

Where to get advice in Newcastle



- Benefits Advice
- Debt Advice
- Money Support

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Introduction

Please read these notes before you use this booklet

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 – **city wide 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 represent at appeal tribunals. 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. For advice on other problems, you can search this website: <https://www.gov.uk/find-a-legal-adviser>

If you are sign posting 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 such advice service at Newcastle Civic Centre

This booklet has been produced by the Active Inclusion Newcastle Unit. If you need extra copies please email us at: active.inclusion@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/welfarerights

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.

Other help:

Emergency help for the homeless

Phone Housing Advice Centre on: 277 1711 for a leaflet on free or cheap food, medical help, advice, emergency accommodation

Food banks in Newcastle

Get a list of food banks from Newcastle Council for Voluntary Services website: www.cvsnewcastle.org.uk/poverty/resources-and-information
Phone: 0191 232 7445
Email: ncvs@cvs.newcastle.org.uk

City wide advice services

Age UK Newcastle

Age UK Newcastle
Hadrian House
Higham Place
Newcastle, NE1 8AF

Drop in sessions and phone
advice:
Mon – Fri
9.00 am – 4.30 pm

Phone: 0191 232 6488 (phone enquiry line)
Fax: 0191 235 9933
E-mail: enquiries@ageuknewcastle.org.uk
Website: www.ageuk.org.uk/Newcastle

Information and advice service for people aged 50 and over, their carers, friends and family.

Citizens Advice Bureau (CAB)

Main office

St Cuthbert's Chambers
35 Nelson Street
Newcastle NE1 5AN

Phone: 03442 451 288
Fax: 0191 232 0461
Email: citycab@newcastlecab.org.uk
Website: www.newcastlecab.org.uk

Drop in sessions:
No appointment needed.

Monday - Friday
10.00am – 1.00pm

Thursday
10.00am – 6.00pm

Phone advice:
Monday - Friday
10.00am – 4pm

Newcastle Citizens Advice Bureau provides advice on a full range of subjects including benefits, tax credits, money management and debt, including appeal tribunal assistance. Additional services are also provided to specific groups including lone parents and members of the Armed forces and their families. Details of outreach sessions can be found in the Local Advice Services section.

Leukaemia Service (Citizens Advice)

Gateshead Citizens Advice Bureau
Davidson Building
Swan Street
Gateshead NE8 1GB

Drop in sessions:
Phone advice:
Monday – Friday
9.00 am – 5 pm

Phone: 0191 478 5100
Email: leukaemiaservice@gatesheadcab.org.uk

Free advice and assistance for anyone affected by leukaemia or lymphoma, including patients, carers, family and friends. Help includes benefits advice, grant applications, financial issues, housing and employment. Advice is provided by telephone and appointment as well as home and hospital visits. This service is funded by the Kay Kendall Leukaemia Fund.

Debt and Money Advice Services

For help with money problems like mortgage or rent arrears, or bills you can't pay.

Citizens Advice Bureau

Phone advice 0191 261 8522
Monday – Friday 1.00pm – 3.30pm

Drop in sessions:
Mon – Fri 10.00 am – 1.00 pm
Thursday 10.00 am – 6.00 pm

A full debt advice service is provided. See also outreach sessions in the Local Advice Services section.

National Debt Advice Services

National Debtline: Phone 0808 808 4000

DAWN: Phone: 0300 333 3445

Payplan: Phone 0800 716 239

StepChange: Phone 0800 138 1111

Newcastle Debt Advice Line

Money and debt advice telephone service shared between Citizens Advice and Newcastle City Council Money Matters Team.

Phone: 0191 278 2774: 9.30am – 11.30am and 1pm – 3.30pm (except Wednesday morning).

How to report a loan shark

People can report a loan shark in the following ways:

Website: www.direct.gov.uk/stoploansharks

Email: reportloanshark@stoploansharks.gov.uk

Text: 60003 with LOAN SHARK and the lender's details

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

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

Disability North

The Dene Centre
Castle Farm Road
Newcastle NE3 1PH
Phone: 0191 284 0480
Fax: 0191 213 0910
Text: 018001 0191 2840480
E-mail: serviceteam@disabilitynorth.org.uk
Website: www.disabilitynorth.org.uk

Opening times:
Mon - Fri. 9.00 am – 5.00pm

For 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 at tribunals. The Dene Centre is fully accessible.

