



**North Tyneside Council**

## **North Tyneside Homelessness Prevention Strategy 2013 – 2018**

### **Appendix 4: Services**

## Generic services

Service and Provider Name	Contact	Telephone Number	Primary User group	Exclusions	Age range	Size of scheme	Comments
North Tyneside Bond Bank	Aude Peebles	0191 643 6212	Single homeless and childless couples (no statutory duty)		18+	N/A	Applicants receive a letter confirming NTC will guarantee a paper bond for a private rented property. Applicant to find property.
Citizens Advice Bureau	Mark Almond	0844 2451288 general advice line  0191 2704485 Debt Hotline	independent service providing free, confidential and impartial advice to everybody regardless of race, sex, disability, sexuality, nationality, ethnicity, religion and belief.			N/A	3 offices (North Shields, Whitley Bay and Wallsend) with outreach support provided in the North West.

**Supported housing – all referrals through ASC Community Support Team**

<b>Service and Provider Name</b>	<b>Contact</b>	<b>Telephone Number</b>	<b>Primary User group</b>	<b>Exclusions</b>	<b>Age range</b>	<b>Size of scheme</b>	<b>Comments</b>
North Tyneside Deposit Guarantee Scheme	Aude Peebles	0191 643 6212	Statutory homeless (prevention measure)	No automatic exclusions	16+	N/A	Access to private rented sector. Must save for bond during 6 month paper bond in place.
NT Homes New Beginnings	Jeannette Greggs	0191 643 6191	Young parents  Males and females		16 - 24	14 x 1 bed flats plus 3 satellite flats	Self contained. Onsite support. (not 24/7)
Places for People Maritime Court	Michael Caul	0191 263 7965	Singles  Males and females	High risk	16 - 24	9 x 1 bed flats	Self contained. On site support. Low to medium support.
Byker Bridge	Michael Nevin	0191 265 8621	Singles (ex offenders)  Males and females	No automatic exclusions	18+	17 bedspaces between 3 houses	Shared accommodation. 2 houses have residential staff, 3 <sup>rd</sup> house has visiting staff.
Norcare	Shirley English	0191 229 9118	Males and females	No automatic exclusions	18+	7 properties	Fully furnished self contained flats.

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Stonham	Laura Wade	0191 258 5303	Singles (ex offenders)  Males and females	No automatic exclusions	18+	25 bedspaces between 3 addresses plus 13 dispersed	Shared accommodation. Support.
Turning Point	Lynn McNamara	0191 257 1725	Singles (substance misuse)  Males and females	No automatic exclusions	18+	9 bed spaces	Shared accommodation. On site support (not 24/7)
Harbour domestic abuse scheme	Angela Bell	0191 251 3305	Single females and families who have been subjected to domestic abuse	No automatic exclusions	18+	14 properties	Mix of 2 and 3 bed homes. On site support (24/7).
Depaul UK Compass	Jane Premtaj	0191 253 6161	Single homeless	No automatic exclusions	16 – 25 year olds	8 bedspaces	Shared accommodation. On site support (24/7).
Depaul UK Insite	Tracy McDonald	0191 253 6161	Single homeless	No automatic exclusions	16 – 25 year olds		Shared accommodation Semi supported.
Depaul UK Supported Lodgings	Tracy McDonald	0191 253 6161	Single homeless	No automatic exclusions	16 – 25 year olds	6 homes providing 9 bedspaces	Shared accommodation. Live within a family environment.

## Outreach support

Service and Provider Name	Contact	Telephone Number	Primary User group	Exclusions	Age range	Size of scheme	Comments
Harbour	Angela Bell	0191 2513305	Males and females	No automatic exclusions	18+	N/A	Support and advice for women and men in the community who are experiencing or have experienced domestic abuse
Depaul UK Inline	Shaun Dunn	0191 253 6161	singles	No automatic exclusions	16 – 25 year olds		A floating support service for young people at risk and pregnant teenagers/young single mothers
Acorns Domestic Abuse		07552 164 256	Domestic abuse	No automatic exclusions	18+		Outreach, support, structured women's groups, advice and information

## Specialist services

Service and Provider Name	Contact	Telephone Number	Primary User group	Exclusions	Age range	Size of scheme	Comments
Barnardos Crash Pad	Carol Preston	01670 787 900	Single, homeless young people	No automatic exclusions	16 – 18 years, up to 21 years if a care leaver	3 hosts in NT	Short term (up to 8 weeks)
DepaulUK Nightstop	Kester Young	0191 253 6171	Roofless	Class A drug use	16 – 25 year olds	4 hosts in NT	One night stays, up to 14 nights
Project Answer	Paula Routledge	0191 240 8122	Substance misuse	No automatic exclusions	18+	N/A	Not a housing service. Assessment, advice, information, medical services, day programmes.
Acorns project		(0191) 2006302	Domestic abuse	No automatic exclusions	Under 18s	N/A	Counselling, support and advice for children and young people affected by domestic violence.
Mentor project	Amanda Thrush	(0191) 643 8880	Young people	No automatic exclusions	10 – 18 years	N/A	For young people aged 10 – 18 years in care
N2L		0191 643 8802	Young people	No automatic exclusions	10 – 18 years	N/A	Drug and alcohol support. Confidential service for young people

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Transient Team	Clare Johnston Judith Pearson	0191 643 8853	Homeless households in temporary accommodation	No automatic exclusions	Householders aged 16+. Children of all ages.	N/A	Provide advice and signposting with educational support and health services.
Teenage Pregnancy Support Team	Anne Tierney or Joy Strachan	0191 297 0441	Young Parents and Parents-to-be	No automatic exclusions	Under 20 years at Conception	N/A	Referrals accepted from any agency, professional or individual. Support and advice throughout pregnancy and early post-natal period as an additional resource to Community Midwife. Links to Education, Sexual Health, Housing and Housing Support, Health Visiting and other health services

## Regional services

Service and Provider Name	Contact	Telephone Number	Primary User group	Exclusions	Age range	Size of scheme	Comments
Shelter North East	Tracy Guy	0344 515 1601	Homeless, threatened with homelessness or badly housed.	No automatic exclusions	16+	N/A	Support and advice to people who are homeless, badly housed or in need of benefits or debt advice. Solicitor and casework service, telephone advice available for those unable to visit the centre (only limited circumstances). General information to the public on homelessness and housing issues. Liaise with other agencies and run specialist training for CAB staff and other agencies.
Crisis Skylight Newcastle	June Grimes	0191 222 0622	Homeless or vulnerably housed		16+	N/A	Crisis Skylight Newcastle offers a wide ranging timetable of creative workshops including art, music, drama and dance and vocational workshops such as carpentry. We also offer tailored employment programmes and accredited learning opportunities in literacy, numeracy, IT and ESOL.



