

Useful Contacts in South Tyneside

Abuse

Impact Family Services

Support for Domestic Abuse

T: 0191 456 7577

E: options@impactfs.co.uk

National Domestic Violence Helpline

Can help with emergency accommodation.

T: 0808 2000 247 (free 24 hour)

South Tyneside Domestic Abuse Handbook

Directory for signposting

https://www.southtyneside.gov.uk/media/1131/South-Tyneside-Domestic-Violence-and-Abuse-Guide-and-Service-Directory/pdf/9956_Domestic_Violence_Directory_2017_FINAL_6.pdf?m=1639412060193

Apna Ghar

Offer outreach support, interpreting support and a range of activities and course for minority ethnic women, including a Time to Talk Support Group for women who are experiencing difficulties. Staff are trained in domestic abuse and can offer support and guidance to members as well as refer to specialist services for further support.

Opening hours: Monday and Tuesday, 10am-3pm, Wednesday 10am-3.30am, and Thursday 9.30am-3.30pm

T: 0191 456 4147

E: apnaghar@btconnect.com

SURT-Stopping Unsafe Relationships Together

To prevent and stop abuse within relationships and support recovery. For children and young people aged 11-24 living in S Tyneside who are vulnerable or have been affected by relationship abuse.

T: Claire:07565538165

T: Leanne: 07907560522

E: contact@wearesurt.org

Escape Interventions

Counselling services to young people aged 4-25 years, and their parents/carers.

W:<https://www.escapeintervention.org.uk/service/counselling/>

T: 0191 427 6353

M: 07599307481

E: info@escapeintervention.org.uk

NSPCC

W: <https://www.nspcc.org.uk/>

T: 0808 8005000

E: help@NSPCC.org.uk

Childline

W: <https://www.childline.org.uk/>

T: 08001111

Restart – South Tyneside domestic abuse service

The Domestic Abuse Service, Restart, provides confidential, non-judgemental support to those who are experiencing all

forms of Domestic Abuse and are living and working in the Borough of South Tyneside.

T: 07977 595910

E: domesticabusereferrals@southtyneside.gov.uk

ADHD

South Tyneside ADHD Support Group

For parents and carers of a young person with ADHD and would like support and advice. Informal drop in meetings. Kids club for ages 4-16 and subsidized monthly activities.

T: Jean 07804495406

E: stadhdgroup@yahoo.com

Anti-Social Behaviour

SURT-Stopping Unsafe Relationships Together

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T: Claire:07565538165

T: Leanne: 07907560522

E: contact@wearesurt.org

Useful Contacts in South Tyneside

Autism Spectrum Condition

Toby Henderson Trust

A range of support, advice and resources for families who have a diagnosis or suspect autism.

W: <https://www.ttth.co.uk/>

T: 01918160550

E: autismhub@ttth.co.uk

North East Autism Society (NEAS)

North East Autism Society (NEAS) help children and adults with autism to take part in society.

W: <https://www.ne-as.org.uk/>

T: 0191 4109974

E: info@ne-as.org.uk

Kids and Young Adults Klub (KAYAKS)

Special Needs Support Group

Kids And Young Adults Klub (KAYAKS) is a support group for families affected by disability and special educational needs. The group supports many families affected by Autism, ADHD and other Autistic spectrum conditions.

W: <https://thekayaks.website/>

F: The Kayaks Community

T: 07847 319889

E: alison.bland66@yahoo.co.uk

Behaviour and Parenting

South Tyneside Family Hubs

W: <https://southtynesidefamilyhubs.co.uk/>

T: 0800 783 4645

E: familyhubs@southtyneside.gov.uk

Bereavement

Cruse Bereavement Support

W: <https://www.cruse.org.uk/>

T: 0808 8081677

Child Bereavement UK

Child Bereavement UK helps families to rebuild their lives when a child grieves or when a child dies. We support children and young people (up to the age of 25) when someone important to them has died or is not expected to live, and parents and the wider family when a baby or child of any age dies or is dying.

