

Location	Organisation	Usual service(s)	When	Update	Notes	Contact
Regional	British Red Cross	Initial appointments over the phone.	9am-5pm Monday to Friday	Offices closed to the public. Referrals to be made via mobiles/text/email Skeleton staff in offices. Some staff working remotely. Family reunion travel assistance has been suspended until further notice.	Newcastle office 07713 385268 Sunderland office 07710 733206 Stockton office 07713 385268 People will still receive emergency cash support, but Red Cross will start using a payment card system to reduce contact with SU's. Cards will be topped up remotely Casework: Priority will be given to those who are destitute and /or those where there is a safeguarding concern	Operations Manager Hilary 07739 862882 Service manager Paul 07713 385268 General Email RSRFLRSNorthEast@redcross.org.uk
Regional	North East Law Centre	Outreach		Suspended until further notice	Staff are now working remotely but remain contactable.	Clare Hurst, 0191 2304777
		Face-to-face appointments		Suspended until further notice		
Regional	North of England Refugee Service	Face-to-face appointments	Mondays, 9.30am-1pm Wednesdays, 9.30am-12pm Fridays, 9.30am-1pm	Support delivered remotely.	<ul style="list-style-type: none"> Face-to-face advice has been suspended – this will be reviewed weekly. Clients can contact us by telephone. 	Newcastle Office: 0191 245 7301 Middlesbrough Office: 01642 217 447
Regional	Rainbow Home	Face-to-face appointments, social activities, groups, court support for LGBT+ asylum		Groups and social activities suspended until further notice, support will be delivered remotely	<ul style="list-style-type: none"> Groups and social activities: suspended until further notice Face to face appointments: support will be delivered via phone calls, texts and emails. referrals and self-referrals can still 	Alessandra Mondin – 07775 861 450 - alex.rainbowhome@gmail.com

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		seekers and refugees			<p>be made and we will arrange a telephone appointment</p> <ul style="list-style-type: none"> • Staff are now working remotely but remain contactable 	
Regional	Regional Refugee Forum North East	Empowerment support to RAS community activists. Supporting RAS-led community action	9am to 5pm Monday to Friday	Staff working from home, continuing to provide telephone and online support to members and participants to develop their community projects		<p>Tees Valley: Herbert Dirahu 07918765658 Herbert.dirahu@refugeevoices.org.uk</p> <p>Tyne, Wear & Northumberland: Nasrin Ahmadi 07407804539 Nasrin.ahmadi@refugeevoices.org.uk</p>
Northumberland	Northumberland City of Sanctuary		Tuesday 10am Tuesday 12pm	Drop-in suspended from 17 th March, support delivered remotely	<ul style="list-style-type: none"> • Have ended all face-to-face work • Remain in contact by phone & text with service users in Northumberland. Retaining a strong daily link with the British Red Cross who are providing telephone advice. • Looking into setting up remote language-specific groups to share weekly updates with asylum seekers and refugees. 	
North Tyneside (North Shields)	New to the UK	Drop-in		Suspended until further notice		
North Tyneside (Wallsend)	Walking With	Drop-in		Closed from Monday 23 rd March 3pm	<ul style="list-style-type: none"> • Office will be open Weds 18th 10am-3pm, Thurs 19th 10am-12pm and Mon 23rd 10am-3pm • Providing 1 months worth of food parcels to their current clients. • Open for clients to collect food only. • Clients will be provided with contact details 	0191 649 8947

					Facebook and website updated weekly	
Newcastle	Action Foundation	Drop-in	Tuesday 12pm-2pm Thursday 12pm-2pm	Staff working remotely, drop-ins and classes suspended from 19 th March	<ul style="list-style-type: none"> • Language classes and drop-ins cancelled until further notice • Action Foundation staff working remotely and will be available via phone and email • Currently exploring new ways to support beneficiaries will be back in touch as soon as our plan comes together. 	<p>Action Language phone: 07518 460 198 text: 07520 619 511 info@actionlanguage.org.uk</p> <p>InterAction Drop-in phone: 07518460198 text: 07520 619 511 interaction@actionfoundation.org.uk</p> <p>The Housing Team phone: 07444 079 678 text/Whatsapp: 07444 079 678 housingstaff@actionfoundation.org.uk</p> <p>Action Foundation Newcastle 0191 231 3113 (messages only) info@actionfoundation.org.uk</p> <p>Action Foundation Sunderland Phone: 07502 652 209 Text: 07520 619 511 info@actionfoundation.org.uk</p>
Newcastle	Diocese of Hexham and Newcastle Refugee Project at Summerhill Grove	Drop-In, destitution support	Between 11.00am and 1.45pm every Monday, Wednesday and Friday	Will remain open until 3 rd April, after which will look for alternative ways to assist destitute clients	<p>Covid-19 precautions implemented last week:</p> <ul style="list-style-type: none"> • Stop English classes • Any volunteers with an underlying health condition or caring for 	

