

Services List September 2018

Joined Up Newcastle

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Out of Hours / 24 Hour Services

Newcastle Council out of hours emergency homeless service

Monday to Friday 5.30pm to 8am, Saturday and Sunday, 8am to 8am (24 hours)
0191 278 7878 ask for emergency homeless officer

Crisis Team (acute mental health issues)

0303 123 1146

Also accept self-referrals. 101 will also transfer to the Crisis Team

Street Triage Team

Team of nurses and police officers based in Newcastle and Sunderland. Mental health crisis support for people with mental health problems who come in contact with the police, to improve access to mental health services.

Contact via the police (101 or 999 depending on level of emergency)

24-hour National Domestic Violence

0808 2000 247

Run in partnership between
Women's Aid and Refuge

Samaritans

116 123

24-hour telephone support

SANEline

Mental and emotional health helpline for anyone affected by mental illness, open 4.30-10.30pm. Interpreters are provided in over 100 languages. 0300 304 7000

The Mix

Confidential helpline for young people under 25 11am-11pm
0808 808 4994

Safeguarding

Safeguarding Adults Newcastle Advice Line

0191 278 8156

Safeguarding Adults Newcastle Alerts Line

0191 278 8377

Safeguarding Children Newcastle Initial Response Service

0191 277 2500

Safeguarding Children Newcastle Emergency Duty Line

0191 278 7878

NSPCC Helpline

0808 800 5000

Housing/Homelessness

Newcastle Council out of hours emergency homeless service

0191 278 7878 ask for emergency homeless officer

Housing Advice Centre

112 Pilgrim St, Newcastle, NE1 6SQ

0191 277 1711

Mon-Fri: 8.30am-12pm, 1pm-4.30pm

Face to face advice: Mon, Tue, Thu & Fri:

10am-12pm, 1pm-4pm, Wed 1pm-4pm

Shelter

Housing Advice/ Legal Advice

140-150 Pilgrim St, Newcastle, NE1 6TH

0344 515 1601

Legal Advice National Helpline

0808 800 4444

Housing Law Solicitors (Legal Aid)

David Grey

56 Westgate Rd, Newcastle, 0191 232 9547

Row and Scott

98 West Rd, Newcastle, 0191 273 9929

Ben Hoare Bell, Ouseburn Point, 40 Shields Rd, Byker, NE6 1DR, 0191 275 2626

City Road Drop In (Ron Eager Changing Lives)

Breakfast and lunch, washing machine, shower, benefit and housing advice

Basement Crisis Skylight, City House, 1-3 City Rd, Newcastle, NE1 2AF

0191 232 5699

Mon-Fri 8am-12pm

Private Rented Tenants Service

Newcastle Civic Centre, Customer Service Centre, NE1 8PD

9-12 drop in Mon-Fri

0191 277 1438

Night Stop Newcastle

An emergency bed in a volunteer's home for young people in crisis

0191 253 6161 / 07766 253 274

Joseph Cowen Health Centre

Advice, health care, shower, clothes

8 Wilfred St, Byker

0191 228 4929

Mon-Fri 9am-4pm

GP service Wed 9am-12pm

Crisis Skylight

Advice, support, courses, training, employment support, housing advice

City House, 1 City Road, Newcastle, NE1 2AF

0191 222 0622

Basis

Housing and homeless advice, shower, washing machine.

336 High St, Gateshead, NE8 1EN.

0191 477 7100

Free Food Organisations

People's Kitchen

Alison Centre, 56 Bath Lane, NE4 5SQ, 0191 222 0699

Tue, Wed, Fri 6:30-8:45pm. Thu 1-4pm

Mon and Thu: Outreach Van on Trafalgar St, Newcastle 7.30-8.30pm

Sun: Outreach 9-10:45am Old Eldon Square (winter months, Alison Centre)

City Road Drop In (Changing Lives)

Breakfast and lunch, Mon- Fri 8am-12pm

Basement Crisis Skylight, City House,
1-3 City Rd, Newcastle, NE1 2AF

0191 232 5699

The Byker Fridge

Free food and cheap cafe

The Cross Café, St Michael's Centre, Raby
Cross, Byker, Newcastle, NE6 2AL

Tue, Wed, Thu 1-4pm

Sikh Temple (Gurdwara)

