

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 Service Coordinator Layla Egal 07710733206  General Email <a href="mailto:RSRFLRSNorthEast@redcross.org.uk">RSRFLRSNorthEast@redcross.org.uk</a>
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	Face-to-face drop ins and outreach service has been suspended. Telephone advice available.	<ul style="list-style-type: none"> <li>Face-to-face advice has been suspended – this will be reviewed weekly. Clients can contact us by telephone.</li> <li>For pre-booked appointments, we will contact the clients</li> <li>Updates via Facebook and Twitter.</li> <li>NERS is providing telephone advice Monday to Friday 9.30am to 1pm from the Newcastle office for Tyne and Wear and the Middlesbrough Office for Teesside.</li> </ul>	Newcastle Office: 0191 245 7301 Middlesbrough Office: 01642 217 447

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Regional	Rainbow Home	Face-to-face appointments, social activities, groups, court support for LGBT+ asylum seekers and refugees		Groups and social activities suspended until further notice, support will be delivered remotely	<ul style="list-style-type: none"> <li>Groups and social activities: suspended until further notice</li> <li>Face to face appointments: support will be delivered via phone calls, texts and emails. referrals and self-referrals can still be made and we will arrange a telephone appointment</li> <li>Staff are now working remotely but remain contactable</li> </ul>	Alessandra Mondin – 07775 861 450 - <a href="mailto:alex.rainbowhome@gmail.com">alex.rainbowhome@gmail.com</a>
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	<ul style="list-style-type: none"> <li>Members are willing to offer co-community/same language contact with newly dispersed asylum seekers or those most socially isolated. Contact Herbert for Tees Valley and Nasrin for Tyne and Wear and Northumberland.</li> </ul>	Tees Valley: Herbert Dirahu 07918765658 <a href="mailto:Herbert.dirahu@refugeevoices.org.uk">Herbert.dirahu@refugeevoices.org.uk</a> Tyne, Wear & Northumberland: Nasrin Ahmadi 07407804539 <a href="mailto:Nasrin.ahmadi@refugeevoices.org.uk">Nasrin.ahmadi@refugeevoices.org.uk</a>
Northumberland	Northumberland City of Sanctuary		Tuesday 10am Tuesday 12pm	Drop-in suspended from 17 <sup>th</sup> March, support delivered remotely	<ul style="list-style-type: none"> <li>Have ended all face-to-face work</li> <li>Remain in contact by phone &amp; text with service users in Northumberland. Retaining a strong daily link with the British Red Cross who are providing telephone advice.</li> <li>Looking into setting up remote language-specific groups to share weekly updates with asylum seekers and refugees.</li> </ul>	
North Tyneside (North Shields)	New to the UK	Drop-in		Suspended until further notice		
North Tyneside	Independent Advocacy North East			Staff working from home	Service available Monday, Tuesday and Wednesdays.	Email Shami Hamidi on <a href="mailto:shami@iane.org.uk">shami@iane.org.uk</a>

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North Tyneside (Wallsend)	Walking With	Drop-in		Closed from Monday 23 <sup>rd</sup> March 3pm	Currently not operational.	
Newcastle, Gateshead & Sunderland	Action Foundation	<ul style="list-style-type: none"> <li>Drop-in</li> <li>Language School</li> <li>Housing Services</li> </ul>	<p>Tuesday 12pm-2pm Thursday 12pm-2pm</p> <p>Mon-Fri 9am-4pm 24/7</p>	<p>Staff working remotely, drop-ins and classes suspended from 19<sup>th</sup> March</p> <p>Housing services continue remotely</p>	<ul style="list-style-type: none"> <li>Language classes and drop-ins cancelled until further notice</li> <li>Action Foundation staff working remotely and will be available via phone and email</li> <li>Working to collaborate with partners in the region</li> </ul> <p>Services available:</p> <ul style="list-style-type: none"> <li>Food/toiletries drop off</li> <li>Mobile phone credit</li> <li>Misc. Practical Assistance</li> <li>Befriending/Welfare Calls</li> <li>Information sharing</li> <li>Casework Support</li> </ul> <p>Services in development:</p> <ul style="list-style-type: none"> <li>Online and offline English classes</li> <li>Groups for social connection</li> <li>Access to internet for all</li> </ul>	<p>Action Language phone: 07518 460 198 text: 07520 619 511 <a href="mailto:info@actionlanguage.org.uk">info@actionlanguage.org.uk</a></p> <p>InterAction Drop-in phone: 07518460198 text: 07520 619 511 <a href="mailto:interaction@actionfoundation.org.uk">interaction@actionfoundation.org.uk</a></p> <p>The Housing Team phone: 07444 079 678 text/Whatsapp: 07444 079 678 <a href="mailto:housingstaff@actionfoundation.org.uk">housingstaff@actionfoundation.org.uk</a></p> <p>Action Foundation Newcastle 0191 231 3113 (messages only) <a href="mailto:info@actionfoundation.org.uk">info@actionfoundation.org.uk</a></p> <p>Action Foundation Sunderland Phone: 07502 652 209 Text: 07520 619 511 <a href="mailto:info@actionfoundation.org.uk">info@actionfoundation.org.uk</a></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	Drop-in has now closed	<ul style="list-style-type: none"> <li>Priority clients have been identified as being those who are destitute.</li> <li>They are currently exploring ways of trying to continue helping them</li> </ul>	

