

## **Together for Children – Next Steps Team & Integrated Contact and Referral Team**

Working with young people to ensure they feel supported into independence after leaving care

- Deciding where to live
- Choosing whether to go into work, get some more training or study for more qualifications
- Budgeting advice
- Working out how much support might be needed from a social worker or personal adviser
- Information and support to find the best housing solution which may include staying in your current home, as well as emergency accommodation where appropriate

**Criteria for Access:** Support is open to 16 and 17-year-olds

**Contact Office hours:** 8.30am – 5.15pm Monday to Thursday and 8.30am – 4.45pm on Fridays 0191 561 7007

0191 561 7109 or Email [next.steps@togetherforchildren.org.uk](mailto:next.steps@togetherforchildren.org.uk)

## **Oasis Community Housing – Basis**

For people in housing crisis support with practical issues, including:

- Access to shower, laundry and clothing and basic refreshments
- Housing information and guidance
- Benefits support and assistance – internet and IT access
- Signposting and help to access other services, including mental health services, treatment services for addictions and community-based activities

**Open Times:** Monday – Friday 9am-2pm. Direct access, no referral or appointment needed.

**Contact:** 0191 477 3535

**Website:** [www.oasiscommunityhousing.org](http://www.oasiscommunityhousing.org)

## **YMCA Sunderland**

Accommodation, support and education to the homeless aged 16 to across the City. Job Club offering employability and work ready courses, accredited and unaccredited educational courses at all levels.

Issue based drop-in sessions, including sexual health sessions, peer education and volunteer project. Also facilitate a multi-agency drug and alcohol clinic, undertake family mediation

### **Criteria for Access**

Anyone aged over the age of 16, homeless, or at risk of becoming homeless

**Contact:** 0191 567 6160 Email [housing@sunderlandymca.co.uk](mailto:housing@sunderlandymca.co.uk)

**Website:** [YMCA Sunderland Website](http://YMCA Sunderland Website)

**Location:** 2-3 Toward Road Sunderland Tyne & Wear SR1 2QF

## **Changing Lives**

For people in supported accommodation with practical issues, including:

- Access to benefits, budgeting skills and debt advice
- Volunteering, employment and training opportunities
- Signposting and help to access other services, including mental health services, treatment services for addictions and community-based activities

**Contact:** 0191 273 8891 or **Website:** [www.changing-lives.org.uk](http://www.changing-lives.org.uk)

## **Nacro Homes Agency Sunderland**

We work with Single people aged 18 and above and families with a housing need and who require support around managing a tenancy including those moving on from supported or insecure housing, including:

- Single, shared and Family accommodation
- Intensive housing management support
- Provision of repairs and maintenance, out of hours emergency service
- Liaison with other agencies involved in support
- Budgeting advice and help with Benefit applications
- Signposting to support and other agencies
- Advice and support around move on to independent living

**Contact:** 07920 598483 or **Website:** [www.nacro.org.uk](http://www.nacro.org.uk)

## First Tier

Offer advice on housing debt and housing affordability

**Shiney Advice & Resource Project (ShARP)**  
17 Beatrice Terrace Shiney Row Houghton le Spring  
DH4 4QW  
Tel: **0191 385 6687**  
Email: [advice@shineyadvice.org.uk](mailto:advice@shineyadvice.org.uk)  
Website: [www.shineyadvice.org.uk](http://www.shineyadvice.org.uk)

**Citizens Advice Sunderland**  
5a Waterloo Place Sunderland SR1 3HT  
Tel: **0300 330 1194 (Local rate)**  
Email: [enquiries@citizensadvicesunderland.co.uk](mailto:enquiries@citizensadvicesunderland.co.uk)  
Website: [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

**Sunderland West Advice Project** 5 East Moor Road  
Sunderland SR4 6QW Tel: 0191 514 2930  
Website: [www.pallionactiongroup.co.uk/swap/swap.htm](http://www.pallionactiongroup.co.uk/swap/swap.htm)

## Homelessness

### **Council - Housing Options Team**

Provide information and advice for people who are homeless or at risk of becoming homeless.

**Contact:** 0191 520 5551  
**Location:** 31-32 Fawcett Street, Sunderland, SR1 1RE

### **For other useful information:**

<https://www.sunderlandinformationpoint.co.uk>

<https://www.citizensadvice.org.uk/housing/renting-a-home/renting-from-a-private-landlord/>

<https://www.sunderland.gov.uk/article/12169/Find-a-home>

## Specialist Level

### **Gateshead CAB**

Housing advice to customers who are eligible for legal aid

**Location:** Appointment only at Citizens Advice Sunderland - Washington Galleries and Waterloo Place City, Centre Sunderland

**Contact:** Citizens Advice Sunderland **0300 330 1194**

-----

### **Shelter**

Drop in session on Wednesdays from 10am until 3pm offering help to people in crisis e.g. those facing eviction or imminent homelessness

**Location:** Aquila Basis in Park Road Church,  
**Contact :0344 515 1601**

-----

### **Ben Hoare Bell Solicitors**

A team of housing law specialists who can help local tenants and landlords with a wide variety of legal issues including: Eviction proceedings, claims and warrants

- Tenancy disputes concerning the terms and conditions of rental agreements
- Obtaining injunctions to prevent harassment in the home
- Advice and appeals for those affected by homelessness
- Claims relating to landlords' duties to repair rental properties
- Mortgage repossessions and other residential possession proceedings
- Housing Benefit disputes and appeals
- Rehousing and local housing allocations
- Representing clients served with anti-social behaviour injunctions

**Location & Contact :** 0191 565 3112, 19 John St, Sunderland SR1 1JQ

-----

### **Sunderland Student Law Clinic**

Offer free, independent legal advice to members of the public and local businesses on housing law (do not provide legal representation)

**Contact:** 0191 5152550 [law-clinic@sunderland.ac.uk](mailto:law-clinic@sunderland.ac.uk)

**Location:** University of Sunderland Reg Vardy Centre, Sunderland SR6 0DD  
<https://www.sunderland.ac.uk/study/law/law-clinic/>