

COST-OF-LIVING RESOURCES & EMERGENCY SUPPORT

If you're struggling and find yourself in challenging circumstances during this cost-of-living crisis – this resource is here to signpost support available across Northumberland and the wider North East.

We know things are tricky at the moment for many folks, and whilst we can't solve the challenges for you, this resource might signpost you to those who can help.

The good news is, there is plenty of support available, but we recognize that it can be difficult to navigate, especially in a crisis or if you're unsure where to start. And this is what this resource is for – it's a starter for ten; we hope it helps and feel free to share it into your personal network – as it may help others.

This booklet contains:

- Sign posting to support and advice
- Information about Foodbanks
- Signposting to Warm Spaces
- Accessible health and mental health support for families and folks

The support outlined in this resource is if you need immediate support.

However, if you are looking for non-urgent North East support services, you can [download our Wellbeing Support Resource for our Mortal Fools Community](#). That resource signposts to a wide variety of support organisations, inspirational influencers and courageous and colourful content creators. You can use that resource if you need inspiration, want to connect with others, to explore your identity and/or seeking wellbeing support. It can also be used to support others in your life.

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www.mortalfools.org.uk

COST OF LIVING SUPPORT

Note: If you're looking for non-crisis cost of living support advice Martin Lewis' Money Saving Expert is a great online hub of information about energy companies, credit cards, loans, shopping, setting budgets, general household costs and outlining in plain language, what support schemes are available.

www.moneysavingexpert.com



FOOD BANKS

Food banks are community organisations that can help if you can't afford the food you need. They usually provide a food parcel with enough food for 3 days.

When you visit the food bank, let them know if you have any allergies or dietary requirements – they should be able to help you.

They may also be able to deliver if you live in a rural area or your local foodbank is not accessible to you.

HOW TO ACCESS A FOOD BANK:

You usually require a referral. You can get a referral for yourself and any family members you live with – including your partner. Whoever refers you will usually give you a voucher to show at your nearest foodbank.

FOOD BANKS (CONTINUED)

WHO CAN REFER YOU?

- GP Surgery
- Charities such as Citizens Advice & Age Concern
- Northumberland Communities Together Social workers
- Youth services for those under 18 Job Centre
- Probation Services
- The Police
- Any mental health nurse or doctor (CPN) Community Matrons
- Community Nurse Health visitors
- Local Town Council or County Council

EXAMPLES OF LOCAL FOODBANKS

This is not an exhaustive list.

If you're looking for a foodbank in the North East – a great place to start is [The Trussell Trust](#) – they support a nationwide network of food banks to provide emergency food and support to people facing hardship.

www.trusselltrust.org



NORTHUMBERLAND

Amble Foodbank

Website: facebook.com/Amblefoodbank

Email: amblefb@gmail.com

Telephone: 01670 620015

West Northumberland Foodbank

Website: westnorthumberlandfoodbank.org.uk

Email: getintouch@westnorthumberlandfoodbank.org.uk

Telephone: 01434 700068

Wansbeck Foodbank

Website: wansbeckvalleyfoodbank.org

Email: Wansbeckvalleyfoodbank@gmail.com

Telephone: 01670 943014

North Northumberland Foodbank

Website: berwicktrust.org.uk/berwick-food-bank

Email: info@berwicktrust.org.uk

Telephone: 01289 303366

Cramlington Foodbank

Website: cramlington.foodbank.org.uk

Email: info@cramlington.foodbank.org.uk

Telephone: 01670 737808

Miners Lamp Community Café

Website: minerslamp.org/need-help

Email: friendsofeastwoodspark@outlook.com

WIDER NORTH EAST

The Bay Foodbank (Whitley Bay)

Website: thebayfoodbank.org.uk

Email: info@thebayfoodbank.org.uk

Telephone: 0191 257 3820

South Tyneside Foodbank

Website: hospitalityandhope.org.uk/south-tyneside-food-bank

Email: hello@hospitalityandhope.org.uk

Telephone: 0191 420 3336

Newcastle West End Foodbank

Website: newcastlewestend.foodbank.org.uk

Email: info@nclwebf.org

Telephone: 0191 2753019 / 07580 751365

Walker District Foodbank (Newcastle)