Cottenham St, off Westgate Rd, Newcastle,
NE4 5RJ

0191 273 8011

Joe's Place

St Joseph's Church, Walker Terrace,
Gateshead, NE8 1LX

Free hot food, Wed 10am-1pm

Newcastle West End Foodbank

Church of the Venerable Bede
NE4 8AQ

Mon and Thu 10am-12pm, 2-4pm

The Food Bank Centre
Benwell Lane NE15 6NG
Tue & Wed 10am-4pm

Newcastle East Foodbank

Elim Church, The Dream Centre,
Heaton Rd, NE6 1SB

Wed and Fri 10am-12:30pm

0191 224 2422

Helping Hands

RCCG Living Assembly, Church Hall, 3 Park
Lane, Gateshead (top of Nat West Bank)

Free hot food, Sat 11:30am-1:30pm

Salvation Army

Tennyson Court, Sunderland Rd,
Gateshead, NE8 3EY

Low priced breakfast, Fri 9:30-11.30am

Ex-Offenders' Support

Junction 42

Mentoring/educating/employing ex-offenders

The Castlegate, Melbourne St, Newcastle,
NE1 2JQ

0191 233 2288

Fulfilling Lives

Supporting people with homelessness/
substance misuse/problematic
offending/mental health problems

0191 273 8891

Younger People

Night Stop Newcastle

An emergency bed in a volunteer's home for young people aged 16-25 in crisis
0191 253 6161 / 07766 253 274

Childline

Support via telephone,
1:1 online counsellors
0800 1111 childline.org.uk

The Mix

Support via telephone or social media for
under 25s
0800 808 4994 themix.org.uk

Mental Health

Recovery College

Peer-led mental health charity providing connection, friendship
and a wide range of daily activities.

5th Floor, Broadacre House, Market Street 0191 261 0948

Newcastle Crisis Team

0303 123 1146

Sane

Telephone support 4:30pm-10:30pm
0300 555 1115

NTW Street Triage

Team of nurses and police officers based in Newcastle and Sunderland.
Contact via the police (101 or 999 depending on level of emergency)

Drug and Alcohol Support

CGL Harm Reduction Service

Needle exchange, harm reduction and drug
and alcohol support and advice, nurse.
43 Clayton St, Newcastle, NE1 5PN
0191 261 4719

CGL Integrated Treatment Service

Bridgeview House, 15-23 City Rd, NE1 2AF
0191 261 5610

The Recovery Centre

Drug and alcohol recovery support
The Old Coroners Court, The Close,
Newcastle, NE1 3RQ
0191 232 7371

Plummer Court

Detox/counselling/ support/prescribing
Carloli Sq, Newcastle, NE1 6UR
0191 206 1100
Need to be referred by CGL 0191 261 5610

Women's Services

West End Women and Girls Centre

Support through group work where members have fun, learn skills and build confidence in a safe and supportive environment, and individual support offering advice, information, advocacy and referrals to relevant agencies.

Stephenson Building, 173 Elswick Road, NE4 6SQ

0191 273 4942

The Angelou Centre

Black-led women's centre, offering a range of holistic women only services for Black and Minority Ethnic women.

17 Brighton Grove, NE4 5NS

0191 226 0394

SHINE

SHINE (Sexual Health In Newcastle) is a community women's health project offering support and services for women 16+.

3rd Floor, 11 Nelson St, NE1 5AN

0191 277 2050

LGBT

MESMAC

Gay and bisexual men sexual health advice service, groups, outreach. 1 hour HIV test available at the Shieldfield Centre, 4-8

Clarence St, NE2 1AL

0191 233 1333

Be North

One-to-One support, peer support groups and social events for Trans and Non-Binary people throughout the North East and West of England.

Mesmac Newcastle

11 Nelson Street NE1 5AN.

T and Coffee: Young Trans group

Weds 3-6pm in central Newcastle for young trans people aged 15 to 25 to meet and make friends, share and seek information and be able to access youth work support.