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Newcastle	Newcastle Libraries			Libraries closed and visa service suspended	<ul style="list-style-type: none"> <li>Newcastle Libraries are currently closed to the public until further notice.</li> <li>Visa Service suspended.</li> </ul>	
Newcastle	Newcastle United	Football sessions		Suspended until further notice	<ul style="list-style-type: none"> <li>Street Football sessions suspended until further notice</li> </ul>	
Newcastle	Northumbria Police	Community Engagement		Working remotely	<ul style="list-style-type: none"> <li>Have stopped attending community drop-ins, working from home and contacting victims of hate crime on the phone.</li> </ul>	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 Thurs 9:30 – 13:00, Fri 09:30 – 13:00.	Services have been altered	<p>From Wednesday 18th March:</p> <ul style="list-style-type: none"> <li>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.</li> <li>The Clothing Store is closed. Clients who are in receipt of hardship payments, and others in urgent need can let a member of staff know what essential items are needed.</li> <li>Clients are advised to access advice and support over the telephone. This will be available during usual office opening hours.</li> <li>All SkillsMatch sessions are suspended until further notice.</li> <li>The surgeries held at WERS offices will be suspended until further notice. If you require access to</li> </ul>	<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>

					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"> <li>-Monday 5.30pm reading</li> <li>-Tuesday 5.30pm create</li> <li>-Wednesday 5.30pm conversation</li> <li>-Thursday 1.30pm outreach</li> <li>-Friday 1.30pm outreach</li> <li>-Saturday 11am English basics</li> <li>-Saturday 12pm English comprehension</li> <li>-Saturday 1pm kids stories</li> <li>-Sunday 11am English basics</li> <li>-Sunday 12pm English comprehension</li> <li>-Sunday 1pm kids stories</li> <li>Likely to run to Sunday 5<sup>th</sup> April</li> <li>Live feed links will be scheduled and posted via the NEST Facebook page, updates will be provided there</li> </ul>	Emails will still be responded to and referrals will be made online, contact <a href="mailto:nest.union@ncl.ac.uk">nest.union@ncl.ac.uk</a>
Newcastle	JET – Jobs, Education and Training	Drop-in, Pastoral, Wise Steps One-to-one advice and training, ESOL, NCS Registration, National Careers Service, English Online Class			<ul style="list-style-type: none"> <li>Drop-in and Pastoral suspended until further notice.</li> <li>Wise Steps One-to-one advice and training, ESOL, NCS Registration and National Careers Service classes are suspended. All staff are available via phone and email.</li> <li>Registrations are running via email, phone calls and Skype for Wise Steps. Various online classes are being provided to existing Wise Steps Clients contact <a href="mailto:Khatoon@jetnorth.org.uk">Khatoon@jetnorth.org.uk</a>.</li> </ul>	

					<ul style="list-style-type: none"> <li>National career service will be available from 1<sup>st</sup> April via telephone. For more info contact <a href="mailto:pauline@jetnorth.org.uk">pauline@jetnorth.org.uk</a>.</li> <li>ESOL for integration has been suspended until further notice</li> <li>ESOL for health has been suspended until further notice</li> <li>English Online class will start Weds 1<sup>st</sup> April. For more info contact <a href="mailto:roxane@jetnorth.org.uk">roxane@jetnorth.org.uk</a>.</li> <li>ESOL for conversation will be provided online to the existing group every Monday.</li> </ul>	
Newcastle	Brar & Co Solicitors	Face-to-face meetings		Limited to urgent meetings only	<ul style="list-style-type: none"> <li>Looking to set up telephone, WhatsApp, facetime conferencing</li> <li>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</li> </ul>	Kirstie Lagan, 0191 2766880
Newcastle	Newcastle City Council: LAASLO service	Face-to face meetings		No home visits or face to face appointments	<ul style="list-style-type: none"> <li>Will continue to support service users over the telephone</li> </ul>	<a href="mailto:asylum@newcastle.gov.uk">asylum@newcastle.gov.uk</a>
Newcastle	Your Homes Newcastle Move On Team	Face-to-face meetings or home visits		No home visits or face to face appointments	<p>Current arrangements for customers (for those people who have received a positive decision from the Home Office and have been served an NTQ) are:</p> <ul style="list-style-type: none"> <li>Any new referral they get where they do not have a contact number, they will make a visit to that address and post a calling card asking them to call. They will include their mobile number on</li> </ul>	

