Where to find us

We also offer community and other professional support regarding drugs & alcohol across South Tyneside.

We hope this leaflet gives you an idea of what we do. Call in or telephone with any further questions.

Contact the Matrix Team

Anybody can visit or make a referral to the Matrix by dropping in, telephoning, writing or by email.

Freephone
0800 328 1898

Office telephone
0191 497 5637

Office fax
0191 497 5690

www.ypmatrix.org

Address
7 Burrow Street
South Shields
Tyne & Wear
NE33 1PP

Email
enquiries@ypmatrix.org

Main opening times
Monday-Friday: 9am-5pm

These hours can be flexible and out of hours appointment can be arranged.
WHAT IS THE MATRIX?
We work with young people under 18, families and carers whose lives have been affected by drug and alcohol use or those who are at risk of developing substance use issues.

We offer a confidential service in friendly surroundings, located in South Shields town centre. Alternative locations can be arranged.

You can call in or telephone for further information support and advice.

WE OFFER
Advice and information
Drug/alcohol awareness
Treatment options
Housing support
Family support
A nurse for health issues and advice
C2 card outlet
Some people like to talk about what is worrying them. Our staff can help to find the best way of working through your problems.

WHAT HAPPENS WHEN YOU COME TO THE MATRIX?
When you visit the Matrix, we will need to ask some questions to find out the best way to help. This is called an assessment. If needed, you will be given your own worker for ongoing support.

Anything you say to Matrix staff will not be shared or passed on to other people, unless we are worried that you or someone you know is being hurt or is likely to be hurt.

WHO ARE THE MATRIX TEAM?
We are a team of friendly and supportive specialised workers employed by different agencies and are here to help you.