



The Old Post Office  
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Newcastle upon Tyne  
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0191 221 0233  
[enquiries@niwe.org.uk](mailto:enquiries@niwe.org.uk)  
[www.niwe.org.uk](http://www.niwe.org.uk)

# Other useful contacts

Registered Charity Number 1150416

Company Number 8269009

Patrons: Dame Margaret Barbour, Ian Gregg, Jane Gregg, Susie Orbach, Denise Robertson

## NATIONAL CONTACTS

### **beat** ( formerly **Eating Disorders Association (EDA)** )

website: [www.b-eat.co.uk](http://www.b-eat.co.uk)

103, Prince of Wales Road, Norwich, Norfolk NR1 1DW

#### Help for Adults

Helpline: 0845 634 1414 Monday to Friday 10.30am-8.30 pm. and Saturday 1pm-4.30pm.

email: [help@b-eat.co.uk](mailto:help@b-eat.co.uk)

#### Youthline

Helpline: 0845 634 7650 Monday to Friday 4.30pm-8.30 pm. and Saturday 1pm-4.30pm.

TEXT: 07786 20 18 20

email: [FYP@b-eat.co.uk](mailto:FYP@b-eat.co.uk)

**beat** is the leading UK wide charity providing information, help and support for people affected by eating disorders – anorexia, bulimia nervosa and binge eating disorder.

Beat run national helplines, UK wide self help network and a comprehensive website offering message boards, live chat and online support. Literature and educational resources are available.

### **National Centre for Eating Disorders**

54 New Road, Esher, Surrey KT10 9NU

website: [eating-disorders.org.uk](http://eating-disorders.org.uk)

Tel: 0845 838 2040

Specialist counsellors trained to work with eating disorders. Offer telephone and email counselling.

**BACP (British Association for Counselling and Psychotherapy)** is the regulatory body. Its website has a “Find a Therapist” link that provides a list of Therapists/Counsellors in different areas. It also gives information on the person’s way of working, specialist interest areas and fees. Some people offer sliding scales depending on your income.

Website: [www.bacp.co.uk](http://www.bacp.co.uk)

### **MIND**

Mindinfo line Tel: 0845 766 0163 Monday-Friday 9am-5pm.

website: [mind.org.uk](http://mind.org.uk)

email: [info@mind.org.uk](mailto:info@mind.org.uk)

The leading mental health charity runs an information line for all aspects of mental distress. They are able to provide details of help and support for people in their own area. MIND also produce a range of booklets, including Understanding Eating Distress, a booklet which describes the signs of eating distress, explains possible causes and looks at the kinds of treatment available. There is a charge for this booklet. Copies available from – MIND Publications Tel: 0844 448 4448 or email: [publications@mind.org.uk](mailto:publications@mind.org.uk)

### **Samaritans**

Tel: 08457 90 90 90

website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

email: [jo@samaritans.org](mailto:jo@samaritans.org)

Samaritans provides confidential non-judgemental emotional support 24 hours a day for people who are experiencing feelings of distress or despair. They are there for you if you are worried, feel upset or confused or just want to talk to someone.

Check the website to find your local branch and opening hours for clients to talk face to face with a volunteer.

**ChildLine**

Tel: 0800 1111 Daily 24 hours. website: [www.childline.org.uk](http://www.childline.org.uk)

A free helpline for children and young people to talk to a counsellor about any problem. Can be contacted by phone, or by email directly from the website to a ChildLine counsellor.

**NHS Direct**

Tel: 0845 46 47 available 24 hours a day 365 days a year.

website: [nhsdirect.nhs.uk](http://nhsdirect.nhs.uk)

Health advice and reassurance. Contacts for walk -in centres, pharmacies and dentist services.

**SANEline**

Helpline: 0845 767 8000 Daily 6pm-11pm 365 days a year.

website: [www.sane.org.uk](http://www.sane.org.uk)

A national out of hours telephone helpline offering emotional support and information for people affected by mental health problems.

**Careline**

Tel: 0208 514 5444 Monday to Friday 10am-4pm and 7pm-10pm.

Careline is a confidential telephone counselling service for children, young people and adults.

Staffed by trained volunteers.

