

# Where to get advice in Newcastle



- Benefits advice
- Debt advice
- Money support

September 2023



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# Introduction

**Please read these notes before you use this booklet**

**Universal Credit support for Newcastle residents.** The services in this booklet and many others are providing advice and support with Universal Credit. That support is detailed in the special webpage:

[www.newcastle.gov.uk/UniversalCredit-supportinNewcastle](http://www.newcastle.gov.uk/UniversalCredit-supportinNewcastle)

**Cost of Living crisis.** For details of the support and advice in Newcastle, see the special webpage [www.newcastle.gov.uk/cost-living-support](http://www.newcastle.gov.uk/cost-living-support)

**This booklet** lists organisations providing independent and free and non-commercial welfare rights, benefit and money advice in Newcastle. Offices are also included for Moneywise Credit Union. There are two sections – **citywide advice services** that deal with enquiries regardless of where you live in Newcastle and **local advice services** and outreach sessions that may only deal with enquiries from a certain area.

The advice organisations offer initial advice plus a full range of follow-up help, such as writing letters and so on. Some help with appeals. They advise on social security benefits, tax credits, debt and related issues. Some centres may offer advice on other problems, for example, housing. Please check the individual entry. We also enclose some national organisations that provide benefit advice via a national phone line. For advice on other problems, you can search this website: [www.gov.uk/find-a-legal-adviser](http://www.gov.uk/find-a-legal-adviser)

If you are signposting someone to an advice organisation, please give them the address, telephone number and the session time. It may be worthwhile phoning the organisation to check that the details have not changed. Some organisations are appointment only, and some will only take referrals by telephone. Wrong referrals cause frustration and expense to the claimant.

Please note that there is no advice service at Newcastle Civic Centre.

This booklet has been produced by Newcastle City Council's Active Inclusion Service, which helps residents to secure the foundations for stability – somewhere to live, an income, financial inclusion and employment opportunities. If you need extra copies please email us at: [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk)

We cannot guarantee the quality of service provided by the organisations in this booklet. The information is as accurate as possible at the time of writing. The **latest version** is on the website: [www.newcastle.gov.uk/benefitcontacts](http://www.newcastle.gov.uk/benefitcontacts)

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## Citywide advice services:

### Age UK Gateshead in Newcastle

Also available to Newcastle residents

Phone advice: 0191 4773559

Monday - Friday:  
8.30am – 4.30pm

E-mail: [advice@ageukgateshead.org.uk](mailto:advice@ageukgateshead.org.uk)

Website: [www.ageuk.org.uk/gateshead](http://www.ageuk.org.uk/gateshead)

Provides information and advice service for people aged 50 and over, their carers, friends and family – including benefits advice

### Citizens Advice Newcastle (CAN) main office

#### Drop-in sessions

Monday - Friday  
10am – 12noon

City Library,  
33 New Bridge Street West,  
Newcastle, NE1 8AX

#### General advice:

Advice line 0808 278 7823, 10am – 4pm, Monday - Friday

Make a self-referral: <https://can.refernet.co.uk/self-referral/>

Email: [citycab@newcastlecab.org.uk](mailto:citycab@newcastlecab.org.uk)

Webchat: <https://www.citizensadvice.org.uk/about-us/> (under 'contact us')

Website: [www.citizensadvice-newcastle.org.uk](http://www.citizensadvice-newcastle.org.uk)

#### Universal Credit Help to Claim Service:

Phone: 0800 1448 444

Relay UK: 18001 then 0800 144 8 444

Webchat: <https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim/>

#### Debt advice:

Free Phone 0808 278 7823

Email: [moneyadvice@newcastlecab.org.uk](mailto:moneyadvice@newcastlecab.org.uk)

#### Home energy advice:

Phone: 0370 145 1450, 9am – 5pm, Monday - Friday

Email: [powergrid@newcastlecab.org.uk](mailto:powergrid@newcastlecab.org.uk)

“Citizens Advice Newcastle provides information and advice on a full range of subjects including debt and money management, benefits, tax credits, housing, employment and family issues. Whilst we can provide advice on challenging benefit decisions, we cannot represent claimants at tribunals.”

