

Where to get advice in Newcastle



- Benefits advice
- Debt advice
- Money support

October 2022



Contents

Citywide advice services	1
Age UK Gateshead in Newcastle	1
Citizens Advice Newcastle (CAN) main office	1
Citizens Advice Gateshead Great North Children’s Hospital Project.....	2
Citizens Advice Leukaemia Service	2
Mesothelioma & Asbestos Related Illnesses Welfare Advice Service.....	3
Debt and money advice services.....	3
How to report a loan shark	3
Disability North	4
Food banks and free food in Newcastle	4
Karbon Homes	4
Moneywise Credit Union	5
Newcastle University Students’ Union: Student Advice Centre	5
Newcastle Welfare Rights Service team	6
North East Law Centre	7
Northumbria University (Student Law Office)	7
Northumbria University - Welfare, Immigration and Funding Team.....	8
Shelter North East.....	9
Streetwise Young People’s Project	10
TUC Asbestos Support and Campaign Group	10
Turn2us – Fighting UK Poverty	10
Tyne and Wear Centre Against Unemployment	11
Your Homes Newcastle (YHN).....	12
Local advice services	13
East Newcastle	13
Byker Community Trust.....	13
Money Advice Newcastle East (MANE) for residents in Byker and Walker	13
Moneywise Credit Union	14
Caring Hands Charity – welfare benefits advice.....	14
North East Law Centre	14
West Newcastle	15
Newcastle Welfare Rights Service - For Kenton, Blakelaw, West Fenham, Wingrove, Arthurs Hill, Elswick and Monument residents only	15
West End Refugee Service	16
Moneywise Credit Union	16
North East Law Centre	17
Search: Services for older people	17
The Hub Welfare Rights and Advice service	18

Introduction

Please read these notes before you use this booklet

This edition includes changes to how services are accessed due to coronavirus. Some provide a service by phone or email with their face to face service suspended. Many have returned to face to face with social distancing rules. We have included their websites for more information. We are presently checking details with services.

See also the [Council's coronavirus webpage](#), including 'support for people' and our special pages: [Coronavirus and benefits - what the changes mean for you](#)

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

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 the Active Inclusion Newcastle Unit. The Active Inclusion Newcastle Unit is part of 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 .

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

Citywide advice services

Age UK Gateshead in Newcastle

Also available to Newcastle residents

Phone advice: 0191 4773559

Monday to Friday:
8.30am – 4.30pm

E-mail: advice@ageukgateshead.org.uk

Website: 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 10 – 12, Monday - Friday

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

General advice:

Advice line 0808 278 7823, 9am – 4.30pm, Monday - Friday

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

Email: citycab@newcastlecab.org.uk

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

Website: 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

Home energy advice:

Phone: 0370 145 1450, 9 - 5, Monday - Friday

Email: 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 GNCH Service Drop-in service is closed due to coronavirus. However please use our digital and telephone advice services which are fully operational”.

Citizens Advice Gateshead
Davidson Building
Swan Street
Gateshead NE8 1BG

Phone advice:

Monday - Friday:
9.00am – 5.00pm

Phone: 0191 490 4199

Email: GNCHfoundation@citizensadvicegateshead.org.uk

Website www.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. Help includes benefits advice, grant applications, financial issues, housing and employment.

Citizens Advice Leukaemia Service

Also available to Newcastle residents

“Drop-in service is closed due to coronavirus. However please use our digital and telephone advice services which are fully operational”

Gateshead Citizens Advice
Davidson Building
Swan Street
Gateshead NE8 1BG

Phone advice:

Monday - Friday:
9.00am – 5.00pm

Phone: 0191 478 5100

Email: leukaemiaservice@citizensadvicegateshead.org.uk

Website www.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.

Mesothelioma & Asbestos Related Illnesses Welfare Advice Service

Phone: 0191 820 3104

Email: sarah.thomas@mesothelioma.uk.com

Website: 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.

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 advice services in the local advice services section.

National debt advice services:

National Debtline:

Phone: 0808 808 4000

Website: www.nationaldebtline.org/

StepChange:

Phone: 0800 138 1111

Website: 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

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

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

Webpage: www.newcastle.gov.uk/tradingstandards

Disability North

**“As Covid restrictions ease, our office is open by appointment only”.
Contact and advice is by phone and email**

The Dene Centre, Castle Farm Road
Newcastle NE3 1PH

Contact Monday to Friday 9.00 am – 4.00 pm

Phone: 0191 284 0480

Fax: 0191 213 0910

Text: 018001 0191 284 0480

E-mail: reception@disabilitynorth.org.uk

Website: 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/

Karbon Homes

Karbon Homes continues to provide a full advice and casework service with support provided via telephone, post, text and email along with telephone and video conference calling facilities.