**Papyrus (Prevention of Suicide)**

Helpline: 0800 068 4141 Monday to Friday 10am-5pm and 7pm-10pm, Saturday and Sunday 2pm-5pm. Answer machine at other times.

website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

A telephone service providing support, information and practical advice to anyone concerned that a young person may be at risk of suicide.

**Muslim Youth Helpline**

Tel: 0808 808 2008 Monday to Friday 6pm-12am, Saturday and Sunday 12pm-12am.

website: [www.myh.org.uk](http://www.myh.org.uk)

Core service is a free and confidential telephone emotional support service.

The service uses male and female volunteers trained in active listening to respond to concerns.

**Muslim Community Helpline**

Tel: 0208 904 8193 Monday to Friday 10am-1pm.

website: [www.muslimcommunityhelpline.org.uk](http://www.muslimcommunityhelpline.org.uk)

Provides a confidential, non-judgemental listening and emotional support service to any member of the Muslim community.

**Alcoholics Anonymous**

Tel: 0845 769 7555

website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

Information and advice for people affected by drink problems. Call in confidence to speak to someone who knows the problem from personal experience.

**Sexual Healthline**

Tel: 0800 567 123 available 24 hours a day 365 days a year.

Website: [www.nhs.uk/worthtalkingabout](http://www.nhs.uk/worthtalkingabout)

Offers information and advice for anyone concerned about STIs and contraception. It is not a counselling service but callers are advised as to their options for referral to specialist agencies if needed.

### **Bristol Crisis Service for Women**

Helpline: 0117 925 1119 Friday and Saturday 9pm-12.30am and Sundays 6pm-9pm.  
The service offers a confidential helpline staffed by women. Call if you are troubled by self injury, sexual abuse or are distressed.

## **LOCAL CONTACTS**

### **NIWE Eating Distress Service**

The Old Post Office, 5 Pink Lane, Newcastle upon Tyne NE1 5DW

Tel: 0191 221 0233

email: [enquiries@niwe.org.uk](mailto:enquiries@niwe.org.uk)

website: [www.niwe.org.uk](http://www.niwe.org.uk)

Service provision includes a confidential listening and information service for people of any age with eating problems, and their supporters both personal and professional; therapeutic group support for women with eating problems; training for professionals.

### **Services available from your GP**

Some GP practices have access to Counsellors, Clinical Psychologists or Psychotherapists. If you feel you need one to one counselling support you could ask your doctor or practice nurse if this service is available at the surgery.

### **Richardson Eating Disorders Service**

Tel: 0191 233 6161 and ask for the Richardson Eating Disorders Service.

Based at the Royal Victoria Infirmary, Newcastle upon Tyne.

GP referral. There are specialist NHS units for children and young people. Information about these can be obtained from your GP.

### **Regional Eating Disorders Service**

West Park Hospital, Darlington

Tel. 01325 552000 and ask for the Regional Eating Disorders Service. GP referral.

### **Regional Department of Psychotherapy**

Tel: 0191 233 6161 and ask for the Department of Psychotherapy.

Based in Newcastle upon Tyne. Offers a service to people with eating problems. The department advises GP referral.

### **Eating Disorders Intensive Community Treatment Service**

Ferndene, Prudhoe Hospital Moor Road, Prudhoe Northumberland, NE42 5NT.

Tel. 01661 838407

### **Counselling Services:**

#### **Student**

Universities and some Colleges have their own Counselling Service which is free and confidential and is available to all students.

#### **University of Newcastle, Student Wellbeing Service**

Tel: 0191 208 3333 King's Gate, Newcastle University, Newcastle upon Tyne NE1 7RU.

#### **Northumbria University, Student Counselling Service**

Tel: 0191 227 4576 Student Services Centre, Northumberland Building, City Campus, Newcastle upon Tyne NE1 8ST and also Coach Lane Campus.

### **University of Durham, Student Counselling Service**

Tel: 0191 334 2200 Elvet Riverside I, New Elvet, Durham

### **University of Sunderland, Student and Learning Support**

Tel: 0191 515 2933 1<sup>st</sup> floor, Edinburgh Building, City Campus, Sunderland SR1 3SD

### **Newcastle College, Counselling Service**

Tel: 0191 200 4189 Learning Support Services, Ryehill Campus, Scotswood Road, Newcastle upon Tyne NE4 7SU

### **Streetwise (for young people)**

Unit 3, Dispensary Lane, Blackfriars, Newcastle upon Tyne, NE1 4XB (behind The Gate)

website: [www.streetwisenorth.org.uk](http://www.streetwisenorth.org.uk) email: [counselling@streetwisenorth.org.uk](mailto:counselling@streetwisenorth.org.uk)

Tel: 0191 230 5533 Monday, Tuesday and Friday 2pm-5pm, Thursday 2pm-7pm and Saturday 11am-4pm for the Drop-In or to speak to a Youth Worker.