## **Citizens Advice Gateshead Great North Children's Hospital Project**

**Also available to Newcastle residents**

Citizens Advice Gateshead  
Davidson Building  
Swan Street  
Gateshead NE8 1BG

Phone: 0191 490 4199

Phone advice:  
Monday - Friday:  
9.00am – 5.00pm

Drop-in-service:  
Tuesday and Thursday  
10am – 1pm  
Medicinema in RVI New  
Victoria Wing

Email: [GNCHfoundation@citizensadvicegateshead.org.uk](mailto:GNCHfoundation@citizensadvicegateshead.org.uk)

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

Free advice and assistance for anyone who is receiving treatment under the Great North Children's Hospital at the RVI, including patients, carers and family members. Help includes benefits advice, help with money worries, grant applications, housing, and employment issues.

## **Citizens Advice Leukaemia Service**

**Also available to Newcastle residents**

Gateshead Citizens Advice  
Davidson Building  
Swan Street  
Gateshead NE8 1BG

Phone: 0191 478 5100

Phone advice:  
Monday - Friday:  
9.00am – 5.00pm

Email: [leukaemiaservice@citizensadvicegateshead.org.uk](mailto:leukaemiaservice@citizensadvicegateshead.org.uk)

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

Free advice and assistance for anyone affected by leukaemia, lymphoma or any malignant blood disorder including patients, carers and family. Help includes benefits advice, grant applications, financial issues, housing and employment.

## **Debt and money advice services**

Help with money problems like mortgage or rent arrears or bills you can't pay. Also see Citizens Advice above and advice services in the local advice services section.

### **National debt advice services:**

#### **National Debtline:**

Phone: 0808 808 4000

Website: [www.nationaldebtline.org/](http://www.nationaldebtline.org/)

**StepChange:**

Phone: 0800 138 1111

Website: [www.stepchange.org/](http://www.stepchange.org/)

**Newcastle Council's Money Matters Advice Line:**

Phone: 0191 277 1050. Monday – Friday - 8.30am – 4.30pm

Webpage: [www.newcastle.gov.uk/debthelp](http://www.newcastle.gov.uk/debthelp)

## How to report a loan shark

People can report a loan shark in the following ways:

Phone: 0300 555 2222 (confidential, 24 hour helpline)

Website: [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

Loan sharks can also be reported to Newcastle City Council's Trading Standards Team. They work closely with the National Illegal Money Lending Team to investigate suspected loan shark activity.

E-mail: [tradingstandards@newcastle.gov.uk](mailto:tradingstandards@newcastle.gov.uk)

Webpage: [www.newcastle.gov.uk/tradingstandards](http://www.newcastle.gov.uk/tradingstandards)

## Disability North

The Dene Centre, Castle Farm Road  
Newcastle NE3 1PH

Contact Monday to Friday  
9.00am – 4.00pm

Phone: 0191 284 0480

Fax: 0191 213 0910

Text: 018001 0191 284 0480

E-mail: [reception@disabilitynorth.org.uk](mailto:reception@disabilitynorth.org.uk)

Website: [www.disabilitynorth.org.uk](http://www.disabilitynorth.org.uk)

In-depth information and advice on all aspects of disability for disabled people, their families and carers. Disability related benefit advice can include help with appeals and representation for tribunals.

## Food banks and free food in Newcastle

There are a number of food banks which distribute free food to those who need it most in Newcastle. If you are struggling to afford to eat, food banks may be able to help. **Please check this website which includes the latest on access due to coronavirus:**

[www.informationnow.org.uk/article/food-banks-in-newcastle/](http://www.informationnow.org.uk/article/food-banks-in-newcastle/)

## Karbon Homes

Karbon Homes' Money Matters team provides an advice and information service for customers of Karbon Homes. Advice areas include welfare rights, financial wellbeing and energy advice aimed at maximising income and reducing outgoings. Customers of Karbon Homes can contact the team between 9am and 5pm Monday to Friday.

