

Family and relationship problems

The majority of people will experience some problems or issues within their family at some point during their life. Ill health, disability and retirement can all bring their own worries and concerns. This section contains information on a range of family problems along with details of organisations that may be able to offer you advice and support.

Abuse

Abuse can happen to anyone and it can take many different forms. Financial abuse, sexual abuse, emotional and verbal abuse, physical abuse (also referred to as domestic violence), and neglect are all ways in which a person can suffer in an abusive relationship. The abuse may take place within the family, or it may be a carer, friend, or anyone else who comes into contact with you and your family.

If you are worried about someone who may be suffering abuse, or if you are experiencing this yourself, there are people who can help you.

See our articles on [Adult abuse](#), [Domestic abuse](#) and [Personal safety](#) for details of where you can go for help and advice.

How to report abuse

In an emergency or if someone's life is at risk [call 999](#).

Are you are worried about the safety of an adult in Newcastle? If you are, told about or witness adult abuse, are the victim of abuse or think abuse may be happening help is available. To report abuse you can:

- o [contact Adult Social CarePoint at Newcastle City Council](#)
- o [complete an online safeguarding form](#)
- o contact someone you trust, such as a GP, nurse, police officer or care worker. They will pass on your concerns to the safeguarding agencies.
- o **professionals [must complete the online safeguarding form](#)**

If you're worried someone might see you have visited a domestic violence help page, the Women's Aid website tells you [how to cover your tracks online](#).

Addictions

If you or someone in your family suffers from an [addiction](#) it can be an extremely difficult situation to live with. [Alcohol or drug dependency](#), or an [addiction to gambling](#), can cause huge problems for everyone involved. Finances, health and relationships may all suffer as a result of the addiction. There are many organisations that can help if you, a family member or a friend is affected by any of these issues.

Bereavement

Bereavement is something which happens to almost everyone at some stage in their lives. The death of someone close to you, whether it was expected or sudden, can be an extremely difficult time, and you will experience many different emotions. If your partner dies you may find that even after the initial grieving process you are still finding it difficult to cope with things such as living on your own and dealing with finances. Our section on [bereavement](#) may help you through the stages of your loss.

If your bereavement has left you feeling lonely or isolated, the following sections on this website may give you some ideas about ways in which to meet new people and make good use of your time:

- [Fitness](#)
- [Hobbies](#)
- [Holidays](#)
- [Lifelong learning](#)
- [Pets](#)
- [Volunteering](#)

A bereavement may lead to disputes in some families around issues such as inheritance. You may find it useful to read our section on [Wills](#) for details of where to get advice.

Debt

Debt can be a problem at any age, but you may find that as you get older you struggle to manage on the income that you have. There are many factors that can lead to debt problems, including retirement, illness, disability, divorce and bereavement. Inadequate pension provision can also lead some older people to use credit for essential household goods, resulting in debts with high interest repayments.

If you or a member of your family are affected by debt problems, there are organisations that can offer help and support.

Health

If you, your partner, or another family member suffer from a significant health problem, this can have a major impact on your relationship. A physical disability or mental health problem such as [depression](#) or [anxiety](#) can be extremely distressing and demanding if they affect someone you love. If you are suffering from a health problem yourself, you may be finding it difficult to cope and

need to rely on your family to help you.

See our [Health](#) section for information about health issues and where you can go for advice.

Looking after someone

[Looking after someone](#) can be very stressful, and even more so as you get older. It may be that you have always cared for a disabled family member, or it could be that you have only taken on a caring role more recently. Ill health or disability may mean that your partner or parent now requires physical care or supervision. [Alzheimer's disease and dementia](#) are common health problems in later life and can be especially difficult to cope with.

There is support available in Newcastle for carers. Read more on InformationNOW about

- [Looking after someone](#)
 - [Newcastle Carers](#)
 - [Carers Assessments](#)
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Parenting

[Children North East](#) are running a new programme, called Today's Teens Tomorrow's Teens which will empower families to communicate effectively and to have healthy relationships with one another. Delivered by experts in the field of family support, schools have found that this intervention improves school attendance, behaviour and emotional wellbeing.

[Barnardos](#) support children, young people and families. They offer counselling and support services. They can help with:

- parenting advice
- mental health
- bereavement
- family stress or break-down
- neglect
- back to school
- discrimination
- barriers to accessing and using services

[Families Need Fathers](#) is a charity that supports dads, mums and grandparents to have personal contact and meaningful relationships with their children following parental separation. They offer information, advice and support services helping parents to achieve a positive outcome for their children.