Offers free, confidential information, advice, support and counselling to young people aged 13-25.

### **Newcastle Talking Therapies**

Tel: 0300 555 1115 Monday to Thursday 8am-8pm, Friday 8am-5pm, Saturday 8am-1pm.

website: [www.newcastletalkingtherapies.org](http://www.newcastletalkingtherapies.org) email: [admin.ntt@nhs.net](mailto:admin.ntt@nhs.net)

A free and confidential service available to everyone living in Newcastle aged 16 years and over. The service offers a range of talking therapies, advice, information and support. Talking therapies are effective in helping people with problems such as depression, anxiety, stress, anger, fears, bereavement and relationship difficulties. Contact can be direct or via your GP.

### **Tyneside Women's Health**

Tel: 0191 477 7898

website: [www.tyneside-womens-health.org.uk](http://www.tyneside-womens-health.org.uk) email: [enquiries@tynesidewomenshealth.org.uk](mailto:enquiries@tynesidewomenshealth.org.uk)

Support to women to improve and maintain their mental health and wellbeing in order to enable them to achieve their personal potential. Offers a range of support including support groups, courses, counselling service, creative and physical activities.

### **Tyneside Mind**

Tel. 0191 477 4545 / Counselling 0191 477 4040

website: [www.tynesidemind.org.uk](http://www.tynesidemind.org.uk) email: [admin@tynesidemind.org.uk](mailto:admin@tynesidemind.org.uk)

A locally based mental-health charity, working for a better life for people living in the Tyneside area who are experiencing mental distress.

### **North East Counselling Services**

Tel. 0191 440 8127

website: [www.necounselling.org.uk](http://www.necounselling.org.uk) email: [info@necounselling.org.uk](mailto:info@necounselling.org.uk)

Provides community counselling services within Gateshead & South Tyneside.

### **Overeaters Anonymous (OA)**

Tel or text: 07837 205976 for further details

website: [www.oagb.org.uk](http://www.oagb.org.uk). North of England meeting details at [www.oanorthengland.site40.net](http://www.oanorthengland.site40.net).

Peer support self help group for people with eating problems, based on the Alcoholics Anonymous Twelve Step programme. Groups meet on Thursday evenings at 7.00pm at Brunswick Methodist Church, Brunswick Place, Newcastle upon Tyne NE1 7BJ and Monday evenings at 8.45pm at The Bungalow, 9 Rydal Street, Gateshead, NE8 1TT. Newcomers very welcome, just turn up on the night.

### **Anorexics and Bulimics Anonymous (ABA)**

Tel or text: 07881 588020 or 07766 914913 for further details

website: [aba12steps.org](http://aba12steps.org)

ABA also uses the Twelve Step programme adapted from Alcoholics Anonymous to address the mental, emotional, and spiritual components of the disorders of anorexia and bulimia. The group meets on Tuesday evenings at 6.00pm at St George's Church Hall, St George's Close, Jesmond, Newcastle NE2 2TF. Newcomers very welcome, just turn up on the night.

### **The Road Centre**

Tel: 0191 389 1188 Monday- Friday 9am-6pm.

website: [www.theroadcentre.com](http://www.theroadcentre.com)

An independent counselling agency in Chester le Street and Hebburn. Counselling is conducted according to the code of ethics and practice of the British Association of Counselling. People can make contact themselves, via their GP or other health professional. Charges apply. Evening Helpline: 0800 0352794

### **Tyneside Rape Crisis Centre**

Tel: 0191 232 9858. Helpline available Tuesday and Thursday 6pm-8.30pm.

website: [www.tynesidercc.org.uk](http://www.tynesidercc.org.uk)

For women affected by rape, sexual abuse and/or assault at any time in their life. The helpline is staffed by trained and qualified female volunteers who are available to listen and give support. Appointments for women 16+ who live, work or study in Tyneside or Northumberland.