Phone: 0808 164 0111

Email: [moneymatters@karbonhomes.co.uk](mailto:moneymatters@karbonhomes.co.uk)

## Mesothelioma & Asbestos Related Illnesses Welfare Advice Service

Phone: 0191 820 3104

Email: [sarah.thomas@mesothelioma.uk.com](mailto:sarah.thomas@mesothelioma.uk.com)

Website: [www.mesothelioma.uk.com](http://www.mesothelioma.uk.com)

PO Box 944, Newcastle Upon Tyne, NE27 9DE

Available:

Monday - Wednesday

8.30am – 4.30pm

Free welfare benefit advice and assistance for anyone affected by mesothelioma (an asbestos-related illness) including patients, carers and family. This service covers the whole of the North East, including Tyne and Wear.

## Moneywise Credit Union

**'Social distancing rules are in place at our Byker Branch'**

187 – 189 Shields Road  
Byker, Newcastle NE6 1DP

Phone: 0330 165 5337

Email: [admin@moneywise.org.uk](mailto:admin@moneywise.org.uk)

Website: [www.moneywise.org.uk](http://www.moneywise.org.uk)

Opening hours:

Monday – Friday 10.00am -  
4.00pm.

Closed for lunch 2.00pm –  
2.30pm

Moneywise Credit Union is a financial co-operative which offers savings, loans and related services to members. Anyone who joins must be part of a "common bond", this means everyone who lives or works in the Tyne and Wear region. Credit unions are a "not for profit" organisation which means that any surplus made is reinvested into the business, any additional profit is used to pay a dividend to members.

Moneywise Credit Union offers a range of loan options depending on how long members have been saving.

Credit unions such as Moneywise rely on members' deposits to provide loans so part of the commitment when joining a credit union will be to save regularly. This not only helps other members but also starts a regular saving habit.

Various local branches are in the [local advice services](#) section below



## **Newcastle University Students' Union (NUSU): Student Advice Centre**

The Student Advice Centre provides either Face to Face or online Microsoft Teams (Chat/Audio/Video) appointments. Alternative arrangements (e.g. Zoom, face to face) may be provided if the student requires it. Book in through the online form at <https://form.jotform.com/230252126138345>

**You can read through the Service's useful advice information pages and book in at [www.nusu.co.uk/sac](http://www.nusu.co.uk/sac)**

Confidential and free advice and information for all current and some prospective students of Newcastle University. Includes help on academic issues, benefits, student funding and housing advice, including contract reviews.

## **Newcastle Welfare Rights Service team**

The council's Welfare Rights team provide a targeted service, only carrying out welfare benefits casework for Newcastle residents who are in the following groups:

- are pension age
- with severe and enduring mental health problems
- who have a learning disability
- who have a social care package
- children with disabilities and their carer
- care leavers
- carers
- with a critical illness
- with a registered sensory impairment, and
- who have been offered a job and require a 'better off calculation'

### **Public advice line:**

Open to all Newcastle residents

Phone: 0191 277 2627 Monday - Friday 9.30am - 12.00noon

### **Professionals only consultancy line:**

For consultancy and to refer people to the service.

Phone: 0191 277 2633 Monday - Friday 10.00am - 12.00noon

Public and professionals can also email: [welfare.rights@newcastle.gov.uk](mailto:welfare.rights@newcastle.gov.uk)

**Website:** [www.newcastle.gov.uk/welfarerights](http://www.newcastle.gov.uk/welfarerights)

See also the ward funded Welfare Rights Services in [local advice services](#) section below



## North East Law Centre

Weekly outreach and face to face advice sessions by appointment only  
Newcastle Law Centre  
MEA House, Ellison Place  
Newcastle NE1 8XS  
Phone: 0191 230 4777  
Mobile: 07932 036 619  
Monday – Friday  
9.30am – 4.30pm

For after hour emergencies, please call 07845127473

New text service 0748 134 4777

Fax: 0191 233 0295

Minicom: 0191 230 4777

E-mail: [reception@newcastlelawcentre.co.uk](mailto:reception@newcastlelawcentre.co.uk)

Website: [www.newcastlelawcentre.co.uk/](http://www.newcastlelawcentre.co.uk/)

The Law Centre normally offers specialist advice on welfare benefits in three local venues in Newcastle (school term only). See local advice section.