					<p>those cards as well as the office phone and email address</p> <ul style="list-style-type: none"> <li>• No face to face appointments will take place, all the appointments will be telephone based. If they need documents from customers, they will ask for a photo via email.</li> <li>• No home visits are being made</li> <li>• As a team, they are prioritising cases to help customers having some money, having food, having a roof over their head, having the gas and electric on and safeguarding.</li> </ul>	
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 <a href="mailto:samosasisters@gmail.com">samosasisters@gmail.com</a> 07471099100
Gateshead	Comfrey Project	Wellbeing and activities		Regular services suspended, alternative services being explored	<ul style="list-style-type: none"> <li>• Regular services have been closed until 20<sup>th</sup> April</li> <li>• Currently focusing on providing remote support to existing service users, exploring options for food &amp; toiletry package deliveries for existing service users</li> <li>• Exploring creation of dance, movement and music video tutorials</li> </ul>	
Gateshead	Peace of Mind	Drop-in, support and activities		Offering emergency food and toiletry parcels, usual services suspended	<ul style="list-style-type: none"> <li>• Offering emergency food and toiletries parcels on Wednesdays between 12:30pm-1:30pm from our base Whitehall Road Methodist Church, Bensham,</li> </ul>	07595300326 <a href="mailto:Peaceofmind455@gmail.com">Peaceofmind455@gmail.com</a>

					<p>Gateshead, NE8 4LH. Clients are given time slots so no large gatherings.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Usual services (training and practical support session and WW2 Heritage sessions) have been suspended until further notice.</li> </ul>	<p>Further information is also available on their Facebook page <a href="#">here</a></p>
Gateshead	Gateshead Carers			<p>Staff are working from home</p>	<ul style="list-style-type: none"> <li>• Telephone interpreter service has been set up to ensure that non-English speaking carers can access their services.</li> <li>• Staff are working from home, and can still help carers with many carer related issues. E.g. applying for funding and grants to help carers focus on their own wellbeing or obtain essentials such as a fridge or a mattress. They can give you emotional support through this difficult time of lockdown, when you may be finding your carer role even more difficult than normal. They can support you as you access health and social care services and advocate for you to help you make choices around your caring role.</li> </ul>	<p>For support email <a href="mailto:becci.varnham@gatesheadcarers.com">becci.varnham@gatesheadcarers.com</a> in your preferred language, stating your name and phone number. Or you can text in your language to 07546304752.</p>



					<ul style="list-style-type: none"> <li>If you are unsure whether you are a carer and if they can help you: a carer is someone who does not get paid to look after a family member or friend because they have a health condition and could not cope without that help. The health condition could be a physical disability, a mental health issue (e.g. stress, anxiety, PTSD), a long-term medical condition, an addiction (e.g. substance abuse/alcohol), or elderly/frail. If a member of your family has a health issue then it is likely you are a carer.</li> </ul>	
South Tyneside (South Shields)	STARCH	Drop-in	Tuesday 1pm-2.30	Drop-in suspended	<ul style="list-style-type: none"> <li>Available via telephone and email</li> <li>Food banks vouchers can be signed by a trusted refugees who is also available to translate if required</li> </ul>	Margaret 07914123259 Ramin 07401074470
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"> <li>The office is closed but clients can collect emergency food or subsistence by phoning the FODI number.</li> <li>Food parcels to those self-isolating dropped by team of volunteers in conjunction with Sunderland Council emergency response</li> <li>General support for new arrivals through phone e.g. GP registration and drop offs of essential baby equipment etc.</li> <li>Virtual women's group every Friday on zoom. Additional help with data top ups available.</li> </ul>	Sandra Watt, 07525853913

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					<ul style="list-style-type: none"> <li>• Updates on Facebook and website.</li> </ul>	
Sunderland	Fightback	Drop-in	Mondays and Thursdays, 10am-2pm	Suspended until further notice	<ul style="list-style-type: none"> <li>• Providing food parcels at the office door between 12pm and 1pm on Thursdays. Food is being delivered to those who cannot attend.</li> <li>• 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</li> <li>• Phone calls will only be answered between 10am and 2pm on Mondays</li> <li>• Clients with urgent issues may request an appointment and this will be given on a one-to-one basis to avoid people congregating</li> </ul>	Matti Morovat, 07930288977 <a href="mailto:mattimorovat@fightbackcharity.co.uk">mattimorovat@fightbackcharity.co.uk</a>
Sunderland	ICOS	Drop-in advice and guidance	Monday to Friday, 10am-6pm	Suspended until 15 <sup>th</sup> April at earliest	<ul style="list-style-type: none"> <li>• Several trips, workshops and training sessions have been postponed</li> <li>• Information on postponements can be found on 'ICOS Women' Facebook page</li> </ul>	Office: 07596538482
Sunderland	University of Sunderland Chaplaincy	Football	Tuesdays	Suspended until further notice	<ul style="list-style-type: none"> <li>• University is reducing face-to-face contact across all university services</li> </ul>	Chris Howson, 0191 5153482
		Language class	Fridays	Suspended until further notice		
		Film club	Fridays	Suspended until further notice		
Tees Valley	Hart Gables	LGBT support		Working remotely	<ul style="list-style-type: none"> <li>• Hart Gables have cancelled groups this week and next, and have also put face-to-face one-to-one work on hold.</li> </ul>	All staff are contactable by phone, if you would like to arrange a telephone one to one please contact use the details below.