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					<p>someone with such a condition to stay away.</p> <ul style="list-style-type: none"> • Close the kitchen: no more tea and coffee • No more than 5 clients in the building at any one time. • Operate a one in/one out policy at the door. • Encourage clients to take bags of food for multiple weeks so that they didn't have to come back for a long time. 	
Newcastle	Newcastle Libraries			Libraries closed and visa service suspended	<ul style="list-style-type: none"> • Newcastle Libraries are currently closed to the public until further notice. • Visa Service suspended. 	
Newcastle	Newcastle United	Football sessions		Suspended until further notice	<ul style="list-style-type: none"> • Street Football sessions suspended until further notice 	
Newcastle	Northumbria Police	Community Engagement		Working remotely	<ul style="list-style-type: none"> • Have stopped attending community drop-ins, working from home and contacting victims of hate crime on the phone. 	Vadim Murasko 6847 Community Engagement Officer, Central Ext: 75525 T: 0191 4375525 M: 07736464198
Newcastle	WERS		Office opening hours: Mon 9:30 – 13:00, 14:00 – 16:00, Tues 9:30 – 13:00, Weds 11:00 – 13:00, 14:00 – 16:00	Services have been altered	<p>From Wednesday 18th March:</p> <ul style="list-style-type: none"> • WERS are continuing to give hardship payments to clients in 4 week cycles (rather than weekly and fortnightly). This will be distributed at the front door of the building between 10am and 12noon Monday, Tuesday, Thursday and Friday and between 11am and 12noon on Wednesday. • The Clothing Store is closed. Clients who are in receipt of hardship payments, and others in 	<p>Clients can contact WERS on our office number 0191 273 7482 or using Whatsapp on 0782 622 1719 and 0782 611 7308.</p> <p>Clients can also text the mobile numbers above if they need someone to call them back. We will get back to enquiries as soon as possible within the office hours.</p>

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			Thurs 9:30 – 13:00, Fri 09:30 – 13:00.		<p>urgent need can let a member of staff know what essential items are needed.</p> <ul style="list-style-type: none"> • Clients are advised to access advice and support over the telephone. This will be available during usual office opening hours. • All SkillsMatch sessions are suspended until further notice. • The surgeries held at WERS offices will be suspended until further notice. If you require access to these services please speak to a member of WERS staff who will support you to access them in another way. 	
Newcastle	NEST	ESOL		Live streaming sessions on YouTube	<ul style="list-style-type: none"> • -Monday 5.30pm reading -Tuesday 5.30pm create -Wednesday 5.30pm conversation -Thursday 1.30pm outreach -Friday 1.30pm outreach -Saturday 11am English basics -Saturday 12pm English comprehension -Saturday 1pm kids stories -Sunday 11am English basics -Sunday 12pm English comprehension -Sunday 1pm kids stories • Likely to run to Sunday 5th April • Live feed links will be scheduled and posted via the NEST Facebook page, updates will be provided there 	Emails will still be responded to and referrals will be made online, contact nest.union@ncl.ac.uk
	Brar & Co Solicitors	Face-to-face meetings		Limited to urgent meetings only	<ul style="list-style-type: none"> • Looking to set up telephone, WhatsApp, facetime conferencing 	Kirstie Lagan, 0191 2766880

