical coverage:	Covering all of Northumbria

Service Name:	Independent Advocacy
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August 2016

Contact information	0191 259 6662 info@iant.org.uk www.iant.org.uk
Description:	Independent Advocacy aim to empower vulnerable people to have their voices heard, to be properly involved in their own care, to have information about their rights and to access the services they need. Advocacy is providing the support someone needs to be able to express their views, to communicate their choices and to receive services or to participate in decision making. It can enable people to take moreresponsibility, have choice and control over the decisions which affect their lives.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Currently facilitate specialist projects for people who identify themselves within the following groups: Mental health issues, learning disabilities, physical disabilities, dementia, acquired brain injuries, Black Asian and Ethnic Minority Communities, Refugee and Asylum Seekers.
Opening hours:	
Geographical coverage:	Area of provision covers all of North Tyneside for all of the above projects. Our Refugee and Asylum Seeker advocacy work extend to people within the North East (including Newcastle, South Tyneside etc.)

Service Name:	Hetton Home Care Services
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August 2016

Contact information	0191 5171479 enquiries@hettonhomecareservices.co.uk www.hettonhomecareservices.co.uk
Description:	The service provides domiciliary care and support to individuals in their own homes ranging from house work, laundry & shopping, to personal care; bathing, dressing, assist in or out of bed, meal preparation and support with medication and companionship.
Service costs to individuals:	The current rates for this support are £11.00 per hour for domestic support and £11.40 per hours for personal care.
Receiving referrals / qualifying Criteria:	Hetton Home Care is contracted to Sunderland City Council, their social work department can assess and refer service users to us, however individuals can also come to us directly by contacting the office on the numbers given.
Opening hours:	The opening hours are: 9am to 5pm Monday - Thursday 9am to 4.30pm Friday
Geographical coverage:	The service covers the Coalfields Area of Sunderland (Easington Lane, Hetton le Hole, Houghton le Spring, Shiney Row, Penshaw, Fence Houses) and Washington

Service Name:	National Centre for Domestic Violence
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August 2016

Contact information	0844 8044 999 Stewart.henderson@NCDV.org.uk http://www.ncdv.org.uk/
Description:	<p>The National Centre for Domestic Violence provides a free, fast emergency injunction service to survivors of domestic violence regardless of their financial circumstances, race, gender or sexual orientation.</p> <p>The service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances).</p> <p>They work in close partnership with the police, local firms of solicitors and other support agencies to help survivors obtain speedy protection.</p>
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Accept self-referral
Opening hours:	
Geographical coverage:	Available across Northumbria

Service Name:	South Tyneside Domestic Abuse
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August 2016

	Perpetrators Programme
Contact information	0191 455 3027 stdapp@barnardos.org.uk
Description:	The services primary aim in working with perpetrators of domestic abuse is to increase the safety of women and children. The South Tyneside Domestic Abuse Perpetrator Programme is a comprehensive tertiary prevention model, meeting all Respect Minimum Standards and based around a motivational, experiential approach.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Receive referrals from all partner agencies including self-referrals. Only those perpetrators who reside within Newcastle, South Tyneside and Sunderland can refer to each local area.
Opening hours:	
Geographical coverage:	Available in South Tyneside

Service Name:	BIG – Sunderland Domestic Abuse
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August 2016

	Perpetrators Programme
Contact information	0191 567 8282 BIG@impactfs.co.uk
Description:	<p>BIG is a multi-agency partnership between Barnardo's, Impact Family Services and Gentoo. Wearside Women In Need (WWIN) will offer support to all partners or ex-partners of the men attending the BIG programme including statutory and voluntary agencies in Sunderland.</p> <p>BIG Project is a comprehensive prevention model, meeting all Respect Minimum Standards and based around a motivational, experiential approach. The course also uses cognitive, behavioural and pre social concepts.</p> <p>The services primary aim in working with perpetrators of domestic abuse is to increase the safety of women and children.</p>
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	BIG receive referrals from all partner agencies including self-referrals. Only those perpetrators who reside within Newcastle, South Tyneside and Sunderland can refer to each local area.
Opening hours:	
Geographical coverage:	Available in Sunderland

Service Name:	Front Door Service – North Tyneside
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August 2016

	Council
Contact information	0345 2000 109 MASCT@northtyneside.gov.uk www.northtyneside.gov.uk/domesticabuse
Description:	Front Door Service is the single way to access help and advice about children and the services available to help them and their families/carers in North Tyneside. You can: <ul style="list-style-type: none"> • Get advice and guidance • Be directed to relevant services - including family support, early years, disability • Report concerns about a child • Access to professionals - from North Tyneside Council, Health, Police, Early Years and Disability services
Service costs to individuals:	
Receiving referrals / qualifying Criteria:	
Opening hours:	
Geographical coverage:	Covers North Tyneside

Service Name:	Newcastle Domestic Violence
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August 2016