The Law Centre provides welfare rights advice and advocacy support at ReCoCo (Recovery College Collective) for enrolled students. To use the service, people must be enrolled with ReCoCo. To enrol call ReCoCo on 0191261 0948 or email [info@recoverycoco.com](mailto:info@recoverycoco.com). For further information on courses and groups, visit ReCoCo's website [www.recoverycoco.com](http://www.recoverycoco.com)

**Universal Credit claim help:** They are also able to help people with Universal Credit claims especially those who are vulnerable, or English is not their first language.

They also offer family, immigration, asylum, discrimination, employment and education advice subject to funding restrictions. Second tier advice is also provided to other voluntary and statutory agencies.

## North of England Refugee Service

2 Friars St,  
Newcastle, NE1 4XA  
Phone: 0191 245 7301

Email: [newcastle@refugee.org.uk](mailto:newcastle@refugee.org.uk)

Website: [www.refugee.org.uk](http://www.refugee.org.uk)

The service provides information, confidential advice and support on matters relating to asylum seekers and refugees, for example, asylum support, welfare benefits, housing, health, education needs, employment skills, immigration and assisted voluntary return. Phone advice or home visit can be arranged.

## **Northumbria University - Student Law Office**

Contact by telephone, email or the website.

Phone: 0191 2273909

Monday -Thursday 9.00am –  
5.00pm

Friday 9.00am – 4.30pm

Email: [la.studentlawoffice@northumbria.ac.uk](mailto:la.studentlawoffice@northumbria.ac.uk)

Website: [www.northumbria.ac.uk/about-us/academic-departments/northumbria-law-school/study/student-law-office](http://www.northumbria.ac.uk/about-us/academic-departments/northumbria-law-school/study/student-law-office)

The Student Law Office at Northumbria University School of Law offers a free, independent and confidential legal advice service to the public. The service is carried out by supervised law students who can offer initial advice through to representation at tribunals and court hearings in appropriate cases (representation is not guaranteed). A range of areas are covered, for example, family, housing, consumer, crime and general civil disputes although this does vary. Contact the office to see if assistance can potentially be provided.

They do not charge for advice and assistance, but any expenses such as court fees are paid by the client. They cannot guarantee assistance on every enquiry and new enquires are only taken from October to April.

They are 'happy to consider enquiries that come in but cannot guarantee we can assist'

They do not charge for advice and assistance, but any expenses such as court fees are paid by the client. They cannot guarantee assistance on every enquiry. New enquires taken only from October to April.

## **Northumbria University - Welfare, Immigration and Funding Team**

For information and advice, applicants/non-students may contact Ask4Help. Current students please use their [Student Portal](#)

Web: <https://www.northumbria.ac.uk/contact-us/>

Phone: 0191 227 4646.

Email: [ask4help@northumbria.ac.uk](mailto:ask4help@northumbria.ac.uk)

Welfare, Immigration and Funding Team  
Student Life and Wellbeing, Student Central, University of Northumbria  
City Campus Library, Newcastle NE1 8ST

Phone: 0191 227 4127

E-mail: [sv.welfareandInternational@northumbria.ac.uk](mailto:sv.welfareandInternational@northumbria.ac.uk)

Website: [www.northumbria.ac.uk/study-at-northumbria/support-for-students/](http://www.northumbria.ac.uk/study-at-northumbria/support-for-students/)

Advice and information for all full and part time current and prospective students of Northumbria University. Includes help on benefits, student funding, student visa renewal (current / prospective students only).