Debs Walker: 07415 104559 or

Billijean: 01325 731160

Email: debswalker@trinityyouth.org.uk

Sexual Health

New Croft Sexual Health Centre

Market St, Newcastle, NE1 6ND

0191 229 2999

Younger People's (aged 13-19) Sexual Health Drop-In Clinic at New Croft Sexual Health Centre by nurses: Saturdays 9am-12pm

Sexual Assault

Tyneside Rape Crisis

0800 035 2794
0191 222 0272

REACH Sexual Assault Centre

Rhona Cross Suite, New Croft House, Market
St, NE1 6ND (appointment only)
0191 221 9222

Domestic Abuse

National Domestic Violence Helpline (NCDV)

For emergency injunctions
0844 8044 999

Newcastle Women's Aid

0800 923 2622/ 0191 261 0504
EDAN (Ending Domestic Abuse in
Newcastle) Outreach Service:
07501 227 780/ 07501 227 820

Victim Support - Independent Domestic Violence Advocate (IDVA)

1st Floor, Broadacre House,
Market St, NE1 6HQ
0191 281 3791

Panah Refuge

For black and minority ethnic women
0191 284 6998

Men's Advice Line

Advice and support for men experiencing
domestic abuse. Freephone 0808 801 0327
Monday-Friday 9am-5pm

Older People

Search Newcastle

Services for older people in the west of
Newcastle: groups, activities, befriending
and benefits advice.
74 Adelaide Terrace, Benwell NE4 9JN
0191 273 7443

Chain Reaction

Supports older people (55+) to live
independently in the community.
Newcastle Central / North: 0300 300 7070
Newcastle East: 0791 768 6658
Newcastle West: 0191 273 7443

Carers' Support

Newcastle Carers

Local independent charity providing dedicated
confidential information and support to adult
unpaid carers.
Carers Information Line 0191 275 5060

PROPS

Support for individuals, families and carers
of those living with alcohol and substance
misuse.
Helpline 0191 226 3440

Asylum Seeker, Refugee and Migrant Support

<p style="text-align: center;">Asylum Help UK 0808 8000 630</p>	<p style="text-align: center;">North of England Refugee Service 19 Bigg Market, Newcastle, NE1 1UN 0191 222 0406</p>
<p style="text-align: center;">West End Refugee Service St Philip's Vicarage, St Philip's Close, Arthur's Hill, Newcastle, NE4 5JE 0191 273 7482</p>	<p style="text-align: center;">Action Foundation Support, befriending, English classes and housing for asylum seekers and migrants. The Castle Gate, Melbourne St NE1 2JQ 0191 231 3113</p>
<p>Riverside Community Health Project Activities and support for migrant families, particularly Romanian, Slovakian, Czech and other Eastern European families. Benwell Library, Atkinson Rd, NE4 8XS 0191 226 0754</p>	<p style="text-align: center;">Westgate Baptist Church Drop-in for asylum seekers, refugees and their families. Social events and access to other agencies for advice each week. Tuesdays 3.30pm-6pm 366 Westgate Road, NE4 6NX</p>

Legal Advice/Support

<p>Citizens Advice Newcastle 0344 245 1288, Debt advice line: 0191 261 8522</p>	
<p style="text-align: center;">Newcastle Law Centre Legal Advice MEA House, Ellison Place, Newcastle, NE1 8XS 0191 230 4777</p>	<p style="text-align: center;">PSU (Personal Support Unit) Support for people attending court without legal representation (not legal advice) Newcastle Combined Court 0191 261 8016</p>
<p style="text-align: center;">Family Law Solicitors (Legal Aid)</p> <p>Gordon Brown Law: 4 Hadrian House, Higham Place, Newcastle, NE1 8AF, 0191 388 1778 Beecham Peacock Solicitors: 7 Collingwood St, Newcastle, NE1 1JE, 0191 232 3048 David Gray Solicitors LLP: 56 Westgate Rd, Newcastle, NE1 5XU, 0191 232 9547 Ben Hoare Bell LLP: 40 Shields Rd, Byker, NE6 1DR, 0191 275 2626</p>	

Debt/Benefits Advice

Newcastle Council Debt Advice Service

0191 277 1050

debtadvice@newcastle.gov.uk

Clean Slate

Support with benefit claims, benefit appeals,
and debt support

Joseph Cowen Centre, 8 Wilfred St, Byker

0191 228 4929 Fri 9-11am

Step Change

Debt Relief Order

0800 138 1111

Warmzone

Free and confidential benefits advice &
claim support service.

