

Counselling Support Numbers

General Counselling Support:

1. Streetwise

They provide a range of health and wellbeing support services to people aged 11-25 years.

To make a referral contact the single point of access (SPA) number –

Tel: 0303 123 1147

<https://www.streetwisenorth.org.uk/counselling>

2. Tyneside and Northumberland Mind

Only for those who live in Gateshead/accept GP referrals and self-referrals

<https://www.tynesidemind.org.uk/>

Tel: 0191 477 4545

Email: _admin@tynesidemind.org.uk

Online contact with other service users – www.elefriends.org.uk

3. Samaritans of Tyneside

Tel: 116 123 (24 hours, 365 days a year) / 0330 094 5717

Email: jo@samaritans.org

<http://www.samaritans.org>

4. Relate

Tel: 01325 461 500/0191 232 9109

Text: 07860 033 132

Email: northeast@relate.org.uk

5. WEYES Children North East Counselling -

Tel: 0191 273 3997

Web address: <https://www.children-ne.org.uk/>

Email: weyes.counselling@children-ne.org.uk

6. Barnardo's - Just Ask Me Newcastle

Tel: 0191 284 1905

Text: 07971 239 143

<https://www.facebook.com/barnardos>

7. The Base

Drop-In service Monday-Friday 1.00-5.00pm

Tel: 0191 253 2127

<http://www.barnardos.org.uk/thebase.htm>

8. Childline

Tel: 0800 1111 (24 hours) / 0808 800 5000

Email: <http://www.childline.org.uk/Talk/Pages/Email.aspx>

Online counselling support: <https://www.childline.org.uk/get-support/1-2-1-counsellor-chat/>

www.childline.org.uk

9. Saneline

Tel: 0300 304 7000 (4pm-10pm)

Call back service - 07984 967 708

Email: support@sane.org.uk

www.sane.org.uk

10. Sunderland Counselling Service

Only services available for ages 18 and over

Tel: 0191 514 7007

Email: office@sunderlandcounselling.org.uk

<http://www.sunderlandcounselling.org.uk/for-children-young-people/>

11. Youth Focus: North East

Tel: 01642 262 240

Email: mail@youthfocusne.org.uk

<http://www.youthaccess.org.uk/find-your-local-service/>

12. The Mix

Tel: 0808 808 4994

<http://www.themix.org.uk/>

13. Kooth

Online counselling service through NHS

Counsellors available 12pm to 10pm on weekdays and 6 – 10pm at weekends

[Kooth Digital Health | Alongside Your Community](#)

14. Escape Intervention Service

South Tyneside based counselling aimed at young people

Text: 07599307481

Tel: 0191 427 6353 or 07599 307 481

Email: info@escapeintervention.org.uk

[Who we are - Escape Intervention](#)

15. Cygnus Support

A chat service is available 12-2pm Monday – Friday which is private and anonymous.

Tel: 01670 853 977

Email: admin@cygnussupport.com

[Welcome to Cygnus Support](#)

Anxiety:

1. Anxiety Alliance

<http://www.anxietyalliance.org.uk/>

2. Anxiety UK

03444 775 774

<http://www.anxietyuk.org.uk/>

3. No Panic

0330 606 1174

<http://www.nopanic.org.uk/>

24 hr crisis line: 01952 680 835

4. Social Anxiety UK

<http://social-anxiety.org.uk/>

5. Anxious Minds

0191 262 0305

<https://www.anxiousminds.co.uk/young-peoples-services/>

6. OCD Action

Tel: 0300 636 5478

Email: support@ocdaction.org.uk

ocdaction.org.uk

Suicide Support (those at risk of suicide and those bereaved by suicide):

1. HOPELineUK – National Confidential Helpline

Tel: 0800 068 41 41

Text: 07786 209 697

pat@papyrus-uk.org

https://twitter.com/PAPYRUS_tweets

https://www.facebook.com/PAPYRUSUK?ref=tn_tnmn

2. Grassroots Suicide Prevention - Stay Alive App

http://prevent-suicide.org.uk/stay_alive_suicide_prevention_mobile_phone_application.html