	Protection Project
Contact information	0191 284 7198 Domesticviolenceprotectionproject@barnardos.org.uk
Description:	Newcastle DV Protection Project: <ul style="list-style-type: none"> • Increase the safety of women and their children. • Hold perpetrators accountable for their abuse towards their partner, former partners and children. • Promote respectful non-abusive relationships by changing the behaviour of male perpetrators of Domestic Abuse. <p>The project is made up of 2 integrated services:</p> <ul style="list-style-type: none"> • Violence Prevention Programme for men • Women's Safety and Support Service for partners and former partners of men referred to the programme
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The service receive referrals from all partner agencies including self-referrals. Only those perpetrators who reside within Newcastle, South Tyneside and Sunderland can refer to each local area.
Opening hours:	
Geographical coverage:	Available across Newcastle, South Tyneside and Sunderland

August 2016

Service Name:	Newcastle Women's Aid
Contact information	0191 265 2148 http://www.newcastlewomensaid.org.uk/
Description:	Newcastle Women's Aid provides Domestic abuse Support Services to women & children affected by DV / perpetrated by an intimate partner / female victims of sexual violence / female victims of forced marriage/honour based violence They offer: Refuge – safe 24 hour direct access emergency accommodation Outreach – safety advice, practical & emotional support Children support – emotional, practical & advocacy support to children & young people whose parent/carer is accessing our services
Service costs to individuals:	There is a cost attached to accessing the refuge service which can be fully met by State benefits if a client is entitled to state benefits. No cost associated to Outreach.
Receiving referrals / qualifying Criteria:	Direct from client's or referral agent i.e. police, Social Care, health, housing etc.
Opening hours:	24 hour direct access to refuge Advice line: 9am to 5pm Monday - Sunday Outreach: 9am to 5pm Monday - Thursday
Geographical coverage:	Refuge accepts referrals nationally Outreach operates Newcastle Local Authority area

Service Name:	EDAN (Ending Domestic Abuse in
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August 2016

	Newcastle)
Contact information	07501 227820 07501 227780 edan@placesforpeople.co.uk http://www.placesforpeople.co.uk/
Description:	EDAN is a domestic abuse outreach service for women, with or without children, living in Newcastle who are at risk from domestic abuse from their partner, ex-partner or from another family member, they are able to support women from the age of 16. Also offer practical and emotional support on a one to one basis to women for up to 2 years. EDAN aim to equip women and children accessing the service with the necessary information and skills to recover from their abusive situations through Women's Group activities, children's outings and one to one support.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The organisation are able to accept self-referrals or from any professional/service.
Opening hours:	The opening hours are: 9am to 5pm Monday - Friday
Geographical coverage:	Supports women in Newcastle

Service Name:	Barnardo's Circles 2
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August 2016

Contact information	0191 212 0237 Jill.marriott@barnardos.org.uk Linda.elliott@barnardos.org.uk Deborah.marshall@barnardos.org.uk www.barnardos.org.uk/northeast
Description:	Barnardo's Circles 2 is a volunteer-led service providing long term practical and emotional support to women and children affected by domestic/sexual abuse or violence.
Service costs to individuals:	This is a commissioned service by Newcastle City Council and is available as a spot purchase service at a cost of £7,000 a year.
Receiving referrals / qualifying Criteria:	Referrals are mainly from Children's Social Care
Opening hours:	This is a flexible service that operates according to the needs of the women and children supported i.e. daytime/evenings/weekends.
Geographical coverage:	Circles 2 operates in Newcastle, and potentially in other Tyne & Wear local authority areas as well as Northumberland and Durham.

Service Name:

West End Women and Girls Centre

August 2016

Contact information	0191 273 4942 info@westendwomenandgirls.co.uk www.westendwomenandgirls.co.uk
Description:	<p>West End Women and Girls Centre is a youth and community centre for women and girls across Newcastle which aims to empower women and girls who have been traditionally disenfranchised from access to services, to effect positive change in their leisure, work and social environments. The centre provides group work sessions for women and girls of all ages in a safe and supportive environment. Individual support is also provided offering information, advice and advocacy.</p> <p>The Safe Project, which is also based at West End Women and Girls Centre, provides one to one support and group work sessions for female victims of domestic abuse. The service is open to women of all ages across Newcastle and a specialist young person's domestic violence advocate is available to support young women aged 13-19. A free domestic violence course is also provided called Safe 4 Life.</p>
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals for all services can be made by phone or by calling in. Referrals are accepted from both professionals and service users.
Opening hours:	The opening hours are: 9am to 5pm Monday - Friday However, group work sessions operate outside of these times.
Geographical coverage:	Available across Newcastle

August 2016

Service Name:	FUSHIA
Contact information	0191 5670581 care@fushia.org.uk http://www.fushia.org.uk/
Description:	FUSHIA provides a service to Carers and family members who are supporting a loved one abusing drugs and/or alcohol.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Anyone can refer, including self-referral
Opening hours:	The opening hours are: 9.30am to 4pm Monday - Wednesday
Geographical coverage:	Covers Sunderland