[Action for Children](#) support children and young people by providing practical and emotional advice and support. They also provide a free parenting helpline including informative articles and a 1 to 1 live chat.

Relationship support

Arguments between couples are a normal part of any relationship and if resolved in a constructive way can be a good example for children. However, if your arguments are frequent and not resolved it can lead to a breakdown in communication. This can have a negative impact on your relationship and your children's wellbeing. Support is available.

[See it differently](#) helps you to understand and find a way through relationship problems. It uses videos to help you see the problem you're facing differently. When arguing with a partner or ex-partner, we can get caught up in the heat of the moment. At times like these, it's difficult to find a way forward. They want to help you see and do things differently. You can: access extra support from a list of organisations, chat with one of their listeners through their private and free web text service – the Listening Room. You can chat with other families in a similar situation to yourself and share tips and experiences.

[Click offers relationship support](#) for help with building trust, parenting together or apart, sex and intimacy, recovering from lies or cheating, break ups and much more. Our relationships affect every aspect of our lives. To learn how to make yours work better, create a free account – share questions and stories with the community, try fun and helpful activities, or get private support from a Click listener.

[Between Us](#) is an app to help you have a better relationship with your partner now or in the future. The app helps individuals and couples to understand better what's going wrong in your relationship and do something about it. Download the app from your app store for

- a range of exercises and tips
- videos
- information

[The Family Partner Team at Newcastle City Council](#) help people having problems in their relationships. They can talk to you to find out what kind of support you need and help you to get free specialist support. Parents with children aged 4 to 12 years can get help to improve their communication and problem-solving skills, anger and depression management and find ways to give and get support. They can help with intensive relationship support.

[OnePlusOne](#) provides free healthy relationship support through 3 online programmes for families in Newcastle. Register online to use the free training. Training includes,

- **Arguing better** for anyone looking to learn how to cope better with stress and deal with arguments in a healthy way.
- **Me, You and Baby Too** to help new and expecting parents navigate the changes that happen in their relationship when a baby arrives.
- **Getting it right for children** to help separated or separating parents learn to manage conflict and minimise the impact it has on their children.

Retirement

Retirement can be an exciting new phase in your life, especially if you are in good health and financially secure. Age UK's guide [Planning your retirement: money and tax](#) may be helpful in giving advice about your finances.

You may find that you feel socially isolated now that you no longer have work colleagues to talk to during the day and your week has less structure. This can put a strain on relationships. Our section on [Leisure](#) has lots of ideas on how to fill your new-found leisure time.

Family mediation

Family mediation is a way of resolving disputes after separation or divorce. In mediation, couples are helped to look for their own solutions to their disputes. Family mediation is also increasingly being used to solve other types of family problems, such as:

- disputes between a parent and child
- disagreements over care for elderly or seriously ill relatives
- grandparents contact with grandchildren
- homelessness caused by family arguments

Both parties explain their concerns and needs to each other in the presence of a qualified family mediator. The mediator is impartial, which means that they are not on anyone's side. They are there to help both parties, unlike a solicitor who only works for one party in each case. Sometimes the mediator will suggest a way of solving a problem to help to reach an agreement acceptable to both parties, but they will never tell either party what to do.

The mediator can give information about law but cannot give anyone advice about what to do. You should go to see a solicitor if you need legal advice. The solicitor can help you before, in between sessions and when agreement has been reached, so that you know that whatever has been agreed is fair to you.

To find a Family Mediation Service near you, visit the [Family Mediation Council website](#).

Marriage counselling

[Relate](#) offers counselling and training services that help to build stronger relationships for anyone dealing with breakups, arguments, affairs, sexual problems, step-families, retirement, a new baby or anything else that affects relationships.

[Find relationship counselling](#) in your area on the NHS website.

[The Muslim Initiative](#) is a community association based in Newcastle upon Tyne who offer marriage and family guidance counselling.

Separation or divorce

When a relationship breaks down and you decide you need to separate, support is available.

[Read more on InformationNOW about separation and divorce](#)

Mental health support

There are [local mental health support services](#) in Newcastle.

[Patient Information Centre](#) has a range of easy to read [mental health self help guides](#) available to download for free.