Website: walkerdistrict.foodbank.org.uk

Email: info@walkerdistrict.foodbank.org.uk

Telephone: 07561 711594

Gateshead Foodbanks

Website: gateshead.foodbank.org.uk

Email: info@gatesheadfoodbank.org

Telephone: 07496 840720

Sunderland Foodbanks

Website: sunderland.foodbank.org.uk

Email: coordinator@sunderlandfoodbank.org.uk

Telephone: 0191 543 7247

Co. Durham Foodbanks

Website: durham.foodbank.org.uk

Email: info@durhamfoodbank.org.uk

Telephone: 0191 303 7559

Hartlepool Foodbanks

Website: hartlepool.foodbank.org.uk

Email: info@hartlepool.foodbank.org.uk

Telephone: 01429 598404

Redcar Area Foodbanks

Website: redcararea.foodbank.org.uk

Email: info@redcararea.foodbank.org.uk

Telephone: 01642 484842

Middlesbrough Foodbanks

Website: middlesbrough.foodbank.org.uk

Email: info@middlesbrough.foodbank.org.uk

Telephone: 07954 131337

Billingham & Stockton Foodbanks

Website: billinghamstocktonborough.foodbank.org.uk

Email: info@billinghamstocktonborough.foodbank.org.uk

Telephone: 07583 575522

WARM SPACE INFORMATION

Many councils including Northumberland, Newcastle, North Tyneside, South Tyneside and Durham have warm spaces.

They are usually based out of community spaces such as libraries and church halls and are places you can enter for free to keep warm on a drop-in basis. Some warm spaces offer free hot and cold drinks, activities, signpost to support resources and access to computers and Wi-Fi.

You can often find warm space directories on council websites to search for a warm space local to you. They may have different names such as wellbeing hubs depending on their location.

You can also find details on council websites of opening hours and services that each warm hub provides.

NORTH EAST WARM SPACES

Warm Spaces Northumberland locations and information:

beta.northumberland.gov.uk/support/types-of-support/keeping-warm-this-winter

Warm Spaces Gateshead locations and information:

gateshead.gov.uk/article/21164/Warm-Spaces

Warm Spaces Newcastle locations and information:

newcastle.gov.uk/cost-living-support/wellbeing-hubs

Warm Spaces South Tyneside locations and information:

southtyneside.gov.uk/article/17556

Warm Spaces North Tyneside locations and information:

my.northtyneside.gov.uk/category/1655/support-all-residents-including-low-income-households

Warm Spaces Redcar & Cleveland locations and information:

redcar-cleveland.gov.uk/warm-spaces

Warm Spaces Sunderland locations and information:

sunderland.gov.uk/get-support

Warm Spaces Tees Valley locations and information:

teessidecharity.org.uk/news/warm-spaces-in-teesside

Warm Spaces Co. Durham locations and information:

durham.gov.uk/welcomespaces

PRACTICAL SUPPORT AND ADVICE

Age UK

Provides free information and advice to help on topics as diverse as claiming benefits, to loneliness to care homes; National charity providing regional support for older people and folks caring for old people.

Website: ageuk.org.uk

Telephone: 0800 678 1602

Al-Anon

Providing support to anyone whose life is or has been affected by someone else's drinking. Specific support available for teenagers too.

Website: al-anonuk.org.uk

Email: helpline@al-anonuk.org.uk

Telephone: 0800 0086 811

Children's Society

Provides support and resources on children's rights, young carers, substance misuse, missing children, Countylines, child poverty, criminal exploitation, sexual exploitation and much more.

