

Support Services Directory

Advice Agencies (Financial and Legal)

There is a wide choice of help available for those in need of financial or legal help and assistance. Here is a selection that provides a free and confidential service. The most common help regards debt but CAB look at other issues too.

Citizens Advice Bureaux (CAB)	
www.adviceguide.org.uk	
Alnwick & District CAB	01665 604 135
www.alnwickcab.org.uk	
<i>For a home visit if you are unable to reach the offices call:</i>	01665 604 714
Amble CAB	01665 604 135
www.alnwickcab.org.uk	
<i>For a home visit if you are unable to reach the offices call:</i>	01665 604 714
Blyth Valley CAB	01670 367 779
www.adviceatblyth.org.uk	
Cramlington CAB (no email address)	01670 736 916
Other financial advice & help available	
Consumer Direct	08454 04 0506
www.consumerdirect.gov.uk	
Consumer Credit Counselling Service (CCCS)	0800 138 1111
www.cccs.co.uk	
DAWN Advice Ltd	0845 456 6815
www.dawnadvice.org.uk	
National Debtline	0808 808 4000
www.nationaldebtline.co.uk	
Community Legal Advice	0845 345 4 345
www.communitylegaladvice.org.uk	

Benefit Help

www.direct.gov.uk	Online only
Benefit Enquiries	0845 608 8642
Crisis Loans	0800 032 8366
Social Fund	0845 608 8654
New claims	0800 055 6688

Affordable Loans

Credit Union for South East Northumberland (CUSEN) Blyth Ashington www.cusen.co.uk	01670 522779 01670 797 283 01670 522 779
Five Lamps www.fivelamps.org.uk	01642 608316
Northumberland Credit Union www.ncul.co.uk	01670 503666
Places For People www.placesforpeople.co.uk	0845 603 6695

Drug & Alcohol

Listed below are agencies that can help support people who have/are abusing substances and wish to stop.

Alcoholics Anonymous – find a meeting (24hr) www.alcoholics-anonymous.org.uk <i>There are regular weekly meetings in Alnwick, Blyth, Cramlington & Rothbury</i>	0191 521 4400
AL-ANON 020 7403 0888 www.al-anonuk.org.uk <i>For families and friends of alcoholics</i>	01670 544 055
Escape Family Support www.escapefamilysupport.co.uk	24 Hour 07702 833 944
SORTED www.sortednorth.co.uk	0800 633 5872 01670 500 150 <i>Mobile</i> 07788 496 793

Disability

Help where disabled people can have their say and offer/receive support.

Berwick Borough Disability Forum 5 Tweed Street, Berwick (no email)	0289 308 8888
Blyth Valley Disabled Forum www.northumberlandlife.org/blythvdisabledforum/default.asp	
Byker Bridge Floating Support www.bykerbridge.org.uk	0191 265 8621

Fuel Advice

Energy Savings Trust www.energysavingtrust.org.uk	0800 512 012
Energy Helpline www.energyhelpline.com	0800 074 0745

Health Advice/Hospitals

Information regarding health advice and problems, and Hospitals in the area.

NHS Direct www.nhsdirect.nhs.uk	111
Northumberland Care Trust www.northumberlandcaretrust.nhs.uk	01670 394 400
Alnwick Infirmary	0844 811 8111
Berwick Infirmary	0844 811 8111
Blyth Community Hospital	0844 811 8111
Rothbury Community Hospital	0844 811 8111
Wansbeck General Hospital	0844 811 8111

Homelessness

Agencies which can help homeless may also provide support once you have moved into your property

Byker Bridge Floating Support www.bykerbridge.org.uk	0191 265 8621
Shelter www.shelter.org.uk	0808 800 4444
Stonham Supported Housing www.homegroup.org.uk/stonham	01670 798000

Job Centres

Roxburgh Place Alnwick, NE66 1LX	01665 626 200
Bridge House, Percy Street, Blyth, NE24 2AQ	01670 395 000
Dudley Court, Manor Walks Shopping Centre Cramlington, NE23 6QW	01670 395100

Other employment support	
Jobcentre Plus www.job-centre-vacancies.co.uk	
NEWS – Northumberland Employability and Work Service www.northumberland.gov.uk	01670 534026

Children’s Centres – Sure Start

Children’s Centres offer families with children under five a friendly place to go to get information and support on health, parenting, work and childcare. All children’s centres provide stay and play activities for mums, dads, carers and their children and there are opportunities for parents to develop new skills.