[Cumbria, Northumberland Tyne and Wear NHS Foundation Trust](#) provides mental health and learning disability services across Newcastle.

Legal advice

[North East Law Centre](#) is a not for profit legal practice that offers free family law advice to Newcastle residents.

[Northumbria University Student Law Office](#) offer free legal advice to Newcastle residents.

[Advicenow](#) produce guides that are easy-to-read and practical. They explain what you need to know, where you need to go, and what you need to do to solve your problem.

Growing older without children

[Ageing Well Without Children AWWOC](#) raises awareness and understanding of the issues affecting people ageing without children.

Family breakdown or estrangement

[Stand Alone](#) provides support for those affected by family estrangement. If you would like information and advice about family estrangement, they have a range of online guides to help with different situations.

[Barnardo's](#) supports children, young people and families. They offer counselling and support services which include:

- [Orchard Mosaic Recovery project](#)
- [Newcastle Young People's Support Team](#)
- [Young Dads Work](#), an early intervention and prevention service to young dads and parents and children at risk of entering the safeguarding or looked after arena
- [LGBTQ+ Whole Family Approach pilot](#) supporting LGBTQ+ children and young people up to the age of 19; from 1 to 1 support, group and family work
- [The Independence Project](#) supporting young people in Newcastle, aged 12 to 18 years, for up to 6 months through a 1:1 social prescribing and connecting model
- [Boloh](#) a free telephone helpline and web chat for adult asylum seekers or a Black, Asian or Minority Ethnic parents or carers. Their advisors speak English, Urdu and Hindi. They provide advice, signposting and emotional support. They can help with advice about respiratory problems and Hong Kong nationals settling in the UK.

Grandparenting

Information NOW section on [Grandparent issues](#)

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Useful Organisations

Hourglass (Safer Ageing)

Email: enquiries@wearehourglass.org

Website: <https://www.wearehourglass.org/>

Telephone: 0208 835 9280

Address: Office 8, Unit 5, Stour Valley Business Centre, CO10 7GB

Newcastle Carers

Email: info@newcastlecarers.org.uk

Website: www.newcastlecarers.org.uk

Telephone: 0191 275 5060

Address: 135-139 Shields Road, NE6 1DN

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

Website: <http://citizensadvice-newcastle.org.uk>

Telephone: 0808 223 1133

Address: 4th Floor, City Library, NE1 8AX

Disability North

Email: reception@disabilitynorth.org.uk

Website: www.disabilitynorth.org.uk

Telephone: 0191 2840480

Address: The Dene Centre, NE3 1PH

Connected Voice Advocacy

Email: advocacy@connectedvoice.org.uk

Website: <http://www.connectedvoice.org.uk/services/advocacy>

Telephone: 0191 235 7013

Address: One Strawberry Lane, NE1 4BX

North East Law Centre

Email: reception@nelawcentre.co.uk

Website: www.nelawcentre.co.uk

Telephone: 0191 230 4777

Address: 2nd Floor, 10 - 13 Saville Row, NE1 8JE

Newcastle Urgent Treatment Centre (Ponteland Road)

Telephone: 0191 271 9030

Address: Ponteland Road Health Centre, NE5 3AE

Northumbria Victim and Witness Service

Email: VictimWitnessSupport@northumbria.police.uk

Website: <http://www.victimfirstnorthumbria.org.uk/>

Telephone: 0800 011 3116

Address: Northumbria Police,, NE13PH

Northumbria University Student Law Office

Email: la.studentlawoffice@northumbria.ac.uk

Website: <https://www.northumbria.ac.uk/about-us/academic-departments/northumbria-law-school/study/student-law-office/>

Telephone: 0191 227 3909

Address: Northumbria University, NE1 8ST

Bereavement Services at Newcastle City Council

Email: bereavementservices@newcastle.gov.uk

Website: www.newcastle.gov.uk/BereavementServices

Telephone: 0191 278 7878

Address: Newcastle Civic Centre, NE1 8PB

Family Mediation Council

Website: <http://www.familymediationcouncil.org.uk/>

Telephone: 01707 594 055

Kinship – formerly Grandparents Plus

Email: info@kinship.org.uk

Website: www.kinship.org.uk

Telephone: 03300 167 235

Address: The Foundry , SE11 5RR

Gam – Anon

Email: newcastle@gamanon.org.uk

Website: www.gamanon.org.uk

Telephone: 03300 167 235

Al Anon – Family Groups

Email: helpline@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

Telephone: 03300 167 235

Address: 57B Great Suffolk Street, SE1 0BB

Gam-Anon (Newcastle)

