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Introduction:

About domestic violence

This help directory has been produced with the help of the South Tyneside Domestic Violence Forum. The Forum was set up in 1994 and brings together a wide range of experience from the agencies within South Tyneside who provide services to those affected by domestic violence.

Each member of the forum is committed to improving domestic violence help services, raising awareness of the problem and strengthening the protection, justice and support for victims and their children. The forum is also dedicated to the prevention and early intervention of abuse.

Domestic violence crosses all boundaries, including age, ethnicity, religion and class and is described by South Tyneside Domestic Violence Forum as:

“Any use of or threat of physical, emotional, verbal, economic, and/or sexual abuse or any other behaviour that results in an individual living in fear and/or feeling abused through the use of power and control by an individual (usually a man) against another (usually a woman) with who they have or have had an intimate (though not necessarily sexual) relationship with. Where these behaviours are present there is the increased possibility that children, pets and/or other family members are also experiencing violence.”

Domestic violence raises many issues and families experiencing it have a wide range of needs, which change over time. These can range from crisis support and protection, to re-housing and help to rebuild their lives. Some of these needs can be met by statutory organisations or specialist domestic violence help services.

All help services have a role to play in providing an effective network of support for families. However, knowing what services are out there is the key to being able to use them.
About this directory:

This directory can be used by women and men who have experienced or are experiencing domestic violence. The directory may also be useful for professional workers who give advice and support to victims of domestic violence.

All help services within this directory have been grouped into six sections. A majority of them are based in South Tyneside and surrounding areas and are listed alphabetically. However, a selection of national contacts has also been included.
Section 1

Refuge, emergency accommodation, housing and related services

Community Furniture Store
Offers low cost furniture sales to people in need.

Opening hours:
Monday to Thursday, 8.30am – 5pm
Friday, 8.30am – 4.30pm

Phone number: 0191 549 4343

South Tyneside Council Homelessness Prevention Service
This service provides help and advice to those who are homeless, at risk of homelessness or are unable to remain in their current home.

Opening hours:
Monday to Thursday, 8.30am – 5pm
Friday, 8.30am – 4.30pm

Phone numbers:
0191 424 6430
0191 424 6456
0191 424 6458
Places for People (women’s refuge)

Offers help and support as well as providing safe, temporary and emergency accommodation to women and children suffering from domestic violence.

**Opening hours:** 24 hours

**Phone numbers:**
South Tyneside – 0191 454 8257
Sunderland – 0191 514 1972
Washington – 0191 415 1506
Gateshead – 0191 477 9309
Newcastle – 0191 265 2148
Whitley Bay – 0191 251 3305
Durham – 0191 386 5951
Northumberland – 0167 082 0199

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S&S Removal

Provides low cost furniture removals for victims of domestic violence.

**Opening hours:**
Monday to Friday, 9am – 4pm

**Phone number:** 0191 427 0470
Section 2
Counselling, support and advice services

Apna Ghar (ethnic support group)
Offers advice and support to those in ethnic minorities.

Opening hours:
Monday to Thursday, 9.15am – 4.15pm
Friday, 9.15am – 7pm

Phone number: 0191 456 4147

Barnardos Mosaic Project
Provides support to children living with domestic violence.

Opening hours:
Monday to Friday, 9am – 5pm

Phone number: 0191 212 0237

Barnardos Streetlevel Family Services
Offers support to those over 19 years old that are suffering drug, alcohol and substance abuse. Support is also available for family members.

Opening hours:
Monday, Tuesday, Wednesday and Friday, 9.30am – 6pm
Thursday, 11.30am – 6pm

Phone number: 0191 455 3027

South Tyneside Council Children’s Services
Provides help with questions and concerns about child abuse.

Opening hours:
Monday to Thursday, 8.30am – 5pm
Friday, 8.30am – 4.30pm

Phone number: 0191 424 5010
Citizen’s Advice Bureau
Helps people resolve their legal, money and other related problems by providing free information and advice. Bilingual staff are available at the South Shields office.

