

Prevention Network

October 2006



CONTENTS

<u>SERVICE</u>	<u>PAGE NUMBER</u>
<u>Section A – AGENCIES WHOSE PRIMARY CONCERN IS HOUSING</u>	
Local Authority Temporary Accommodation	2
Direct Access	2 - 3
Non Direct Access	3 - 6
Other Accommodation	6
Floating Support	7 - 9
Day Centres	10
Advice and Support Services	11
Housing Associations	12 - 13
<u>Section B – OTHER AGENCIES</u>	
Care and Support Services	14 -16
Advice Services	16
Agencies in the Drug and Alcohol Sector	17 - 20
Criminal Justice Agencies	21

Preventing homelessness - Reducing social exclusion

SECTION A – AGENCIES WHOSE PRIMARY CONCERN IS HOUSING

LA TEMPORARY ACCOMMODATION								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
NEWCASTLE CITY COUNCIL	Hill Court	47 flats up to 120 beds	Only for LA	M/F/CH	16+	LA accommodation. Access via HPU. For applicants where there may be a statutory obligation	24 hour waking cover, laundry, childcare, advice workers, resettlement, CPN, Social Worker, Health Visitor, GP, Transport	Pitt Street Newcastle NE4 5SX (0191) 277 1737
NEWCASTLE CITY COUNCIL	New Bridge Street Hostel	9 rooms up to 33 beds	Only for LA	F/CH.	16+	LA hostel access via HPU. Predominantly for women fleeing domestic violence	24 hour waking cover, laundry, childcare, advice workers, resettlement, CPN, Social Worker, Health Visitor, GP, Transport	New Bridge Street Newcastle NE1 2SW (0191) 232 0168

DIRECT ACCESS ACCOMMODATION								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Byker Bridge Housing Association	Direct Access Unit	22 bed spaces	Yes	M/F	17+	Direct access hostel, 7 spaces can be used for female / disabled	Staffed 24 hours, laundry and meals, shared facilities, advice on housing, resettlement, life skills and welfare benefits	Wilfred Street, Byker DAU (0191) 275 5587
Salvation Army	Direct access	56 bed spaces	Yes	M	18+	Direct access hostel	Staffed 24 hours, laundry and meal, shared facilities, resettlement worker, advice, counselling, visiting GP / CPN, health care and advice and resident nurse	City Road, NE1 2BR (0191) 230 9150
Salvation Army	Cedar House	18 bedspaces	Yes	F	17+	Direct Access hostel and 6 self-contained flats for move-on	Staffed 24 hours, laundry, advice on housing and benefits, visiting GP and emotional support	Cedar House, Denmark Street, Byker, Newcastle NE6 2UH (0191) 224 1509

DIRECT ACCESS ACCOMMODATION (CONTD)								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Tyneside Cyrenians	Elliott House	41 bed spaces	Yes	M	18+	Direct Access hostel. Can occasionally accommodate women	24 hour waking shifts, laundry and evening meals, shared facilities	Elliott House, 4 Bentinck Terrace Newcastle NE4 6UF (0191) 226 0046 elliott.house@tynesidecyrenians.co.uk
Women's Aid	Refuge	6 bedrooms	Yes	F/CH	16+	Direct access refuge for women fleeing domestic violence	Advice and support on housing, benefits, domestic violence, legal issues and emotional support, laundry	(0191) 265 2148 Emergency: (0191) 265 1848
Panah	Refuge	4 bedrooms	Yes	F/CH	16+	Direct access refuge for Asian or black women fleeing domestic violence / sexual abuse	Practical and emotional advice, support and counselling, laundry	PO Box 27 Newcastle NE3 1EU (0191) 284 6998
Stepping Stones	Direct access	10 bed spaces	Yes	M/F	16-21	Direct access hostel for young people. 6 female / 4 male spaces	Staffed 24 hours, laundry, keyworker system for support, advice on housing and benefits, living skills and counselling	11/12 Landsdowne Terrace Gosforth NE3 1HS (0191) 284 3201

