

Barnardo's

Barnardo's supports children, young people and families. They offer parenting advice, counselling and support services on matters such as: mental wellbeing, family breakdown, bereavement, discrimination and back to school. They have several aspects and hubs for their services:

- [Newcastle Young People's Support Team](#) which includes **Young Dads Work and LGBTQ+ pilots**
- [Byker Sands Family Centre](#) for children 0 to 19 years

They are also a partner in North East Youth.

[Nationally, they run Boloh](#) a free telephone helpline currently supporting Hong Kong nationals settling in the UK. There are different themes/clients for different times of the year. They are running a **Ukrainian support line** to help with registering with a GP, how to manage matters/children in the UK and signposting (see below for both phone number and email address).

Commissioned by Newcastle City Council to run the [Byker Sands Children and Families hub \(Newcastle East\)](#).

Last updated: September 22, 2025

Telephone: 0191 271 4615

Telephone note: Cowgate office

Telephone 2: 0191 212 0237

Telephone 2 note: Jesmond Office

Telephone 3: 0800 148 8586

Telephone note 3: Ukrainian helpline

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

Helpline: 0800 151 2605

National helpline. Open Monday to Friday 10am to 8pm, Saturday 10am to 3pm

Email: supporterrelations@barnardos.org.uk

Website 2: <https://helpline.barnardos.org.uk/>

Twitter: <https://twitter.com/barnardos>

Facebook: <https://www.facebook.com/barnardos>

Address:

Barnardo's Head Office
Tanners Lane
Barkingside
Ilford
IG6 1QG

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[Immigration and Asylum](#)

[Cost of living support](#)

[Baby, children and young people's health](#)