

Preventing abuse and neglect of adults at risk during Covid-19

Services and support in Newcastle

The following document includes weblinks and contacts for some of the main services and support that might prevent abuse or neglect happening during Covid-19.

It is focused around some of the identified key risk areas at this time. It is not an exhaustive list; the webpages listed in the first section provide useful overviews and links to more specific services.

1. [Overarching webpages covering local support services and information](#)
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These services and support are generally pre-safeguarding, aimed at the prevention of abuse or neglect. If you have a concern that someone is already experiencing abuse or neglect, please use your usual reporting arrangements or report directly to:

Adult Social Care: 0191 278 8377

Where someone is in immediate danger, always ring 999.



The information included in this document is correct at the time of writing and will be updated as required (January 2022).

1. Overarching webpages covering local support services and information

	Web address/contact	Details
Information NOW	https://www.informationnow.org.uk/	Information NOW is the information website for adults, their families and carers in Newcastle. There's something for everyone on Information NOW from what to do in your spare time, to managing your money, coping with family issues, choosing or adapting housing, keeping healthy and much more.
Newcastle City Council Coronavirus Support webpage.	https://www.newcastle.gov.uk/services/public-health-wellbeing-and-leisure/public-health-services/coronavirus-covid-19	Includes information on: looking after yourself, support for people, support for businesses, disruption to council services, childcare/education support, Citylife Line service.
Safeguarding adults and Coronavirus webpage.	https://www.newcastlesafeguarding.org.uk/safeguarding-adults/safeguarding-adults-and-coronavirus/	Information on safeguarding adults and coronavirus for members of the public, volunteers and professionals.

2. Domestic abuse support and services

	Web address/contact	Details
Newcastle Integrated Domestic Abuse Service (NIDAS).	https://www.newcastleidas.co.uk/ 0191 214 6501 Team@thirteengroup.co.uk	Support to people experiencing domestic violence and abuse in Newcastle. This includes refuge, outreach and support for people at high risk of harm.
SafeLives	https://safelives.org.uk/about-us	Information about domestic abuse including supporting people with disabilities and Covid-19 specific information. Older people and domestic abuse Disabled people and domestic abuse Domestic abuse and Covid-19
Train Travel	railtorefuge@womensaid.org.uk	All train companies will cover the cost of train tickets for anyone travelling to refuge accommodation while coronavirus lockdown measures are in force, in a joint initiative with Women's Aid
Women's Aid	https://chat.womensaid.org.uk/	Women's Aid online chat service, Mon-Fri, 10am-12pm.
Safe Lives	https://safelives.org.uk/sites/default/files/resources/Engage%20RW.%202020.%20Core%20engagement.pdf	Core Engagement Activities: four strategies to support self-management of behaviour.

Respect	https://respectphoneline.org.uk/ 0808 8024040	Confidential helpline, email and webchat service for domestic abuse perpetrators and those supporting them. Supports men and women who are using abuse in same-sex or heterosexual relationships.
Boots Pharmacy safe spaces	https://www.boots-uk.com/our-stories/boots-pharmacy-consultation-rooms-become-safe-spaces-for-victims-of-domestic-abuse/	Victims of domestic abuse can access safe spaces at Boots pharmacy consultation rooms across the country, where they can contact specialist domestic abuse services for support and advice.

3. Self-neglect support and services

	Web address/contact	Details
NSAB Self-neglect Practice Guidance	https://www.newcastlesafeguarding.org.uk/wp-content/uploads/2019/09/Self-Neglect-Guidance-Newcastle-FINAL.pdf	NSAB guidance for practitioners on responding to self-neglect
CityLife Line	https://www.newcastle.gov.uk/services/public-health-wellbeing-and-leisure/public-health-services/coronavirus-covid-19/citylife Helpline 0191 2778000	Extra support for people who need to self-isolate because of Covid-19.
Accessing local healthcare services	https://www.newcastlegatesheadccg.nhs.uk/if-you-need-healthcare-dont-wait/	“If you need healthcare don’t wait” video (Newcastle Gateshead CCG)
NHS Live Well	https://www.nhs.uk/live-well/	Advice, tips and tools to help people make the best choices about health and wellbeing.