## Shelter North East

76 – 80 Clayton Street  
Newcastle NE1 5PG  
Phone: 0808 800 4444  
Website and webchat: [www.shelter.org.uk](http://www.shelter.org.uk)

Monday – Friday  
9.00am – 5.00pm

Shelter North East provides advice service for people with housing problems, dealing with a range of issues including homelessness, evictions, repossessions and rent arrears, housing benefit, landlord and tenant issues, problems with rehousing and disrepair. Access is via referral from a professional, please gain consent for the referral to be made and then email with the details to [shelternortheast@shelter.org.uk](mailto:shelternortheast@shelter.org.uk)

The office is open 9am-5pm Mon- Fri and we will endeavour to help anyone who is in urgent housing need e.g. homeless or going to be within the next 48 hours

There is also an in-house solicitor team who provide specialist legal advice and representation to eligible clients e.g. people who have received a notice of eviction, have court action taken against them by the landlord etc. An individual can make an appointment to speak with our Legal team on 0344 515 1877. Please note this number is for new legal appointments only.

Individuals can access online advice by visiting our website at [www.shelter.org.uk](http://www.shelter.org.uk) which also has a webchat facility. As an individual needing housing advice (not involved with a professional who can make a referral) or in an emergency and out of office hours then our free helpline can be accessed on **0808 800 4444**. Calls are free from UK landlines and main mobile networks. Open: Monday to Friday 8.00 am - 8.00 pm and Saturday, Sunday and public holidays 9.00 am - 5.00 pm.

## Streetwise Young People's Project

**Currently operating online and face to face, please refer to our website for further details [www.streetwisenorth.org.uk](http://www.streetwisenorth.org.uk)**

Unit 3 Blackfriars Court, Dispensary  
Lane,  
Newcastle NE1 4XB.

Contact Monday to Friday 9.00am –  
5.00pm

Phone: 0191 2305533  
Mobile: 07739 974817  
E-mail: [mandy@streetwisenorth.org.uk](mailto:mandy@streetwisenorth.org.uk)  
Website: [www.streetwisenorth.org.uk](http://www.streetwisenorth.org.uk)

Streetwise provides a wide range of information, advice, counselling, mental health and sexual health and relationship support for young people aged 11 – 25 years who live, work or access education/training within the Newcastle area.

Providing 'wrap around' information, advice, support, guidance and counselling on issues that impact on young people's wellbeing including debt, money worries and employability.

## **TUC Asbestos Support and Campaign Group**

**'Doing telephone interviews and home visits when needed'**

West View Advice and Resources Centre  
The Community Centre  
Miers Avenue  
Hartlepool  
TS24 9JQ

Website: [www.wvarc30.org.uk/](http://www.wvarc30.org.uk/)

Phone: 01429 271275 to speak to a Macmillan Industrial Injuries Adviser  
Monday to Thursday 10am – 3pm and Friday 10am – 1pm

Website: [www.tuc.org.uk/news/northern-tuc-supporting-victims-asbestos](http://www.tuc.org.uk/news/northern-tuc-supporting-victims-asbestos)

Advice for people who have cancer caused by an industrial disease such as Mesothelioma or any other asbestos related disease.

## **Turn2us**

Turn2us is a national charity that helps people gain access to welfare benefits, charitable grants and other financial help. [www.turn2us.org.uk](http://www.turn2us.org.uk) has a free and easy to use Turn2us Benefits Calculator and a grants search database containing details of over 3,000 charitable funds.

For individuals who are not able to access the website, the Turn2us helpline is open Monday to Friday - 9.00 am to 5.30 pm on 0808 802 2000.

## **Tyne and Wear Centre Against Unemployment**

11 Interchange Centre  
West Street  
Gateshead NE8 1BH  
Phone : 0191 4772262  
Email: [enquiries.twcau@gmail.com](mailto:enquiries.twcau@gmail.com)

Monday – Friday  
10.00 am – 4.00 pm

'People can contact us via private message on our [Facebook page](#) but they will be checked only periodically and will endeavour to get back to anyone with help if possible.'

We also provide training for people on how to appeal a decision. This has been suspended due to coronavirus but if you want to go on a list for the training when we can do it again, send us a Facebook message.'

