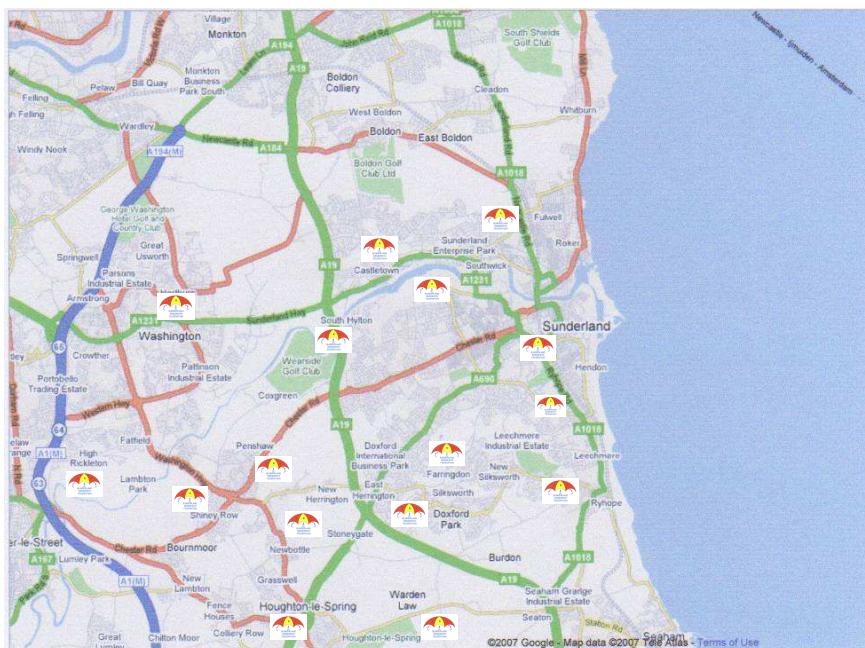




# RESOURCE BOOKLET of the CITY of SUNDERLAND



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## **Alzheimers Society**

Prince of Wales Centre, Havelock Hospital, Sunderland.

**Contact Number: (0191) 5640890**

### **Age Concern**

**Contact: Information and Advice Worker**

**Address:** Bradbury Centre  
Stockton Road, Sunderland, SR2 7AQ

**Contact No:** (0191)51431.

Age concern is an organisation that works with people aged 55 and over. They provide a range of services and support including.

- Day/Lunch Clubs
- Day Services
- Shopper Bus
- Handyman's Service
- Social Focus Project
- Information and Advice
- Advocacy
- Hospital Discharge
- Telephone Service
- Direct Payments
- Friendly Faces
- Activage
- Computer Suite
- 50 + Forums
- Insurance Service
- Mobility, Benefit Claims, Health and Housing Issues

They have area offices in Washington, Houghton and Hetton

### **BRIDGE**

**Contact: Any Member of Staff**

**Address: Sulgrave Hall, Sulgrave Centre Manor Road,  
Washington, NE37 3BD**

**Contact Number (0191) 4170218.**

BRIDGE is a woman only project that offers friendship, support and information services if you are experiencing problems with any of these, housing difficulties, violence, abuse, debts, money troubles, relationship problems, stress or anxiety. Health concerns, sexuality issues or feeling down, we provide a confidential one to one listening service: Monday to Friday 10.30am-3pm.

This is run by friendly trained women, who will support and assist you through difficult times.

They also provide an advocacy service if you need support with filling in forms, or dealing with officials, housing, benefits, courts, etc. They also have a drop in group, volunteering opportunities and training and educational courses. Free crèche places are available.

### **Citizens Advice Bureau**

**Contact: Any Member of Staff**

**Address: The Elms, Front Street , Concorde,  
Washington, NE37 2BA**

**Contact Number: (0191) 4166848**

The Citizens Advice Bureau will provide free and confidential information and advice on a wide range of issues. The bureau also has a specialist service for debt and welfare benefits. General advice can be accessed by drop in: Monday and Wednesday 10am-1pm. Thursday and Friday 10am-3pm, or by telephone.