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					<ul style="list-style-type: none"> • Visitors to offices are being asked to sanitize upon arrival, try not to attend the office without an appointment, and to send any documentation or letters via email 	
Newcastle and Gateshead	Samosa Sisters	Women-only support		Providing emergency cooked meals for people who are homeless; weekly sessions in Newcastle suspended	Our 8 volunteers have decided to come together and provide cooked/ready meals for homeless people free of charge in Newcastle and Gateshead.	Contact samosasisters@gmail.com 07471099100
Gateshead	Comfrey Project	Wellbeing and activities		Regular services suspended, alternative services being explored	<ul style="list-style-type: none"> • Regular services have been closed until 20th April • Currently focusing on providing remote support to existing service users, exploring options for food & toiletry package deliveries for existing service users • Exploring creation of dance, movement and music video tutorials 	
Gateshead	Peace of Mind	Drop-in, support and activities		Offering emergency food and toiletry parcels, usual services suspended	<ul style="list-style-type: none"> • Offering emergency food and toiletries parcels on Wednesdays between 12:30pm-1:30pm from our base Whitehall Road Methodist Church, Bensham, Gateshead, NE8 4LH. • For those who cannot access the Church because of self isolation or other health issues we can take the food and toiletries pack to their door step. They have to call or send a email/text. • Usual services (training and practical support session and 	07595300326 Peaceofmind455@gmail.com

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					WW2 Heritage sessions) have been suspended until further notice.	
South Tyneside (South Shields)	STARCH	Drop-in	Tuesday 1pm-2.30	Drop-in suspended from 17 th March	<ul style="list-style-type: none"> Service users will be directed to Migrant Help helpline 	
Sunderland	Friends of the Drop-In	Drop-in Women's group	Wednesdays, 1pm-4pm Fridays, 10am-12.30pm	Suspended until further notice Suspended until further notice	<ul style="list-style-type: none"> The office will remain open during drop-in hours for those requiring urgent help, food parcels, emergency travel for the destitute, etc. Clients can find any updates on FODI's Facebook page and on WhatsApp 	Sandra Watt, 07525853913
Sunderland	Fightback	Drop-in	Mondays and Thursdays, 10am-2pm	Suspended until further notice	<ul style="list-style-type: none"> Providing food parcels at the office door between 12pm and 1pm on Thursdays Clients are being provided with a work phone number that they can use for general issues that can be resolved via phone, text, email or WhatsApp Phone calls will only be answered between 10am and 2pm on Mondays Clients with urgent issues may request an appointment and this will be given on a one-to-one basis to avoid people congregating 	Matti Morovat, 07930288977 mattimorovat@fightbackcharity.co.uk
Sunderland	ICOS	Drop-in advice and guidance	Monday to Friday, 10am-6pm	Office remains open	<ul style="list-style-type: none"> Several trips, workshops and training sessions have been postponed Information on postponements can be found on 'ICOS Women' Facebook page 	Office: 07596538482
Sunderland		Football	Tuesdays	Suspended until further notice		Chris Howson, 0191 5153482

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	University of Sunderland Chaplaincy	Language class	Fridays	Suspended until further notice	<ul style="list-style-type: none"> University is reducing face-to-face contact across all university services 	
		Film club	Fridays	Suspended until further notice		
Tees Valley	Hart Gables	LGBT support		Working remotely	<ul style="list-style-type: none"> Hart Gables have cancelled groups this week and next, and have also put face-to-face one-to-one work on hold. Currently delivering one to one work via telephone. All calls to the main number have now been diverted to a worker and we are in the process of setting up another helpline to support people in replacement of groups. 	All staff are contactable by phone, if you would like to arrange a telephone one to one please contact use the details below. 01642 675509 Info@hartgables.org.uk
Tees Valley	Justice First	Outreach		Outreach and drop-in sessions in Hartlepool, Stockton and Middlesbrough are now closed.	<ul style="list-style-type: none"> Clients are asked instead to call the Stockton office 01642 601122 to book a telephone interview slot. We have been notified by the Home Office that fresh claims can be submitted by post or email and so will carry on this service. We also intend to assist those needing to lodge appeals and will deal with the logistics of each specific appeal application on a case by case basis. Sarah Rodgers, from Immigration Advice centre is not seeing clients from our office but is still able to offer a limited number of clients telephone appointments on referral. 	01642 601122