We provide training to professionals in health and social care, education, the emergency services and the voluntary and corporate sectors, equipping them to provide the best possible care to bereaved families.

W: <https://www.childbereavementuk.org/>

T: 0800 02 888 40

E: helpline@childbereavementuk.org

Escape Interventions

Counselling services to young people aged 4-25 years, and their parents/carers.

W: <https://www.escapeintervention.org.uk/service/counselling/>

T: 0191 427 6353

M: 07599307481

E: info@escapeintervention.org.uk

Winston's Wish

Advice and guidance on supporting a bereaved child or young person,

T: 08088 020 021

E: ask@winstonswish.org

Crisis/Self Harm

Initial Response (Crisis) Team

24 hour referral line-0800652 2867

Deaf service users-Please text
07889036280

Samaritans

Offers 24 hour telephone support
116 123

Calm Harm App

Download from your app store.

Calm Harm is a free app to help teenagers manage the urge to self-harm.

Useful Contacts in South Tyneside

Family Issues & Health

Escape Interventions

Counselling services to young people aged 4-25 years, and their parents/carers.
W: <https://www.escapeintervention.org.uk/service/counselling/>
T: 0191 427 6353
M: 07599307481
E: info@escapeintervention.org.uk

South Tyneside Family Hubs

W: <https://southtynesidefamilyhubs.co.uk/>
T: 0800 783 4645
E: familyhubs@southtyneside.gov.uk

DadPad

DadPad is an app and is the essential guide for new dads, developed with the NHS.

Family Action-Family Line

First line support for every family and any family issue. If you're feeling overwhelmed, worried or upset about any aspect of your family life, whether here in the present or something from your past, FamilyLine is here for you. We offer free emotional support, information and guidance on family relationships – including siblings – conflict, parenting, caring, financial worries and more.
W: <https://family-action.org.uk/>
T: 0808 802 6666
Text: 07537 404 282

E: familyline@family-action.org.uk

Financial Pressures

Citizen's Advice Bureau

Provides free advice on the problems people are facing.
A: Edinburgh Buildings
2 Station Approach
South Shields
Tyne & Wear
NE33 1HR
T: 0808 2787824
W: <https://www.southtynelca.net/>

National Debt Line

Debt advice and support.
W: www.nationaldebtline.org
T: 0808 808 4000

StepChange

Debt help service and support to vulnerable people, including those with mental health issues.
T: 0800 138 1111
W: <https://www.stepchange.org/>

Christians Against Poverty

Debt counselling agency.
T: 01274 761999
E: contact@capuk.org

Local Food Banks

Hospitality and Hope

A: Hampden Street, South Shields, NE33

4JR
T: 0191 420 3336
E: hello@hospitalityandhope.org.uk

Hebburn Helps

A: 14 St John's Precinct, Mountbatten Shopping Centre, Hebburn, NE31 1LQ
T: 0191 489 9707
E: admin@hebburnhelps.co.uk

Details of other food banks

<https://www.southtyneside.gov.uk/article/1471/Food-banks>

South Tyneside Family Hubs

W: <https://southtynesidefamilyhubs.co.uk/>
T: 0800 783 4645
E: familyhubs@southtyneside.gov.uk

Housing Issues

Key

Key provides a range of housing advice, support, and accommodation services to young people at risk of homelessness, and their families, and helps local people experiencing hardship.
A: 116 Baring St, South Shields NE33 2BA
T: 0191 496 9710

E: hello@keycommunity.org.uk

humankind

Humankind offers services covering drugs and alcohol, clinical services, housing related support, housing, employment, training and education, health and well-

Useful Contacts in South Tyneside

being, children, young people and families, women, criminal justice and community and offender rehabilitation. We also run the MoreTime social enterprise.

akt North East

akt in the north east supports LGBTQ+ young people (16-25) who are homeless or living in a hostile environment.

