



## Christmas Help Guide for Carers

The run up to Christmas and the actual festive period can be a warm, life-affirming opportunity to be close to friends and family. It can also be a stressful and expensive time, especially for carers. Caring often does not allow for a break, and Carers Allowance is not equal to the financial demands of the festive season.

In this short guide, we share some contacts and places that might help you through the Christmas period and into 2024. Please be aware that many services close on Friday 22nd of December so it is worth getting in touch with them as soon as possible.

### **Financial Help**

Council Welfare Assistance and Out-of-Hours Service  
North Tyneside Citizens Advice Bureau  
Turn2Us

### **Food**

Council Welfare Assistance and Out-of-Hours Service  
The Bay Foodbank  
The Bread and Butter Thing  
Cedarwood Trust Nourish Store  
Support and Grow  
Walker and District Foodbank

### **Health**

111  
British Heart Foundation  
Pharmacies  
Crisis Response Team

### **Housing and Warmth**

Council Homelessness and Temporary Accommodation Service  
Warm Welcome (Warm Hubs in North Tyneside)  
North Tyneside Council Responsive Repairs Service  
Shelter Helpline  
Refuge  
Crisis Skyline

### **Mental Health and Emotional Support**

Crisis Response Team  
Beat Eating Disorders  
Cruse Bereavement Support  
Gingerbread for Single Parents  
Mental health Helplines  
MHA Befrienders for the over 80's  
Silverline  
TCF-Support for Grieving Families

### **Young People and Children**

Ease Into-Activities over Christmas Break  
NACOA-Helpline for Children of Alcoholics

# Financial Help

Name	Details	Contact
<p>North Tyneside Council Crisis Support / Welfare Assistance Team</p>	<p>North Tyneside Council provides crisis support if you are experiencing exceptional hardship. This service is accessed by ringing or emailing the team.</p> <p>During the Christmas break, the Council Out of Hours Team will provide crisis support.</p>	<p>If you are in crisis and have no food or utilities, please contact the Welfare Team on 0191 643 2777 and select option 2.</p> <p>The Out of Hours Emergency Phone number: for a Child or an Adult the Out of Hours Team is: 03303337475.</p>
<p>North Tyneside Citizens Advice Bureau</p>	<p>For comprehensive advice and information, ring the CAB Adviceline and speak to an advisor for a short interview.</p> <p>If you need further help, they can book you an appointment or refer you to a specialist. They help with:</p> <ul style="list-style-type: none"> <li><b>Debt</b></li> <li><b>Welfare Benefits</b></li> <li><b>Housing</b></li> <li><b>Employment</b></li> <li><b>Family and personal matters</b></li> <li><b>Taxes</b></li> <li><b>Consumer issues</b></li> <li><b>Money and Credit</b></li> <li><b>Healthcare</b></li> <li><b>Education</b></li> <li><b>Immigration and nationality</b></li> </ul>	<p>Be aware the CAB is closed over the Christmas period from 4.30pm on Friday 22nd December to Tuesday 2nd January.</p> <p>Ring their Adviceline for free on: 0808 278 7822 Open Monday to Friday 09:00 – 17:00</p>
<p>Turn2Us</p>	<p>The Turn2Us website provides a Grants Search and a Benefits Calculator.</p> <p>The Grants Search will match your information to grants that you may be able to apply for. The Benefits Calculator can give you a useful idea of the benefits you might be entitled to.</p>	<p>To access the website, go to :</p> <p><a href="https://grants-search.turn2us.org.uk/">https://grants-search.turn2us.org.uk/</a></p>