August 2016

Service Name:	Counted 4 CIC
Contact information	07595 281216 info@counted4.co.uk http://www.counted4.co.uk/
Description:	Counted 4 CIC put service users and carers at the heart of what they do. The organisation offer a full range of flexible treatment options for clients over the age of 18 who need help with addiction
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Current referral route via Turning Point on 08002346798
Opening hours:	The opening hours are: 9am to 5pm Monday - Friday
Geographical coverage:	Open to all Sunderland clients



August 2016

Service Name:	Counted 4 Direct
Contact information	07595 281216 info@counted4direct.co.uk http://www.counted4.co.uk/
Description:	Counted 4 Direct Provide Substance Misuse Support, including community detoxes.
Service costs to individuals:	There is a cost, however this would be dependent on the nature of the treatment
Receiving referrals / qualifying Criteria:	Referrals can be made by email info@counted4direct.co.uk or by contacting 07595281216
Opening hours:	The opening hours are: 9am to 5pm Monday - Friday
Geographical coverage:	Available across Northumbria

August 2016

Service Name:	Age UK Sunderland
Contact information	0191 514 1131 Enquiries@ageuksunderland.org.uk www.ageuksunderland.org.uk
Description:	Age UK Sunderland provide a variety of services, including Information and Advice, Enabling and Befriending, a wide range of social activities such as exercise classes, tea dances and short IT courses to professional care and support services.
Service costs to individuals:	Information and Advice is free, but a small charge is levied for participating in social activities.
Receiving referrals / qualifying Criteria:	Age UK Sunderland offer an open door policy
Opening hours:	The opening hours are: 9am to 4.30pm Monday – Friday
Geographical coverage:	Covers Sunderland

August 2016

Service Name:	Age UK North Tyneside
Contact information	0191 280 8484 enquiries@ageuknorthtyneside.org.uk www.ageuk.org.uk/northtyneside
Description:	Age UK North Tyneside provide a variety of services, including Information and Advice, Enabling and Befriending, a wide range of social activities such as exercise classes, tea dances and short IT courses to professional care and support services
Service costs to individuals:	Information and Advice is free, but a small charge is levied for participating in social activities.
Receiving referrals / qualifying Criteria:	The organisation offer an open door policy. Initial contact should be made via the Customer Services team on 0191 280 8484 and they will signpost individuals to the services and activities they require.
Opening hours:	The opening hours are: 8.30am to 4.30pm Monday - Friday
Geographical coverage:	Covers North Tyneside

August 2016

Service Name:	Age UK Newcastle
Contact information	0191 232 6488 enquiries@ageuknewcastle.org.uk www.ageuk.org.uk/newcastle
Description:	<p>Age UK Newcastle have worked with and for older people since 1965, providing a range of services and support to people aged 50+ in Newcastle upon Tyne. Their ambition is to “add life to years as well as years to life” and to enable older people in Newcastle to make the most out of later life.</p> <p>In doing this they aim to be:</p> <ul style="list-style-type: none"> Person centred – putting older people and their families and carers at the heart of everything we do Responsive – listening to what older people tell us they want and need and acting on what we learn Respectful – treating people as they would want to be treated Challenging – towards discrimination and stigma and stereotypes relating to older people Positive – celebrating later life and the contribution older people make Innovative – developing new ideas to support a changing society.
Service costs to individuals:	The service offer a whole range of services for older people in Newcastle. Charitable services are free for customers. Also run a programme of Active Ageing classes, these activities do incur a small charge. They also offer a paid for Home Support service for customers ranging from Housework to 24 hour care
Receiving referrals / qualifying Criteria:	Age UK Newcastle offer an open door policy
Opening hours:	The opening hours are: 9am to 4.30pm Monday – Friday



August 2016

Geographical coverage:	The service is available across Newcastle
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August 2016

Service Name:	Action on Elder Abuse
Contact information	0208 835 9280 enquiries@elderabuse.org.uk http://www.elderabuse.org.uk/
Description:	Action on Elder Abuse provide the only Elder Abuse Helpline in the UK, people can ring the Helpline for advice and support if they have concerns about an Elderly person being abused. It is a confidential Freephone number.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Self-referral but all victims should be over the age of 65
Opening hours:	The helpline opening hours are: 9am to 5pm Monday – Friday
Geographical coverage:	The service is available across Northumbria