					<ul style="list-style-type: none"> • Our intention is to limit the amount of personal contact with our clients not our service to them. 	
Tees Valley (Stockton and Middlesbrough)	Mary Thompson Fund	Destitution support		Now running on a monthly basis	<ul style="list-style-type: none"> • MTF are open in Stockton (Justice First Offices) on Friday 20th March and will be giving out 4 weeks destitution support and telling them the date to next come to the office. • MTF will next be open in Middlesbrough (Broadcasting House) on Tuesday 14th April. 	Pete Widlinksi, 07419 375 807
Tees Valley (Middlesbrough, Teesville and Redcar)	MAP			Advice continuing by remote working. Outreach, drop-ins and classes closed.	<p>All groups, classes, activities and drop-ins are closed.</p> <p>Refer issues by phone or email to MAP. Monday to Friday. The only issues we will be trying to help with are critical issues to do with access to food, money, or health services, and anything with a timescale running on it re the asylum process/court hearings/ etc.</p> <p>MAP will need a completed Migrant Help consent form naming MAP Middlesbrough as the supporting agency, and the service user's phone number. MAP can then liaise with service user by phone using interpreters where necessary to find out exactly what is going on, deal with notifications and escalations thro Migrant Help, and liaise to ensure access to RX destitution money, Open</p>	<p>Ailsa Adamson Project Manager MAP Middlesbrough M: 07970192841 E: MAPMbro@gmail.com</p> <p>In Middlesbrough and R&C we would like to be linked with new arrivals. We think it is important that new arrivals have a first port of call (following on from the superb help given by Mears) if they have concerns, questions or problems. If you meet someone newly dispersed please do ask if they would like support from MAP, and if so pass their details (name, language, mobile number and address) here and we will try to make contact.</p>

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					Door/ foodbank food etc is accessible during any period of destitution.	
Tees Valley (Middlesbrough and Stockton)	Middlesbrough and Stockton Mind	Mental health support	Monday to Friday	Staff working remotely	Our staff are still working however some are working from home. Our offices are closed to the public. We have made changes to our service delivery as all of our appointment are taking place online and via telephone, and we're currently following national advice on a daily basis. If anybody requires any support we would advise them to contact us on our main number.	01642 257020
Tees Valley (Middlesbrough and Stockton)	Open Door		Monday to Friday	Office remains open but face to face contact strictly limited	Restricting face to face contact as much as possible – please call office number for advice on destitution, move-on support around housing and other queries. Drop-ins are suspended until further notice.	Office: 01642 213 634
Hartlepool	St Joseph's Asylum Seeker and Refugee Drop-In	Drop-In	Mondays, 12-2pm	Drop-in suspended until further notice	Peter Gowland's contact details being circulated in case anyone needs assistance	Peter Gowland 0797 721 1836
Stockton	Citizen's Advice Bureau	Advice	Mondays to Fridays 9am to 4pm	Telephone advice instead of face-to face appointments	We are doing telephone advice as opposed to face to face, clients of Stockton district can ring 01642 633877 Or check out our website http://www.stockton-cab.co.uk	01642 633877

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Stockton	RASPS	Drop-In	Tuesdays & Thursdays, 1– 3pm	Suspended until further notice		
Stockton	St Peter's	ESOL Cafe	Wednesdays 1 – 3:30pm	Suspended until further notice		
Stockton	Stockton Baptist Church		Mondays 1-3 pm (men and women) Fridays 10am-12.30pm (women only, term time only)	Drop-in suspended, office remains open	<ul style="list-style-type: none"> Claire Paxton will be at Stockton Baptist Church on Mondays and available to offer support to anyone who needs it. On a Wednesday the Church office is open and if anyone needs support they will be transferred to Claire via phone. 	01642 602223
Stockton	St Patrick's, Thornaby	Drop-In	Fridays, 2– 4 pm	Suspended until further notice		
Middlesbrough	Middlesbrough and Stockton Mind	Mental health support	Monday to Friday	Staff working remotely	<ul style="list-style-type: none"> Our staff are still working however some are working from home. Our offices are closed to the public. We have made changes to our service delivery as all of our appointment are taking place online and via telephone, and we're currently following national advice on a daily basis. If anybody requires any support we would advise them to contact us on our main number. 	01642 257020
Darlington	Darlington Assistance for Refugees	Drop-in		Drop-in sessions suspended until further notice	Walkington House, the church hall we use on a Monday mornings for asylum seeker drop in sessions has been closed because of the pandemic.	

					As a result, the DAR drop in sessions have been suspended until further notice.	
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