



# Cost of living support in Northumberland 2023-24

# Cost of living support for people in Northumberland

The cost of living can put a real strain on people's finances and also their health and wellbeing.

We have put together details of organisations which can offer support with energy costs, prescription and healthcare appointments costs, food, and mental health.

Scan the QR codes with your smartphone or tablet to visit the websites of the organisations listed.

If you can't find the information you need please get in touch (overleaf).



## General support

**These organisations can offer support and also put you in touch with local services to help with specific issues.**

### Northumberland Communities Together

If you're having a difficult time at the moment, Northumberland Communities Together will find you support and connect you with people in your area.

Call: 01670 620015 or email: [NCT@northumberland.gov.uk](mailto:NCT@northumberland.gov.uk)



### Social Prescribing

Social Prescribers can direct you to services that can help with things such as counselling, arts and creative activities, employment and training and financial advice. Ask at your GP surgery for more details.

### Government cost of living support

This website gives details of how you can get help with income and disability benefits, bills and allowances, childcare, housing and travel.



### Warm Hubs

Warm Hubs, run by Community Action Northumberland, are a safe, warm and friendly environment in which to enjoy refreshments, social activity, advice and the company of others. To find a Warm Hub near you email: [christinenicholls@ca-north.org.uk](mailto:christinenicholls@ca-north.org.uk)

### Warm Spaces

Warm Spaces are places where people can come together in a warm, safe, welcoming place and maybe enjoy a hot drink, a sit down and a chat with others. Contact Northumberland Communities Together (details above) or scan the QR code for venues.



## Energy advice and support

### Citizens Advice Northumberland – The Energy Project

The project offers free, tailored assistance with a range of energy issues including how to:

- Understand your bills
- Address debt or payment issues
- Check you are getting the best deal
- Save energy and keep your home warm for longer
- Check if you are entitled to additional financial help

Call: 0808 278 7944 or email: [energy@citizensadvicenorthumberland.org.uk](mailto:energy@citizensadvicenorthumberland.org.uk)



**In a power cut  
call 105 for free.**

**If you smell gas call  
the free National Gas  
Emergency Service  
immediately on  
0800 111 999.**



The Priority Services Register is a free support service that makes sure extra help is available to people in vulnerable situations. If you are eligible you could get extra support. Contact your energy supplier to find out more.

### Help for Households

See what support is available to help with the cost of living and save money with energy saving tips.

Scan the QR code or visit [helpforhouseholds.campaign.gov.uk](http://helpforhouseholds.campaign.gov.uk)



### Energy Advice in Rural Northumberland

EARN is a project from Community Action Northumberland. It supports energy consumers in rural Northumberland who are disadvantaged through remoteness with no connection to the gas grid and/or the electricity grid. It can fit free energy saving measures, carry out home energy audits and provide independent advice about renewable technology.



### OilCAN

A bulk-buying heating fuel service offering Northumberland residents the opportunity to buy oil, LPG and coal at lower prices.

For details of EARN or OilCAN Call: 01670 517178  
or email: [energy@ca-north.org.uk](mailto:energy@ca-north.org.uk)



### Northumberland Log Bank

The log bank provides seasoned wood fuel to those suffering financial hardship, chronic ill-health, disability or isolation, or who have difficulty obtaining or handling logs due to advanced age.

Call: 07470 564442 to find out if you can get support.

## Money advice and support

### Citizens Advice Northumberland

Money Advice Service Call: 0808 278 7944  
Debt Advice Line 01670 339960 or text: 'DEBT' to 81400



### Household Support Fund

If you need a bit of additional support with household costs contact Northumberland Communities Together and ask about the Household Support Fund. Call: 01670 620015 or email: [NCT@northumberland.gov.uk](mailto:NCT@northumberland.gov.uk)

### Turn2us

Turn2us is a national charity providing practical help to people who are struggling financially. Visit the website for the free Benefits Calculator and Grants Search to find out what help you can get.