August 2016

Service Name:	Newcastle Law Centre
Contact information	0191 230 4777 info@newcastlelawcentre.co.uk www.newcastlelawcentre.co.uk
Description:	Newcastle Law Centre provide free and low cost specialist legal advice to people on low incomes across the North East. <ul style="list-style-type: none"> • Immigration: Free to Newcastle residents • Asylum: Free to refugees and asylum seekers across the North East • Employment: Free to North East residents • Family: Free to Newcastle residents, low cost to others • Education: Free to NE residents
Service costs to individuals:	Some charges may apply for this service
Receiving referrals / qualifying Criteria:	Referrals can be made by organisations or individuals themselves.
Opening hours:	The opening hours are: 9.30am to 4.30pm Monday – Friday
Geographical coverage:	The service is available across Northumbria



August 2016

Service Name:	Family Lives Tyne & Wear
Contact information	0191 223 3343 http://www.familylives.org.uk/
Description:	Family Lives Tyne & Wear are a National Service. They provide a free helpline service regarding all aspects of life. They are there to offer emotional support and as a listen service
Service costs to individuals:	
Receiving referrals / qualifying Criteria:	
Opening hours:	The opening hours are: 7am to 12pm Monday – Sunday
Geographical coverage:	The service is available across Northumbria

August 2016

Service Name:	British Red Cross
Contact information	0191 273 7961 http://www.redcross.org.uk/
Description:	<p>The Red Cross provide a range of services to people throughout the North-East including:</p> <p>International family tracing: this is a service for those trying to find families and have been separated by war, conflict and disaster.</p> <p>Refugee support: This provides practical, emotional and emergency support for asylum seekers / refugees and vulnerable migrants.</p> <p>FESS: This can provide emotional and practical support immediately or during the recovery period for people affected by a personal disaster which could be fire, robbery etc.</p> <p>Carers Card Services: Work with anyone who is looking after someone who is 18 years and over. They provide emotional and practical support.</p> <p>Independent living service: Can loan wheel chairs for a short period of time and arrange transport for people requiring extra support. They also have a home from hospital scheme to assist people returning home without support (fees apply).</p>
Service costs to individuals:	Charges may apply for this service
Receiving referrals / qualifying Criteria:	Referrals can be made directly to the office
Opening hours:	The opening hours are: 9 am -5pm Monday – Sunday If contacted out of hours, there is a duty officer who will be able to direct via the office number.
Geographical coverage:	Available across Northumbria

August 2016

Service Name:	West End Refugee Service
Contact information	0191 273 7482 info@wers.org.uk http://www.wers.org.uk/
Description:	West End Refugee Service provides support services for asylum seekers and refugees in a friendly, welcoming environment. Services include advice and advocacy, befriending, clothing and household items, food bank referrals and hardship payments.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Referrals can be discussed on the phone or an enquiry made by email
Opening hours:	The opening hours are: 9.30am to 1pm Mon/Tues/Thurs/Fri 11am to 1pm Wednesday
Geographical coverage:	The service is available in Newcastle

August 2016

Service Name:	South Tyneside NHS Foundation Trust
Contact information	0191 202 4140
Description:	South Tyneside NHS Foundation Trust provides district general hospital services to the resident population of South Tyneside plus community health services to the localities of South Tyneside, Gateshead and Sunderland.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Other than Accident and Emergency services, plus any walk-in/minor injury units, access to their services would be by referral from a clinician.
Opening hours:	24/7
Geographical coverage:	The service covers South Tyneside, Gateshead and Sunderland

August 2016

Service Name:	Depression UK
Contact information	0870 774 4320 info@depressionuk.org www.depressionuk.org
Description:	<p>Depression UK is a national self-help charity which promotes mutual support between individuals affected by depression, through pen and phone friend schemes, internet D-UK Chat, and newsletters containing many contributions from members.</p> <p>The aim is to relieve members' feelings of isolation and encourage them to cope with their depression,</p> <p>As a self-help charity, D-UK supports the work of the medical profession but is run entirely by volunteers, many of whom have first-hand experience of depression. It does not give medical advice.</p>
Service costs to individuals:	A year's membership costs £10 However, the service will accept less in cases of financial difficulty.
Receiving referrals / qualifying Criteria:	Members apply directly to D-UK
Opening hours:	
Geographical coverage:	Available across Northumbria

August 2016

Service Name:	SHINE (Sexual Health in Newcastle)
Contact information	0191 277 2048 shine@newcastle.gov.uk http://www.shinewomen.co.uk/
Description:	SHINE provides support around sexual health to women over 18 yrs. They offer: <ul style="list-style-type: none"> - community based outreach service - HIV Prevention and Support - Sexual Health Information - Free Condoms, Dams and Lube - Advice in the Community - Information over the Phone - Sexual Health Training - Confidential one-to-one Advice - Practical sexual health information and advice including contraception and safer sex - Relationships and rights - Issues around black and minority ethnic communities, asylum seekers and refugee's sexual health - Female Circumcision and Female Genital Mutilation - Training around how parents and carers can talk to children / young people about relationships and sex, appropriate to own values and age of the child - Issues around sexuality and sexual orientation (lesbian and bisexual issues) - Support for women infected or affected by HIV
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	SHINE provide an open access service for women from the age of 16 and over and can be contacted by phone or email, the majority of people self-refer and they also receive referrals from both voluntary and statutory agencies



