

# Useful Christmas Information



## Emergency contact numbers

**Police, fire and rescue service and coast guard:** 999

**NHS Choices:** 111 (call 111 when you need medical help fast but it's not a 999 emergency)

**Electrical problems:** 0800 668877

**Gas leaks:** 0800 111 999

**Floods:** 0345 988 1188

**Mental Health Initial Response Team:** 0303 123 1145

**Police:** 0191 454 7555 or 101

**South Tyneside Hospital:** 0191 404 1000

**South Tyneside Council emergencies:**

Minor emergencies (for example repairs): Out of hours: 0191 455 6111

Social Care and Health 0191 456 2093

Environmental Health Out of hours: 0191 427 2090

**Samaritans:** 116 123

**South Tyneside Lifecycle Mental Health Service:** 0191 283 2937

**South Tyneside Homes:** 0300 123 6633 (If you need to report an emergency repair that is an immediate risk to people or a property it can be reported using this 24 hour contact number)

**Water leaks:** 0800 393 084

**Age Concern South Tyneside:** 0191 456 6903

**Citizens Advice Bureau Advice Line:** 0344 4994 715

**National Domestic Violence Helpline:** 0808 2000 247

**South Tyneside Adult Recovery Service:** 0191 917 1160

**South Tyneside Sexual Health Service:** 0191 402 8191

**The Silver Line:** 0800 470 80 90 (helpline for older people)

**Veterans Wellbeing, Assessment and Liaison Service:** 0191 441 5974

**Wellbeing Info:** [wellbeinginfo.org](http://wellbeinginfo.org)

### Children's emergency services at South Tyneside District Hospital

Overnight emergency care for children up to the age of 16 is now provided from the Children's Emergency Department at Sunderland Royal Hospital. Children's emergency care will still be available every day from 8am until 10pm at South Tyneside District Hospital and there are no changes to adult emergency care services which will continue to operate 24/7.

# Food banks

Food banks provide for individuals and families in crisis for example sudden unemployment, delays in benefit payments, benefits sanctions and financial problems. They supply food parcels to people while they get help to resolve their crisis. To receive a food parcel you will need to be referred to a food bank by a professional such as a housing officer, social worker, CAB advisor, doctor or health advisor. For details about food banks contact Hospitality and Hope on 0191 420 3336, Key 2 Life Foodbank on 07833 613393 or Hebburn Helps on 0191 489 9707.

## Low Cost Meals

### Low cost meals in South Shields

Colliery Café, Action Station,  
Boldon Lane, South Shields,  
NE34 0LZ  
Monday - Friday 8am - 2pm  
0191 455 8122

Boldon Community Association  
New Road, Boldon Colliery  
NE35 9DZ  
Mon & Fri lunch club, 2 courses  
£5, Thurs breakfast club £2.50-  
£5, Sunday carvery £5-£7.  
0191 536 8085

Living Waters Church  
St Jude's Terrace, Laygate,  
South Shields, NE33 5PB  
Wednesday 9:30am - 11:30am  
Full Breakfast £3.70  
0191 427 5284

Hospitality and Hope  
Hampden Street, South Shields  
NE33 4JR  
Sunday 2pm - 3pm  
Wednesday 11am - 12pm  
Free soup kitchen  
0191 420 3363

Salvation Army  
Wawn Street, South Shields  
NE33 4EB  
Tuesday 10:00am - 12:30pm  
2 Course Hot Meal, 50p  
(donation optional)  
0191 496 7511

Westoe Road Baptist Church  
Romilly Street, South Shields,  
NE33 2SP  
Tuesday 10:00am - 11:30am  
Donations, Coffee and cake,  
Over 50's only  
0191 427 9359

### Low cost meals in Jarrow and Hebburn

Grange Road Baptist Church  
Grange Road, Jarrow, NE32 3JA  
Wednesday 10:00am - 11:30am  
Friday 10.00am - 11.30am  
Coffee Stop - free tea or coffee  
and a biscuit Bacon Sandwiches,  
teacake, scones or cakes  
available for a small charge  
0191 421 7987

Independent Methodist Church  
80 Victoria Road, Hebburn, NE31  
1LR  
Monday - Friday 10:00am -  
1:00pm  
Free/Small Donation  
Tea/Coffee/Toast/Sandwich  
0191 422 3889

Primrose Community Association  
Lambton Terrace, Jarrow, Tyne  
& Wear, NE32 5QY  
Monday 9:00am - 12:30pm  
Full English Breakfast Tea and  
Coffee all for £4.00  
Thursday 12-2pm, dinner £3.50  
0191 424 9977

Hebburn Helps  
South Tyneside Children's  
Centre, Campbell Park Road,  
Hebburn, NE31 1QY  
Monday - Friday 10am - 3pm  
0191 489 9707

St John's Church  
Canning Street, Hebburn, NE31  
2UF  
Tuesday 10:00am - 12:00pm  
Small donation Refreshments  
and light lunch  
[info@stjohnshebburn.co.uk](mailto:info@stjohnshebburn.co.uk)

Christ Church  
Ellison Street, Jarrow, NE32 3JU  
Tuesday 10:30am - 12:30pm  
Small Charge Soup and  
Sandwich  
[info@stjohnshebburn.co.uk](mailto:info@stjohnshebburn.co.uk)

Hedworthfield Community  
Association  
Cornhill, Jarrow, NE32 4QD  
Open daily  
Small Charge Hot Snacks  
0191 519 6700

**Please contact the organisers direct to check their Christmas opening hours**

## **Feeling low or worried this Christmas season?**

**You're not alone.**

**If you have feelings of loneliness, anxiety or feel  
down over this Winter period, talk to someone who  
can help. Contact your GP or telephone South  
Tyneside Lifecycle Primary Care Mental Health  
Service on: 0191 283 2937**

**If your enquiry is urgent call: 0303 123**

# Christmas isn't always merry

If you're finding it difficult to cope over the festive season, there are people who can help.

If you need to ask for support, are thinking of harming yourself, or are worried about someone else, you can contact:

**Samaritans** 116 123 **Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**CALM** Anonymous and confidential helpline & webchat, open 5pm to midnight every day 0800 58 58 58 **[www.thecalmzone.net](http://www.thecalmzone.net)**

**Shout** 24/7 crisis text support service. **Text:** 85258

**Childline** 0800 1111 **[www.childline.org.uk](http://www.childline.org.uk)**

**Papyrus** HopelineUK. For young people under the age of 35.

**Call:** 0800 068 4141 **Text:** 07860039967 **Email:** [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

You can also ring your GP and ask for an emergency appointment.

Call NHS 111 if you urgently need medical help or advice, but it's not a life threatening situation.

If you or someone else is at immediate risk of suicide or serious self harm or injury, call 999.

North East and North Cumbria Suicide  
Prevention Network **@StopSuicideNENC**

**Suicide** EVERY LIFE  
MATTERS  
**Prevention**