NON DIRECT ACCESS ACCOMMODATION								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Byker Bridge Housing Association	Supported accommodation.	112 beds	No	M/F	17+	Accommodation throughout the city. Shared and self contained housing, some with on site support	Floating support with advice on housing, money management, resettlement, life skills, health and welfare benefits.	St Silas Church Clifford Street Byker (0191) 265 8621
Depaul Trust	Simonside Terrace	11 bed spaces	No	M/F	16-25	Supported accommodation for young people	Keyworker system for support, advice on housing and benefits, living skills, resettlement and counselling	54-56 Simonside Terrace Heaton (0191) 209 6705

NON DIRECT ACCESS ACCOMMODATION (CONTD)								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Haven Tyneside	Haven Tyneside	36 bed spaces within Newcastle	No	M/F	16+	Dispersed accommodation. 32 male / 4 female and 1 emergency bed	Floating support with advice on education and training	299 Chillingham Road Heaton NE6 5SB (0191) 265 8488
Norcare	Cumberland House	12 bed spaces	No	F	16+	Accommodation with on site support (6 units accept only Probation referrals)	Keyworker system for support, advice on housing and benefits, living skills, resettlement and counselling	172-174 Westgate Road Newcastle NE4 6AL (0191) 230 2090
Norcare	Wavelength	9 bed spaces	No	M	16+	Accommodation with on site support	Keyworker system for support, advice on housing and benefits, living skills, resettlement and counselling	8a Graingerville North West Road Newcastle (0191) 272 3817
Outpost	Newcastle	8 bed spaces	No	M/F	16-25	Gay / lesbian project, with on going support. 4 male and 4 female spaces. Operates a waiting list	Advice and support surrounding issues of sexuality, abuse, violence, finance, living skills and development	13 St James Street Newcastle upon Tyne (0191) 222 1937
PHOENIX HOUSE	Phoenix House Resettlement Team	10 bed spaces	No	M/F	18+	Semi-independent, 3 x 3 bed properties plus 1 single unit.	Ongoing contact from rehab staff.	Adult Education Centre, Trewitt Road, Heaton, Newcastle, NE6 5DI (0191) 224 3500
Praxis	Elswick Lodge	10 bed spaces	No	M/F	17+	Supported accommodation with varied communal facilities including sport and leisure	Keyworker system for support, advice on housing and benefits, living skills and resettlement	128 Park Close Elswick (0191) 273 4558
Praxis	Praxis Supported	12 bed spaces	No	M/F	17+	Supported accommodation in 3 houses	Keyworker system for support, advice on housing and benefits, living skills and resettlement.	As above
Praxis	Women and children project	6 bedrooms	No	F/CH	17+	Direct access for women and children fleeing domestic violence up to 5pm	Key worker system to address need and support training on living and parenting skills, advice on housing, benefits and resettlement.	As above
Praxis	Praxis House (formerly The Vicarage)	6 bed spaces	No	M/F	16-17	Supported accommodation for Asylum seekers	Accommodation to asylum seekers prior to NASS accommodation	As above

NON DIRECT ACCESS ACCOMMODATION (CONTD)								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
St. Cuthbert's Care	Bentinck Road	2 bedsits and 4 flats	No	F/CH	16+	Supported accommodation for women and children	Staffed 24 hours, keyworker system to address need, advice on living and parenting skills	1-3 Bentinck Road Newcastle upon Tyne (0191) 273 8725
Salvation Army	Resettlement	10 bed spaces	Internal transfer only	M	18+	10 Lower support beds - Move on from direct access beds.	Staffed 24 hours, some shared facilities, resettlement worker, life skills, advice, counselling, visiting GP / CPN, health care advice and resident nurse	City Road, Newcastle NE1 2BR (0191) 230 9150
St. Vincent De Paul	Leo Edgar project	21 bed spaces	No	M/F	21-60	Dispersed supported accommodation for people with mental health / Learning disabilities	Keyworker support with out of hours provision, living skills and development	Blackfriars Care Centre New Bridge Street (0191)261 1187
St. Vincent de Paul	Matt Talbot Hostel	11 bed spaces	No	M	40+	Supported hostel accommodation	Meals and general support	Blackfriars Care Centre New Bridge Street (0191) 261 1187
Stepping Stones	Stepping Stones Supported Accomm.	16 flats	No	M/F	16-21	Supported tenancies for young people	Keyworker support with out of hours provision, living skills and move on	105 Hillside Ave North Kenton (0191) 271 0292
Tyneside Cyrenians	36 Bentinck Road	3 bed spaces	No	M	18+	Accommodation with support	Self catering accommodation	36 Bentinck Road Newcastle Upon Tyne (0191) 226 0990
Tyneside Cyrenians	Abbott House	16 bed spaces	Internal Transfer Only	M	50+	Accommodation offering care for the frail / elderly	Full support, meals laundry, medication, welfare benefits	1 Quarry Bank Court Elswick (0191) 226 1647 abbott.house@tynesidecyrenians.co.uk
Tyneside Cyrenians	Francis House	10 bed spaces	Internal Transfer Only	M	18+	Accommodation with on site support	Staffed till 10pm, patrolled waking night shifts, advice and support, life skills, laundry and meals, shared facilities	202 Westgate Road Newcastle upon Tyne (0191) 221 0076 francis.house@tynesidecyrenians.co.uk