# Food Contacts 1

<p>North Tyneside Council Crisis Support/ Welfare Assistance Team</p>	<p>North Tyneside Council provides crisis support If you are experiencing exceptional hardship. This service is accessed by ringing or emailing the team.</p> <p>During the Christmas break the Council Out of Hours Team will provide crisis support.</p>	<p>If you are in crisis and have no food or utilities, please contact the Welfare Team on 0191 643 2777 and select option 2.</p> <p>The Out of Hours Emergency Phone number for a Child or an Adult is: 03303337475.</p>
<p>The Bay Foodbank</p>	<p>The Foodbank provide 3 days of food for a family. To access the Foodbank you need to first contact the Council's Welfare line on 0191 6432777 or CAB's Help through Hardship line 0808 2082138 and ask for a referral. Voluntary organisations, charities, or a social worker can also refer you.</p>	<p>Contact the Council, Citizens Advice Bureau, or a voluntary organisation for a referral. Over the Christmas period emergency support is given via the Councils out of hours team.</p>
<p>The Bread-and-Butter Thing</p>	<p>The Bread-and-Butter Thing is an affordable food hub, offering weekly groceries with a value of £35 at the cost of £8.50, containing a wide variety of foods, including fresh fruit and vegetables and cupboard staples. <b>Weekly Shopping Pick Up Locations:</b></p> <p><b>Whitley Bay</b> Young People's Centre, Whitley Bay: NE25 8HR, Thursday 13:30-14:00</p> <p><b>North Shields:</b> St Aidan's Church, Billy Mill Lane, NE29 8AW, Monday, 14:30-15:00</p> <p><b>Shiremoor</b> Shiremoor Adventure Playground, Brenkley Avenue, Shiremoor, NE27 0PR, Wednesday 13:30 – 14:00</p> <p><b>Howdon</b> Howdon Community Hub, Howdon, NE28 7TG, Friday, 13:30-14:00</p> <p><b>Longbenton</b> Longbenton Community Centre, NE12 8QP, Tuesday 14:00-14:30</p> <p><b>Cramlington</b> Fordley Primary School, Dudley Dv, Dudley, NE23 7AL, Thursday 13:45-14:15</p>	<p>Anyone wanting to sign up to The Bread-and-Butter Thing, text 07860 063 304 with their full name, postcode, and the name of the hub they will be collecting from.</p>
<p>Cedarwood Trust</p>	<p>Members s pay £4 to get at least £15 worth of shopping, which includes fresh fruit and vegetables, ambient, chilled, and frozen foods as well as toiletries and cleaning goods too. To join pop into the Cedarwood Trust with proof of address and £1.00 to join.</p>	<p>The Cedarwood Trust, The Avenue, Avon Ave, North Shields, NE29 7QT</p>
<p>Support and Grow</p>	<p>This charity provides immediate crisis relief and care in terms of clothing and food. They also support both individuals and families, tackling both loneliness and isolation. Contact through office hours.</p>	<p>They prefer contact via their webform: <a href="https://www.supportandgrownortheast.com/contact/">https://www.supportandgrownortheast.com/contact/</a> but you can also ring 0191 816 3536 9am-5pm Mon-Friday.</p>

## Food Contacts 2

<p>Walker &amp; District Foodbank</p>	<p>Once you have been given a voucher, you can exchange this for a minimum of three days' emergency food.</p>	<p>Please call 07561711594 to speak to City of God Christian Centre, a referral agency partner of Walker &amp; District Foodbank.</p> <p>City Of God Christian Centre 25 Church Walk, Walker, Newcastle NE6 3DP</p>
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# Health

111	An all-round NHS telephone and online service to assess and direct people to the most appropriate local service, including urgent treatment centres, GP practices, and consultations with a pharmacist. And, if needed, it can arrange a call back from a nurse, doctor or paramedic.	Open 24 hours a day, 7 days a week, including the whole Christmas period. Ring 111 or go online: <a href="https://111.nhs.uk/">https://111.nhs.uk/</a>
British Heart Foundation	Heart Helpline - speak with a cardiac nurse who can help answer your questions or concerns about heart and circulatory diseases.	Call 0808 802 1234 (freephone). Their Helpline is open weekdays 9am to 5pm but not bank holidays.
Pharmacies in North Tyneside	Easy online page for North Tyneside pharmacies open during Christmas break by day and area:	Go to: <a href="https://northeastnorthcumbria.nhs.uk/news/posts/christmas-and-new-year-pharmacy-opening-hours/">https://northeastnorthcumbria.nhs.uk/news/posts/christmas-and-new-year-pharmacy-opening-hours/</a>
NHS Crisis Resolution and Home Treatment Team	<p>For people experiencing a mental health crisis and their carers.</p> <p>The NHS Crisis Resolution and Home Treatment Team offers assessment and home treatment for people over 16 experiencing a mental health crisis, as an alternative to hospital admission.</p> <p>The team operates 24 hours a day 7 days a week. However, the crisis team does not provide an 'emergency' service such as a 999 response.</p>	<p>Service for people experiencing a mental health crisis and Carers: 0800 652 2861</p> <p>The team operates 24 hours a day 7 days a week.</p>