### **Social Anxiety Newcastle**

website: [www.social-anxiety.org.uk](http://www.social-anxiety.org.uk)

Provides information about social anxiety and discussion forums.

### **NECA (North East Council on Addictions)**

Newcastle 0191 222 1262 Gateshead 0191 490 1045 Sunderland 0191 567 2678

Darlington 01325 267 230 South Shields 0191 456 9999 Bishop Auckland 01388 609 221

Durham 0191 386 6555 Chester le Street 0191 333 6028

Also offices at Consett, Peterlee, Seaham, Stanley, Washington.

website: [www.neca.co.uk](http://www.neca.co.uk)

Free confidential advice and counselling for drug, alcohol and other addictions.

### **Mental Health Matters**

Newcastle 0845 601 2457 Gateshead 0800 085 1718 South Tyneside 0800 085 1719

North Tyneside 0845 601 2458 Durham 0800 085 7027 Middlesbrough 0800 052 7350

Stockton 0800 052 7349 Times vary but mostly 6pm-6am.

website: [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

Helpline is a confidential service offering emotional support to anyone calling. Provide information on local and national services specific to mental health.

### **Cruse Bereavement Care**

Helpline: 0844 477 9400 Young person's helpline: 0808 808 1677 Monday-Friday 9.30am-5pm

website: [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

Provides support for anyone who has been bereaved.

### **RELATE (Northumberland and Tyneside)**

MEA House, Ellison Place, Newcastle upon Tyne

Tel: 0191 232 9109

Office hours Monday to Thursday 9.30am-8.45pm, Friday 9.30am-5pm.

Provides counselling to anyone experiencing difficulties within their marital or personal relationship. Also offers a sex therapy service.

### **RELATE (North East Centre)**

Tel: 0191 384 1198 for appointments. Outposts at Durham, Bishop Auckland, Darlington, Sunderland and Middlesbrough. Not all services are offered at all locations.

### **Durham and Chester le Street Carers Support**

Bullion Hall, Bullion Lane, Chester le Street. County Durham DH7 6JT

Tel: 0191 387 1991 Monday-Friday 9am-5pm.

To support anyone caring for someone who has physical or mental health needs, with practical help, emotional support, benefits advice and a variety of information.

### **Plummer Court Drug, Alcohol and Addictions Service**

Tel: 0191 206 1100

Provides assessment and treatment for adults in the Newcastle or North Tyneside area.

Accepts self referrals.

### **Complaining about NHS treatment**

Tel: 0191 350 6192 or email [newcastleicas@carersfederation.co.uk](mailto:newcastleicas@carersfederation.co.uk)

website: [www.carersfederation.co.uk](http://www.carersfederation.co.uk)

ICAS (Independent Complaints Advocacy Service) is a free, confidential advocacy service that supports people through the NHS complaints procedure. Anyone who is dissatisfied with their NHS funded treatment or care and wishes to make a complaint, can use the service.

Delivered locally by The Carers Federation ICAS helps individuals to understand their rights and make informed choices.

## **FOR MEN**

### **MESMAC (age13+)**

Tel: North East 0191 233 1333 Teesside 01642 804 400 Textphone 0191 233 2112

Monday-Friday 1pm-5pm

website: [www.mesmacnortheast.com](http://www.mesmacnortheast.com)

Offers free services to gay and bisexual men. Telephone information and advice, one to one counselling and support, groups and general support.

### **Men's Health Helpline**

Tel: 0208 995 4448 Monday 7pm – 9pm only

An advice line for men staffed by nurses trained in men's health issues.

### **Men Get Eating Disorders Too**

website: [www.mengetedstoo.co.uk](http://www.mengetedstoo.co.uk) email: [sam@mengetedstoo.co.uk](mailto:sam@mengetedstoo.co.uk)

A website for men who are affected by anorexia, bulimia, binge eating, compulsive eating and / or exercise and 'bigorexia'. There are personal stories and a forum to connect with other men with eating disorders to share their experiences and offer peer support.

### **CALM – campaign against living miserably**

website: [www.thecalmzone.net](http://www.thecalmzone.net) Helpline: 0800 58 58 58 (5pm-midnight)

A registered charity which exists to prevent male suicide in the UK. 365 day helpline, webchat 6-9pm, signposting to other services.

(Revised August 2014)