August 2016

Opening hours:	The opening hours are: 9am to 5pm Monday – Friday
Geographical coverage:	The service is available across Newcastle



August 2016

Service Name:	Safer Estates North Tyneside council
Contact information	0191 643 7510 saferestates@northtyneside.gov.uk www.northtyneside.gov.uk
Description:	In North Tyneside, the Council's local housing teams support victims and witnesses of Council tenancies who have been affected by crime and/or anti-social behaviour. The housing service has established a group of victim support volunteers who work with the authority's safer estates team, who tackle the more serious cases including, hate crime, physical violence, and domestic abuse. The safer estates team also supports victims and witnesses in the owner occupied and private rented sectors.
Service costs to individuals:	
Receiving referrals / qualifying Criteria:	
Opening hours:	The opening hours are: 9am to 5pm Monday – Friday
Geographical coverage:	The service covers North Tyneside

August 2016

Service Name:	Barnabas Safe and Sound
Contact information	01670 514 881 http://www.barnabas-northumberland.org.uk/
Description:	Barnabas Safe and Sound provide supported Housing Services for Care Leavers & Young people age 16 -25. This includes: <ul style="list-style-type: none"> - Group Accommodation located in Ashington&Morpeth, - Floating Tenancy Support Service, Northumberland Wide. - Single Occupancy Accommodation with variable support Northumberland Wide
Service costs to individuals:	Housing Costs are recovered through Rent and Service Charges – Most of this is eligible for payment through Housing benefit. Support Costs are contracted through Northumberland County Council.
Receiving referrals / qualifying Criteria:	The service are happy to receive direct referrals this will enable them to assess potential service users and allocate accommodation. Barnabas Safe and Sound will need to forward a referral for support to Northumberland County Council for their approval of funding to cover support costs
Opening hours:	The opening hours are: 9.30am to 4.30pm Monday – Friday
Geographical coverage:	The service is available in Northumberland

August 2016

Service Name:	Gateshead Housing Company
Contact information	0191 433 2730 enquiries@gatesheadhousing.co.uk http://www.gatesheadhousing.co.uk/
Description:	Gateshead Housing Company are an ALMO (arms-length management organisation) managing council housing in Gateshead on behalf of Gateshead Council. Their work with victims, in the main, centres around crime, ASB, domestic abuse and hate crime; however as a social housing landlord they also provide housing related services around access to housing, rent, debts and benefits etc.
Service costs to individuals:	
Receiving referrals / qualifying Criteria:	There is no formal referral system as such, residents or agencies can contact direct.
Opening hours:	The opening hours are: 8.45am to 5pm – Monday 8.45am to 5pm – Tuesday 8.45am to 3.45pm– Wednesday 8.45am to 5pm – Thursday 8.45am to 4.30pm– Friday
Geographical coverage:	The service is available across Gateshead

August 2016

Service Name:	Bipolar UK
Contact information	020 7931 6480 info@bipolaruk.org.uk www.bipolaruk.org.uk
Description:	Bipolar UK offer information and support for those affected by bipolar, both over the phone and by email. They offer: <ul style="list-style-type: none"> - An online forum for people affected by bipolar, which is available 24/7 - A mentoring service whereby volunteers with bipolar call other sufferers of the illness once a week - A nationwide network of peer support groups open to anyone affected by bipolar - A youth service dedicated to people aged between 18 and 25 with groups in several UK cities
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Accept self-referrals
Opening hours:	The opening hours are: 9am to 5pm – Monday to Friday
Geographical coverage:	The service is available across Northumbria

August 2016

Service Name:	Wellbeinginfo.org
Contact information	http://www.wellbeinginfo.org/
Description:	This online guide covers the Sunderland and South Tyneside areas and was designed to give advice and information about how to keep your mind and body healthy and where to find help if you have a problem
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	Access to the site is free and open to all and offers general information as well as local service information
Opening hours:	Available 24/7
Geographical coverage:	Covers Sunderland and South Tyneside

August 2016

Service Name:	Combat Stress
Contact information	0800 138 1619 contactus@combatstress.org.uk http://www.combatstress.org.uk/
Description:	<p>Mental ill-health affects ex-Service men and women of all ages. Right now, Combat Stress is supporting over 5,600 Veterans aged from 19 to 97.</p> <p>They are a vital lifeline for these men and women, and their families. Their Vision is that Veterans will be able to live free from the harmful effects of psychological wounds.</p> <p>Their Mission is to provide timely, effective clinical treatment and welfare support to Veterans who suffer from psychological wounds.</p>
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	
Opening hours:	24 hour helpline
Geographical coverage:	The service is available across the UK