# Housing and Warmth 1

<p>Homeless Team / Temporary Accommodation</p>	<p>Homeless households are provided with temporary accommodation if it is considered that the authority has a duty to do so as assessed by a Housing Advice Officer.</p> <p>To access this accommodation, you must have a housing advice assessment appointment. This can be arranged by contacting Housing Advice Team on 0345 2000 102</p> <p>The office opening hours are: Monday to Thursday 9.00 – 4.30 pm and Friday 9.00 – 4.00 pm.</p>	<p>The Temporary Accommodation Team can be contacted as below: By telephone: 0191 643 6111 Email : <a href="mailto:temporaryaccommodation@northtyneside.gov.uk">temporaryaccommodation@northtyneside.gov.uk</a></p> <p>You can also contact the Council Emergency Out of Hours Team on 03303337475.</p>
<p>Warm Welcome Scheme</p>	<p>Over 40 venues in North Tyneside are part of the Warm Welcome scheme, providing free warm spaces for anyone to use.</p> <p>The scheme includes Customer First Centre and libraries and family hubs, as well as community and voluntary sector organisations. Free activities and hot drinks are also offered. This is available for all residents in North Tyneside.</p>	<p>Customer First Centres are open Monday to Saturday, 9 am to 5 pm. Many smaller libraries, community centres, and churches are also available across the week.</p> <p>Go to: <a href="http://tinyurl.com/2zzdbbpx">http://tinyurl.com/2zzdbbpx</a></p>
<p>North Tyneside Council Responsive Repairs</p>	<p>The Council's Housing repairs service for all people renting accommodation from the Council. Open over the whole Christmas period.</p>	<p>The Council's Housing repairs service will be available over the Christmas period through its Out of Hours service on 0345 2000 102</p>
<p>Shelter</p>	<p>You can call the emergency national helpline <a href="tel:0808 8004444">0808 8004444</a> during opening hours if you are homeless, have nowhere to stay tonight, are worried about losing your home, or are at risk of harm or abuse in your home.</p> <p>Their <a href="#">online advice</a> can help you with your housing rights and the next steps to take in your situation. Use their <a href="#">webchat</a> if you need help to take the next steps, or prefer not to call.</p> <p>To speak to the legal team, you need to make an appointment. To make an appointment with the legal team in Newcastle, please call 0344 5151 877 between 9am and 5pm, Monday to Friday.</p>	<p>Call their emergency national helpline <a href="tel:0808 8004444">0808 8004444</a></p> <p>Website information: <a href="https://england.shelter.org.uk/housing_advice">https://england.shelter.org.uk/housing_advice</a></p> <p>Web Chat: <a href="https://england.shelter.org.uk/get_help/webchat">https://england.shelter.org.uk/get_help/webchat</a></p>
<p>Refuge</p>	<p>For support and advice if you are encountering a situation involving domestic violence. They can provide information if you need to find a refuge.</p>	<p>The freephone, 24-hour National Domestic Abuse Helpline <a href="tel:0808 2000 247">0808 2000 247</a> <a href="https://www.nationaldahelpline.org.uk/">https://www.nationaldahelpline.org.uk/</a></p>

## Housing and Warmth 2

<p>Crisis Skylight</p>	<p>Crisis Skylight Newcastle supports people who are experiencing homelessness or are at risk of homelessness.</p> <p>To access support, our Engagement and Assessment Gateway is open Monday, Wednesday, Thursday and Friday 10am-1.30pm and Tuesday 12.30-2.30pm.</p> <p>If you need emergency housing support, please first contact your local authority homeless team. You can also call Skylight, Monday to Friday between 9:30-4:30pm on 0191 2220622 or email us on enquiries.newcastle@crisis.org.uk</p>	<p>You can also call Skylight, Monday to Friday between 9:30-4:30pm on 0191 2220622 or email us on enquiries.newcastle@crisis.org.uk</p>
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# Mental Health and Emotional Support 1