3. Survivors of Bereavement by Suicide (SOBS)

Tel: 0844 561 6855 / 0300 111 5065

Email: email.support@uksobs.org

<https://uksobs.org/>

4. Help is at Hand – NHS Support

Brochure providing emotional and practical support for people bereaved by suicide and other sudden, traumatic deaths

5. Facing the Future

Tel: **0207 758 0667**

Email: ftf@cls.org.uk

www.facingthefuturegroups.org

6. Hub of Hope – Suicide App

Support for people affected by parent's drinking:

1. Nacoa

helpline@Nacoa.org.uk

Tel: 0800 358 3456

[Nacoa: Helping everyone affected by their parent's drinking - Nacoa](#)

2. Young People's Project – PROPS (Positive Response to Overcoming Problems of Substance misuse)

Tel: 0191 226 3440

Email: office@propsnortheast.org.uk

[PROPS - Family Recovery Service](#)

Help with Eating Disorders/Distress:

1. BEAT (Beating Eating Disorders)

Tel: 0808 801 0677

Email: help@beateatingdisorders.org.uk

www.beateatingdisorders.org.uk

2. EDNE – Eating Distress North East

Tel: 0191 221 0233

Email: enquiries@edne.org.uk

www.edne.org.uk

3. Teenage Helpline

Email: support@teenagehelpline.org.uk.

Teenage Helpline | Bringing Young People Together

Support with Child Abuse:

(Bullying, cyberbullying, domestic, emotional, grooming, neglect, trafficking, sexual, financial, exploitation/gangs, physical, coercive control, digital/online, honour-based, forced marriage, female genital mutilation)

1. Victim Support: Independent Sexual Violence Advisor (ISVA) Service –

Tel: 08 08 16 89 111

<https://www.victimsupport.org.uk/>

2. Safe Project – Westend Women and Girls Centre

Tel: 0191 273 4942

Email: info@westendwomenandgirls.co.uk

3. Rape Crisis Tyneside and Northumberland

Tel: 0808 802 9999

Email: rcewinfo@rapecrisi.org.uk

<http://rctn.org.uk>

4. Someone Cares

Tel: 0191 257 8094

Email: Enquiries@someonecares.org.uk

<http://www.someonecares.org.uk/contact/referral/>

5. Newcastle Integrated Domestic Violence Abuse Service (NIDAS)

Tel: 0191 214 6501

Email: nidas.team@thirteengroup.co.uk

www.newcastleidas.co.uk

6. The Angelou Centre (for females and Black, Minority, Ethnic Groups only)

Tel: 0191 226 0394

Email: admin@angelou-centre.org.uk

<http://angelou-centre.org.uk/>

7. Newcastle Women's Aid (The Hideout)

Tel: 0191 261 0504/0800 923 2622

Email: office@newcastlewomensaid.org.uk

<http://www.newcastlewomensaid.org.uk/>

8. National LGBT Domestic Abuse Support

Tel: 0800 999 5428

Email: help@galop.org.uk

<https://galop.org.uk>

9. ARCH Teesside

Tel: 01642 822 331

Email: support@archteesside.org

Web: [Welcome to ARCH Teesside - ARCH Teesside](#)

10. Refuge

Tel: 0808 2000 247

www.refuge.org.uk

11. Muslim Women's Network Helpline

Tel: 0800 999 5786

Email: info@mwnhelpline.co.uk

Text: 07415 206 936

Housing Support and Advice:

1. Housing Advice Centre

Tel: 0800 1707 008

Email: housingadvicecentre@newcastle.gov.uk

newcastle.gov.uk/services/housing/housing-advice-and-homelessness/what-do-if-you-need-housing-advice-or-are-homeless

2. Outpost Housing Project (LGBT)

Tel: 0191 281 0099

www.outpostproject.org

[Outpost Housing Project | Localgiving](#)