Phone: 0808 164 0111

Email: moneymatters@karbonhomes.co.uk

Karbon Homes customers can get specialist advice on welfare benefits, debt, home energy and finding work or training. Whether one off advice or the help of a dedicated caseworker is needed, Karbon's dedicated team of expert advisers can help.

Moneywise Credit Union

‘Social distancing rules are in place at our Byker Branch’

187 – 189 Shields Road
Byker, Newcastle NE6 1DP

Phone: 0191 276 7963
Fax: 0191 276 7957
Email: admin@moneywise.org.uk
Website: www.moneywise.org.uk

Opening hours:
Monday – Friday 10.00 am -
4.30 pm.
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: Student Advice Centre

The Student Advice Centre provides online appointments through Microsoft Teams: Chat and Video. Alternative arrangements (e.g. Zoom, face to face) may be provided if the student requires it. Book in through the online form at www.nusu.co.uk/sac

You can read through the Service's useful advice information pages and book in at 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

“Due to coronavirus we can only provide telephone or email advice until further notice. We appreciate that this is a difficult time and that you will be concerned. Please be reassured that we will do our best to respond to your query as soon as we can. However, please bear with us while we are experiencing additional pressures and there is some disruption to our service. This may mean have you have to wait longer to receive advice and might have to complete some forms yourself with remote support from a Welfare Rights Officer.”

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:

- who are aged 65 and over
- 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:

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

Professionals only consultancy line:

For consultancy and to refer people to the service.

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

Public and professionals can also email: welfare.rights@newcastle.gov.uk

Website: 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
9.30 am– 4.30 pm

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
Website: 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. For further information on courses and groups, visit ReCoCo's website 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.

Northumbria University (Student Law Office)

Contact by telephone, email or the website.

Phone: 0191 2273909
9.00 am – 5.00 pm Monday – Thursday
9.00 am – 4.30 pm Friday

Email: la.studentlawoffice@northumbria.ac.uk
Website: 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, inappropriate cases (representation is not guaranteed). A range of areas are covered such as employment, housing, welfare benefits, commercial and business, consumer, crime, criminal injuries compensation authority, family and general civil disputes'.

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 September 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 September 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

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

Website: 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), police registration (current students only).

Shelter North East

140 – 150 Pilgrim Street

Newcastle NE1 6TH

Phone: 03301 755 121

Website and webchat: www.shelter.org.uk

Contact by phone:

Monday – Friday

9.00 am – 5.00 pm

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. There is also an in-house solicitor team who provide specialist legal advice and representation to eligible clients. You can make an appointment to speak with our Legal team on 0344 515 1877 appointments only.

Outside of office hours people can access Shelter's national free housing advice helpline: 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 and Sunday 9.00 am - 5.00 pm (including bank holidays)

Streetwise Young People's Project

Currently operating online and face to face, please refer to our website for further details www.streetwisenorth.org.uk

Unit 3 Blackfriars Court, Dispensary Lane,
Newcastle NE1 4XB.
Contact Monday to Friday 9.00 am – 5.00 pm
Phone: 0191 2305533
E-mail: admin@streetwisenorth.org.uk
Website: www.streetwisenorth.org.uk

Streetwise provides advice and support around debt, money management and benefits support for young people aged 18 – 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/

Phone: 01429 271275 to speak to a Macmillan Industrial Injuries Adviser
Monday to Thursday 9am – 4pm and Friday 9am – 1pm
Website: 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 – Fighting UK Poverty

Turn2us is a national charity that helps people gain access to welfare benefits, charitable grants and other financial help. 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

'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/

Or contact us on enquiries.twcau@gmail.com

Fifth Floor, Room 3
Commercial Union House
39 Pilgrim Street, Newcastle NE1 6QE

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. Also provide a duty service at the Housing Advice Centre providing advice and support to any 16/17-year-olds at risk of homelessness.

To contact above teams:

Phone: 0191 277 1190

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

Website for more details: www.yhn.org.uk/services-customers/money-advice

Local advice services

East Newcastle

Byker Community Trust

'Our reception is now accessible by appointments only- for housing related enquiries. Tenants can request telephone appointment / advice for any welfare benefit and housing related issues. Tenants can phone our customer service or send us an email.'

Byker Community Trust Offices

17 Raby Cross
Newcastle NE6 2FF

Monday - Thursday

10am – 1pm & 2pm – 5pm

Friday

11am – 1pm & 2pm – 4.30pm

Phone: 0800 5335 442 (option 3)

Email:

- For benefits advice welfare@bykerct.co.uk
- For housing advice/ASB 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.

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 Centre in Walker. We can help with debt management plans, debt relief orders, budgeting and benefits help. We are a volunteer run service and as such you may need to join our waiting list depending on volunteer availability. Telephone triage usually offered within 10 days. Working in association with Community Money Advice.