Freephone 08000 1999 69

Tyneside Centre Against Unemployment

Support with benefit claims and appeals

Floor 4, Broadacre House, Market St,
Newcastle, NE1 6HQ

07999 967 792

Universal Credit Phone Numbers

UC live service	0345 600 0723	0800 328 9344
UC full service	0345 600 4272	0800 328 5644
UC housing line	0345 266 0041	0800 328 3844
UC live to full service transfers	0345 606 9970	0800 328 7844
UC Text phone	0345 600 0743	0800 328 1344
Payment services – customer contact	0345 600 2865	0800 328 0172

Employment Support

Welcome to Moving On Tyne & Wear

Support for people who are out of work
due to complex health issues and other
barriers to get back into training,
volunteering, or find jobs.

0191 217 3206

Newcastle Futures

Supporting people back into employment
who are on state benefits, recruitment
service for employers looking to recruit
local people.

0191 230 2970/ 0800 587 0478

Newcastle City Learning

Employment support service, including
English, maths, IT and vocational courses,
help with CVs and work experience.

0800 073 0911

Volunteer Centre Newcastle

Promote, support and celebrate volunteering
across the City by supporting people in
identifying volunteer roles that match their
skills and experience.

07419 988821

Veterinary Support

Street Paws

Free of charge veterinary care to animals owned by people who are homeless, vulnerably housed or other vulnerable groups severely affected by poverty.

First Wednesday of every month
7-9pm Bottom of Grainger Street outside St. John the Baptist Church.

Veterans' Support

Launchpad

Launchpad provides veterans with accommodation and communal facilities, for which they pay rent, either using housing benefit or income or savings, for up to two years.

Avondale House, Newcastle Upon Tyne
0191 265 7039

British Legion

Our Pop In advice and information centre is a welcoming space for Service personnel and veterans to get practical help and advice.

101 Grainger Street, Newcastle NE1
Monday to Friday, 10am to 4pm.
Helpline 0808 802 8080 8am to 8pm, all week

Armed Forces Outreach Service

Newcastle 0191 277 1297 or 07710 389069 steve.lambert@yhn.org.uk

Gateshead 0191 433 2612 or 07767 298 847 mickdownworth@gatesheadhousing.co.uk

North Tyneside 0191 277 1297 or 07710 389069 steve.lambert@yhn.org.uk

South Tyneside 0191 433 2612 or 07767 298 847
mickdownworth@gatesheadhousing.co.uk

Durham 07384 247 317 spencer.wiggins@durham.gov.uk

Northumberland 07966 337 010 jonathan.harrison@northumberland.gov.uk
or 07966 327 142 paul.havelock@northumberland.gov.uk

Forward Assist

Advise & assist UK Military Veterans in their transition from Soldier to Citizen

0191 250 4877

Directions to Outreach



Come out of the Kitchen, head towards St James', and then turn right at the traffic lights.



Head down Gallowgate towards the Monument.



Keep heading straight towards the Monument. The orange circle is Eldon Square Gardens (Sunday morning Outreach)



Head past the Monument, keep going straight until you reach the Library.



After the Library there is a T-junction. Head straight across, past the art gallery, through the pedestrian-only area.



As you reach the end, you will see this staircase. Go up, and follow the walkway over the Central motorway.



Come over and down the walkway. Head down Trafalgar Street (under the Arches)



The Arches. This is where you'll find the catering van on Monday and Thursday nights.