					<ul style="list-style-type: none"> <li>• Currently delivering one to one work via telephone.</li> <li>• 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.</li> </ul>	<p>01642 675509  <a href="mailto:Info@hartgables.org.uk">Info@hartgables.org.uk</a></p>
Tees Valley	Justice First	Outreach		Outreach and drop-in sessions in Hartlepool, Stockton and Middlesbrough are now closed.	<ul style="list-style-type: none"> <li>• Our Stockton office is closed. However, clients can speak to a Caseworker by calling 01642 601122.</li> <li>• We have been notified by the Home Office that fresh claims can be submitted by post or email so will carry on this service.</li> <li>• 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.</li> <li>• 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 appointment on referral.</li> <li>• We are still supporting our clients by working remotely.</li> </ul>	01642 601122
Tees Valley (Stockton and Middlesbrough)	Mary Thompson Fund	Destitution support		Now running on a monthly basis	<ul style="list-style-type: none"> <li>• MTF are open in <b>Stockton</b> (Justice First Offices) on Friday 20<sup>th</sup> March and will be giving out 4 weeks destitution support and telling them the date to next come to the office.</li> </ul>	Pete Widlinksi, 07419 375 807

					<ul style="list-style-type: none"> <li>MTF will next be open in <b>Middlesbrough</b> (Broadcasting House) on Tuesday 14<sup>th</sup> April.</li> </ul>	
Tees Valley (Middlesbrough, Teesville and Redcar)	MAP			All face-to-face services has closed from 23 <sup>rd</sup> March PM.	All groups, classes, activities and drop-ins are closed.	<p>Anyone who wants to be in touch contact Ailsa Adamson, Project Manager                  MAP Middlesbrough                  M: 07970192841                  E: <a href="mailto:MAPMbro@gmail.com">MAPMbro@gmail.com</a></p> <p>In Middlesbrough and R&amp;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>
Tees Valley (Middlesbrough and Stockton)	Middlesbrough and Stockton Mind	Mental health support	Monday to Friday	Staff working remotely	<ul style="list-style-type: none"> <li>Our staff are still working however some are working from home. As of tomorrow 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.</li> </ul>	01642 257020

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					If anybody requires any support we would advise them to contact us on our main number.	
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 <a href="http://www.stockton-cab.co.uk">http://www.stockton-cab.co.uk</a>	01642 633877
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 and staff working from home	<ul style="list-style-type: none"> <li>Claire Paxton will be working from home, with access to emails and a work phone which will be switched on 9am-4pm on a Monday and Wednesday</li> <li>They will meet their destitute clients on 20<sup>th</sup> April. They all have had a four week food bag and money this week.</li> </ul>	07713990327

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Stockton	Arrivals Practice Stockton			Working on a locked door policy	<ul style="list-style-type: none"> <li>• Poster on the door which is basic and clear that patients need to ring prior to being let in the building</li> <li>• All appointments are telephone appointments (with a 3 way interpreter if needed) and patients will only be seen if the clinician feels there is a clinical need to do so</li> <li>• Prescriptions are being sent to Pharmacies electronically</li> <li>• Any prescriptions they have in practice can be posted out or sent to the pharmacy instead</li> <li>• Phone lines can be busy and believe that there are some issues with networks due to the increased use but please ask patients to bear with them</li> <li>• Still offering some services that are vital such as baby immunisations</li> </ul>	01642 615415
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"> <li>• Our staff are still working however some are working from home. As of tomorrow 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.</li> </ul>	01642 257020

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					<ul style="list-style-type: none"> <li>If anybody requires any support we would advise them to contact us on our main number.</li> </ul>	
Darlington	Darlington Assistance for Refugees	Drop-in		Drop-in sessions suspended until further notice	<p>Walkington House, the church hall we use on a Monday mornings for asylum seeker drop in sessions has been closed because of the pandemic.</p> <p>As a result, the DAR drop in sessions have been suspended until further notice.</p>	