W: akt.org.uk

T: 0191 281 0099/ 07739798594

E: northeast@akt.org.uk

Isolation

Tyneside Women's Health

Help to preserve and protect the mental health and wellbeing of women.

T: 0191 477 7898

Women's Health in South Tyneside (WHiST)

A wide range of groups and classes as well as a crèche and a café.

W: www.whist.org.uk

T: 0191 454 6959

Tyneside Green Gym

Improve physical and mental health through practical activities.

T: 0191 428 1144

Options at South Tyneside

Support to women over 16.

T: 0191 456 7577

E: options@impackfs.co.uk

LGBTQ+

humankind

Humankind offers services covering drugs and alcohol, clinical services, housing related support, housing, employment, training and education, health and well-being, children, young people and families, women, criminal justice and community and offender rehabilitation. We also run the MoreTime social enterprise. humankind offer risk and resilience support for young people who are lesbian, gay, bi-sexual or transgender and young people who have queries or issues around their gender identity.

W: <https://humankindcharity.org.uk/>

T: 01325 731 160

E: info@humankindcharity.org.uk

F: lgbt@northeasthk

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akt in the north east supports LGBTQ+ young people (16-25) who are homeless or living in a hostile environment.

W: akt.org.uk

T: 0191 281 0099/ 07739798594

E: northeast@akt.org.uk

Long Term Illness

Bright Futures UK

Bright Futures UK support children and young people who take time out of any

education setting due to long-term illness. Our services are completely tailored to the needs of children and young people who need our support. They offer tutoring, befriending, mentoring and workshops.

W: <https://www.brightfuturesuk.org/>

T: 0203 0515822

E: info@brightfuturesuk.com

Mental Health Advice & Guidance

Kooth

Kooth is a free, safe, and anonymous online platform where young people can access mental health support whenever they need it.

Refugees, Asylum Seekers

EMTRAS

The Ethnic Minority Traveller Refugee Achievement Service (EMTRAS) provides help for these children to access schools across South Tyneside, and supports pupils who have English as an Additional Language (EAL) once they are in school.

T: 0191 426 8140

E: EMTRAS@southtyneside.gov.uk

South Tyneside Asylum Seekers & Refugees Church Help (STARCH)

STARCH offers a weekly drop-in for asylum seekers and refugees.

Useful Contacts in South Tyneside

The drop in provides a safe place to meet and make friends as well as access to a range of support services.

The session takes place every Tuesday, from 12pm to 2pm at Living Waters Church, Alice Street, Laygate, South Shields, NE33 5PB.

The drop in is attended by a multi-disciplinary team including EMTRAS, British Red Cross, Tyne and Wear Fire and Rescue and Northumbria Police.

W: <https://churchestogethersouthtyneside.co.uk/starch/>

E: maggregg@talktalk.net

M: 07914123259

Compact for Race Equality in South Tyneside (CREST)

CREST promotes racial equality in South Tyneside and supports those in need to access education, training and employment.

W: <https://www.crest.uk.com/>

T: 0191 427 6611

E: info@crest.uk.com

The British Red Cross

The British Red Cross has helped millions of people in the UK and around the world get the support they need when crisis strikes.

T: 0344 871 11 11

E: contactus@redcross.org.uk

SEND

SENDIASS

Free and impartial information, advice and support to parents, carers, children and young people with special education needs and disabilities

W: <https://www.southtynesidesendiass.co.uk/>

T: 0191 424 6345

E: sendiass@southtyneside.gov.uk

F: <https://www.facebook.com/STsendiass>

South Tyneside Parent Carer Forum

South Tyneside Parent Carer Forum are a group of volunteer parent carers. We all live in South Tyneside and care for children who have Special Educational Needs and Disabilities (SEND). We volunteer our time to try and make positive changes for families of South Tyneside.