NON DIRECT ACCESS ACCOMMODATION (CONTD)								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Tyneside Cyrenians	Hawthorn Terrace	14 bed spaces	Internal Transfer Only	M	18+	Long term resettlement	Visiting support, advice and support, life skills, furnished self-catering flats, shared facilities	4 Hawthorn Terrace Newcastle Upon Tyne (0191) 260 3101
Tyneside Cyrenians	Roycroft House	6 bed spaces	Internal Transfer Only	M	18+	Accommodation with on site support	Staffed till 10pm, patrolled waking night shifts, laundry, food provided on a self catering basis	219 Westgate Rd Newcastle upon Tyne (0191) 221 0076 roycroft.house@tynesidecyrenians.co.uk
Tyneside Cyrenians	Strathmore	9 bed spaces	No	M	18+	Long term resettlement	Staffed 24 hours, laundry and meals	Strathmore 163 Strathmore Crescent Newcastle (0191) 226 0990
Stonham	Tyneside Foyer	43 bed spaces (+20 move on flats)	No	M/F	16-25	Supported accommodation for young people incorporating a training programme	Keyworker system involving support, advice, advocacy, training and resettlement	Westgate Road Newcastle upon Tyne (0191) 260 6100

OTHER ACCOMMODATION								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
North East Nightstop	Nightstop	Number dependent upon available volunteers	Yes	M/F	16-25	Emergency accommodation in volunteers homes (One night at a time)	Short term support and assistance to find accommodation	2 nd Floor Union Building Grainger Street Newcastle upon Tyne (0191) 261 8881
YWCA	Jesmond	80 bed spaces	Yes	M/F	18+	General short / medium term accommodation £21 needed to cover first weeks food	Kitchenette and shared facilities	Clayton Road Jesmond Newcastle upon Tyne (0191) 281 1233

FLOATING SUPPORT

PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Byker Bridge Housing Association	Vulnerable adults	26 spaces	No	M/F	17+	Supporting people with learning disabilities in their own tenancies		17-19 Wilfred Street Byker Newcastle upon Tyne NE6 1JQ (0191) 265 8621
New Leaf	New Leaf		No by referral	M/F	17+	Floating Support work with Local Authority		4 th Floor Maybrook House Grainger Street Newcastle upon Tyne Tel (0191) 211 3119
Strategic Housing Service	Hill Court Move On Service		Only for LA	M/F CH	16+	LA accommodation. Access via HPU. For applicants where there may be a statutory obligation	Advice and support workers assist and support clients with all general needs	Hill Court 4 Pitt Street Newcastle upon Tyne (0191) 277 1737
Stonham	Tenancy Support Newcastle		No by referral	M/F	18+	Dedicated staff help people to live as independently as possible by working regularly with each individual		Stonham 114 Westgate Road Newcastle upon Tyne (0191) 260 6100
DePaul Trust	Simonside House Resettlement Service	19 spaces	No	M/F	21-60	Support with out of hours provision, living and development skills		The DePaul Trust Simonside House 54-58 Simonside Terrace Heaton Newcastle upon Tyne NE6 5JY (0191) 209 6705
Your Homes Newcastle	Advice and Support Worker Outreach Service	378 spaces	No by referral	M/F	16+	Support to help people live independently	Advice and Support Workers based in the local community housing offices helping prospective and current council tenants	Based in community housing offices across the City. Contact YHN House on 0191 2788600 and asked to put through to the housing office nearest to where the person lives

FLOATING SUPPORT (CONTD)

PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Your Homes Newcastle	Advice and Support Worker Pathways Service	80 spaces	No by referral	M/F	16+	Dedicated workers to support people going through the pathways process	Assisting people wanting to move on from supported accommodation, those who are currently in hospital who have accommodation needs, and residents in the private sector (owner occupiers, private rented tenants and leaseholders)	Based at Avison Street Housing Office. Contact the Advice and Support Manager, Suzanne Halliwell on 0191 2788621 for further information.
Your Homes Newcastle	Inline	51 flats	No	M/F	16-17	Dispersed supported accommodation for 16-17 year old priority homeless applicants	Floating Keyworker support, living skills and development	Gosforth Housing Office Gosforth High Street Newcastle upon Tyne (0191) 277 1190 Inline@yhn.org.uk
Your Homes Newcastle	Refugee Move On	90 spaces	No	M/F	18+	Supporting refugees in their own tenancies	Assisting refugees who have just been given to stay to move on from asylum accommodation	YHN House Benton Park Road Newcastle NE7 7LX (0191) 278 8612
NECA	SILS (Semi Independent Living Scheme)	14 flats	No	M/F	18+	Dispersed supported accommodation for people with drug and alcohol dependency problems	Floating Keyworker support, living skills and development	Philipson House 5 Philipson Street Walker (0191) 234 3486
Barnardos	Newcastle Independent Network	60 spaces	No	M/F	16-25	Dispersed supported accommodation for young people at risk	Floating Keyworker support, living skills and development	Barnardos 4 th Floor Warwick House Grantham Road Newcastle upon Tyne (0191) 230 0196
Norcare	Newcastle Housing and Addiction Service	10 spaces	No	M/F	18+	For people with drug and alcohol dependency problems	Floating Keyworker support	Portman House Portman Rd Shieldfield, Newcastle (0191) 261 2228
Outpost	Outpost	2 spaces	No	M/F	16-25	Young people at risk	Floating Keyworker support	13 St James Street Newcastle, NE1 4NF (0191) 222 1937

FLOATING SUPPORT (CONTD)								
PROVIDER	PROJECT	NUMBER OF BEDS / UNITS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
The Richmond Fellowship	The Richmond Fellowship	18 flats	No	M/F	18+	Dispersed supported accommodation for people with mental health / learning disabilities	Floating Keyworker support, living skills and development	30A High Street East, Wallsend, North Tyneside NE28 8PQ (0191) 2870151
Women's Aid	Women's Aid	10 spaces	No	F/CH	16+	Women at risk of domestic violence. Single or with children	Floating Keyworker support	PO BOX 32, Heaton, Newcastle, NE6 1HZ (0191) 265 2148
Phoenix House	Floating Support	Contact for details.	No	M/F	18+	Support designed to help the tenant full achieve independent living		Adult Education Centre, Trewhitt Road, Heaton, Newcastle NE6 5DI (0191) 224 3500

DAY CENTRES

PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Tyneside Cyrenians	Ron Eager Centre	Monday – Friday 8am-3.30pm Sunday 10am- 2pm	Yes	M/F	16+	Open access day centre	Laundry, health care	214 Westgate Road Newcastle upon Tyne (0191) 232 5699 roneager.house@tynesidecyrenians.co.uk
Byker Bridge	Joseph Cowen medical centre	Monday, Wednesday, Thursday, Friday 9.30am–3pm Tuesday 10.30am-3pm	Yes	M/F	16+	Open access health centre	Health care, needle exchange	8 Wilfred Street Byker Newcastle upon Tyne (0191) 276 6662
Byker Bridge	Day centre	Monday, Wednesday, Friday 9am – 8pm. Tuesday, Thursday 9am-5pm Sunday 10am - 4pm	No	M/F	16+	Meaningful activities	Laundry facilities, shower	17-19 Wilfred Street Byker Newcastle (0191) 265 8621
St. Vincent de Paul	Blackfriars	Contact for details	Yes	M/F	16+	Open access day centre	Free food, hairdressing, IT	Blackfriars Care Centre New Bridge Street (0191) 261 1187
Brunswick Young People's Project	Brunswick church	Various contact for details	Yes	M/F	16 - 21	Young people's open access day centre	Youth work support for young people	Brunswick Methodist Church Brunswick Place Newcastle upon Tyne (0191) 232 4323 mail@brunswick.org.uk
People's Kitchen	Alison Centre	Evening Contact for details	Yes	M/F	16+	Free food	Free food	56 Bath Lane Newcastle upon Tyne (0191) 222 0699 info@peopleskitchen.co.uk