Email: newcastle@gamanon.org.uk

Website: www.gamanon.org.uk

Telephone: 03300 167 235

Address: Brunswick Methodist Church, NE1 7BJ

Advicenow

Website: www.advicenow.org.uk

Telephone: 03300 167 235

Address: Law for Life: the Foundation for Public Legal Education, SE1 7NJ

West End Women and Girls Centre

Email: info@westendwomenandgirls.co.uk

Website: www.westendwomenandgirls.co.uk

Telephone: 0191 273 4942

Address: The Stephenson Building, NE4 6SQ

The Muslim Initiative

Email: info@themusliminitiative.com

Website: <http://www.themusliminitiative.com>

Telephone: N/A

LaterLife

Email: laterlifeenquiries@laterlife.com

Website: <http://www.laterlife.com>

Telephone: N/A

Ageing Without Children (AWC)

Email: awwoc@pramafoundation.org.uk

Website: <http://awwoc.org/>

Telephone: 01202 207 300

Address: ??Prama Foundation , BH15 2AA

Stand Alone

Website: <http://standalone.org.uk>

Telephone: 01202 207 300

Address: 34B York Way, N1 9AB

Both Parents Matter

Email: admin@bothparentsmatter.org.uk

Website: www.fnf.org.uk

Telephone: 01202 207 300

Children North East

Email: families.admin@children-ne.org.uk

Website: www.children-ne.org.uk

Telephone: 0191 256 2444

Address: Children's North East, NE15 6QE

Barnardo's

Email: supporterrelations@barnardos.org.uk

Website: <https://www.barnardos.org.uk>

Telephone: 0191 271 4615

Address: Barnardo's Head Office, IG6 1QG

NE Youth

Email: info@neyouth.org.uk

Website: <https://neyouth.org.uk/>

Telephone: 01914990571

Address: NE Youth, NE21 4JJ

Relate Northumberland and Tyneside

Email: northeast@relate.org.uk

Website: <https://www.relate.org.uk/>

Telephone: 0191 232 9109

Address: MEA House, NE1 8XS

Sands

Email: helpline@sands.org.uk

Website: <https://www.sands.org.uk/>

Telephone: 020 7436 7940

Address: 10-18 Union Street, SE1 1SZ

Tiny Lives Trust

Email: info@tinylives.org.uk

Website: <https://www.tinylives.org.uk/>

Telephone: 0191 230 2112

Address: 19 Riverside Studios , , NE4 7YL

Child Maintenance Service (CMS)

Website: <https://www.gov.uk/child-maintenance-service>

Telephone: 0800 171 2345

Barnardo's Newcastle Young People's Support Team

Email: newcastlepst@barnardos.org.uk

Website: <https://www.barnardos.org.uk/what-we-do/services/newcastle-young-peoples-support-team-independence-project>

Telephone: 0191 253 2127

Address: Pottery Bank Community Centre,, NE6 3SW

Barnardo's Orchard Mosaic

Website: <https://www.barnardos.org.uk/what-we-do/services/orchard-mosaic-trauma-informed-therapeutic-services>

Telephone: 0191 212 0237

Address: Barnardo's Orchard Mosaic, NE2 2AN

Family Partner Team at Newcastle City Council

Email: paula.davies@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/services/care-and-support/children/getting-help-children-and-families/children-families-newcastle>

Telephone: 07500997363

Action for Children

Website: <https://www.actionforchildren.org.uk/>

Telephone: 07500997363

Address: 3 The Boulevard, WD18 8AG

Newcastle Safeguarding Adults Board (NSAB)

Email: safeguardingboards@newcastle.gov.uk

Website: <https://www.newcastlesafeguarding.org.uk/>

Telephone: 0191 278 8156

Address: Westgate College, NE4 9LU

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/AdultSocialCare>

Telephone: 0191 278 7878

Address: Adult Social CarePoint Newcastle City Council, NE4 9LU

OnePlusOne

Email: info@oneplusone.org.uk

Website: <https://www.oneplusone.org.uk/parents>

Telephone: 0191 278 7878

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[Grandparent issues](#)

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