**City of Sunderland: Advice and Information Service Befriending Service,**

**Address: 3 The Elms West, Sunderland, SR2 7BY**

**Contact Number: (0191) 5658111**

**E-mail: [towerproj@aol.com](mailto:towerproj@aol.com)**

The Pele Tower Project is a supported housing project for people with borderline personality disorder. Staff provides therapeutic support and care on a daily basis. Service users stay at the project for up to two years after which they receive outreach support, which is eventually phased out

**City of Sunderland: Information Service Royal Society for the Blind**

**Address: Garland House, Borough Rd, Middlesbrough, Cleveland, TS2 2EP**

**Contact Number: (01642) 233439**

The project can help people to complete forms, gain access to housing services (independent and supported housing), and employment services amongst other things. Advice and Information Services offers specialist advice and support to people with sight loss at point of diagnosis in SEI.

Guide-help Befriending Service to support people, who are blind, partially sighted or who have a dual sensory loss in their own homes by helping with communication assist in participating in social and leisure activities and providing general companionship.

**City of Sunderland**

**Sunderland Carer's Centre**

**Address: 12 Toward Road, Sunderland, SRI 2QF**

**Contact number: (0191) 5673232**

Sunderland Carer's Centre provides a confidential information, advice and support service to informal carers who care for a relative, friend or neighbour who due to illness, disability and frailty is unable to manage alone including young carers information, advice and support can be around various issues including housing.

**City of Sunderland:**

**Community Cultural Services: Streetcare.**

For Information and Reporting incidents of:-

- Dog Fouling
- Graffiti
- Litter Dropping

**Contact Number: (0191) 5534500**

**E-mail: [streetcare@sunderland.gov.uk](mailto:streetcare@sunderland.gov.uk)**

**City of Sunderland**

**Council for Disabled**

They provide Wheelchair hire, Cycling for the disabled and access audits (compliance with DDA)

**Contact Number: (0191) 5143663.**

**City of Sunderland: Victim Support**

**Address: 4 Toward Road, Sunderland, SR1 2QG**

**Contact Number: (0191) 5659512**

**Victim Support Line: 08455 3030900**

**E-mail: [sunderland@vsnorthumbria.org.uk](mailto:sunderland@vsnorthumbria.org.uk)**

Sunderland Victim Support, provides practical and emotional support and advice to victims of crime.

**City of Sunderland Volunteer Bureau**

Provides opportunities for voluntary work in the community

**Contact Number: (0191) 5678902**

**Community Furniture Service**

Charitable Organisation that provides help with acquiring furniture for the needy.

**Unit 13C**

**Southwick Industrial Estate**

**Sunderland**

**Contact Number (0191) 5494343**

**Connexions**

**Address: City Library and Arts Centre**

**30-32 Fawcett Street, Sunderland, SR1 1RE**

**Contact Number: (0191) 4432919**

**Houghton le Spring District Pensioners Association**

**Contact Number: (0191) 5649453**

We believe older people can often feel socially excluded and isolated, mostly through lack of knowledge or awareness of events, that take place.

Our Association attempts to breakdown the barrier, by keeping older people informed and involved in events that can have a direct influence.

**Job Linkage**

**Address: 3 Ignatius Close, Hendon Sunderland**

**Contact Number: (0191) 5675092**

Job linkage provides career guidance, advice, information and support to service users in order to enable them overcome barriers preventing access to education, training and/ or employment

**Mind is now Scope**

**Address: Cork Street, Sunderland**

**Contact Number: (0191) 5109300**

MIND is a project that provides support, advice and counselling to people suffering from, or recovering from mental illness.

They provide drop in sessions seven days a week:

Monday, Wednesday, Thursday, and Friday 10am-3pm

Tuesday 10am-6pm : Saturday 1pm-4pm : Sunday 11am-3pm

Meals are also available.

**Narcotics Anonymous**

**Contact Number: 020 773 0009**

### **New Deal Mentoring Service**

**Address: North Sands Business Centre,  
184 Roker Avenue, Sunderland, SR6 0BS**

**Contact Number: (0191) 5659512**

**Free phone: 08003283744**

**Website: [mentoring@springboard\\_nel.org](mailto:mentoring@springboard_nel.org)**

The New Mentoring Service, supports unemployed people aged 18-24 years and 25 years and over, who are on New Deal. They provide on-going support and help with issues such as housing, benefits, debts and general personal concerns. Grants are also applied for to Trusts for household goods and personal items.

Any problems are assisted with, as there is a network of agencies who can be contacted where necessary.

### **Norcare**

**Address: 263 Chester Road, Sunderland, SR4 7RH**

**Contact Number: (0191) 5659537**

Norcare, provides supported housing and community based services for vulnerable people referred by the Probation Service, and they also provide tenancy support.