August 2016

Service Name:	Royal British Legion
Contact information	0808 802 8080 info@britishlegion.org.uk www.britishlegion.org.uk
Description:	The Royal British Legion helps serving members of the Army, Royal Navy, Royal Marines and the Royal Air Force, Reservists and veterans, as well as their families, all year round. Those eligible for support services can be summarised as people who are serving or who have served in the Armed Forces, their dependants and carers.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The organisation accept self-referrals as well as referrals from other organisations, such as the police service, NHS, Combat Stress etc. People can refer via telephone and email.
Opening hours:	The opening hours are: 8am to 8pm – 7 days a week
Geographical coverage:	The service is available across Northumbria

August 2016

Service Name:	Veterans at Ease
Contact information	07842 013790 info@veteransatease.org http://www.ourgateshead.org/veteransatease
Description:	Veterans at Ease is a registered charity committed to helping Veterans, Serving Military Personnel and their Families deal with Post Traumatic Stress Disorder (PTSD) and other combat stress related issues. The service will help anyone who feels they need their support whether they have been diagnosed with PTSD or not.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	The service accept self-referrals as well as through other charities
Opening hours:	The opening hours are: 9am to 5pm – Monday to Friday
Geographical coverage:	The service is available across Northumbria

August 2016

Service Name:	Gentoo
Contact information	0191 525 5000 safetysupportteam@gentoo.com http://www.gentoo.com/
Description:	Gentoo has specialist staff who are experts in dealing with anti-social behaviour (ASB) and domestic abuse. To help their customers feel safe and secure, Gentoo: <ul style="list-style-type: none"> - Provide a tailored victim support service to those customers who are experiencing ASB and domestic abuse. - Provide a tailored positive engagement service for perpetrators of ASB in order to address the root cause of their behaviour. - Work in partnership with our customers and any other relevant agencies to prevent, minimise and tackle ASB. - Make referrals where appropriate to the city's domestic abuse male perpetrator programme for men who want to change their behaviour. This service is available for people who have a tenancy with Gentoo.
Service costs to individuals:	There is no charge for this service
Receiving referrals / qualifying Criteria:	If someone is a victim of ASB or domestic abuse and hasn't advised Gentoo then customers can 'self-refer' by contacting Gentoo with their issue/complaint and other agencies can also pass on relevant information which may result in us supporting someone.
Opening hours:	The opening times are: 8.30am to 4.30pm Monday to Thursday 8.30am to 4pm Fridays



August 2016

	The call centre is open: 7am to 7pm Monday to Friday 9am to 2pm Saturday
Geographical coverage:	The service is available in Sunderland and South Tyneside

August 2016

Service Name:	Sunderland College
Contact information	0191 511 6000 info@sunderlandcollege.ac.uk http://sunderlandcollege.ac.uk/
Description:	As an FE College the service they provide, apart from being education, includes apprenticeships, entry level qualifications to help people into work, up to and including degrees, HND s etc.
Service costs to individuals:	Many of the courses are free, though some have a fee requirement, some are supported by student loans and some are free to people on benefits only.
Receiving referrals / qualifying Criteria:	Receive referrals in a variety of ways depending on the course choice and academic calendar, though potential students can simply call
Opening hours:	The opening hours are: 9am to 9pm – Monday to Friday
Geographical coverage:	The service is available in Sunderland and North Tyneside

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Service Name:	UK On Line
Contact information	0800 77 1234 hello@tinderfoundation.org https://www.ukonlinecentres.com/
Description:	Managed by Tinder Foundation, the UK online centres network provides either free or very low cost access to the internet, and the support people new to the internet need, to make the most of all the opportunities being online provides. There are almost 5,000 UK online centres across the country in places like libraries, village halls, community centres and more
Service costs to individuals:	Some charges may apply for this service
Receiving referrals / qualifying Criteria:	Referrals vary massively from job centres and benefit offices to friends and family, or a new learner simply seeing a leaflet in a local post office or library
Opening hours:	The opening hours of centres vary
Geographical coverage:	The service is available across Northumbria

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Service Name:	Guide Dogs
Contact information	<p>Guide Dogs, Park View House, Benton, Newcastle upon Tyne, NE7 7TZ newcastle@guidedogs.org.uk www.guidedogs.org.uk 08453727423 (Newcastle Office/Team) 0118 983 5555 (General Enquiries)</p>
Description:	<p>We cover five counties in Northern England and have around 250 guide dog owners at any time. We simply want anyone with sight loss to be able to get around independently and do what they need and want to do to live a full and active life in their community.</p> <p>My Guide: If you're blind or partially sighted and would like help to get out and about and do things in your community, then the My Guide service is for you. With My Guide, we carefully select a trained volunteer or a friend or family member to support you to work towards the mobility goals you want to achieve.</p> <p>Children and Young People: We offer a range of services and activities for children and young people and provide valuable advice for parents and teachers: home service, family support, we can produce books in large-print, tailor-made to suit a child's eye condition, education support, We provide expert individual assessments and grants giving children and young people access to personalised equipment to help them communicate, study and play, recreational activities and 'Buddy Dogs' - the buddy dog service matches specially selected dogs and places them within a school or family environment for the benefit of children and young people who are blind or partially sighted.</p> <p>Guide Dogs UK also offer assistance to</p>