3. Shelter

Tel: 0808 800 4444

www.Shelter.org.uk

[Our free helpline - Shelter England](#)

4. Changing Lives

Tel: 0191 273 8891

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

www.changing-lives.org.uk

Support for people with cancer and for those who know someone diagnosed with cancer:

1. Maggie's (Freeman Hospital)

Tel: 0191 233 6600

Email: newcastle@maggies.org

<https://www.maggiescentres.org/our-centres/maggies-newcastle/>

2. Riprap

<http://www.riprap.org.uk/>

3. Macmillan

Tel: 0808 808 00 00

<http://www.macmillan.org.uk/in-your-area/choose-location.html>

Bereavement Support:

1. Forget-Me-Not Children's & Young People's Bereavement Service

Tel: 01642 811063

<http://teessidehospice.org/what-we-do/bereavement-counselling/forget-me-not>

2. Cruse Bereavement Care

Tel: 0808 808 1677 / 0191276 5533

Email: hopeagain@cruse.org.uk / tyneside@cruse.org.uk

cruse.org.uk

<http://hopeagain.org.uk/hope-again-about-us/>

3. St Clare's Hospice, Hebburn (18 yrs +) – Bereavement Counselling

Tel: 0191 529 7100

Email: info@stclareshospice.co.uk

<https://www.stclareshospice.co.uk/services/bereavement-counselling>

4. Bereavement Advice Centre

Tel: 0800 634 9494

bereavementadvice.org

5. Child Bereavement Network

Tel: 0207 843 6309

<http://www.childhoodbereavementnetwork.org.uk>

6. Child Bereavement UK

<http://www.childbereavementuk.org/>

7. Compassionate Friends

<http://www.tcf.org.uk/>

8. Grief Encounter

Tel: 020 8446 7452

<http://www.griefencounter.org.uk/young-people/>

9. Hope Again - Cruse Bereavement for Children

<http://hopeagain.org.uk/hope-again-about-us/>

10. Winston's Wish

Tel:0845 203 0405

<http://www.winstonswish.org.uk/>

11. Sue Ryder (Online community and support)

0808 164 4572

www.sueryder.org/notalone

Borderline Personality Disorder:

1. **BPD Family** – online support group for the family members of individuals suffering from BPD

<http://bpdfamily.com/>

Support for Young Carers:

1. Action for Children

Tel: 0300 123 2112

Email: ask.uk@actionforchildren.org.uk

[Action For Children | Children's charity | For safe and happy childhoods](#)

2. Newcastle Carers

Tel: 0191 275 5060

Text: 0787 410 00 43

Email: info@newcastlecarers.org.uk

[Support for carers | Newcastle City Council](#)

3. Young Carers

[Young carers | Barnardo's \(barnardos.org.uk\)](#)

Drug and Alcohol Support:

1. Change, Grow, Live (CGL) – Misuse Treatment (over 18yrs)

Tel: 0191 261 4719 (needle exchange)/ 0191 261 5610

Email: referral.newcastle@cgl.cjsm.net

[Alcohol and drug advice and info from Change Grow Live](#)

2. Newcastle Treatment and Recovery/Northern Drug and Alcohol Service (over 18 years)

Tel: 0191 206 1117

Email: NTAReferrals@cntw.nhs.uk

[Newcastle Treatment and Recovery \(NTaR\) - CNTW033 - Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust](#)

3. Platform Gateshead (help to reduce substance misuse)

Tel: 0191 460 1354/0783 474 8024

[Platform Gateshead – Humankind \(humankindcharity.org.uk\)](http://humankindcharity.org.uk)