### **North East Council for Addiction (NECA)**

**Address: Speculation Place, Washington**

**Contact Number: (0191) 4193680**

NECA, offer a free confidential service to those people experiencing substance misuse problems. The centre offers information about substance misuse, dependency and other social needs.

Counselling, complimentary therapies and group work is available as well as ongoing support for users, their family and friends.

### **Northern Housing Consortium**

Websters Ropery, Websters Bank, S/land (0191) 5661000

### **NSPCC**

Kaleidoscope, 172 Newcastle Road, Sunderland

**Contact Number: (0191) 5154640**

### **Outreach Worker**

**Contact Number: Tony Hammond, (0191)5676160**

Supporting Young People, in the community living independently. Supporting young people with their finances, ie benefit, employment, training courses, gas, electric bills and bond. This support is for 18 months, depending on the young persons need.

### **Physical Disabilities Alliance (PDA)**

**Address: 77 North Farm Avenue, S/land, SR4 9SD**

**Contact Number: (0191) 5344175**

PDA, is an umbrella organisation working mainly for the benefit of those people who are physically disabled, their families, carers and friends.

### **Samaritans**

13 Grange Crescent, Sunderland, (0191) 5677177

[www.samaritans.org/sunderland](http://www.samaritans.org/sunderland)

### **Salvation Army**

**Address:5-8 High Street East, Sunderland, SRI 2AU**

**Contact Number: (0191) 5655411**

### **SSAFA**

**Address: Mea House, Ellison Place, Newcastle, NE1 8XS**

**Contact Number: (0191) 2326218**

SSAFA, offer support to Ex-service people (soldiers, sailors, air-men and their families) in relation to financial assistance, practical and emotional support, residential care homes for elderly and disabled people, purpose built bungalows for disabled people and a housing advisory service.

### **Sunderland Pensioners Association**

1, Waller Terrace, Hetton Road Estate, Houghton, DH5 8LE

**Contact Number: (0191) 5849453**

The purpose of the Association, is to help all pensioners to know their rights, and understand what services exist for their welfare, and press for these to be expanded. And it will also encourage pensioners to make a contribution to wider debate on a whole range of issues affecting our every day lives.

### **Sunderland & North Durham Royal Society for the Blind**

8 Foyle Street, Sunderland,

**Contact Number: (0191) 5673939**

### **Sunderland Council for the Disabled**

100 Norfolk Street

Sunderland

**Contact Number: (0191) 5143346**

### **TZ Young Women's Project:: (0191) 5670770**

Offer Advice, support and safe accommodation to young home-less women aged 16-18 years.

### **Washington and Sunderland Refuge**

**Contact Number: (0191) 4151506**

Offer Advice, support and safe accommodation to women and children experiencing domestic violence. The refuges are direct access and accept referrals 24 hours a day.

### **Wearside Credit Union**

**Address: 25 Waterloo Place, Sunderland**

**Contact Number: (0191) 5147491**

Debt Advice, and Credit Loans.

### **Wearside Disablement Trust**

**Address: 5 Mary Street, Sunderland, SRI 3NH**

**Contact Number: (0191)5674955**

Wearside disablement Trust, offer support to people with disabilities and frail and elderly people. The project provides a domestic home support service, a volunteer befriending service and an advice project covering a range of issues.

### **Wearside Women in Need**

**Address: First Floor, The Elms, 19 Front Street,**

**Concord, Washington, NE37 2BA**

**Contact Number: (0191) 4163550**

**E-mail: [WWINElms@aol.com](mailto:WWINElms@aol.com)**

**24 Hour Helpline: (0191) 4151506**

WWIN, have various projects, which offer support to people in housing need, they are:- Cont page 13.

### **Cont, Wearside Women in Need (WWIN)**

**Careline: 0208 5141177**

A support Centre, offering advice, support and safe accommodation for women and children experiencing domestic violence in the home.

### **W.R.V.S.**

**Contact Number: 08450 621122**

W.R.V.S. offer a friendly reliable, Home Delivery Meals Service, available to everyone.

Snacks and Main Courses from only £1.80, all profits are used to support your local communities.

### **Tyne & Wear Autistic Society**

Crown House, Borough Road, Sunderland.