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	blind or visually impaired people who have been victims of a dog-on-dog attack.
Service costs to individuals:	
Receiving referrals / qualifying Criteria:	Blind or partially sighted guide dog owners can self-refer or be referred by other agencies . You don't have to be officially registered as blind or partially-sighted.
Opening hours:	9am-5pm Monday to Friday
Geographical coverage:	Northumberland, Tyne and Wear, Durham, Teesside, Cumbria

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Service Name:	Talking Matters Northumbria
Contact information	<p>www.tmnorthumberland.org.uk info@tmnorthumberland.org.uk</p> <p>Tel: 0300 303 0700 (referral, support and information line)</p> <p>Or you can simply write to us at: Talking Matters Northumberland, Unit 4 Telford Court, Morpeth, Northumberland, NE61 2DB</p>
Description:	<p>Talking Matters Northumberland offers a free psychological treatment, support and recovery service for the people of Northumberland over the age of 16 for depression, anxiety, stress and other mental health related problems.</p> <p>Different treatments are recommended for different problems. Talking therapy, self-help approaches, medication and exercise tend to be most commonly recommended interventions for common mental health problems such as anxiety or depression.</p> <p>You may be offered psychological interventions that include talking therapies and self-help programmes.</p>
Service costs to individuals:	Talking Matters is a free service
Receiving referrals / qualifying Criteria:	<p>You can be referred by your GP or other health professionals or you can self-refer.</p> <p>We aim to contact you within three working days to let you know the outcome of your referral. If we feel we can help you, we will offer you an appointment. Otherwise we will signpost you to a more appropriate service where possible.</p>
Opening hours:	The number listed in contact section is



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	also an out of hours support line (8pm – 8am)
Geographical coverage:	Northumberland

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Service Name:	ICOS - International Community Organisation of Sunderland
Contact information	www.icos.org.uk office@icos.org.uk 07596538482 14 Foyle St, Sunderland, Tyne and Wear SR1 1LE, UK
Description:	<p>International Community Organisation of Sunderland is a successor of Sunderland Polish Community Association (2007). ICOS came to being in June 2009. We organise consultation and information events, provide free and affordable training and education (formal and informal). We have a Drop- in Advice and Guidance Centre, used by people seeking help with official correspondence, access to welfare, employability and rights at work. Translations provided.</p> <p>Mission Statement: To serve the minority and ethnic community in the North East enabling them to lead full, meaningful lives and feel secure and welcomed in the North East of England. To ensure greater level of social cohesion and cooperation between different communities in the North East of England.</p>
Service costs to individuals:	Recreational services/group days out and activities have a cost which is detailed on the website.
Receiving referrals / qualifying Criteria:	Minority and ethnic community in the North East
Opening hours:	
Geographical coverage:	Our constitution permits us to work all over the North East. We are currently based in Sunderland and most work tend to be based in Sunderland, however our members are from all over



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	Tyne and Wear and County Durham, including Newcastle, Gateshead, Sunderland and Durham.
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Service Name:	South Tyneside SENDIASS (Special Educational Needs and Disability, Information, Advice and Support Service)
Contact information	Gillian.harte@southtyneside.gov.uk 01914246345 07776997405
Description:	SENDIASS (formerly Parent Partnership Service) offers parents/carers and now also young people with disabilities (16-25yrs) a range of flexible services including: Access to accurate and impartial information around SEND, individual support (by telephone or home visits), support in preparing for and attending school meetings, help with writing letters and completing forms relating to their child's education, support to enable parents and young people to work in partnership with schools, local authorities and other agencies, signposting to other organisations and agencies through the 'local offer', guiding parents/young people through the Education, Health and Care plan process.
Service costs to individuals:	Service cost to individual: There is no charge for this service.
Receiving referrals / qualifying Criteria:	Most parents/carers refer themselves to the service but we are very happy to take referrals from schools, local authorities and fellow professionals. The service is free and is available to: Parents/carers of children and young people living in South Tyneside, parents/carers of children and young people who have special educational needs, a disability or who may have a special need or disability, parents/carers who have concerns about their child's education or need



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	support or information relating to their child's education.
Opening hours:	
Geographical coverage:	South Tyneside