<p>NHS Crisis Resolution and Home Treatment Team</p>	<p>For people experiencing a mental health crisis and their carers.</p> <p>The NHS Crisis Resolution and Home Treatment Team offers assessment and home treatment for people over 16 experiencing a mental health crisis, as an alternative to hospital admission.</p> <p>The team operates 24 hours a day 7 days a week. However, the crisis team does not provide an 'emergency' service such as a 999 response.</p>	<p>Telephone for people experiencing a mental health crisis and Carers 0800 652 2861</p>
<p>Beat Eating Disorders</p>	<p>Helpline for people who experience an eating disorder and need support. Open over the Christmas period.</p>	<p>From 18 December 2023, the Helpline will be available from 3 pm to 8 pm - 7 days a week.</p> <p>0808 801 0677</p> <p>One-to-one webchat: <a href="http://tinyurl.com/bdh6mphn">http://tinyurl.com/bdh6mphn</a></p>
<p>CRUSE Bereavement Support</p>	<p>Cruse offer emotional support to anyone affected by grief.</p> <p>They will give you space to talk about your feelings and how you've been coping.</p> <p>Cruse's bereavement support line is open over Christmas and Boxing day at <b>0808 808 1677</b> - <a href="https://www.cruse.org.uk/get-support/helpline/">https://www.cruse.org.uk/get-support/helpline/</a></p>	<p>Open Monday – Thursday: 9.30 am-3 pm and closed Friday to Sunday.</p> <p>Open on Christmas Day and Boxing Day.</p> <p><b>0808 808 1677</b></p>
<p>Gingerbread</p>	<p>Their advice service is open to all single parent families who need advice and support about single parenting. They cover a wide range of topics including money, benefits, housing, employment, separation, bereavement, education and child maintenance.</p>	<p>Helpline (open until December 21) 0808 802 0925</p> <p>For their urgent mental health support service, open over Christmas, 24 hours a day: Text the word GINGER to 85258 and start a conversation with a trained Shout volunteer, who will work with you to take your next steps towards feeling better</p>



## Mental Health and Emotional Support 2

<p>Helplines open over the Christmas period</p>	<p>Mind 0300 123 3393 Helpline</p> <p>Text SHOUT to 85258 24/7 text service to talk about your mental health.</p> <p>Young Minds Text YM to 85258 24/7 for young people.</p> <p>CALM Helpline for Men 0800 58 58 58 Also an online webchat: <a href="http://tinyurl.com/yrb63wuz">http://tinyurl.com/yrb63wuz</a></p> <p>SAMARITANS 116 123 24/7 helpline</p> <p>PAPYRUS Suicide prevention Under 35's Helpline 0800 068 4141 Text 07860039967</p>	
<p>MHA Befrienders</p>	<p>The MHA Older People charity have a telephone Befriending scheme for the over 80's.</p>	<p>They prefer a referral through their web form: <a href="https://www.mha.org.uk/communities/befriending/register/">https://www.mha.org.uk/communities/befriending/register/</a> but they also have a central telephone number you could try: 01332 296200</p>
<p>Silverline</p>	<p>The Silver Line Helpline is a free, confidential telephone service run by Age UK, providing friendship, conversation and support for older people.</p>	<p>Lines are open 24 hours a day, 7 days a week. Telephone: 08004708090</p>
<p>The Compassionate Friends (TCF)</p>	<p>TCF supports parents and families grieving the loss of a child or sibling.</p> <p>Their sensitive and useful website is here: <a href="https://www.tcf.org.uk/">https://www.tcf.org.uk/</a></p>	<p>The TCF helpline will be open during the Christmas period at 0345 123 2304</p>

# Young People and Children

<p>Ease Into</p>	<p>Children across North Tyneside are invited to take advantage of a free programme of activities, created to help them be healthy and active while off school for the Christmas (and other) holidays.</p> <p>Children who are eligible for income based free school meals can access the wide range of activities, all of which include a meal.</p> <p>If you have any queries or questions on 'ease INTO', email <a href="mailto:easeinto@northtyneside.gov.uk">easeinto@northtyneside.gov.uk</a></p> <p>Activities this Christmas include:</p> <ul style="list-style-type: none"> <li>• Spring Gardens Out of School Club</li> <li>• Multi Sports and more at Battle Hill Primary School! Join Sportworks</li> <li>• True Colours Theatre</li> <li>• Sensory Wise activity Boxes for children and young people with special educational needs and disabilities</li> <li>• FUNDED SWIM PASSES this Christmas</li> </ul>	<p>To register your child with Ease In, go to:  <a href="http://tinyurl.com/mr4xa6zr">http://tinyurl.com/mr4xa6zr</a>  or email:  <a href="mailto:easeinto@northtyneside.gov.uk">easeinto@northtyneside.gov.uk</a></p> <p>To see the Full Christmas list of activities go to:  <a href="http://tinyurl.com/y99upuhp">http://tinyurl.com/y99upuhp</a></p>
<p>NACOA0 for children of individuals with alcohol dependency</p>	<p>For young people living with parents dealing with alcohol misuse, the NACOA helpline is open throughout Christmas and New Year.</p>	<p>0800 358 3456 and <a href="https://nacoa.org.uk/nacoa-helpline-open-every-day-over-xmas-and-new-year/">https://nacoa.org.uk/nacoa-helpline-open-every-day-over-xmas-and-new-year/</a></p>