Facebook link address:

[www.facebook.com/Tyne-Wear-Centre-Against-Unemployment-1798477660409721/](https://www.facebook.com/Tyne-Wear-Centre-Against-Unemployment-1798477660409721/)

Welfare rights advice on the following:

- Benefits under threat of sanction
- Help in completing benefit claim forms
- Help with your Employment and Support Allowance (ESA) or Personal Independence Payment (PIP) appeal
- Support with medical assessments for people claiming ESA or PIP
- Advice on how to prepare for a tribunal hearing and represent yourself or others

## **Your Homes Newcastle (YHN) – Support and Progression**

### **Support and Progression – Community Floating Support**

The Support and Progression team have dedicated services available in the community available for new and existing tenants to help to access, set up and manage their home. This also includes dedicated Family Support & Progression Workers and a specialist domestic abuse Support & Progression Worker. The team offers practical help and support to ensure that people have an income, help with their finances, debt and budgeting or any other issues which might affect the management of a person's tenancy. The team can offer outreach support in the community or a person's home.

### **Support and Progression - Pathways**

Pathways is a housing related support service which aims to give vulnerable people who have been living in supported accommodation or hospital a pathway into independent living. They offer help to people to prepare, set up and manage their new tenancy.

### **Support and Progression - Refugee Service**

The Refugee Team support people who have been granted leave to stay in the UK and have to leave their asylum accommodation. Their help includes applying for benefits, setting up a tenancy and resettling in a community.

### **Support and Progression – Young People**

Work with 16/17-year-olds and other vulnerable young people to help them prepare, set up and sustain a tenancy. We provide advice and support to any 16/17-year-olds at risk of homelessness. Our duty worker can be contacted at [Youngpersonsandp@yhn.org.uk](mailto:Youngpersonsandp@yhn.org.uk) where they will assess for homelessness via phone calls/home visits

### **To contact above teams:**

Phone: 0191 278 8600

Make a referral [online](#) for yourself or as an organisation for someone.

Website for more details: <https://www.yhn.org.uk/our-support-services/extra-support>

## Local advice services:

### Central Newcastle

#### Citizens Advice Newcastle drop in

St Vincent Support Centre  
New Bridge Street  
Newcastle NE1 2TQ

Thursday 12.30pm – 3.30pm

See page 1 for details about Citizens Advice Newcastle

### North East Law Centre

**St Vincents**  
New Bridge Street  
Newcastle  
NE1 2TQ

Drop-in sessions:  
**Every two weeks** on a Tuesday  
11.00am – 1.00pm

See page 6 for details about North East Law Centre

### Search: Services for older people

Drop in at:  
The Grainger Market  
Grainger Street  
Newcastle NE1 5QQ

Monday 10.00am – 12.30pm  
(except bank holidays)

See page 16 for more details about Search

## East Newcastle

### Byker Community Trust

'Our reception is now open Monday to Friday, BCT tenants can contact the office for all welfare benefit and housing related issues.'

**Byker Community Trust Offices**

17 Raby Cross  
Newcastle NE6 2FF

Monday - Thursday

9.00am – 5pm

Friday

9.00am – 4.30pm

**Phone: 0800 5335 442 (option 3)**

**Email:**

- For benefits advice [welfare@bykerct.co.uk](mailto:welfare@bykerct.co.uk)
- For housing advice/ASB [customerservices@bykerct.co.uk](mailto:customerservices@bykerct.co.uk)

Website: <https://bykercommunitytrust.org/>

Advice for Byker Community Trust tenants on welfare reform (including Universal Credit) and help to sustain tenancies.

### Caring Hands Charity – welfare benefits advice

Our advisor is available on Wednesdays for face to face appointments. You may contact our office to arrange an appointment. It is open 10am until 2.30pm Monday, Tuesday, Wednesday and Friday.

34 Wretham Place  
Shieldfield  
Newcastle NE2 1XU

Phone: 0191 261 5234

Fax: 0191 261 5251

Email: [contact@caringhandscharity.org.uk](mailto:contact@caringhandscharity.org.uk)

Website: [www.caringhandscharity.org.uk](http://www.caringhandscharity.org.uk)

“The Welfare Benefits Advice service is free of charge and available to people who live in Ouseburn Ward and South Heaton Ward of Newcastle upon Tyne, but please ring our office for further clarification.”