Website:

childrenssociety.org.uk/what-we-do/our-work

Young people support page:

childrenssociety.org.uk/information/young-people

Citizens Advice

Provides advice and support on a broad range of topics including money, family law, benefits, housing, immigration and legal. This is a National organisation that works on hyperlocal levels – e.g. Citizens Advice Northumberland, Citizens Advice Gateshead etc.

Website: citizensadvice.org.uk

Telephone: 0800 144 8848

Crisis

Provides advice and support for people experiencing homelessness – they can support in a crisis, help folks find housing, into employment, develop new skills, offer mental health support and sign post to a wide variety of support services. This is a National organisation that works on hyperlocal levels.

Website: crisis.org.uk/get-help/

Depaul

Provides a safe and private room, a hot meal and support for young people experiencing homelessness.

Website: depaul.org.uk/nightstop/nightstop-north-east/

Email: nightstopne@depaulcharity.org.uk

Telephone: 0191 253 6164

Depher

Community plumbing and heating services and advice for the elderly, vulnerable, low-income families, and disabled members of the community. Help and support is available 24 hours a day.

Website: depher.com

Email: info@depher.co.uk

Telephone: 01282 420 678

Eating Distress NE

Offers independent confidential services to people affected by eating distress across the North East.

Website: edne.org.uk

Email: enquiries@edne.org.uk

Telephone: 0191 221 0233

FRANK

Friendly confidential drugs advice and support.

Emergency advice available via: talktofrank.com/get-help/what-to-do-in-an-emergency

Website: talktofrank.com

Email: frank@talktofrank.com

Telephone: 0300 1236600

Chat Text: 82111

Galop

A support service for LGBTQIA+ people experiencing abuse or violence, such as hate crime, domestic abuse, sexual violence, so-called “conversion therapy” or any other kind of abuse.

Website: galop.org.uk

Email: help@galop.org.uk

Telephone: 0800 999 5428

GamCare

The National Gambling Helpline (run by GamCare) provide free, confidential and personalised support for anyone who’s experiencing harm from gambling, as well as those affected by someone else’s gambling.

Website: gamcare.org.uk

Telephone: 0808 8020 133

Gingerbread Advice Service

Provides support and expert advice on any aspect of single parenting, from dealing with a break-up or bereavement to going back to work or sorting out child maintenance, benefit, or Universal Credit issues.

Website: gingerbread.org.uk

Telephone: 0808 802 0925

Healthier Together North East

A great place to find accurate and trusted NHS healthcare advice in the North East and North Cumbria and signposting to various health services.

Website: nenc-healthiertogether.nhs.uk

Key (South Tyneside)

Provide a range of housing advice, support and accommodation services to young people at risk of homelessness, and their families, and help local people experiencing hardship.

Website: keycommunity.org.uk

Email: hello@keycommunity.org.uk

Telephone: 0191 496 9710

Money Helper UK

Impartial financial guidance backed by government, and trusted support – providing advice if you’re experiencing money worries or if you’re looking to understand mortgages, pensions, illness and any life event that may impact your financial situation.

Website: moneyhelper.org.uk

NE Rise

Provides support to refugees with housing, community integration and employment.

Website: northeastrise.org

Email: NERISE@refugee.org.uk

Telephone: 0191 245 7301

North of England Refugee Service

Provides support and advice to asylum seekers and refugees who have arrived or have settled in the North of England.

Website: refugee.org.uk

Email: newcastle@refugee.org.uk

Telephone: 0191 245 7301

Northumberland Communities Together

Provides a wide range of advice and support on a broad range of topics including housing, household costs and bills, access to funding, loneliness, finance and much more.

Website: northumberland.gov.uk/coronavirus/Northumberland-Communities-Together/NCT.aspx

Email: NCT@northumberland.gov.uk

Telephone: 01670 620 015

People’s Kitchen (Newcastle)

Provide a safe haven for folks to eat, get access to essentials, connect with a friendly team and find out about support available.