4. Family carer support and services

	Web address/contact	Details
Newcastle Carers	www.newcastlecarers.org.uk Carers Information Line - 0191 275 5060, Monday to Friday between 9am and 5pm info@newcastlecarers.org.uk or text them on 07874 100 043.	Free, confidential and impartial service provides dedicated support and information to carers of all ages
Carers UK	https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-mental-wellbeing https://www.carersuk.org/help-and-advice/coronavirus-covid-19/coronavirus-covid-19	Carers UK have some great tips to help carers and the people they are caring for keep calm and well during the pandemic.
PROPS	www.props.org.uk Helpline - 0191 2263440, 9am-9pm, Mon-Sun Or email office@newcastleprops.org.uk	PROPS supports families and friends affected by a loved one's drug or alcohol misuse across Newcastle and North Tyneside
British Red Cross	Telephone: 0191 2737961 Email: Carerscard_Northeast@redcross.org.uk	Carers Emergency Contact Scheme The scheme supports adult carers to draw up an emergency contact plan and provides a rapid response service 24hours a day, 7 days a week including Bank Holidays
Skills for People	www.skillsforpeople.org.uk/support/family-advice/ Phone: 0191 281 8737 Email: information@skillsforpeople.org.uk	Family Advice and Support Team support Carers/families of all children who have additional needs/any disabilities living in Newcastle upon Tyne.

5. Mental health and wellbeing support and services

	Web address/contact	Details
Mental health and wellbeing booklet	www.stopsuicidenenc.org/wp-content/uploads/2020/04/COVID_19_booklet_network.pdf	Stop Suicide North East and CNTW have produced a booklet about looking after mental health and wellbeing during Covid-19. This has been sent to all address in Newcastle in hard copy also.
Keeping People Connected (Skills for People)	www.newcastlegatesheadccg.nhs.uk/helping-people-with-learning-disability-or-autism-stay-connected-during-covid-19-pandemic/ 0191 281 8737 connected@skillsforpeople.org.uk	Skills for People are running a service to keep people with a learning disability and/or autism in touch. Simply ask the person to call us. If it is easier for them give them our e-mail address or it may be easier if you ask for permission to email us their details, we will then call/email/text, confirm consent and provide ongoing support.
Every Mind Matters	www.nhs.uk/every-mind-matters/	NHS website about looking after mental health with specific information about coronavirus and wellbeing.

6. Financial abuse/exploitation (including fraud and scams) support and services

	Web address/contact	Details
Take Five	https://takefive-stopfraud.org.uk/	National campaign that offers straight-forward and impartial advice to help everyone protect themselves from preventable financial fraud. This includes email deception and phone-based scams as well as online fraud – particularly where criminals impersonate trusted organisations.
Friends Against Scams	www.friendsagainstscams.org.uk/	National Trading Standards Scams Team initiative which aims to protect and prevent people from becoming victims of scams by empowering people to take a stand against scams.
Action Fraud	www.actionfraud.police.uk/	UK's national reporting centre for fraud and cybercrime where you should report fraud if you have been scammed, defrauded or experienced cyber crime in England, Wales and Northern Ireland.

Surviving Economic Abuse (SEA)	https://survivingeconomicabuse.org/i-need-help/	Information on what support is available to safeguard economic well-being.
Changing Lives Liberty Project	Megan.Farrelly@changing-lives.org.uk	Modern Slavery project supporting adults who have experienced grooming and exploitation for financial gain.

7. Sexual exploitation support and services

	Web address/contact	Details
Sexual and Reproductive Health Services in Newcastle	https://www.newcastle.gov.uk/services/public-health-wellbeing-and-leisure/public-health-services/sexual-health/looking-after	A round-up of how people can access services, advice and help with sexual and reproductive health in Newcastle.
Faculty of Sexual and Reproductive Healthcare patient guide	https://www.fsrh.org/news/new-fsrh-patient-guide-advice-for-women-seeking-contraception/	Advice for women seeking contraception, abortion and other SRH services during COVID-19
Changing Lives STAGE Project	07812663077 Nichola.David@changing-lives.org.uk	Offer long-term support to women and girls 16+ with experience of grooming and sexual exploitation.
Changing Lives GAP (Girls Are Proud) and MAP (Men are Proud)	07812663077 Nichola.David@changing-lives.org.uk	A proactive outreach service supporting individuals: <ul style="list-style-type: none"> • Age 18+ with experience of sex work. • Age 18+ with experience of survival sex. • Who have been exploited into the sex industry. • Who are vulnerable to sexual exploitation 16+
Angelou Centre	referrals@angelou-centre.org.uk 0191 2260394 http://angelou-centre.org.uk/?page_id=1864	Therapeutic domestic and sexual violence services, one to one advocacy support remotely, supporting agencies with queries and capacity building support for black and minoritised women and children. Angelou Haven refuge accommodation is fully operative.