### Citizens Advice Newcastle drop in:

City of God Christian Centre  
25 Church Walk  
Walker  
Newcastle upon Tyne  
NE6 3DP

Thursday 11.00am – 1.30pm

See page 1 for details of Citizens Advice Newcastle



## **Money Advice Newcastle East (MANE) for residents in Byker and Walker**

We offer a free face to face debt advice service based at St. Martin's Church in Walker. We can help with debt management plans, debt relief orders, and budgeting. We contact creditors on your behalf and help you to decide on the best individual plan for your situation. We are a volunteer run service and as such you may need to join our waiting list depending on volunteer availability. Working in association with Community Money Advice.

Please email [help@moneyadvicene.co.uk](mailto:help@moneyadvicene.co.uk) with a contact phone number or call/text 07436 569208 and we'll call you back to see if we can help.

St Martins Church  
Roman Avenue  
Newcastle NE6 2RJ

Appointment times arranged on an individual basis or drop in on a Wednesday morning 10am -12pm

## **North East Law Centre**

### **Wor Hoose Community Project**

31 – 33 Hexham Avenue  
Walker  
Newcastle NE6 3AL

Phone 0191 287 2885

Drop-in sessions:  
Wednesday  
10.00am – 1.00pm (term time only)

See page 6 for details about North East Law Centre

## West Newcastle

### Citizens Advice Newcastle drop ins:

Action for Children  
Galafield Centre  
Newbiggin Lane  
Newcastle NE5 8BA

Monday 9.00am – 12.00pm

Action for Children  
Wesley House  
Bond Street  
Newcastle NE4 8BA

Wednesday 10.00 – 1.00pm  
Appointments only

Action for Children  
The Haven  
Halewood Ave  
Kenton  
Newcastle NE3 3RX

Tuesday 10.00 – 12.00pm

### Citizens Advice Newcastle: Advice for families with school age children who live in the NE4 area

Hawthorn Primary School  
Moorside Primary School  
St Marks Primary School  
St Paul's Primary School

Would you like to talk to someone about your benefits, money, housing issues or anything else?

Contact Gayle on 07771739620  
[gaylep@newcastlecab.org.uk](mailto:gaylep@newcastlecab.org.uk)

See page 1 for more details about Citizens Advice Newcastle

## **Newcastle Welfare Rights Service - For Kenton, Blakelaw, West Fenham, Wingrove, Arthurs Hill, Elswick and Monument residents only**

Note: in addition to these sessions any Newcastle resident can ring the Welfare Rights Service Public Advice Line 0191 277 2627 Monday - Friday 9:30 - 12:00 (this line can be busy but keep trying and you will get through).

### **Drop in sessions:**

Fenham Hall Library  
Fenham Hall Drive  
Fenham  
NE4 9XD

**Monday** 12:00noon - 2:30pm

Nunsmoor Centre  
Studley Terrace  
NE4 5AH

**Tuesday** 9.30am - 12noon  
First 5 arrivals seen - due to capacity

Blakelaw Neighbourhood Centre  
Binswood Ave  
Blakelaw  
NE5 3PN

**Wednesday** 9:30am - 12noon

Kenton Centre  
Hillsview Avenue  
Kenton  
NE3 3QJ

**Thursday** 10:00am - 12.30pm

Cruddas Park Library  
Cruddas Shopping Centre  
Westmorland Road  
Cruddas Park  
NE4 7QY

**Thursday** 10:00am - 12:00noon

### **Cruddas Park GP Surgery appointment only session**

There is an additional **appointment** session for **Cruddas Park GP Surgery Patients only**. Every **Tuesday** 9:30-12:00. These appointments are managed by GP Surgery receptionists who will confirm client is registered with Cruddas Park Surgery. Cruddas Park GP Surgery patients can ring the surgery 0191 226 1414 and ask to see a Welfare Rights Officer. (Address: Cruddas Park Surgery, 178 Westmorland Road, Newcastle upon Tyne NE4 7JT).