ADVICE AND SUPPORT SERVICES								
PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Barnardos	Newcastle Independence Network	Mon - Fri	No	M/F	15-25	advice, advocacy and resettlement support to young people and teenage parents/parents to be		4 th Floor Warwick House Grantham Rd, Newcastle (0191) 230 0196
Baseline	Baseline	Mon - Fri	No	M/F	16-25	Befriending for young people		C/o St James Church Northumberland Rd Newcastle upon Tyne (0191) 261 6248
Big Issue	Big Issue NE	Mon - Fri	No	M/F		Magazine vending		18 Saville Row Newcastle upon Tyne (0191) 222 1166
Byker Bridge Housing Association	Outreach support	Mon - Fri	No	M/F	18+	Support for people with learning difficulties		17-19 Wilfred Street Byker Newcastle (0191) 265 8621
Newcastle City Council	Advice and support workers	Mon - Fri	No	M/F	16+	Benefits advice, minor debt, resettlement,		YHN House Benton Park Road Newcastle NE7 7LX (0191) 278 8621
Shelter	North East Housing Aid Centre (Shelter HAC).	Monday: 10am - 1pm (Advice Line) Tuesday: Appointments Wednesday: Closed Thursday: 10am - 1pm (Advice Line) Friday: Appointments		M/F	16+	Provide information, advice and advocacy on housing and related issues		North East Housing Aid Centre 1-2 Blackfriars Court, Dispensary Lane, Newcastle upon Tyne, NE1 4XB (0191) 232 3778 tyneside@shelter.org.uk

HOUSING ASSOCIATIONS								
PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Cheviot Housing Association		Mon – Fri 8.45am – 5.00pm	No	M/F	18+	Over 2500 properties. Dedicated Housing Assistants across the area		Beamminster Way East Kingston Park Newcastle upon Tyne NE3 2ER (0191) 238 3855
Anchor Housing		Mon – Fri 9 – 5 pm	No	M/F	55+	Retirement housing		Customer Enquiries Anchor Trust Milestone Place 100 Bolton Road Bradford BD1 4DH 08457 75 85 95
English Churches Housing Group		24/7	No	M/F	16+	General needs accommodation with some support available		20 Portland Terrace Jesmond Newcastle upon Tyne NE1 1QQ 0845 0707074
Enterprise 5 HA		Mon -Thur 9 – 5pm Fri – 9 -4.30	No	M/F	18+	General needs across the area, also offer supported and some sheltered accommodation.		Victory House, Balliol Business Park Benton Lane Newcastle upon Tyne NE12 8EW (0191) 226 3400
Guinness Trust		Mon Fri 9 – 5pm	No	M/F	16+	General needs accommodation, also have some supported accommodation and limited sheltered accommodation.		West 3, Asama Court Newcastle Business Park Newcastle upon Tyne NE4 7YD (0191) 273 6233
Home Housing Group		Mon – Fri 9 – 5pm	No	M/F	18+	General needs accommodation with some supported and sheltered accommodation		Ridley House Regent Centre Gosforth Newcastle upon Tyne NE3 3JE (0191) 285 0311

HOUSING ASSOCIATIONS (CONTINUED)

PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Nomad Housing Group		Mon –Fri 9 – 5 pm	No	M/F	18+	General needs housing have some supported accommodation with Phoenix House and Norcare		5 Gosforth Park Avenue Gosforth Business Park Newcastle upon Tyne NE12 8EG (0191) 268 4800
Places for People		Mon – Fri 9 -5 PM	No	M/F	18+	General needs accommodation, some sheltered accommodation,		4 th Floor Maybrook House Grainger Street Newcastle upon Tyne NE1 5J 0800 432 0002
Riverside North East		Mon – Fri 9 – 5 pm	No	M/F	18+	General needs accommodation. Offer some supported housing with Norcare		1 Osborne Terrace Jesmond Newcastle upon Tyne NE2 1NE (0191) 290 4300
Two Castles Housing Association		Mon –Fri 8.45am -5pm	No	M/F	18+	General needs accommodation with some sheltered accommodation.		154 New Bridge Street Newcastle upon Tyne NE1 2TE (0191) 261 4774
William Sutton Housing Association		Mon, Tues,Thur Fri 9.30am – 10.30am	No	M/F	18+	General needs accommodation		1 Holywell Close Barrack Road Newcastle upon Tyne NE4 5BP (0191) 273 2928