Website: peopleskitchen.co.uk/need-our-help

Email: welfare@peopleskitchen.co.uk

Telephone: 0800 488 0415

Rape Crisis

Offer free, confidential and specialist support to victims and survivors. This can include longer-term support, such as counselling, group work and other forms of therapies, as well as support for victims and survivors who have reported what happened to the police (or are thinking about reporting).

Website: rapecrisis.org.uk/get-help

24/7 Rape and Sexual Abuse Support Line:
0808 500 2222

Shelter

Provides emergency support for folks experiencing homelessness, alongside support with housing, renting, financial advice or feel at risk where you are staying. This is a National organisation that works on hyperlocal levels.

Website: england.shelter.org.uk/

Telephone: 0808 800 4444

Step Change

Provide free, expert debt advice; no matter the size of your debt, they can help and outline the options available to you.

Website: stepchange.org

Telephone: 0800 138 1111

Stop Hate UK

Tackle all forms of Hate Crime and discrimination by ensuring every person, regardless of identity, has someone to listen to, believe, and advise them. 24 hour reporting service available.

Website: stophateuk.org

Email: info@stophate.co.uk

Telephone: 0113 293 5100

Turn2Us

A national charity providing practical help to people who are struggling financially. They can run a grant search on your behalf so you can quickly check what grants you are eligible for. They also provide support and advice.

Website: advicefinder.turn2us.org.uk

Email: advicefinder@adviceuk.org

We Are With You

Providing support and advice to anyone experiencing the impact of alcohol and drug misuse.

Website: wearewithyou.org.uk

Online website chat service:

wearewithyou.org.uk/help-and-advice/about-our-online-chat

Women's Aid // Refuge

Provide support to children, young people and adults affected by domestic abuse and toxic relationships.

Website: womensaid.org.uk

Email: helpline@womensaid.org.uk

Downloadable Survivors Handbook:

womensaid.org.uk/information-support/the-survivors-handbook

Telephone: 0808 2000 247 (run by Refuge)

Telephone: 0808 801 0327 (run by Respect for male identifying survivors)

MENTAL HEALTH CRISIS SUPPORT

If you can't keep yourself safe:

- Call 999 for an ambulance or go straight to A&E, if you can.
- Call your local crisis team – if you don't already have their number, [you can find an urgent mental health helpline on the NHS website.](#)
- Contact NHS Universal Crisis Team – Northumberland and North Tyneside call 0303 123 1146 or freephone 0800 652 2861

FREE LISTENING SERVICES

These services offer confidential support from trained volunteers. You can talk about anything that's troubling you, no matter how difficult:

These services are for anyone who's struggling.

They won't judge you.

They're free, they're anonymous, and they're always open.

Samaritans

To talk about anything that is upsetting you, you can contact [Samaritans](#) 24 hours a day, 365 days a year. You can call 116 123 (free from any phone), email jo@samaritans.org or [visit some branches in person](#). You can also call the Samaritans Welsh Language Line on 0808 164 0123 (7pm–11pm every day).

Shout

If you would prefer not to talk but want some mental health support, you could text SHOUT to 85258. [Shout](#) offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

Childline

Help and support for anyone under 19. Call 0800 1111 or chat to [Childline online](#). (24/7)

Hopeline

If you are having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINE247 for confidential support and practical advice.

Call: 0800 068 4141 or Text: 07860039967
Email: pat@papyrus-uk.org

The following are regularly available – but have specific opening times:

SANEline

If you're experiencing a mental health problem or supporting someone else, you can call [SANEline](#) on 0300 304 7000 (4.30pm–10.30pm every day).

National Suicide Prevention Helpline UK

Offers a supportive listening service to anyone with thoughts of suicide. You can call the [National Suicide Prevention Helpline UK](#) on 0800 689 5652 (6pm to midnight every day).

Campaign Against Living Miserably (CALM)

You can call the [CALM](#) on 0800 58 58 58 (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the [CALM webchat service](#).

The Mix

If you're under 25, you can call The Mix on 0808 808 4994 (3pm–midnight every day), request support by email [using this form on The Mix website](#) or use [their crisis text messenger service](#).