W: <https://stpcf.org/>

F: <https://www.facebook.com/stparentcarerforum>

South Tyneside Family Hubs

W: <https://southtynesidefamilyhubs.co.uk/>

T: 0800 783 4645

E: familyhubs@southtyneside.gov.uk

Alan Shearer Activity Centre

A highly specialised recreational, sensory and social resource for disabled people of all ages.

W: <https://alanshearercentre.org.uk/>

T: 0191 267 8118

E: asresidential@stcuthbertscare.org.uk

Sleep

School Nursing Team

The 0-19 team in South Tyneside monitor, assess, promote and support the health and wellbeing of all children and young people between 0-19 years. They work in partnership with parents/carers and other agencies to ensure every child has the Best Start in Life.

All school age children have access to the School Nursing service and Young People aged between 11-19 years old also have access to a confidential text messaging service called *CHATHealth* which is staffed by the School Nursing Team

T: 0191 2832189

The Teen Sleep Hub

<https://teensleephub.org.uk/>

The Sleep Charity

The Sleep Charity, incorporating The Sleep Council, provide advice and support to empower the nation to sleep better. We campaign to improve sleep support and access to high quality information, raise awareness of the value of a good night's sleep and promote understanding around the complexities of sleep. We want everyone

Useful Contacts in South Tyneside

to share our vision that sleep is a vital component of health and wellbeing and that everyone living with sleep issues should have access to effective, consistent, evidence-based support.

T: 03303 530541

W: <https://thesleepcharity.org.uk/>

Substance Misuse & Addiction

MATRIX

Supporting young people with substance use issues, offering confidential advice, information and treatment.

T: 019 497 5637

E: enquiries@ypmatrix.org

Escape Interventions

Counselling services to young people aged 4-25 years, and their parents/carers.

W: <https://www.escapeintervention.org.uk/service/counselling/>

T: 0191 427 6353

M: 07599307481

E: info@escapeintervention.org.uk

humankind

Humankind offers services covering drugs and alcohol, clinical services, housing related support, housing, employment, training and education, health and wellbeing, children, young people and families, women, criminal justice and community and offender rehabilitation. We also run

the MoreTime social enterprise.

W: <https://humankindcharity.org.uk/>

T: 01325 731 160

E: info@humankindcharity.org.uk

NECA

Substance use and gambling

T: 0191 562 3309

Alcoholic Anonymous (12 steps)

W: www.alcoholics-anonymous.org.uk

T: 01915214400 (24 hours)

E: help@aamail.org

Narcotics Anonymous (12 steps)

W: <http://ukna.org>

T: 0300 999 1212 (10.00am – midnight)

Changing Lives

Helping homeless people recovering from addiction or are moving on from offending.

W: www.changing-lives.org.uk

T: 0191 273 8891

E: central.office@changing-lives.org.uk

South Tyneside Adult Recovery Service

South Tyneside Adult Recovery Service offer a free, confidential, and non-judgemental service for people who are affected by alcohol and/or drugs. You must be a resident of South Tyneside and over 18 years old to access this service.

T: 0191 917 1160

W: <https://stadultrecoveryservice.co.uk/>

Suicide

Billy's Lifeline

Guiding families and loved ones after suicide loss. Services include Befriending, Personal Affairs, Individual support, Group Support, Therapy, Respite and Professional Workshops.

W: www.billyslifeline.org

T: 0191 716 9555

Papyrus UK

PAPYRUS Prevention of Young Suicide is the UK charity dedicated to the prevention of suicide and the promotion of positive mental health and emotional wellbeing in young people.

W: <https://www.papyrus-uk.org/>

E: englandnorth@papyrus-uk.org

Hopeline: 0800 068 4141

Young Carers

The project offers the following support, advice and information to Young Carers and their families

A: TEN South Tyneside Young Carers

The Eco Centre

Windmill Way

Hebburn

NE31 1SR

W:

<https://www.southtynesideyoungcarers.org/>

T: 07387 109 388

E: levi.styc@groundwork.org.uk