## Useful Apps

**Olio** Find the food and household items you need, and share what you don't, with local people.

**Too Good To Go** Surprise bags of surplus food from shops and cafes at discount prices.

## Clothes and baby banks

### Rosie's Corner, Hexham

Call: 07593 599157, email: [rosiescornerkidsbank@gmail.com](mailto:rosiescornerkidsbank@gmail.com)

### Community@NE66 Alnwick

Call: 01665 602856, email: [admin@communityatne66.co.uk](mailto:admin@communityatne66.co.uk)

### Stobhill Link Morpeth

Call: 01670 519575, email: [enquiries@ncenterprise.org.uk](mailto:enquiries@ncenterprise.org.uk)

### Hope Uniform and Baby Bank, Cramlington

Call: 01670 737808, email: [hopeluniform@gmail.com](mailto:hopeluniform@gmail.com)

**Hope Community Hub, Bedlington** Call: 01670 828668

### Northern View Club Spittal

Call: 01289 304615, email: [northernv9@gmail.com](mailto:northernv9@gmail.com)

### Uniform for all Northumberland Blyth

Call: 07570 095262, email: [uniformforall@gmail.com](mailto:uniformforall@gmail.com)

**Bacmans, Lynemouth** Call 01670 860060

**Miners Lamp, Prudhoe** Call: 01661 725729

**Hirst Welfare, Ashington** Call 01670 620200



# Foodbanks

Support with food,  
household essentials and more.



**Alnwick District Foodbank** Email: [alnwickdistrictfoodbank@gmail.com](mailto:alnwickdistrictfoodbank@gmail.com)

**Amble Foodbank** Email: [amblefb@gmail.com](mailto:amblefb@gmail.com)

**Bedlington Foodbank** Email: [bedlingtonfoodbank@gmail.com](mailto:bedlingtonfoodbank@gmail.com)

**Bedlington Salvation Army Foodbank**

Email: [bedlington@salvationarmy.org.uk](mailto:bedlington@salvationarmy.org.uk)

**Berwick Community Trust (North Northumberland Food Bank)**

Email: [info@berwicktrust.org.uk](mailto:info@berwicktrust.org.uk)

**Blyth Foodbank** Email: [blythfoodbank@email.com](mailto:blythfoodbank@email.com)

**Community Food and Friendship Blyth** Email: [cffblyth@gmail.com](mailto:cffblyth@gmail.com)

**Cramlington Foodbank** Email: [info@cramlington.foodbank.org.uk](mailto:info@cramlington.foodbank.org.uk)

**Cramlington Salvation Army** Email: [cramlington@salvationarmy.org.uk](mailto:cramlington@salvationarmy.org.uk)

**Full Circle Food Ashington** Email: [info.fullcirclefood@gmail.com](mailto:info.fullcirclefood@gmail.com)

**Miners Lamp Prudhoe** Email: [friendsofeastwoodspark@outlook.com](mailto:friendsofeastwoodspark@outlook.com)

**Newbiggin-by-the-sea Salvation Army**

Email: [newbigginbythesea@salvationarmy.org.uk](mailto:newbigginbythesea@salvationarmy.org.uk)

**Real Deal Plus at Ashington Life Centre**

Email: [kath.falcus@realdealplus.org.uk](mailto:kath.falcus@realdealplus.org.uk)

**Seghill Food Bank** at Seghill Community Centre. Every Wednesday 11am–12pm

**Stobhill Link** Email: [enquiries@ncenterprise.org.uk](mailto:enquiries@ncenterprise.org.uk)

**Wansbeck Valley Food Bank** Email: [wansbeckvalleyfoodbank@gmail.com](mailto:wansbeckvalleyfoodbank@gmail.com)

**West Northumberland Foodbank** Call: 01434 700068/text 07958 000719

Email: [getintouch@westnorthumberlandfoodbank.org.uk](mailto:getintouch@westnorthumberlandfoodbank.org.uk)

**Widdrington Station and Stobswood Food Bank** Call: 073915 48264

**Wooler and Glendale Foodbank** (plus Share Shed and clothing swaps)

Email: [Gill@wooler.org.uk](mailto:Gill@wooler.org.uk)

## Healthcare Travel Costs Scheme

If you are referred to hospital or other NHS premises for specialist NHS treatment or diagnostic tests by a doctor, dentist or another health professional, you may be able to claim a refund of reasonable travel costs if you are on a low income or in receipt of benefits. For more information call 0300 330 1343.