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Service Name:	Success 4 All
Contact information	caroline@s4a.org.uk http://www.s4a.org.uk/ 0191 2725115 07930469198
Description:	<p>Success4All provides a setting, in areas of Newcastle marked by low academic achievement, where independent, collaborative or paired learning can take place.</p> <p>Success4all offers the chance to get away from home and all its distractions to concentrate on your studies in an environment that is friendly, open and helpful. We offer study support for KS2, KS3, GCSE and A Level subjects, adult numeracy & literacy and support with English as a second language. We can even help with exam revision and essay writing.</p> <p>We lend academic support in: Primary School subjects (Key Stage 1, and 3), GCSE and A-level subjects, GCSE/A-level examination preparation in minority foreign languages , Basic numeracy & literacy skills, Academic writing, Study and Careers Advice for parents to support their children.</p> <p>Our after-school clubs and summer schools focus on learning new skills, team building and building community cohesion.</p> <p>Most of Learning Hubs and Clubs are run by volunteers of the local area, young people, parents, retired people. We provide one-to-one befriending and educational activities, that cannot be met by mainstream education, in areas of low academic achievement. We can do this because we engage the intellect of other young people and we train to become tutor/befrienders or to run clubs and workshops based on their particular skill or</p>



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	<p>talent.</p> <p>Each session last for an hour and a half to two hours and we provide computers, revision guides, as well as the best educational tool: snacks!</p> <p>If parents would like to get involved as tutor/mentors or club leaders, we offer information, guidance and training!</p>
Service costs to individuals:	No charge for this service
Geographical coverage:	Newcastle

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Service Name:	Stonham Northumberland Women's Service
Contact information	01670 820199 Email: N2families@homegroup.org.uk Service staffed 0900-1700 Mon to Fri with on call provided to residents out of office hours
Description:	Accommodation for women 16+ with or without children fleeing domestic abuse Accommodation is made up of 3 x 2 bed bungalows, 2 x 2 bed flats and 4 x 3 bed houses with on site office and communal facilities block No geographic limits for clients to use the service and all referrals are assessed individually on the basis of support needed and risk.
Service costs to individuals:	Weekly costs as follows: <u>Bungalows:</u> Rent and housing services - £358.83 Personal service charge – 39.48 <u>Flats:</u> Rent and housing services - £360.64 Personal service charge - £9.48 <u>Houses:</u> Rent and housing services - £377.37 Personal service charge - £9.48
Referrals	Self and agency referrals accepted on our referral form
Geographical coverage:	No geographic limits

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Service Name:	Stonham Panah
Contact information	0191 284 6998 Email: N2families@homegroup.org.uk Service staffed 0900-1700 Mon-Fri with on call provided to residents out of hours
Description:	Accommodation for BME women 16+ with or without children fleeing domestic abuse 5 x units within a single site with a maximum of 7 children accommodated at any one time No geographic limits for clients to use the service and all referrals are assessed individually on the basis of support needed and risk Communal refuge – one room on ground floor with en-suite
Service costs to individuals:	<u>Weekly costs:</u> Rent and housing services - £16.57 Personal service charge - ££11.98 Up to 8 weeks resettlement provided following move on
Referrals	Self and agency referrals accepted on our referral form
Geographical coverage:	No geographic limits

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Service Name:	Stonham Gateshead Women's Service
Contact information	0191 477 9309 Email: N2families@homegroup.org.uk Service staffed 0900-1700 Mon-Fri with on call provided to residents out of hours
Description:	Accommodation for women 16+ with or without children fleeing domestic abuse 6 x units within a single site. Rooms vary in size so some more suitable for families No geographic limits for clients to use the service and all referrals are assessed individually on the basis of support needed and risk Communal refuge with all client rooms on first and second floor
Service costs to individuals:	<u>Weekly costs:</u> Rent and housing services - £286.26 Personal service charge - £15.13 Move on support provided for up to one year
Referrals	Self and agency referrals accepted on our referral form
Geographical coverage:	No geographic limits

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Service Name:	Student Law Office-Northumbria University Newcastle
Contact information	0191 2273909 Email: la.studentlawoffice@northumbria.ac.uk Website: www.studentlawoffice.com
Description:	The Student Law Office at Northumbria University Law School offers a free legal advice service to members of the public on a wide range of legal issues. Our service is provided by students who are supervised by qualified professional lawyers from the Law School staff. We are an independent, confidential service and can deal with everything from advice to representation at a Tribunal or Court hearing. We do not offer a drop in service and all enquiries are dealt with on an appointment basis. We do not charge for the advice and assistance provided, although any expenses incurred on behalf of a client, such as court fees, are paid by that client. We can offer assistance in relation to the following areas of law: Civil Disputes including Consumer and CICA appeals, Family, Housing, Employment, Welfare Benefits, Elderly Law, Business and Crime/Criminal Appeals.
Service costs to individuals:	There is no charge for this service
Referrals	There are no criteria for referral. The service accepts referrals from any source including self-referrals and referrals from other organisations.
Opening hours:	Monday to Thursday 9am to 5pm: Friday 9am to 4.30pm: We only accept new enquiries from September to April each year.
Geographical coverage:	The service does not operate within any geographic boundaries and therefore covers the whole of the Northumbria area and beyond.