SECTION B – OTHER AGENCIES

CARE AND SUPPORT SERVICES								
PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDE R M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Social Services	Community Mental Health Team	Mon – Fri 9am – 5pm		M/F	18-65	Advise and support clients and refer to relevant agencies where necessary		Newburn (0191) 277 2555 Gosforth (0191) 277 2077
Social Services	Learning Disabilities Team	Mon – Fri 9am-5pm		M/F	18+	Advise and support clients and refer to relevant agencies where necessary		Newburn (0191) 277 2555 Gosforth (0191) 277 2077
Social Services	Leaving Care Team	Mon-Fri 9am-5pm		M/F	16-21	Advise and support clients and refer to relevant agencies where necessary		Rivendell Leaving Care Team 1a Jubilee Road Melbourne Street Newcastle upon Tyne NE1 2JJ (0191) 278 2700
Social Services	Children and Families Team	Mon –Fri 8.45 – 5pm		M/F		Advise and support clients and refer to relevant agencies where necessary		Social Services Civic Centre Barras Bridge Newcastle upon Tyne (0191) 211 6363
Newcastle PROPS		Opening hours 9-4.30pm, telephone helpline 4.30-9pm Contact for details of support groups		M/F		Provide support and advice to the families and carers of problematic drug/alcohol misusers(including group work, one to one support groups, accompanying on visits for example to prison, court etc)		Old Brewery Court Sandyford Newcastle upon Tyne NE2 1XG (0191) 269 9850 office@newcastleprops.org.uk

CARE AND SUPPORT SERVICES (CONTD)

PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Victim Support						Helps residents of Newcastle, cope with the effects of crime. By providing confidential support and information to victims of crime Available to everyone, whether on not the crime has been reported	Victim Support Newcastle provides services to residents of: NE3; NE4; NE5; NE15; NE1; NE2; NE6; NE7; NE13	379 West Road Fenham Newcastle upon Tyne Tyne and Wear NE15 7NL (0191) 274 4274
Sure Start	Cowgate and Blakelaw	Various contact for details		Parents or parents to be	Families with children under 4	Works with parents, parents to be carers of children 0-4 to ensure children flourish when they start school	Toy library, family activities, Dads group, infant massage, speech and language support, training.	Sure Start Centre Montagu Community Full Service School (off Houghton Avenue) Cowgate, Newcastle, NE5 3UT (0191) 277 1711 nesscb@.nch.org.uk
Sure Start	Westgate	Various contact for details		Parents or parents to be	Families With Children Under 4	Works with parents parents to be and carers of children 0-4 to ensure children flourish when they start school		Sure Start Westgate Children's Centre (0191) 272 7824
Sure Start	North Moor	Various contact for details		Parents or parents to be	Families With Children Under 4	Works with parents parents to be carers of children 0-4 to ensure children flourish when they start school	Story time, super splash, soft play, infant massage, toy library, support for young parents.	Sure Start North Moor Halewood Avenue North Kenton Newcastle NE3 3RX (0191) 213 4100

CARE AND SUPPORT SERVICES (CONTD)								
PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Sure Start	Armstrong	Various contact for details		Parents or parents to be	Families with children under 4	Works with parents parents to be and carers of children 0-4 to ensure children flourish when they start school	Water babies, infant massage and yoga.	Sure Start Armstrong PO Box 554 Newcastle NE15 6NR 0800 0327227 enquires@surestartarmstrong.org.uk