## Help with prescription costs

Some people are entitled to free prescriptions due to their age, income or if they have certain disabilities or health conditions. The Government has a five-minute online survey that will let you know if you can get free NHS prescriptions, dental treatment and eye tests.



People on a low income may get financial help with prescription, dental, eye care and healthcare travel costs (see above) plus wigs and fabric support costs. Call the NHS help with costs helpline: 0300 330 1343.

## Free IT support

### Northumberland Libraries

Libraries across the county offer free computer use, WiFi and a place to charge your phone, plus a Digital Champion service to help people get online. Call 0345 600 6400 or email: [mylibrary@northumberland.gov.uk](mailto:mylibrary@northumberland.gov.uk)



### BRIC Blyth

Providing free access to computers and WiFi, plus basic IT training and support to get you online. Call: 01670 542847 or email: [education@bricblyth.org.uk](mailto:education@bricblyth.org.uk)



### Age UK Northumberland

Free IT drop-in at The Round House, Ashington on Mondays between 10am and 12pm. Book ahead or just call in. Call: 01670 784800 or email: [info@ageuk-northumberland.org.uk](mailto:info@ageuk-northumberland.org.uk)

### Northumberland CVA Tea & IT

Free support to help older people get online. Build your confidence of new technology to feel more connected. One-to-one support plus drop-in sessions providing an introduction to computers, the internet, email, Skype, online shopping and social media. Call 01670 858688 for more details.



## Mental health support

**NHS crisis team** For urgent support with your mental health phone 0800 652 2861. Text number for people with hearing loss or communication difficulties: 07887 625 277.

### NHS Northumberland Talking Therapies

Free psychological treatment for people aged 16+ who have a GP in Northumberland, including one-to-one talking therapy for depression, anxiety and stress. To self-refer email: [tmn.info@nhs.net](mailto:tmn.info@nhs.net)



### Tyneside and Northumberland Mind

Mental health support and services across the region. Call the helpline: 0330 174 3174 8am-10pm every day or email: [admin@tynesidemind.org.uk](mailto:admin@tynesidemind.org.uk)



### Northumberland Recovery College

Courses and workshops for adults which promote wellbeing and good mental health. Call: 07866 053717 or email: [nrc@everyturn.org](mailto:nrc@everyturn.org)



### Cygnus Support

Helping people in Northumberland to improve mental health and wellbeing through counselling, therapy, education and training. Call: 01670 853 977 or email: [admin@cygnussupport.com](mailto:admin@cygnussupport.com)



**Anxious Minds** A North East charity offering mental health information, advice and emotional support, plus online, phone or face-to-face counselling sessions for a £25 charge. Call 01670 946188.

**ManHealth** Supporting men through difficulties with their mental and physical ill health. Provides advice and support groups including one at Briardale House, Blyth, Mondays 6pm-8pm. Call 01388 320023 or email: [info@manhealth.org.uk](mailto:info@manhealth.org.uk)

**Choices4Growth** A Berwick-based organisation providing support and counselling for better mental health and positive futures for the community. Call 01289 385577 or email [help@choices4growth.co.uk](mailto:help@choices4growth.co.uk)

### Kooth

Online mental health support for children and young people. (11-25 years)



### Qwell

Online mental health support for adults. (18+ years)



### Samaritans

Call 116 123, 24 hours, 365 days a year.

### Shout

A free, confidential, 24/7 text messaging support service for anyone who is struggling to cope. Text 85258.

## Healthwatch Northumberland is your health and social care champion.

We're part of a network of over 150 local Healthwatch across the country.



We're here to listen to the issues that really matter to people in Northumberland and to hear about your experiences of using local health and social care services. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.

We can also help you to find reliable and trustworthy information and advice through our free Signposting and Information Service.

## Did you find this booklet useful?

Please let us know what you think of the information in this booklet, and what you would like to see included if we print it again another year.



You can tell us by getting in touch in a way that suits you. Our contact details are below or scan the QR code to leave feedback online.

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## Get in touch

FREEPOST Healthwatch Northumberland, Adapt (NE),  
Burn Lane, Hexham, Northumberland NE46 3HN

Call: 03332 408468, text: 07413 385275

Email: [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk)

website: [healthwatchnorthumberland.co.uk](http://healthwatchnorthumberland.co.uk)

social media:

