

<b>Utilities</b>	
Electricity and Gas (24 hours)	0800 111 999
Loss of Power (Northern Power Grid)	0800 668 877/105
Water Issues (24 hours)	0345 717 1100
<b>Emergency Services / Health Support / Domestic Abuse</b>	
Police non-emergency Police non-emergency (by SMS) Police/Ambulance/Fire emergency	101 or 0166 187 2555 07786 200814 999
Ponteland Road Medical Centre (walk-in)	0191 271 9030
NHS Direct	111
Hospital (Freeman and RVI Switchboard)	0191 233 6161
Samaritans	116 123 or 0330 094 5717 Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
Mental Health Crisis Team  Mental Health Crisis Team (by SMS)	0191 814 8899 0800 652 2863 (Freephone) 07919 228548
Children and Young Peoples Service (CYPS)	0191 246 6913 0800 652 2864 (Freephone) Email: <a href="mailto:NGCYPS@cntw.nhs.uk">NGCYPS@cntw.nhs.uk</a>
Kooth – Mental health support app	<a href="http://www.kooth.com">www.kooth.com</a>
NIDAS [Domestic Abuse] (24-hour helpline)	0191 214 6501 Email: <a href="mailto:nidas.team@thirteengroup.co.uk">nidas.team@thirteengroup.co.uk</a>
Newcastle Women's Aid	0191 261 0504 0800 923 2622 (Freephone)
National Domestic Abuse Helpline	0808 200 0247 <a href="http://www.nationaldahelpline.org.uk">www.nationaldahelpline.org.uk</a>
Drug and Alcohol Service (Newcastle upon Tyne)	0191 261 5610
Newcastle Treatment and Recovery (NTaR) Integrated Drug and Alcohol Services	0191 206 1117 (referral line: 10am – 4pm) Email: <a href="mailto:NTARreferrals@cntw.nhs.uk">NTARreferrals@cntw.nhs.uk</a>  <a href="http://www.cntw.nhs.uk/services/drug-alcohol-service-addictions-services-newcastle/">www.cntw.nhs.uk/services/drug-alcohol-service-addictions-services-newcastle/</a>
North East Council on Addictions (NECA)  NECA Gambling Hub	0191 414 6446 (Main Telephone) Email: <a href="mailto:info@neca.co.uk">info@neca.co.uk</a> 0191 562 3309 Email: <a href="mailto:gamcare.referrals@neca.co.uk">gamcare.referrals@neca.co.uk</a>
<b>Social Services</b>	
Adult Social Care - Community Health and Social Care Direct	0191 278 8377 (Mon - Fri 8am - 5pm) Mobile: 07968 474891 Email: <a href="mailto:scd@newcastle.gov.uk">scd@newcastle.gov.uk</a>
Adult Social Care Emergency Line – out of office hours Report abuses or neglect	0191 278 7878 (Main Switch Board – ask for adult social care when prompted) 0191 278 8156
Children's Social Care (CSC) Initial Response Service CSC Emergency Line – out of office hours	0191 277 2500 (Mon - Fri 8.45am - 5pm)  0191 278 7878 (Main Switch Board – ask for children's social care when prompted)

<b>Early Help and Parenting Support</b>	
Early Help Access Point	0191 211 5805
Action for Children TALK Parenting	<a href="http://www.parents.actionforchildren.org.uk">www.parents.actionforchildren.org.uk</a>
<b>Housing, Benefits, Finance and Asylum Support</b>	
Citizens Advice Bureau	0808 278 7823
Council Tax and Housing Benefit Helpline	0191 278 7878 (Main Switch Board - ask for council tax when prompted)
Benefit Advice Line	0191 277 2627 (Mon - Fri 9.30am - 12pm)
Debt Advice Line	0191 277 1050 (Mon, Tues, Thurs, Fri 9.30am - 11am)
Housing Advice Centre (HAC)	0191 277 1711 (Mon - Fri 8.30am - 12pm & 1pm - 4.30pm)
Homeless Support (to report rough sleeping)	0800 170 7008 (Freephone) Press option 2 and ask for emergency homeless service
Your Homes Newcastle (YHN) Housing Enquiries	0191 278 8600
Your Homes Newcastle (YHN) Housing Repairs	0191 278 7878 (Main Switch Board – ask for repairs when prompted) Text FIX to 8000
Local Authority Asylum Seeker Liaison Officers (LAASLOs)	Email: <a href="mailto:asylum@newcastle.gov.uk">asylum@newcastle.gov.uk</a> (Mon - Fri)
Action Foundation	0191 231 3113 (Mon - Fri 9am - 5pm) Email: <a href="mailto:info@actionfoundation.org.uk">info@actionfoundation.org.uk</a> <a href="http://www.actionfoundation.org.uk">www.actionfoundation.org.uk</a>
Action Letting Helpline	0191 211 3535 (Mon - Fri 9am - 5pm) Email: <a href="mailto:info@actionletting.org.uk">info@actionletting.org.uk</a> <a href="http://www.actionletting.org.uk">www.actionletting.org.uk</a>
Action Housing Helpline (by SMS/WhatsApp)	07444 079678 (Mon - Fri 9am - 5pm)
Money Matters	0800 170 7008