Opening hours:
South Shields office: Monday, Wednesday and Friday, 10am – 1pm
Tuesday, 12noon – 3pm
Jarrow office: Monday, Thursday and Friday, 10am – 1pm

Phone number: 0870 126 4098

South Tyneside Council
Community Learning Disability Team
Provides counselling and therapy to both victims and perpetrators of domestic violence who have a learning disability.

Opening hours:
Monday to Friday, 8.30am – 5pm

Phone number: 0191 451 6204
0191 451 6290

Connexions Direct
Information, advice and guidance for young people aged 14 to 19 who are suffering from domestic violence.

Opening hours:
Monday to Friday, 9.30am – 5.30pm
Saturday 10am – 3pm

Phone number: 0191 425 6674

South Tyneside Council
Education Welfare Service
Work with children, families and schools on bullying, school attendance and welfare issues.

Opening hours:
Monday to Friday, 7.30am – 5pm

Phone number: 0191 424 9936

Women’s Health in South Tyneside
Experienced counsellors and therapists provide confidential, individual and group support in a safe, women only environment.

Opening hours:
Monday to Friday, 9.30am – 4.30pm

Phone number: 0191 454 6959
Family Links
Provides support for families with children under eight.

Opening hours:
Monday to Friday, 9.30am – 4.30pm

Phone number:
0191 384 4247 (Durham)

Hindu Nari Sangh
(Hindu women’s association)
Social and cultural group who provide both women and children from all communities living in South Tyneside with advice and support.

Phone number: 0191 455 8146
Line open 9am – 5pm

North East Council on Addictions (NECA)
Provides counselling for substance misusers and their families.

Opening hours:
Monday to Thursday, 8.30am – 4.30pm
Friday, 8.30am – 4pm

Phone number: 0191 456 9999

Options
Provides:

- Confidential and non-judgmental advice to women over 18 on domestic violence issues in a safe place
- Contact with and referral to other relevant organisations
- Weekly support groups giving opportunities to meet survivors of domestic violence and make new friends
- Bilingual staff and interpreters are also available

Opening hours:
Monday to Friday, 9am – 4pm

Phone number: 0191 456 7577
Panah
(black women’s refuge
and outreach service)
Offers temporary refuge
accommodation, practical and
emotional support and outreach
services.

Opening hours:
Monday to Friday, 9am – 5pm

Phone number: 0191 284 6998

South Tyneside Council
Protection of Vulnerable
Adults (POVA)
This service provides advice to
anyone who has concerns for
someone aged 18 years plus who
may be suffering domestic violence.

Opening hours:
Monday to Friday, 8.30am – 5pm

Phone numbers:
0845 130 4959
0191 456 2098 (out of hours)

Reach
(Rape, Examination, Advice
and Counselling Help)
Offers help and support to victims
of rape.

Opening hours:
Monday to Friday, 9am – 5pm

Phone numbers:
Newcastle – 0191 212 1551
Sunderland – 0191 565 3725

Relate
Provides a counselling service for
problems within adult relationships.

Opening hours:
Monday to Thursday,
9.30am – 8.45pm
Friday, 9.30am – 5pm

Phone numbers:
Northumberland and Tyneside
– 0191 232 9109
Sunderland – 0191 565 4967
**Samaritans**
Provides emotional support for people experiencing distress and despair.

**Opening hours:** 24 hours

**Phone number:** 0191 232 7272

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**Sexual Health Services**
Provides support for gay and lesbian victims of domestic violence.

**Opening hours:**
Monday to Friday, 9am – 5pm

**Phone number:** 0191 490 1699

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**South Tyneside Central Organisation on Disabilities**
Provides advice and information to people with disabilities and for carers or other representatives.