Papyrus HOPELINEUK

If you're under 35 and struggling with suicidal feelings, or concerned about a young person who might be struggling, you can call [Papyrus HOPELINEUK](#) on 0800 068 4141 (24 hours, 7 days a week), email pat@papyrus-uk.org or text 07786 209 697.

Nightline

If you're a student, you can look on the [Nightline website](#) to see if your university or college offers a night-time listening service.

Switchboard

If you identify as gay, lesbian, bisexual or transgender, you can call [Switchboard](#) on 0300 330 0630 (10am–10pm every day), email chris@switchboard.lgbt or use their webchat service. Phone operators all identify as LGBT+.

C.A.L.L.

If you live in Wales, you can call the [Community Advice and Listening Line \(C.A.L.L.\)](#) on 0800 132 737 (open 24/7) or you can text 'help' followed by a question to 81066.



SERVICES & SUPPORT FOR FAMILIES & YOUNG PEOPLE

Acorns

Provides a range of services to support families affected by domestic abuse in North Tyneside and Northumberland.

Website: acornsproject.org.uk

Email: admin@acornsproject.org.uk

Telephone: 0191 349 8366

Barnardos

Help hundreds of thousands of children, young people, parents and carers via 800+ services across the UK.

Website: barnardos.org.uk

Children NE

Provides babies, children and young people in their families, schools and communities support and resources to ensure they grow up to be healthy and happy.

Website: children-ne.org.uk

The Chronicle Sunshine Fund

A local North East charity that provides specialist and adapted equipment to children aged 0–19 living with disabilities, additional needs, chronic and terminal illness. The types of equipment they fund are not available through statutory services like the Local Authority or NHS; yet they are vital.

Website: thesunshinefund.org

Telephone: 07593 298541

Family Hubs Northumberland

Support for parents and carers focused on early years – family Hubs are spaces to meet, learn, take part in activities, access help and information.

Website: familyhubsnorthumberland.co.uk

Family Fund

Provides grants for essential items to families raising disabled or seriously ill children and support.

Website: familyfund.org.uk

Frontline

Details on local health and wellbeing services and to contact services through call back and referral options.

Website: northumberlandfrontline.org.uk

Healthy Families Northumberland

Services for children and families including health visits.

Website: hdfn.nhs.uk/services/childrens-services/healthy-families-northumberland

NE Youth

Making a positive difference to the lives of young people through a programme of support services.

Website: neyouth.org.uk

Northumberland County Council

A range of council services for children, young people & families – catering to various support needs.

Website: northumberland.gov.uk/Children.aspx

Parent and Child Together North East

Assisting vulnerable families to stay together and thrive – providing supported accommodation, support, advice, training, and therapeutic services.

Website: pactne.co.uk

Email: pactne@gmail.com

Winston's Wish

Helping children, teenagers and young adults (up to the age of 25) find their feet when their worlds are turned upside down by grief.

Website: winstonswish.org

Email: ask@winstonswish.org

Telephone: 08088 020 021

Relate

Providing support and signposting to family and young people's counselling services, relationship counselling and other services.

Website: relate.org.uk

Resource hub: relate.org.uk/get-help

Youth Focus NE

Improving the lives of young people through high quality youth work.

Website: youthfocusne.org.uk

YMCAs in North East

Supporting young people and communities via various support services.

Northumberland:

ymcanorthumberland.org.uk

Newcastle:

ymcanewcastle.com

North Tyneside:

ymcanorthtyneside.org

Tees Valley:

teesvalleyymca.org.uk

Teesdale:

ymcatesdale.org.uk

Wearside:

ymcawearside.org.uk

We hope you find this resource useful and that it brings some relief and hope if you need it.

We want this to be an evolving list – so if there are any organisations or individuals that you think should be included, let us know by emailing us at: info@mortalfools.org.uk

Follow us on:



[@mortalfoolsUK](https://www.instagram.com/mortalfoolsUK)

www.mortalfools.org.uk