



Kim McGuinness, Northumbria PCC

As your Police and Crime Commissioner it's my job to give victims of crime a voice in Northumbria Police and set the priorities and proactively works to prevent crime in our region for your force. My office provides specialist support for a range of victims seeking justice. I also oversee complaints regarding Northumbria Police. I have also recently teamed up with local councils to launch a new service for victims of repeated anti-social behaviour and hired an ASB champion to support people in difficult situations.

If you need advice on dealing with the police or the courts, you can contact my office with the following information:

0191 221 9800 | enquiries@northumbria-pec.gov.uk | www.northumbria-pec.gov.uk



Families in our Jarrow constituency are facing a number of issues from dealing with the pandemic, to a cost of living crisis, fuel and food poverty and disgracefully 38% of kids in our Jarrow constituency are trapped in poverty and facing holiday hunger. It is more important than ever that we support each other as a community and reach out if in need of help. Alongside my office, we will continue to work hard to support Jarrow constituents across South Tyneside and Gateshead. Please do get in touch if you need any help.

Kate Osborne MP

FOOD BANKS

Hebburn Helps

St. John's Precinct, Shopping Centre,
Hebburn, NE31 1LQ. 0191 4899707
admin@hebburnhelps.co.uk

Bede's Helping Hands Food Bank

The former Primrose Library,
Glasgow Road, Scotch Estate,
Jarrow, NE32 4AU 0191 816 3021

Boldon CA Food Bank

Boldon Community Centre,
New Road, Boldon Colliery
0191 5368 085

Gateshead Foodbank

Gateshead Advice Centre,
The Davidson Building, Gateshead,
NE8 1BG
07496 840 720

The Felling Food Network

Tuesdays 12:00 noon until
12:40pm at T2 Unit, Stonehills,
Shields Road, Pelaw, NE10 0HW
Wednesdays 12:00 noon until
1:45pm at the Felling Hub, High
Street, Felling, NE10 9LT

OTHER SERVICES

MIND

0300 123 3393 (open 9am
to 6pm except bank holidays)

CALM

(Campaign Against Living Miserably) – 0800 58 58 58
(open 5pm until midnight, 365 days a year)

Samaritans

116 123 (freephone, open 24/7)

National Domestic Abuse Helpline

0808 2000 247 (free 24 hour helpline
for women who have experienced
domestic abuse, ran by Refuge)

Men's Advice Line

0808 801 0327 (provides confidential
advice and support for men experiencing
domestic violence and abuse, open 9am
to 8pm except bank holidays)



If you or someone else is at immediate risk of harm or needs medical assistance, please contact the emergency services by telephoning 999.



I am proud to be the Member of Parliament for the Jarrow constituency. As your MP, I help residents with any issues or concerns that they have. I have a fantastic team who can help and give advice on a range of areas including but not limited to: welfare benefits, housing, health, immigration, HMRC, DVLA, education and employment or business issues.

If you would like my help with any issue you may be having, please don't hesitate to get in touch by using my contact details below.

0191 466 1509 KATE.OSBORNE.MP@PARLIAMENT.UK



KATE OSBORNE MP

KATE-OSBORNE.CO.UK

KATE OSBORNE MP PROUDLY REPRESENTING...

Bede / Boldon Colliery / Cleadon & East Boldon / Fellgate & Hedworth / Hebburn North
Hebburn South / Monkton / Primrose / Pelaw & Heworth / Wardley & Leam Lane

citizens advice

South Tyneside Citizens Advice

We provide generalist advice on all matters such as Housing, Employment, Consumer, Taxes, Family, Education, Health, Utilities etc.

We provide Specialist Casework advice, advocacy and representation in Welfare Benefits, Debt & Immigration & Nationality.

First contact is by telephone on 0191 4557958 and either a 'call back' will be arranged within 48 hours (usually 24) or a face to face appointment if required.

Advice can also be obtained from Citizens Advice National Advice Line on 0800 223 8848 or by visiting the website – citizensadvice.org.uk

South Tyneside

citizens advice

Gateshead Citizens Advice

Citizens Advice Gateshead provides information, advice and assistance to anyone who lives or works in Gateshead on a range of issues including:

- Debt and money advice
- Budgeting and financial inclusion
- Welfare benefits entitlement, challenges and appeals
- Housing issues including housing options, homelessness, rent and mortgage arrears and repossession
- Family and relationship issues
- Employment issues
- Consumer issues

Gateshead

Further information is available on our website citizensadvicegateshead.org.uk

We can be contacted;

By telephone:

Our Local AdviceLine service on is 0808 278 7902

Our Local Debt line service is on 0191 490 4248

Both are available Monday-Friday 9.00am - 5.00pm

By Email:

Through our website - citizensadvicegateshead.org.uk

South Tyneside Council service details

Cost of Living support can be found at:
www.southtyneside.gov.uk/article/76304/Cost-of-living-support

Welfare Rights Details

The Welfare Support Service is the first point of contact for money advice in South Tyneside. They provide debt, benefit, and money advice on the phone, in your local area or if necessary, in your home.

The service is free, impartial and confidential. The service is open to anyone living in South Tyneside. It is available 9am to 5pm Monday to Thursday and 8:30am to 4:30pm on Friday.

Phone: 0191 424 6040 Email: welfaresupport@southtynesidehomes.org.uk

Emergency Housing Details

If you are homeless or feel you are threatened with homelessness, rough sleeping, fleeing domestic abuse or going through a relationship breakdown please contact South Tyneside Homes:

- 0800 141 2645 (freephone) - Monday to Thursday 9am to 5pm, and Friday 9am to 4:30pm
- 0191 456 2093 - out of office hours

Crisis Support

If you have a financial crisis or need help with your daily living expenses because you are experiencing exceptional hardship, you can apply for short term financial help. This can help to pay for:

- Food • Gas • Electricity

Applications will be considered on a case-by-case basis. You will need to provide proof of your circumstances. Apply for crisis expenses online at: www.southtyneside.gov.uk/article/35031/Crisis-support

You can also contact South Tyneside Homes for support on 0300 123 6633 (Monday to Thursday, 9am to 5pm and Friday, 9am to 4:30pm).

Gateshead Council service details

Need support with benefits, debt or housing?

We can offer advice and support making new benefit claims, budgeting, help with Universal Credit claims and ensure you are receiving every benefit you are entitled to. Contact the Benefits Team on 0191 433 4646 to book your appointment.

The Council's Debt Advice Team can help you if you are struggling to manage any debts. They will help you find the best solution for your situation and can deal with creditors on your behalf. Please call 0161 433 6165 or email DebtAdvice@Gateshead.Gov.UK

The Council's Housing Options Team can help you stay in your home or help you to find a new home. Contact this team on 0191 433 3174

Gateshead Council Tenants

If you have a query about your rent (eg. to make a payment, discuss your account or to make a payment arrangement), please contact the Rent and Income Team on 0191 433 6150 or by email at Rent@gateshead.gov.uk

Contact us

By email: benefitqueries@gateshead.gov.uk

By telephone:

Benefits and Local Council Tax Support: 0191 433 4646 - Discretionary payments: 0191 433 4848
Free school meals and travel: 0191 433 3729 - Local Welfare Assistance: 0191 433 3677

