

Where to get advice in Newcastle



- Benefits advice
- Debt advice
- Money support

Updated due to coronavirus September 2020



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Introduction

Please read these notes before you use this booklet

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

See also the [Council's coronavirus webpage](#), including 'support for people' and 'Citylife Line' 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

“In light of coronavirus, we are delivering a different service”

Extended phone advice: 0191 4773559

Monday to Friday:

8.30am – 4.30pm

Saturday:

10.00am – 1.00pm

E-mail: infoandadvice@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

Office opened to public 3 August on a restricted basis – dealing with urgent problems and assisting particularly vulnerable clients and in line with the safety measures in the City Library building:

4th Floor, City Library
Charles Avison Building
33 New Bridge Street West
Newcastle NE1 8AX

10am – 3pm (Thu till 5pm)

Monday to Friday

General advice:

Phone: 0300 330 9055

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 advice available on 0800 1448 444

Textphone 18001 0800 144 8 444

Webchat advice: www.citizensadvice.org.uk/helptoclaim

Debt advice:

Email: moneyadvice@newcastlecab.org.uk

Home energy advice:

Powergrid Care: Phone: 0370 145 1450

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 Mesothelioma Welfare Advice Service

Home visits suspended temporarily

Mobile: 07585539498

Email: sarah.thomas@newcastlecab.org.uk

Website: www.citizensadvice-newcastlecab.org.uk

Phone advice:

Monday - Wednesday
9.00am – 4.00pm

Free welfare benefit advice and assistance for anyone affected by mesothelioma including patients, carers and family. Advice is provided by telephone at the moment. This service covers the whole of the North East, including Tyne and Wear.

Citizens Advice Leukaemia Service

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: 0191 478 5100

Email: leukaemiaservice@citizensadvicegateshead.org.uk

Website www.citizensadvicegateshead.org.uk

Phone advice:

Monday - Wednesday
and Friday:

9.00am – 5.00pm

Thursday:

9.00am – 6.00pm

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 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

Disability North Advisors are not attending home visits or holding appointments at the Dene Centre until further notice. Dene Centre remains closed to the public. Disability North is still contactable by phone or email as below:

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 2840480

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

This service is currently telephone and email advice only

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

This office is open with social distancing rules in place

187 – 189 Shields Road
Byker, Newcastle NE6 1DP

Opening hours:
Monday - Friday
10.00 am - 4.30 pm

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

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. Interest rates will depend on individual circumstances, but the maximum interest rate that can be charged by a Credit Union is 3% per month (42.58%).

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.

Newcastle University Students Union

“Due to the COVID 19 situation, we are unable to provide face-to-face appointments. You can still book in for a Microsoft Teams: Chat, Call and Video appointment using the booking form at nusu.co.uk/sac”

Phone: 0191 239 3979
E-mail: student-advice-centre@ncl.ac.uk
Website: <http://www.nusu.co.uk/sac>

Level 0, Newcastle University Students Union
Student Advice Centre, Kings Walk
Newcastle University, Newcastle NE1 8QB

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 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' below

North East Law Centre

Weekly outreach and face to face advice sessions suspended. Advice by phone, email and Skype where appropriate

Newcastle Law Centre
MEA House, Ellison Place
Newcastle NE1 8XS

Monday – Friday
9.30 am– 4.30 pm

Phone: 0191 230 4777
Mobile: 07932 036 619

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 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

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

Now operating a direct local phone service for those needing advice.

0191 2457301 (Tyne & Wear)

01642 217447 (Teesside)

Monday to Friday 9.30am – 1pm

Interpreting service is open – call 0191 2457303 (emergency number 0779194505).

For further information see News on their website, Twitter and Facebook

Email: newcastle@refugee.org.uk
Website: 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)

The University has now closed so are unable to take on any new enquiries until the new academic year (September 2020)

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

**Contact is only by
phone or email.**

Fax: 0191 2273198

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 by supervised law students from advice to representation at tribunals and court hearings, in relation to employment, housing, welfare benefits, commercial and business, consumer, crime, Criminal Injuries Compensation Authority, family and general civil and personal injury.

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

No face to face until further notice.

For information and advice, applicants/non-students may contact Ask4Help. Current students please use their Student Portal or contact A4help via their Student Portal.

A4Help contact details:

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

Phone: 0191 227 4646.

