

# Where to get Information, Advice and Support



**Healthworks**  
the community health charity

[www.healthworksne.org.uk](http://www.healthworksne.org.uk)

# Advice and support services

- List of useful contact numbers
- Samaritans 116 123
- NHS Direct 111

- Best Start Pregnancy and Breastfeeding

Healthworks has a dedicated team that works Citywide to provide Best Start Services: <https://www.healthworksnewcastle.org.uk/service/antenatal-breastfeeding-support/>

- Children and Families Newcastle

Help and support for children aged 0-19

<https://www.newcastle.gov.uk/services/care-and-support/children/getting-help-children-and-families/children-families-newcastle-0>

- Information Now <https://www.informationnow.org.uk/>

Online information about services for people who live in Newcastle

- Action for Children <https://www.actionforchildren.org.uk/>
- Barnardos <https://www.barnardos.org.uk/>
- Children North East <https://www.children-ne.org.uk/>
- Free and Emergency Food  
<https://www.informationnow.org.uk/article/food-banks-in-newcastle/>
- Benefit Advice <https://newcastle.gov.uk/services/welfare-benefits>
- Search Services for over 50's <http://www.searchnewcastle.org.uk/>
- Riverside Community Health Project <http://www.riversidechp.co.uk/>
- Citizens Advice Bureau (CAB) <http://www.citizensadvice-newcastle.org.uk/>

Energy Advice:

- Ofgem <https://www.ofgem.gov.uk/information-consumers/energy-advice-households>
- Energy Savings Trust <https://energysavingtrust.org.uk/energy-at-home/>
- Newcastle City Council  
<https://www.newcastle.gov.uk/services/environment-and-waste/energy-advice>
- CAB <http://www.citizensadvice-newcastle.org.uk/services/energy-advice>
- Government Green Deal <https://www.gov.uk/green-deal-energy-saving-measures>



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# Useful Telephone Numbers

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- Samaritans 116 123
- NHS Direct 111

## National Support Lines

**FOR WOMEN** experiencing domestic violence and abuse Call the National Domestic Abuse Helpline (Freephone,24/7)

**0808 2000 247**

**FOR MEN** experiencing domestic violence and abuse England, Call the Men's Advice line(freephone, Monday-Friday: 9am-8pm)

**0808 801 0327**

## Other helplines

Freephone 24-Hour National Domestic Violence Helpline	0808 200 0247
Men's Advice Line	0808 801 0327
National Lesbian, Gay, Bisexual and Trans* (LGBT)	
Domestic Violence Helpline	0300 999 5428
England and Wales Rape Crisis helpline	0808 802 9999
The Dash Charity Helpline	01753 549865
ManKind Initiative	01823 334244
SurvivorsUK – Support for Male Rape and Sexual Abuse	020 3598 3898
National Stalking Helpline	0808 802 0300
Karma Nirvana (Honour based abuse)	0800 5999 247
Paladin National Stalking Advocacy Service	0203 866 4107
National NSPCC FGM Helpline	0800 028 3550
Finding Legal Options for Women Survivors (FLOWS)	0203 745 7707
Revenge Porn Helpline	0345 6000 459
The National Centre for Domestic Violence (NCDV)	0844 8044 999
The Survivors Trust	0808 801 0818
Safeline – The National Male Helpline for males.	0808 800 5005
Safeline – Young People	01926 402 498
Stop it Now! Child sexual abuse prevention Helpline	0808 1000 900
NSPCC Helpline	0808 800 5000
Childline	0800 1111

# Support Organisations

- **Age UK (England)** 0800 678 1602 [www.ageuk.org.uk](http://www.ageuk.org.uk) Information and support for older people. Age UK's English helpline is open 8am to 7pm, every day of the year.
- **Beat** 0808 801 0677 (England) [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk) Offers information and advice on eating disorders, and runs a supportive online community. Also provides a directory of support services at HelpFinder. Beat's helplines are open 365 days a year from 1pm to 9pm during the week, and 5pm to 9pm on weekends and bank holidays.
- **Campaign Against Living Miserably (CALM)** 0800 58 58 58 [www.thecalmzone.net](http://www.thecalmzone.net) Provides listening services, information and support for anyone who needs to talk, including a web chat. CALM's helpline and webchat are open from 5pm to midnight, every day of the year.
- **Combat Stress** 0800 1381 619 [www.combatstress.org.uk](http://www.combatstress.org.uk) Treatment and support for armed forces veterans who have mental health problems. Combat Stress's helpline is open 24 hours a day, every day of the year.
- **The Compassionate Friends** 0345 123 2304 [www.tcf.org.uk](http://www.tcf.org.uk) Provides support to bereaved families after the death of a child. The Compassionate Friends helpline is open from 10am to 4pm, and 7pm to 10pm, every day of the year.
- **Cruse Bereavement Support** 0808 808 1677 [www.cruse.org.uk](http://www.cruse.org.uk) Information and support after a bereavement. The Cruse helpline is open Monday to Friday, from 9:30am. The closing time varies per day, from 5pm to 8pm.
- **LGBT Foundation** 0345 3 30 30 30 [www.lgbt.foundation](http://www.lgbt.foundation) Advice, support and information for people identifying as LGBTQ+. The LGBT Foundation helpline is open on weekdays 9am to 9pm and weekends 10am to 5:30pm.
- **Men's Advice Line** 0808 801 0327 [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk) Confidential advice and support for men who have experienced domestic violence and abuse by a current or ex-partner or family member. The Men's Advice Line is open Monday to Friday, 10am to 5pm.
- **MoneyHelper** 0800 138 7777 (English) 18001 0800 915 4622 (text relay) [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk) Provides free and impartial money advice.



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# Support Organisations

**The MoneyHelper helpline** is open Monday to Friday, 8am to 6pm. The helpline is closed on bank holidays.

**Samaritans 116 123** (freephone) [jo@samaritans.org](mailto:jo@samaritans.org) [www.samaritans.org](http://www.samaritans.org)  
Samaritans are open 24/7 for anyone who needs to talk. You can visit some Samaritans branches in person. Samaritans' helplines are open every day of the year.

**Shout** 85258 (text SHOUT) [www.giveusashout.org](http://www.giveusashout.org) Confidential 24/7 text service offering support if you're in crisis and need immediate help. Shout are open 24 hours a day, every day of the year.

**The Silver Line** 0800 4 70 80 90 [www.thesilverline.org.uk](http://www.thesilverline.org.uk) Provides support, information, friendship and advice for anyone aged over 55 who may feel lonely or isolated. The Silver Line is open 24 hours a day, every day of the year.

**Stand Alone** [www.standalone.org.uk](http://www.standalone.org.uk) Charity supporting adults who are estranged (not in contact) from their family. Stand Alone's festive guide to the Christmas period.

**Survivors of Bereavement by Suicide (SOBS)** [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk) Emotional and practical support and local groups for anyone bereaved or affected by suicide.

**Tommy's** [www.tommys.org](http://www.tommys.org) Information and support for people affected by stillbirth, miscarriage and premature birth. Tommy's advice on coping with Christmas when you've suffered the loss of a baby

**The Trussell Trust** 0808 208 2138 (Help through Hardship helpline) [www.trusselltrust.org](http://www.trusselltrust.org) Emergency food and support for people in need. Includes a searchable list of local foodbanks. The Help through Hardship line is open Monday to Friday, 9am to 5pm. The helpline is closed on public holidays.



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Healthworks is an  
award-winning charity, working  
across the North East region  
with people of all ages to  
enable them to lead longer,  
happier and healthier lives.



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**What's On**



SCAN ME



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0191 2724244



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0191 272 4244

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