**Opening hours:**
Monday to Friday, 9am – 3pm

**Phone number:** 0191 454 9707

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**South Tyneside Victim Support**
Provides:

- Confidential help and support to victims, their friends and families and witnesses of domestic violence/other crimes
- Information on Police court procedures, criminal justice system and support while attending court
- Help with criminal injuries compensation and insurance claims
- Contact with and referral to other relevant organisations

**Opening hours:**
Monday to Friday, 8.30 am – 4.00 pm

**Phone number:** 0191 477 8395
St Clare’s Hospice
Provides care and support for the terminally ill or those with life threatening diseases.

Opening hours:
Monday to Sunday, 9am – 8.30pm

Phone number: 0191 451 6378

Sunderland/South Tyneside Family Mediation
Provides family mediation and advice on anti-bullying. Also provides family support services.

Opening hours:
Monday to Friday, 9am – 5pm

Phone number: 0191 567 8282

Survivors of Bereavement by Suicide (SOBS)
Offers support to families bereaved by suicide.

Opening hours: Monday to Friday. Please leave a message if there is no reply.

Phone number: 0191 417 4133
(Washington)

Tyneside Rape Crisis Centre
Provides help and support to victims of rape.

Phone number: 0191 232 9858. Please leave a message if there is no reply.

Opening hours:
Tues and Thurs evening 6pm – 8.30 pm
South Tyneside Council
Welfare Rights
The service offers free advice and support with the following types of queries:

- Benefit entitlements
- Employment rights
- Debt and money problems
- Housing issues
- Child support

Phone numbers:
9–10 Charlotte Terrace, South Shields – 0191 456 6296
287 Sunderland Road, South Shields – 0191 427 1500
Elderly Services, 9–10 Charlotte Terrace, South Shields – 0191 424 6024
Town Hall, Jarrow – 0191 428 0417
Hebburn Neighbourhood Advice Centre – 0191 483 9806
Boldon Lane Neighbourhood Advice Centre – 0191 454 3924
Section 3
Police, legal advice/criminal justice

Northumbria Police: Public Protection Unit South Tyneside
This unit is part of Northumbria Police and provides:

- Help and advice to victims
- Investigates domestic and child abuse
- Monitors sex offenders and dangerous offenders living in the community

Opening hours:
Monday to Friday, 8am – 4pm

Phone numbers:
Public Protection Unit: 0191 454 7555 ext 65009
24 hours emergency Police: 999
24 hours non emergency Police: 0191 454 7555

Northumbria Police: “Choice” Helpline:
You have the right to choose –
If you or someone you know is being forced into a marriage or is a victim of Honour Based Violence
Call Police for advice in confidence
Freephone 0800 5999 365 (free from land line)

Solicitors:
Patterson, Glenton and Stracey
Law Court Chambers, 22 Waterloo Square, South Shields, NE33 1AW and 10 Coronation Street, South Shields, NE33 1AZ

Opening hours:
Monday to Friday, 9am – 5pm
Phone number: 0191 456 0281

Aileen Tallintire
2a Prince George Square, South Shields, NE33 2BE

Opening hours:
Monday to Friday, 9am – 5pm
Phone number: 0191 454 1101
(other solicitors are available)
Section 4

Health

Medical treatment:

South Tynesside District Hospital
Harton Lane, South Shields, NE34 OPL

Opening hours:
24 hours

Phone number: 0844 811 3030

Mental health care:

Mental Health in South Tyneside (MHIST)
Provides an open door drop in centre for anyone needing mental health care.

Opening hours:
Monday, 9am – 9pm
Tuesday to Friday, 9am – 6pm
Saturday, 10am – 9pm
Sunday, 12noon – 4pm

Phone number: 0191 455 4152

NHS South of Tyne and Wear
Provides public health advice for vulnerable groups.

Phone number: 0191 529 7204. Please leave a message if there is no reply.
Section 5

Services for men and perpetrators

M.A.L.E. (Men’s Advice Line Enquiries)
Provides a helpline service for men experiencing domestic violence.