**Contact Number: (0191) 5154640**

### **YMCA**

**Address: 2-3 Toward Road, Sunderland, SRI 2QF**

**Contact Number: (0191) 5676160**

**Web-site: [www.ymca.org.uk](http://www.ymca.org.uk)**

YMCA, provide support to homeless, vulnerable and at risk people aged 16-24 years. The project offers accommodation and support for independent livings; this support is also available on an out reach basis.

**Careline: (0208) 5141177**

### **Wearside Women in Need (WWIN)**

A support centre offering advice, support and safe accommodation for women and children experiencing domestic violence in the home.

### **Childline**

For children needing advice, support or help.

**Citizen,s Advice Bureau 0191 4166848**

### **Mankind**

Charity.

### **MESMAC**

**Contact Number: (0191) 2331333**

North East confidential advice for gay and bisexual men.

### **MODIS– Men Only Drop In Service**

**Contact Number: (0191) 4319958**

### **National Domestic Violence Helpline**

- The Samaritans:- (08457 909090)
- Women’s Aid:- (08457 023568)
- **Northumbria Police-Emergency 999**

**Northumbria Police:- (0191) 4545777**

“ “ “ **(0191) 4151506**

Dedicated officers will deal with domestic violence.

### Shelter Line

**Contact Number: (0808) 8004444**

### Social Services

**Contact Number: (0191) 5531000**

### Sunderland City Council

The Council has a section dedicated to domestic violence.

[www.sunderland.gov.uk](http://www.sunderland.gov.uk)

### The 3Ls Computer Suite: (Out Reach Centre for Learn Direct) (Tyne & Wear Challenge).

Basement, Lumley Tower, East End, Sunderland, or Contact

Danny Bell 74 Lambton Tower, Sunderland, SRI 2BA

Courses: from beginners courses, to the E.C.D.L. Certificate in all Categories. A very friendly atmosphere, open 5 sessions per week. 9.30 —12.00am 1.00 —3.30pm.

### Victim Support

**Contact Number: Wearside (0191) 5672896**

**National (0845) 3030900**

### Useful Websites:

[www.refuge.org.uk](http://www.refuge.org.uk)

[www.womensaid.ie](http://www.womensaid.ie)

[www.mankind.org.uk](http://www.mankind.org.uk)

### Central Depot

Leechmere Complex, Unit BT94/1, Claymere Road, Leechmere Ind Estate, Grangetown, Sunderland, SR2 9TS. Tel:(0191)5255000

### Central

Athenaeum Buildings, 27 Fawcett Street, Sunderland, SRI 1RE. Tel: (0191) 5255000.

### Centralised Maintenance

Wellmere Depot, Unit 5, Wellmere Road, Leechmere Ind Estate, SR2 9TE. Tel(0191) 5255000

### Concorde

2-3 Arndale House, Victoria Place, Washington, NE37 2SW, Tel: (0191) 5255000

### Downhill

Bunny Hill Centre, Hylton Lane, Sunderland, SR5 4BX, Tel: (0191) 5255000.

### Grindon

197 Gleneagles Road, Grindon, Sunderland, SR4 8JD, Tel: (0191) 5255000

### Havelock

Hylton Road, Pennywell, Sunderland, SR4 8AH, Tel:( 0191) 5255000

### Hetton

The Hetton Centre, Welfare Road, Hetton Le Hole, DH4 9NE.. Tel: (019)5255000

### Houghton

The Skyline Centre, 88 Newbottle Street, Houghton Le Spring,

**Houghton and Hetton Depot**

Blackthorn Way, Sedgelych Ind Estate, Fence Houses,  
Houghton Le Spring, DH4 6JN. Tel: (0191) 5255000.

**North Area Depot**

Unit 5E, North Hylton Road, Southwick Ind Estate, Southwick,  
Sunderland, SR5 3TX. Tel: (0191) 525000

**North Moor**

North Moor Lane, North Moor, Sunderland, SR3 3BN, Tel:  
(0191) 5255000.

**Ryhope (See Silksworth)**

**Shiney Row**

8-9 Westbourne Terrace, Shiney Row, DH4 4QT,  
Tel: (0191) 5255000.

**Silksworth**

Conishead Centre, Silksworth Terrace, Sunderland, SR3 2AN,  
Tel: (019) 5255000.

**South Area Depot ( Same as Central)**

**Southwick**

The Cornhill Centre, Goschen Street, Sunderland, SR5 2LR  
Tel: (0191)5255000.