Please email help@moneyadvicene.co.uk for an appointment or to be added to our waiting list, or call/text 07436 569208

St Martins Centre
Roman Avenue
Newcastle NE6 2RJ

Moneywise Credit Union

The following Moneywise collection point is closed until further notice

Caring Hands
34 Wretham Place
Shieldfield
Newcastle upon Tyne, NE2 1XU

Caring Hands Charity – welfare benefits advice

“We are still answering your telephone calls and emails during this period of closure. Our advisor is still available on Tuesday to answer calls directly. The Office remains closed unless an appointment has been confirmed by the Advisor.”

34 Wretham Place
Shieldfield
Newcastle NE2 1XU

Phone: 0191 261 5234
Fax: 0191 261 5251
Email: contact@caringhandscharity.org.uk
Website: 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.”

North East Law Centre

Wor Hoose Community Project

31 – 33 Hexham Avenue
Walker
Newcastle NE6 3AL

Phone 0191 287 2885
Benefits Advice

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

See page 6 for details

St Vincents

New Bridge Street
Newcastle
NE1 2TQ

See page 6 for details

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

West Newcastle

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

Most of these sessions have returned to face to face drop-in sessions

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).

Fenham Hall Library
Fenham Hall Drive
Fenham
NE4 9XD

Drop-in session: Monday 12:00 - 2:30

Nunsmoor Centre
Studley Terrace
NE4 5AH

Drop-in session: Tuesday 9.30 - 12noon
First 5 arrivals seen - due to capacity

Kenton Centre
Hillsview Avenue
Kenton
NE3 3QJ

Fortnightly* drop-in session:
Thursday 10:00 - 12.30

* Dates: 2022: 3 & 17 Nov, 1 & 15 Dec, 2023: 12 & 26 Jan, 9 & 23 Feb, 9 & 23 March, 6 & 20 April, 4 & 18 May, 1, 15 & 29 June, 13 & 27 July

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

Drop-in session: Thursday 10:00 - 12:00

Blakelaw Neighborhood
Centre
Binswood Avenue
Blakelaw
NE5 3PN

Drop-in session: **Delivered remotely** Friday
9:30 -12:00 noon. Resident to ring 0191
2772633 and mention they are a Blakelaw
resident

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. If Cruddas Park GP Surgery patient client can ring surgery Tel: 0191 226 1414 saying they would like to see Welfare Rights Officer. (Address: Cruddas Park Surgery, 178 Westmorland Road, Newcastle upon Tyne NE4 7JT).

West End Refugee Service

Drop-in advice sessions – Monday and Wednesdays 10am - 1pm – Advice and support

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

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

PLEASE NOTE THAT WE ARE NOW 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

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

Website: www.wers.org.uk

Moneywise Credit Union

The following Moneywise Collection Points are closed until further notice

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

Pendower Good Neighbourhood Project
12 -14 Sunnybank Avenue
Pendower, Newcastle NE15 6SD

Throckley Community Hall
Back Victoria Terrace,
Throckley

For the main office
Phone: 0191 276 7963
Fax: 0191 276 7957
Email: admin@moneywise.org.uk
Website: www.moneywise.org.uk

For full details see page 4

North East Law Centre

Riverside Community Health
Atkinson Road
Newcastle NE4 8XS

Phone: 226 0754

Drop in session:
Monday
9.30am – 11.30am
(term time only)

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

Phone: 273 4942

Drop in session:
Wednesday
(Women Only)
9.00am – 11.00am
(term time only)

See page 5 for details

Search: Services for older people

Drop-in sessions at **Adelaide Terrace Healthworks**
Adelaide Terrace
Benwell
Newcastle, NE4 8BE

Monday and Wednesday
9.30am – 12.30

Drop in at:
Lemington Methodist Church

Tuesday 9.30 – 11.00am

2, Loraine Terrace,
Lemington
Newcastle upon Tyne, NE15 8EA

Drop in at:
Binswood Centre
Binswood Avenue, Blakelaw
Newcastle upon Tyne, NE5 3PN

Tuesday 11.30 – 1.00pm

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 entitlement checks, form filling, HC1 forms, blue badge, applications, pension credit, Housing Benefit, Council Tax reduction/exemption, Carers Allowance, Attendance Allowance, Personal Independence Payment, Universal Credit Work Capability forms and energy.

Phone: 0191 273 7443

Email: info@searchnewcastle.org.uk

Website: www.searchnewcastle.org.uk

The Hub Welfare Rights and Advice service

Drop-in advice session – Tuesday 3.30-5.30pm

Information and advice for asylum seekers, refugees and other migrants

Drop-in session at Westgate Baptist Church, 366 West Road NE4 6NX.

Phone:

Dean 07547393191

Email: hubprojectadvice@gmail.com

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