Opening hours:
Monday to Wednesday, 10am – 1pm and 2pm – 5pm

Phone number: 0808 801 0327

MESMAC North East (Newcastle)
Offers counselling and advice for gay and bisexual men.

Opening hours:
Monday to Thursday, 1pm – 5pm

Phone number: 0191 233 1333

Respect
Offers information and advice to those who are violent and abusive to their partners (male only service).

Opening hours:
Monday, Tuesday, Wednesday and Friday 10am – 1pm and 2pm – 5pm

Phone number: 0845 122 8609

South Tyneside Domestic Abuse Perpetrators Programme (STDAPP)
Support for men wanting to change their aggressive behaviour.

Opening hours:
Monday to Thursday, 8.45am – 5pm
Friday, 8.45am – 4.30pm

Phone number: 0191 454 5335

STAG (South Tyneside and Gateshead)
Support offered by a gay men’s group.

Opening hours:
Monday to Friday, 9am – 5pm

Phone number: 0191 490 1699
Section 6

National

Broken Rainbow
Support for lesbian, gay, bisexual and transgender people who experience domestic violence.

Opening hours:
Monday to Friday, 9am – 1pm and 2pm – 5pm

Phone number: 0845 260 4460

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Childline
Offers a helpline for children and young people experiencing any problems.

Opening hours: 24 hours

Phone number: 0800 1111

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Chinese Information Advice Centre (CIAC): Women Support Project
Provides support to women victims of domestic violence on issues relating to housing, legal protection, welfare benefits and children.

Opening hours:
Monday to Friday, 10am – 5pm

Phone Number: 020 7462 1281 or 020 7323 1538

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Elder Abuse Response Line
Offers a confidential helpline service to support those concerned about the abuse of older people.

Opening hours:
Monday to Friday, 9am – 5pm

Phone number: 0808 808 8141
Freephone Domestic Violence Helpline
Information service for female suffers of domestic violence.

**Opening hours:** 24 hours

**Phone number:** 0808 2000 247

Please note that this number will not appear on your itemised telephone bill.

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Forced Marriage Unit
Offers confidential help and advice for those at risk of being forced into marriage overseas.

**Opening hours:**
Monday to Friday, 9am – 5pm

**Phone number:** 020 7008 0151

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Jewish Women’s Aid
A confidential and untraceable helpline service, which supports Jewish women and their children who are sufferers of domestic violence.

**Opening hours:**
Monday to Thursday, 9am – 5pm

**Phone Number:** 0800 591 203

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National Centre for Domestic Violence
Helps victims of domestic violence to obtain court orders such as injunctions to protect them from further abuse.

**Opening hours:**
Monday to Friday, 8.30am – 5.30pm

**Phone number:** 08709 220704

A 24 hour answering machine is available on this number.

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National Child Protection Helpline (NSPCC)
Provides advice, information and help to anyone who thinks that a child is experiencing abuse or may be at risk of abuse.

**Opening hours:** 24 hours

**Phone number:** 0800 800 5000

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NHS Direct
This service provides an advice line for all health matters.

**Opening hours:** 24 hours

**Phone number:** 0845 4647
Reunite
Offers advice, information and support to parents, guardians and family members who have experienced or who fear child abduction.

Opening hours:
24 hours

Phone number: 0116 25 56 234

Samaritans Helpline
Provides emotional support for people experiencing distress and despair.

Opening hours: 24 hours

Phone number: 0845 790 9090

Shelterline
Provides advice to those at risk of homelessness.

Opening hours:
Monday to Sunday,
8am – 12midnight

Phone number: 0808 800 4444
Comments and feedback

Let us know what you think about this directory
If you’d like to provide comments/feedback on this directory, send in information that you feel is missing or has changed, please complete the form below and return it to the address provided. All feedback is welcome and will help to improve the directory.

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Return address:
Gill Glass
Domestic Violence Co-ordinator
South Tyneside Council
Town and Civic Offices
Westoe Road
South Shields
NE33 2RL
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