**The Galleries**

The Galleries, Town Centre, Washington, NE38 7SD  
Tel: (0191) 5255000.

**Washington Depot**

Eddison Road, Swan Ind Estate, Washington, NE38 8JJ, Tel: 525...

**Depots and Offices (Continued)**

**North Company**

**Southwick Area Office: (0191)5255000**

**Downhill Area Office: (0191) 5255000**

**South Company (0191) 5255000**

**Silksworth Area Office: (0191) 5255000**

**Thorney Close Area Office: (0191) 5255000**

**Ryhope Area Office: (0191) 5255000**

**North Moor Area Office: (0191) 5255000**

**IF YOU HAVE REASON TO SUSPECT YOUR GAS AP-  
PLIANCE IS FAULTY, CAN SMELL GAS, OR YOUR  
SERVICE IS OUTSTANDING, CALL GAS CONTROL  
ON.**

**FREephone. 0800 5877809**

## Housing Associations

### Anchor Trust

Milestone Place, 100 Bolton Road, Bradford, Yorkshire.

Tel: (0191) 270600 or (0845) 6031139, Fax: (01274) 381740

### Bradford and Northern

2nd Floor, 202-206 Lynthorpe Road, Middlesborough, TS1 3QL

Tel: (01642) 231414

### Cheviot Housing

Beaminster Way East, Kingston Park, Newcastle upon Tyne

NE3 2ER, Tel: (0191)2383800, [www.cheviot-housing.co.uk](http://www.cheviot-housing.co.uk)

### Durham Aged Miners Home

PO box 31, The Grove, 168 Front Street Chester le Street Co Durham. Tel: (0191) 3881111. Fax: (0191) 3882838

### English Churches Housing Association

20 Portland Terrace, Jesmond, Newcastle upon Tyne, NE2 1QQ

Tel: (0845) 0707074

### Enterprise 5 Housing Association

Victory House, Balliol Business Park, Benton Lane, Newcastle upon Tyne. NE12 8EVW, Tel: (0191) 292200, Fax: (0191) 2922600

### Housing 21 Housing Association

1 Strathgate Lane, Bradford, Tel: (01274) 744190

### Home Housing

1 Plains Farm, Plains Farm Estate, Sunderland, SR3 1SL

Tel: (0191) 5284150

Fax: (0191) 5283917

## Normad Housing Group

Wrendale House, William Street, South Gosforth, Newcastle upon Tyne, NE3 1TE,

Tel: (0191) 2132222

Fax: (0191) 2132022

## Railway Housing Association

Bank Top House, Garbutt Square, Neasham Road, Darlington, Co. Durham. DL1 4DR

Tel: (01325) 482125

Fax: (01325) 384611

## Three River Housing Group

3 River House, Abbywoods Business Park, Pity Me, Durham, DH1 5SG,

Tel: (0191) 3841122

Fax: (0191) 3863974

## Two Castles Housing Association

47A Edleston Way, Washington,

Tel: (0191) 4169673

## North British Housing

109 East Howard Street, North Shields, NE1 2TE

4th Floor, Maybrook House, Grainger Street, Newcastle upon Tyne, NE1 5JE

Unit 1B, Enterprise House, Valley Street, Darlington, Co. Durham, DL1 1GY.

Tel: (0845) 6044446

**Miscellaneous**

**Easington Council for Voluntary Services**

3 Upper Yoden Way, Peterlee,

**Contact Number: (0191) 5865427**

**Wearmouth and Wearside Housing**

4. Chilton Street, Street, Sunderland.

**Contact Number: (0191) 5492923**



**gentoo** construction

<b>Emperor House</b>	<b>Akeler House</b>
2 Emperor Way	1 Emperor Way
SUNDERLAND	SUNDERLAND
SR3 3XR	SR3 3XR
Tel: 525	Tel: 525
Fax: 525 5995	Fax: 525 5094

FOR THE NEXT  
ISSUE OF THE  
RESOURCE BOOKLET THESE  
TWO PAGES NEED FILLING UP  
CAN “**YOU**” THINK OF HELPFUL RESOURCE  
TO PLACE IN THE BOOKLET

**Resource Booklet**



# Resource Booklet



Resource Booklet Updated September 2007  
By The 3Ls Computer Suite

Please contact us via the website if you have any enquiries.