Amble Links First School, Amble, NE65 0SA	01665 713 672
Alnwick St Michael’s C of E School, Howling Lane, NE66 1DJ	01665 600 896
Blyth Central 103 Wright Street, NE24 1HG	01670 798 800
Blyth West Devonworth Place, NE24 5AQ	01670 541 150
Cramlington East Eastlea First School, Durham Road, NE23 2SN	01670 739 528
Cramlington Village Little Angels, 2-4 Paradise Row, NE23 6QF	01670 737 274
Cramlington West Beaconhill First School, Langdale Drive, Cramlington, NE23 8EH	01670 710 080
Rothbury Industrial Estate, Rothbury, NE65 7QJ	01669 621 681
Seaton Valley Western Avenue, Seaton Delaval, NE25 0EP	0191 237 5184
Schools Choice Advisor carol.storey@northumberland.gov.uk <i>A School Choice Adviser provides advice and support to the families of children due to start primary school or transfer to secondary school. Carol Storey is Northumberland County Council’s Choice Adviser.</i>	01670 533 664

Older People

Agencies providing support for older people and age concern, please note Age Concern and Help the Aged are now nationally known as Age UK

Age UK www.ageuk.org.uk	0800 169 6565
Alnwick Age Concern	01665 510 244
Blyth Age Concern	01670 366 887
Blyth Valley Care <i>Mobile Warden Service for people in the Blyth Valley Area, and out of hours cover for Repairs and maintenance</i>	01670 540 079

Relationships/Mediation

Advice and support services for people requiring mediation in relationships or the workplace

Bliss Mediation www.blissmediation.co.uk	01670 540 979
<i>Relate have many offices in the area, for an appointment at any office call:</i>	
Relate www.relate.org.uk	0191 232 9109

Social Services

Social Services www.northumberland.gov.uk	0845 600 6400
Blyth Social Services	01670 354 316
Cramlington Social Services	01670 593 600
Northumberland Social Services	01670 714 411

Local Taxis

You may need a taxi in an emergency – here are some useful numbers

AA Taxis, Shilbottle, Alnwick	01665 606 060
Alnwick Taxis, Alnwick	01665 510 359
Elite Taxis, Blyth	01670 355 666
Phoenix Taxis, Blyth	01670 540 222
Target Taxis, Cramlington	01670 590 999
Target Taxis, Seaton Delaval	0191 2373 737

Victims of Crime and/or Domestic Violence

Organisations offering support to victims of crime/abuse who may also need to go to court – these organisations often arrange pre-trial visits to help the victim cope with

the situation.

Cease 24, Alnwick	01665 606 881
Cease 24, Blyth	01670 360 182
<i>To support victims of domestic violence and domestic abuse</i>	
Rape Crisis Centre www.rapecrisis.co.uk	0191 2121 551
Victim Support www.victimsupport.org.uk	0845 2770 977

Young People

Organisations offering help and support to young people, or even just a place to hang out

Connexions, Alnwick	01665 605 982
Connexions, Blyth	01670 798 180
Connexions, Cramlington www.connexions-northumberland.org.uk	01670 735 653
Silxteen Bar – young people aged 16 - 25 www.silxteen.com/	01670 351356
The Point www.thepointblyth.co.uk	01670 797 800
Voice contact@voices-northumberland.org.uk	01665 713 109