## North East Law Centre

West End Women and Girls  
Stephenson Building  
173 Elswick Road  
Newcastle NE4 6SQ

Phone: 273 4942

Drop in session:  
Wednesday  
(Women Only)  
9.00am – 11.30am  
(term time only)

See page 6 for details of North East Law Centre

## Riverside Community Health Project

Riverside Community Health  
Atkinson Road  
Newcastle NE4 8XS

Phone: 0191 226 0754

Tuesday 9.30am - 12.30pm

From July,  
Wednesday 12.30pm - 3.30pm

'We offer support and advice with – for example: form filling, applying for GP and dentist registrations, school places, Free School Meals, National Insurance numbers, Council Tax Reductions and Maternity Grants Benefits. We can help with new applications and managing existing claims for Universal Credit, Tax Credits, Child Benefit and Carer's Allowance Housing. We can help with queries around rent, repairs and housing packages (for housing application support please contact YHN on 0191 2788600).

For specialist advice, we can give you information on where to go for specialist benefits advice and appeals etc'

## Search: Services for older people

### Drop-in sessions at:

**Adelaide Terrace Healthworks**  
Adelaide Terrace  
Benwell  
Newcastle, NE4 8BE

Monday and Wednesday  
9.30am – 12.30pm

**Lemington Methodist Church**  
1 Algernon Road  
Lemington  
Newcastle upon Tyne, NE15 8BT

Tuesday  
9.30am – 11.00am

**Binswood Centre**  
Binswood Avenue, Blakelaw  
Newcastle upon Tyne, NE5 3PN

Tuesday  
11.30am – 1.30pm

<b>Cruddas Park Surgery</b> 178 Westmorland Road Newcastle upon Tyne NE4 7JT	Every other Monday (except bank holidays) 1.30pm – 3.30pm
<b>Fawdon Community Centre</b> Fawdon Park Road Newcastle upon Tyne NE3 2PL	Thursday 1.30pm – 4.00pm
<b>Kenton Library, Kenton Centre</b> Hillsview Avenue Newcastle upon Tyne NE3 3QJ	Friday 10.00am – 12.30pm

We continue to offer telephone advice Monday to Friday.

Advice and information for people aged 50+ and their carers living in the west of Newcastle. We can help with a wide range of issues including: full benefit checks, form filling, health costs forms, blue badge applications, Pension Credit, Housing Benefit, Council Tax reduction & exemption, Carers Allowance, Attendance Allowance, Personal Independence Payment, Universal Credit Work Capability forms.

**Energy Advice.** Our Energy Advisor is delivering energy and cost of living advice as well as helping West End residents whose homes have poor energy efficiency fit small energy efficiency measures for FREE (limited supply only – measures include down plugs, radiator foil, draft excluders etc). Please ring SEARCH 0191 2737443 to speak to our Energy Advisor.

Phone: 0191 273 7443

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

Website: [www.searchnewcastle.org.uk](http://www.searchnewcastle.org.uk)

## The Hub Welfare Rights and Advice service

Information and advice for asylum seekers, refugees and other migrants

<b>Drop-in advice session</b> Westgate Baptist Church, 366 West Road, NE4 6NX	Tuesday 3.30pm - 5.30pm
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Phone: Dean 07547393191

Email: [hubprojectadvice@gmail.com](mailto:hubprojectadvice@gmail.com)

Website: <https://the-hub.org.uk/welfare-rights-advice/>

## West End Refugee Service

**Drop-in advice sessions** – The Support Work drop-in service will be reopening in June. At present we are not seeing new clients but are still providing advice and support on urgent issues. We will be prioritising those

who have contacted us for urgent help during this period and until the drop-in reopens. We look forward to welcoming back existing clients and to resuming our face-to-face support work in June

**Appointments for advice** – Mondays and Wednesdays 2am - 4pm – Advice and support by appointment

**Telephone support** – Monday – Thursday 10am - 1pm – 07826 117308

Note: Closed on Fridays

Safety: We are taking various measures to keep everyone safe. This includes using masks, screens, hand sanitizer, limits on numbers of people in the building, and regular cleaning.

St Philips Vicarage, St Philips Close  
Newcastle NE4 5JE

Phone: 0191 273 7482

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

Email: [volunteers@wers.org.uk](mailto:volunteers@wers.org.uk) (Volunteering enquires)

Website: [www.wers.org.uk](http://www.wers.org.uk)