8. Substance misuse support and services

	Web address/contact	Details
Drug and alcohol services in Newcastle	https://www.newcastle.gov.uk/services/public-health-wellbeing-and-leisure/public-health-services/drugs-and-alcohol	Newcastle Public Health webpage about drugs and alcohol, including information about local services and support and how these are operating during Covid-19.
PROPS	www.props.org.uk/ Helpline - 0191 2263440, 9am-9pm, Mon-Sun	Help, support and vital services to individuals, families and carers of those living with alcohol and substance misuse across the North East.
Alcohol Change	https://alcoholchange.org.uk/help-and-support/get-help-now/coronavirus-information-and-advice-hub	Information and advice on alcohol during the coronavirus (COVID-19) outbreak - including tips for managing your drinking, links to support you can access even while self-isolating, and guidance for professionals.

9. Support/services for people in poverty and financial hardship

	Web address/contact	Details
Citizen's Advice Newcastle	www.citizensadvice-newcastle.org.uk For advice, please email: citycab@newcastlecab.org.uk For debt advice, please email: moneyadvice@newcastlecab.org.uk For home energy advice, please email: powergrid@newcastlecab.org.uk For advice with Universal Credit, please phone: 0800 144 8444 For advice, please telephone: 03444 111 444	Offer advice on almost any issue - including money, benefits, housing, immigration, employment, consumer issues, family problems, social care and health services.

Active Inclusion Newcastle Newsletter	activeinclusion@newcastle.gov.uk	Email to receive weekly updates on financial inclusion and homelessness prevention related services, provision and changes linked to the coronavirus pandemic, subscribe to the Active Inclusion Newcastle information update
Where to get advice in Newcastle guide	https://www.newcastle.gov.uk/sites/default/files/Where%20to%20Get%20Advice%20November%202021.pdf	Where to get advice in Newcastle (benefits advice, debt advice, money support). Updated November 2021.
Coronavirus and benefits webpage (Newcastle)	https://www.newcastle.gov.uk/services/welfare-benefits/welfare-rights-and-money-advice/coronavirus-and-benefits-what-changes	Useful information and advice on coronavirus and benefits and other related changes and how they affect you.
SEARCH Advice and Information	Call 0191 2737443 or email info@searchnewcastle.org.uk	Welfare and Benefits advice for over 50's

10. Housing, accommodation, homelessness support and services

	Web address/contact	Details
Housing Advice Centre, Newcastle	https://www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness/what-do-if-you-need-housing-advice-or-are-homeless Monday to Friday, 8.30am to 12 noon and 1pm to 4.30pm 0191 277 1712 or 0191 277 1716 If it is after 5.30pm (or any time at a weekend) and you have nowhere to sleep tonight please call the out of hours service for advice: Telephone: 0191 278 7878 (speak to the operator and ask for the emergency homeless service)	If a person needs housing advice, is at risk of homelessness or are homeless and has nowhere to stay, staff at the Housing Advice Centre will assess the situation and give free confidential advice.
Shelter North East	https://england.shelter.org.uk/get_help/local_services/newcastle	Advice service for people with housing problems, dealing with a range of issues including homelessness, evictions,

	<p>140 – 150 Pilgrim Street Newcastle NE1 6TH Phone: 0344 515 1601 Fax: 0344 515 2914 Email: shelternortheast@shelter.org.uk</p>	<p>repossessions and rent arrears, housing benefit, deposit disputes and disrepair. There is also an in-house solicitor team who provide specialist legal advice and representation to eligible clients. problems, social care and health services.</p>
Private Rented Service	<p>https://www.privaterentedservice.co.uk/</p>	<p>Information for landlords and tenants in the private rented sector.</p>