Outreach Times and Locations

Monday 7:30-8:30pm
The Arches, Trafalgar Street

Thursday 7:30-8:30pm
The Arches, Trafalgar Street

Sunday 9-10:45am
Eldon Square Gardens

Free, low cost and pop-up food

PLEASE NOTE: We cannot guarantee that any of these services will be available: some of them are temporary and times and venues often change. **Only the services in red (People's Kitchen) are at guaranteed times and locations.**

Day	Morning	Afternoon	Evening
Monday	<ul style="list-style-type: none"> • Cornerstone Community Café, Sheriff Hill Methodist Church 10am-1pm • Crisis – Breakfast. City Road 8-9.30am, hot meal 11am • Newcastle 	<ul style="list-style-type: none"> • Byker Community Centre. Free 3-course meal. 12:30pm • Gateshead Salvation Army Lunch club £3.50 12-1pm • Newcastle West End Foodbank Church of Venerable Bede, West Rd 2-4pm 	<ul style="list-style-type: none"> • St Michael's Church, Byker 4-6:30pm (free) • The People's Kitchen (Trafalgar Street) 7.30-8.30pm (Last Monday of the month members of the Gurdwara Sikh Temple bring food and clothing)
Tuesday	<ul style="list-style-type: none"> • Crisis – Breakfast. City Road 8-9.30am, hot meal 11am 	<ul style="list-style-type: none"> • Vinny's Café, St. Dominic's Church, New Bridge St. Newcastle 11am-2pm • The Cross Café, St Michael's Church, Byker 1-4pm Meals from £1 	<ul style="list-style-type: none"> • The People's Kitchen (Alison Centre) 6.30pm-8.45pm • HOT (Helping Others Together) 7-8pm
Wednesday	<ul style="list-style-type: none"> • Crisis – Breakfast. City Road 8-9.30am, hot meal 11am • Newcastle East Foodbank, Heaton Road 10am-12.30pm 	<ul style="list-style-type: none"> • The Cross Café St Michael's Church, Byker 1-4pm Meals from £1 	<ul style="list-style-type: none"> • The People's Kitchen (Alison Centre) 6.30pm-8.45pm • Grainger St. Friends, St. John's Church, Grainger Street 7-8pm
Thursday	<ul style="list-style-type: none"> • Crisis – Breakfast. City Road 8-9.30am, hot meal 11am • Newcastle West End Foodbank Church of Venerable Bede West Rd 10am-12pm 	<ul style="list-style-type: none"> • The People's Kitchen (Alison Centre) 1-4pm • The Cross Café, St Michael's Church, Byker 1-4pm. Meals from £1 • Newcastle West End Foodbank Church of Venerable Bede, West Rd. 2-4pm • Brunswick Methodist Church 4:30-6pm 	<ul style="list-style-type: none"> • The People's Kitchen (Trafalgar Street) 7.30pm-8.30pm • North East Homeless Charity Outside Laing Art Gallery 7pm

Free, low cost and pop-up food (continued)

Day	Morning	Afternoon	Evening
Friday	<ul style="list-style-type: none"> • Crisis – Breakfast. City Road 8-9.30am, hot meal 11am • St. Andrew's Catholic Church 9 Worswick Street, NE1 6UW 9:30am-12pm (re-opens 6th July 2018) • Gateshead Salvation Army Low Price Breakfast 9.30-11.30am • Newcastle East Foodbank, Heaton Road 10am-12.30pm 	<ul style="list-style-type: none"> • Byker Community Centre 11-2pm 	<ul style="list-style-type: none"> • The People's Kitchen (Alison Centre) 6.30pm-8.45pm • Street Kitchen (Percy Street) 7-8pm • Vineyard Church Walkabout. Town Centre 9-11pm (and later)
Saturday		<ul style="list-style-type: none"> • Evolve. RCCG Living Assembly, Park Lane Gateshead Free hot meals 11.30am - 1.30pm 	<ul style="list-style-type: none"> • Discovery Museum 5:30-6:30pm • Newcastle Street Friends On the streets in Newcastle 7-9pm
Sunday	<ul style="list-style-type: none"> • The People's Kitchen (Old Eldon Square) 9am-10.45am 		<ul style="list-style-type: none"> • North East Homeless Grey Street near Theatre Royal 7pm • Brunswick Methodist Church 7:30-9pm • Newcastle Street Friends Discovery Museum 8-9pm • Streetwork Walkabout. Town Centre 9-10:30