ADVICE SERVICES								
PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Citizens' Advice Bureau	City Centre	Mon, Tue, Thu, Fri, 10am -3pm	No appt needed	M/F		Free impartial advice on subjects such as Welfare Benefits, Consumer and family matters and Housing Advice	Telephone advice service Mon, Tue Thu Fri 10am - 12pm Wed 10am – 3pm	St Cuthbert's Chambers 35 Nelson Street Newcastle upon Tyne (0191) 232 0832
Citizens' Advice Bureau	Cowgate Bureau	Mon – Fri 10am – 12pm		M/F		Free impartial advice on Welfare Benefits, Consumer and family matters, Housing Advice		Moorside Court Moorhead Cowgate Newcastle upon Tyne (0191) 286 8862
Newcastle Law Centre		Mon –Fri 9.00am – 5.00pm		M/F	18+	Provide information and advice on housing related issues.	Drop in sessions Monday 10am -12pm. Immigration advice drop in Thursday 10am – 12pm. Appointments needed at other times.	1st Floor 1 Charlotte Square Newcastle upon Tyne NE15 6AF (0191) 230 4777
Connexions		Mon- Fri 9.00 – 5.00		M/F	13-19yrs	Confidential advice, support and information for 13-19year olds	Contact by phone, text, e mail, or with a personal advisor in your area	Connexions 2 Eldon Court Percy Street Newcastle upon Tyne NE1 7YE (0191) 490 1717

AGENCIES IN THE DRUG AND ALCOHOL SECTOR								
PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Newcastle Primary Care Trust	Bridge View Drug Treatment Service	Mon 9-7pm Tues – Thurs 9-5pm Fri 9-4pm		M/F	18+	Primary care based drug misuse treatment and other harm minimisation interventions		Bridge View House 15-23 City Road Newcastle, NE1 2AF (0191) 261 0022
Northumberland & Tyne and Wear Mental Health Trust	Drug and Alcohol Service Plummer Court	Mon-Fri 9-9pm Sat-Sun 10-6pm	Accept self referrals	M/F	18+	Specialist drug misuse treatment interventions including harm reduction, structured counselling, and inpatient, detoxification to those experiencing drug, alcohol and co morbid mental health problems		Plummer Court Carloliol Place Newcastle upon Tyne Tyne and Wear NE1 6UR (0191) 219 5600
NECA (North East Council on Addictions)		Mon – Fri 9-4.30pm	Accept self referrals	M/F	18+	Services/interventions offered include complementary therapies, structured counselling, activities, group work and individual work. Also provide activities for clients on Drug Testing and Treatment Order (DTTO)	Provides a range of therapies and treatments proven to be effective in enhancing treatment programmes for drug users. Includes auricular acupuncture, aromatherapy, and reflexology	Bridge View House 15-23 City Road Newcastle NE1 2AF (0191) 222 1262
SCADA		Mon-Fri 9.30-4.30	Accept self referrals	M/F	18+	Advice information and support for drug and alcohol users in the West end of the city	Rapid access to: counselling and complementary therapies. Clients can also access group work activities	26 Hawthorn Terrace Cruddas Park Newcastle upon Tyne NE4 8XS Tel: (0191) 273 3927 Fax: (0191) 273 9594

AGENCIES IN THE DRUG AND ALCOHOL SECTOR (CONTD)

PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/C H.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Newcastle City Council Social Services	Drug and Alcohol Social Work Team	Mon – Fri 9-5PM	Accept self referrals	M/F	18+	Provides assessment and care management for clients wishing to access inpatient detoxification and residential rehabilitation		Shieldfield Centre 4-8 Clarence Walk Shieldfield Newcastle upon Tyne NE2 1AL (0191) 278 8100
Turning Point	Arrest and Court Referral Team	Mon-Fri 8-9pm Sat-Sun 8-11am 4-9pm	Referrals from professionals only	M/F	18+	Assess drug and alcohol users in police custody and courts and refer them for treatment in appropriate agencies	Part of the Drug Interventions Programme working pre-sentence with DIP clients	Newcastle Arrest and Court Referral Scheme East Area Command Market Street Police Station (0191) 221 8010
Addaction Newcastle	Prison resettlement and aftercare team	Mon-Fri 8-6pm	Accept self referrals	M/F	18+	An aftercare service for drug users leaving prison, providing assessment and aftercare services to support the re-integration into the local community	Part of the Drug Interventions Programme working post-sentence with DIP clients	2 nd Floor Union Chambers 39-45 Grainger Street Newcastle NE1 4JE (0191) 222 0246 newcastle@addaction.org.uk
Newcastle Hospital NHS Trust	Drug and Alcohol Liaison Midwife	Mon-Fri 9-5.30pm	Accept self referrals			Co-ordinates the care of pregnant women who misuse drugs and alcohol ensuring they receive a high standard of maternity care, preferably within mainstream services		Cragside House Heaton Newcastle upon Tyne (0191) 278 8500

