



FIRST CONTACT CLINICAL
ENABLING HEALTHY CHANGE



Pathways for Support

Healthy Home Scheme	To request a Healthy Home Assessment, contact First Contact Clinical	0191 4329838, fcc.lifestyle@nhs.net
Welfare Support	Benefit entitlement, consumer rights, debt, housing, legal, relationship or tax advice? Energy Advice - energy tariff, energy supplier switch, priority services register, warm homes discount, winter fuel payment	0191 424 6040 welfaresupport@southtynesidehomes.org.uk
Green Doctor ACTS	Supply temporary heater Advice and fitting of radiators insulation foils Advice and fitting of thermostatic radiator valves (TRVs) Help to use the heating system controls (thermostat, timer, TRVs)?	07587 136525
Tyne and Wear Fire Service	Perform a safe and well check Provides a working smoke alarm	https://www.twfire.gov.uk/safety-advice/home/virtual-safe-and-well-check/
Lets Talk Team	Need to talk to someone for advice about the right support for you, a friend or relative to live a better life? Our team of trained advisors is here to help guide you to the right support to help you remain independent.	https://southtyneside.gov.uk/article/2720/Contact-the-team
AskSARA	Impartial advice about equipment to help make daily living easier	https://southtyneside.livingmadeeasy.org.uk/
Assistive Technology Team	You can apply for assistive technology through the Technology and Independence team within South Tyneside Council.	https://www.southtyneside.gov.uk/article/16577/Apply-for-assistive-technology
ACTS	Advice and fitting of radiators insulation foils Benefit entitlement, consumer rights, debt, housing, legal, relationship or tax advice	07587 136525

	<p>Energy Advice - energy tariff, energy supplier switch, priority services register, warm homes discount, winter fuel payment</p> <p>Minor repairs such as DIY jobs, falls prevention / safety / security</p> <p>Provide adaptations (grab rails, shower, stairlift, etc)?</p>	
CAB	<p>Benefit entitlement, consumer rights, debt, housing, legal, relationship or tax advice</p> <p>Energy Advice - energy tariff, energy supplier switch, priority services register, warm homes discount, winter fuel payment</p>	0191 455 7958
ECO4	<p>Loft, wall or hot water cylinder insulation</p> <p>Support to fix faulty heating</p>	0191 4247902
Environmental Health	<p>Loft, wall or hot water cylinder insulation</p> <p>Major repairs or improvements (dampness, disrepair, rewiring, windows, etc)?</p> <p>Support to fix faulty heating</p> <p>Support to reduce the condensation and/mould</p> <p>Support to replace boiler or central heating</p>	0191 4247902
HEAT wise group	<p>Wise Group Annex 1 270223 (003).pdf</p>	heat@thewisegroup.co.uk
LEAP	<p>energy advice service</p> <p>Support to replace boiler or central heating</p>	LEAP The Energy and Money Saving Service Free Advice (applyforleap.org.uk)
Place of Worship+	<p>Benefit entitlement, consumer rights, debt, housing, legal, relationship or tax advice</p> <p>Energy Advice - energy tariff, energy supplier switch, priority services register, warm homes discount, winter fuel payment</p>	Places of Worship - South Tyneside Libraries (southtynesidehistory.co.uk)
South Tyneside Homes	<p>Support to fix faulty heating</p> <p>Loft, wall or hot water cylinder insulation</p>	0300 123 6633

	Major repairs or improvements (dampness, disrepair, rewiring, windows, etc)? Support to reduce the condensation and/mould Support to replace boiler or central heating	
Welfare Support	Benefit entitlement, consumer rights, debt, housing, legal, relationship or tax advice? Energy Advice - energy tariff, energy supplier switch, priority services register, warm homes discount, winter fuel payment	Phone: 0191 424 6040 Email: welfaresupport@southtynesidehomes.org.uk https://www.southtyneside.gov.uk/article/1467/Welfare-Support-Service
Social Prescribing Service (First Contact Clinical	Support with a range of issues affecting health and wellbeing: Feeling down, stressed or anxious; Managing health conditions and symptoms; Keeping active; Benefits, money and housing problems; Living with chronic pain; Making healthier choices; Reducing smoking or alcohol; Loneliness; Caring for someone	0191 432 9838 fcc.abu@nhs.net
	Access a dentist	https://www.nhs.uk/service-search/find-a-dentist
	Access a falls clinic	Via GP
	Access a memory clinic	Via GP
	Help to lose weight and be more active	https://www.southtyneside.gov.uk/article/1054/Healthy-weight-and-physical-activity
	Help to reduce alcohol intake	https://www.southtyneside.gov.uk/article/3113/How-alcohol-can-affect-you
	Help to stop smoking	https://www.southtyneside.gov.uk/article/8690/Change-4-Life-Stop-smoking-referral
	Help with substance misuse	https://www.southtyneside.gov.uk/article/1058/Support-for-drugs-or-substance-misuse