Email: ask4help@northumbria.ac.uk

Welfare, Immigration and Funding Team
Student Support and Wellbeing
Student Central, University of Northumbria
Northumbria Building, 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

Shelter North East have suspended face to face services but are available for advice on the telephone.

140 – 150 Pilgrim Street
Newcastle NE1 6TH

Contact by phone:
Monday – Friday
9.00 am – 5.00 pm

Phone: 0344 515 1601

Fax: 0344 515 2914

Email:

shelternortheast@shelter.org.uk

Website: www.shelter.org.uk

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, deposit disputes and disrepair. There is also an in-house solicitor team who provide specialist legal advice and representation to eligible clients.

People can be assisted to resolve any issues which may impact on their housing. Such as making online benefit claims, managing their UC claim, phoning landlords or other providers, completing property searches etc.

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)

TUC Asbestos Support and Campaign Group

Only doing telephone interviews. Office closed to public

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

Phone: 01429 271275 to speak to a Macmillan Welfare Rights Officer

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

Not open due to coronavirus. People can email but they will be checked only periodically and will endeavour to get back to anyone with help if possible

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

E-mail: enquiries.twcau@gmail.com

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
- Accompany and represent at medical assessments for people claiming ESA or PIP
- Help with CVs & Universal Job Match
- Advise on how to prepare for a tribunal hearing and represent yourself or others

Your Homes Newcastle – Support and Progression

Due to coronavirus contact with these services has been reduced

Support and Progression

The Support and Progression staff will work with prospective and current Council housing tenants to help to prepare, set up and manage a tenancy. This can include benefits and debt support. There are support and progression workers based in every housing office.

Pathways Team

Pathways is a housing related support service which aims to give vulnerable people 'pathways' into independent living and prevent homelessness.

Refugee Move On Service

The Refugee Move On Team works with people who have just been granted leave to stay in the UK and have to leave their asylum accommodation. Their help includes applying for benefits.

Young person's Support and Progression

Work with 16/17 year olds and other vulnerable young people to help them prepare, set up and sustain a tenancy. Also provide a daily service based at the Housing Advice Centre providing support to 16/17 year olds at risk of homelessness.

To contact above teams:

[Make a referral online](#)

Website: www.yhn.org.uk

Local advice services

East Newcastle

Byker Community Trust

“Our reception is now partially open to the public. Tenants can come in and see our receptionist, request telephone appointment / advice.”

Byker Community Trust Offices
17 Raby Cross
Newcastle NE6 2FF

**Monday, Wednesday and
Friday**
11am – 1pm & 2pm – 4pm

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

“Closed to new clients at the moment as we cannot have face to face meetings and staff and volunteers are limited during the coronavirus crisis. During this we are available to existing clients by emailing mane@minebyker.co.uk. If you are currently not registered with us and would like to go onto our waiting list for when we fully re-open, also email us at mane@minebyker.co.uk with contact details and say that you would like an appointment with us and we will be in touch as soon as we are able.”

St Martins Church
Roman Avenue
Newcastle NE6 2RJ

Free impartial advice, help with budgeting and benefit checks, debt advice and financial statements.

Moneywise Credit Union

Main office

187 – 189 Shields Road
Byker

This office is open.
For details see page 4

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

The office is closed. Advice is now being offered by phone.

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

Advice and support on benefits primarily for elderly and disabled people within the East End of Newcastle upon Tyne.

Home visits are available by arrangement.

General advice is offered to Newcastle residents citywide if the matter concerns vulnerable older people and the issues relating to their needs.

North East Law Centre

The Law Centre has temporarily suspended all outreach services including Wor Hoose and is asking clients and referral organisations from those areas to call the telephone numbers or email as appropriate

See page 5 for details

West Newcastle

Independent Welfare Advice Service (IWAS)

Face to face drop-in session removed. Advice by phone

07701086868
carolekeith@yahoo.co.uk

Telephone support
Tuesday 9.00 am – 3.00 pm

Offer advice on the following:

- Benefits – completion of online forms
- Debt bankruptcy
- Housing issues – including Landlord issues both private and social housing
- Family relationships
- Inland revenue

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

Due to the coronavirus pandemic the Ward funded drop in advice sessions have been replaced with telephone advice – described as follows:

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

Kenton

The fortnightly Welfare Rights Service advice session usually carried out at the Kenton Customer Service Centre on a Thursday morning will be delivered remotely. These remote advice sessions will be carried out every other Thursday on 17 Sept, 1 Oct, 15 Oct, 29 Oct and so on. On these dates between 10.00am - 12.30pm residents can ring 2772633 and ask to speak to a Welfare Rights Officer who will be available between 10.00am to 12.30pm. Please introduce yourself as a Kenton resident wishing to access the Ward Funded advice session. If the Welfare Rights Officer is busy you may be asked to leave a message

Blakelaw

The weekly Welfare Rights Service advice session usually carried out at the Blakelaw Neighbourhood Centre will be delivered remotely until further notice. On Fridays between 9.30am – 12.00noon Blakelaw residents can ring 2772633 and ask to speak to a Welfare Rights Officer. Please introduce yourself as a Blakelaw resident wishing to access the Ward Funded advice session. If the Welfare Rights Officer is busy you may be asked to leave a message

West Fenham

The weekly Welfare Rights Service advice session usually carried out at the Fenham Library will be delivered remotely until further notice. On Thursdays between 10.00am – 12.30pm, West Fenham residents can ring 2772633 and ask to speak to a Welfare Rights Officer. Please introduce yourself as a West Fenham resident wishing to access the Ward Funded advice session. If the Welfare Rights Officer is busy you may be asked to leave a message

Wingrove

The weekly Welfare Rights Service advice session usually carried out at the Fenham Library will be delivered remotely until further notice. On Thursdays between 10.00am – 12.30pm Wingrove residents can ring 2772633 and ask to speak to a Welfare Rights Officer. Please introduce yourself as a Wingrove resident wishing to access the Ward Funded advice session. If the Welfare Rights Officer is busy you may be asked to leave a message

Arthurs Hill

The weekly Welfare Rights Service advice session usually carried out at the Nunsmoor centre will be delivered remotely until further notice. On Wednesday between 9.30am – 12.00pm Arthurs Hill residents can ring 2772633 and ask to speak to a Welfare Rights Officer. Please introduce yourself as an Arthurs Hill resident wishing to access the Ward Funded advice session. If the Welfare Rights Officer is busy you may be asked to leave a message

Elswick

The weekly Welfare Rights Service advice session usually carried out at the Cruddas Park library will be delivered remotely until further notice. On Wednesday between 10.00am -12.30pm Elswick residents can ring 2772633 and ask to speak to a Welfare Rights Officer. Please introduce yourself as an Arthurs Hill resident wishing to access the Ward Funded advice session. If the welfare rights officer is busy you may be asked to leave a message

Monument

The weekly Welfare Rights Service advice session usually carried out at the Cruddas Park Surgery will be delivered remotely until further notice.

Cruddas Park Surgery Patients can ring Cruddas Park Surgery 2261414 and ask for a telephone appointment for Tuesday morning. You will be asked for some details and a WRO will contact you at the agreed time on a Tuesday between 9:30 and 12:30 and deal with your benefit issue.

West End Refugee Service

“From 12 August 2020 we are open for face-to-face drop-in sessions”

New drop-in times Mondays and Wednesdays:

10am-1pm support and advice and refreshments in the garden

2pm-4pm Support and advice by telephone

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

Riverside Carnegie Building
Atkinson Road
Newcastle NE4 7QB

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

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

Blakelaw Library
Binswood Avenue
Blakelaw
Newcastle NE5 3PN

Throckley Community Hall
Back Victoria Terrace
Throckley
Newcastle NE15 9EL

For the main office (which is open)

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

The Law Centre has temporarily suspended all outreach services including Riverside and West End Women and Girls and is asking clients and referral organisations from those areas to call the telephone numbers or email as appropriate

See page 5 for details

Search: Services for older people

Face to face advice suspended. Phone advice only

Health Resource Centre
Adelaide Terrace
Benwell
Newcastle NE4 8BE

Phone advice:
Monday - Thursday
9.30 am – 12.30 pm

Phone: 0191 273 7443

Email: info@searchnewcastle.org.uk

Website:

www.searchnewcastle.org.uk

Advice for people aged 50+ and their carers, living in the west of Newcastle.

Assist with benefit claims, consumer, housing, debt and more.
Advice is free, friendly and confidential.