AGENCIES IN THE DRUG AND ALCOHOL SECTOR (CONTD)

PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Addaction Newcastle	Use Drugs Use Us	24/7	Yes	M/F	18+	A telephone helpline for drug users who live in Newcastle. The service is available whether or not the person is receiving treatment elsewhere. Callers to the helpline can receive information and advice about all areas of substance abuse/misuse, as well as signposting to other agencies.	The service is available whether or not the person is receiving treatment elsewhere	1 st Floor, Union Chambers, 41 Grainger Street, Newcastle upon Tyne NE1 5JE 08000 195 247
Lifeline	Harm Minimisation Service	Mon-Fri 10-6pm	Yes	M/F	18+	Offer harm minimisation advice and information, needle exchange Blood Bourne Virus testing, referral and immunisation		214 Westgate Road Newcastle upon Tyne (0191) 261 4719
Lifeline	Outlook Service	Mon Fri 9.30-5pm		M/F	18+	Provide structured day programmes and activities for adults who have or have had problems associated with drug use		Hutton Terrace Sandyford Newcastle upon Tyne (0191) 281 1828
Lifeline	User and carer involvement project	Mon-Fri 9-5pm		M/F	18+	To enable service user and carer involvement, consultation and communication in relation to service / treatment provision in the city		Hutton Terrace Sandyford Newcastle upon Tyne (0191) 281 1828

AGENCIES IN THE DRUG AND ALCOHOL SECTOR (CONTD)

PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Newcastle City Council Children's Services Northumberland, Tyne and Wear Mental Health Trust, Newcastle Primary Care Trust and NECA	D 'n' A services for young people (multi-agency integrated service)	Mon-Fri 9-5pm	Yes		Up to 19yrs	Drug and alcohol prevention, early intervention and treatment(Tier 2 and 3)	Information , advice: specialist youth work and generic prevention: targeted prevention and early intervention: assessment of drug and alcohol related needs: brief interventions, e.g. solution focused therapy: engagement and motivational enhancement work; harm minimisation advice: structured counselling; specialist school health provision access to health care, incl stabilisation, detoxification, relapse prevention; Hepatitis and HIV screening/vaccination: access to inpatient/ residential services; support with accessing services, social and life skills development, education, training, employment, benefits and housing; aftercare and support; referral to other services to meet identified needs	Archbold House Jesmond Newcastle upon Tyne NE 2 1DB 0800 0730 470

CRIMINAL JUSTICE AGENCIES								
PROVIDER	PROJECT	OPENING HOURS	DIRECT ACCESS	GENDER M/F/CH.	AGE	PROVISION	ADDITIONAL SERVICES	CONTACT DETAILS
Probation Service	City Team	Monday – Friday 9am - 5pm		M/F	18+	Offers support and supervision to offenders in a non-custodial environment		70-78 St James Boulevard Newcastle upon Tyne NE1 4BN (0191) 261 9091
Probation Service	West Team	Monday – Friday 9am - 5pm		M/F	18+	Offers support and supervision to offenders in a non-custodial environment		717 West Road Newcastle upon Tyne NE15 7PS (0191)274 1153
Probation Service	East Team	Monday – Friday 9am - 5pm		M/F	18+	Offers support and supervision to offenders in a non-custodial environment		4 Glendale Terrace Byker Newcastle upon Tyne NE6 1PB (0191) 276 6666
Probation Service	North Team	Monday – Friday 9am - 5pm		M/F	18+	Offers support and supervision to offenders in a non-custodial environment		5 Lansdowne Terrace Gosforth Newcastle upon Tyne NE3 1HW (0191) 213 1888
Probation Service	Priority and Prolific Offenders Team	Monday – Friday 9am - 5pm		M/F	18+	Offers support and supervision to offenders in a non-custodial environment	Offers intensive support to prolific or priority offenders	PPO Team West End Police Station Westgate Road Newcastle upon Tyne NE4 8RP (0191) 221 8354
Youth Offending Team		Monday – Friday 9am - 5pm		M/F	Under 18s	Offers support and supervision to offenders in a non-custodial environment		Block D, 4 th Floor Jesmond Quadrant 3 Archbold Terrace Sandyford NE2 1BZ (0191) 277 7377