4. Changing Lives

Tel: 0191 273 8891

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

www.changing-lives.org.uk

5. Adfam

Tel: 07442 137 421

Email: admin@adfam.org.uk

<http://www.adfam.org.uk/>

6. Addiction Helper

Tel: 0800 915 9400

<http://www.addictionhelper.com/>

7. Frank

Tel: 0300 123 66 00

<http://www.talktofrank.com/>

8. Gam Care – gambling help

Tel: 0808 8020 133

<http://www.gamcare.org.uk/>

9. Drinkline

Call free: 0300 123 1110

www.drinkaware.co.uk/alcohol-support-services

10. Alcoholics Anonymous

Tel: 0800 917 76 50

Email: help@aamail.org

[Alcoholics Anonymous Great Britain \(alcoholics-anonymous.org.uk\)](http://alcoholics-anonymous.org.uk)

Support for those who are pregnant or think they might be pregnant and for general sexual health advice and support:

1. Seen

Tel: 020 8892 8483 / 07776 482 350

Email: hello@seen.charity

[Support - Seen](#)

2. Worth Talking About

Tel: 0300 123 2930

<http://www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx>

3. National Sexual Health Line

Tel: 0300 123 7123

<http://www.nhs.uk/Livewell/Talkingaboutsex/Pages/Ineedhelpnow.aspx>

4. New Croft Centre

Tel: 0191 229 2999

http://www.newcastle-hospitals.org.uk/services/sexual-health_clinics-and-walkin-centres_new-croft-centre.aspx

Support with Bullying:

1. Teenage Helpline

Email: support@teenagehelpline.org.uk

[Bullying | Teenage Helpline](#)

2. NSPCC Childline

Tel: 0800 11 11

1-2-1 counsellor chats online - <https://www.childline.org.uk/>

Support for LGBTQ:

1. Mesmac Newcastle

Tel: 0191 233 1333

Email: all@mesmacnewcastle.com
www.mesmacnewcastle.com

2. Akt (Albert Kenedy Trust)

Support LGBT+ 16-25 year olds made homeless or living in a hostile environment

Tel: 0191 281 0099

Email: gethelp@akt.org.uk

<http://www.akt.org.uk/>

3. Switchboard

Tel: [0300 330 0630](tel:03003300630)

Email: chris@switchboard.lgbt

<http://switchboard.lgbt/>

4. Plus (People Like US)

A mixed social group for anyone under 25 who is lesbian, gay, bisexual, or questioning their sexual orientation.

Meets every Tuesday in central Gateshead from 6-8pm.

Facebook: www.facebook.com/plusgroup

Email: LouiseJobling@Gateshead.Gov.UK

Tel: 0191 4777759

Be North - <http://be-north.org.uk/>

Trans support and Development north east

Email: hello@be-north.org.uk

5. SHINE

Service providing free, confidential, sexual health advice, HIV prevention tests and support to women aged 16 and over.

Tel: 0191 277 2050

Email: shine@newcastle.gov.uk

Shinewomen.co.uk
@shinenewcastle

6. Mermaids

Tel: 0808 801 0400

Email: info@mermaidsuk.org.uk

[Homepage - Mermaids \(mermaidsuk.org.uk\)](http://mermaidsuk.org.uk)

You can refer yourself to NHS services via your GP, or use the following contact information:

Sunderland Psychological and Wellbeing Service (SPWS)

Tel - 0191 566 5454

Web address: sunderlandiapt.co.uk

Talking Helps Newcastle

Tel – 0191 282 6600

Email – tnu-tr.PCMH@nhs.net

Web address: <http://talkinghelpsnewcastle.org>

Talking Changes (Darlington and Durham)

Tel – 0191 333 3300

We address: www.talkingchanges.org.uk

Talking Matters Northumberland

Tel – 0300 30 30 700

Email – info@tmnorthumberland.org.uk

Web address: www.tmnorthumberland.org.uk

South Tyneside Lifecycle Primary Care Mental Health Service

Tel – 0191 404 1322

Email – stpcmhs@stft.nhs.uk

Wed address: <https://www.stft.nhs.uk>

North Tyneside Talking Therapies

Tel – 0191 295 2775

Web address: <https://www.northumbria.nhs.uk/our-services/mental-health-services/north-tyneside-talking-therapies>

Current waiting time for treatment is 12-18 months.