Gateshead College

Student Advice Service
Baltic Campus
Quarryfield Road
Baltic Business Quarter
Gateshead NE8 3BE

Phone: 0191 490 2325
Fax: 0191 490 2313
E-mail: Student.Advice@gateshead.ac.uk
Website: www.gateshead.ac.uk

Drop in sessions:
Mon - Fri.
9.00 am – 3.00 pm
(call first for availability)

Phone for an appointment
0191 490 2297

Advice and assistance for students and potential students of Gateshead College. Help available on welfare benefits, student funding, debt and housing. They do not represent at tribunals.

Housing Advice Centre

112 – 114 Pilgrim Street
Newcastle NE1 6SQ

Phone: 0191 277 1711
Fax: 0191 277 1722
E-mail: housingadvicecentre@newcastle.gov.uk

Drop in sessions:
Mon, Tues, Thurs, Fri.
10.00 am – 12 noon
Wednesday 1pm – 4pm

Phone advice:
Phone 0191 277 1711
Monday – Friday
8.30am – 12 noon
1pm – 4.30pm

Emergency duty service:
Phone 0191 278 7878
Monday – Friday
5.30pm – 8am

Saturday, Sunday
8am – 8am (24 hours)

The Housing Advice Centre gives free confidential advice to anyone experiencing housing difficulties. This includes problems with rent or mortgage payments as well as basic benefit and debt issues. They can also help with homelessness as well as tenancy problems.

Isos

Isos Housing:
Phone: 0300 300 1505
Email: benefitsandmoney@isoshousing.co.uk

Residents of Isos Housing can get help with welfare benefit, energy, money matters, employment and training from one off advice to tribunal representation.

Newcastle/Gateshead TUC Centre Against Unemployment

4 The Cloth Market
Newcastle NE1 1EE

Phone: 0191 232 4606
Fax: 0191 221 0259
E-mail: ne11ee@fsmail.net

Drop in sessions:
Phone advice:
Monday – Friday
10.00 am – 4.30 pm
(No appointment needed)

The Centre provides advice on a wide range of subjects including welfare rights, employment, industrial benefits and redundancy counselling service.

Newcastle University Students Union

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

Appointments can be
made via email

Phone: 0191 239 3979
Fax: 0191 239 3986
E-mail: student-advice-centre@ncl.ac.uk

Website: <http://www.nusu.co.uk/sac>

Advice and information for all current and prospective students of Newcastle University. Includes help on benefits and student funding.

Newcastle Welfare Rights Service (NWRS)

Benefit advice

Newcastle Welfare Rights Service provides free advice, information, casework and representation on benefits and tax credits. They have offices in Byker and Westgate Community College and specialist services for various groups. They can give telephone advice but will only provide a direct service to the following people:

- 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: Mon – Fri 9.30 am – 12.00 noon

Professionals only line: consultancy and to refer people to the service.

Phone: 0191 277 2633: Mon – Fri 10.00 am – 12.00 noon

Website: www.newcastle.gov.uk/welfarerights

North of England Refugee Service

1 Charlotte Square (rear)

Newcastle NE1 4XF

Phone: 0191 245 7301

Fax: 0191 222 0985

E-mail: biggmarket@refugee.org.uk

Admin: Medina@refugee.org.uk

Website: www.refugee.org.uk

(Sunderland office – 0191 510 8685

Mon, Tues and Thurs)

(Middlesbrough office – 01642 217 447-Mon-Fri)

Drop in/ Appointment
session:

Mon – Fri

9.30am – 1.00pm

Appointments and
emergencies only:

Mon-Fri

9.30am – 1.30pm

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

Northern TUC Asbestos Support and Campaign Group

Tadea-UK
Macmillan Welfare Rights Officer

Phone: 0191 230 5492 or 0798 388 3274
Website: www.tadea-uk.com

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

Northumbria University (Student Law Office)

Tel: 0191 2273909
Fax: 0191 2273198
Email: la.studentlawoffice@northumbria.ac.uk
Website: www.studentlawoffice.co.uk

Contact is only by phone
or email.

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, family and general civil.

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/International Support Service
Student Support and Wellbeing
University of Northumbria
Northumbria Building
Newcastle NE1 8ST

Phone: 0191 227 4127

Fax: 0191 227 4553

E-mail:

sv.welfareandInternational@northumbria.ac.uk

Website: www.northumbria.ac.uk

Drop in sessions:
No appointment needed.
Mon, Tue, Thur and Fri
10.00 am – 4.00 pm
Wed, 1.00 pm – 4.00 pm

Coach Lane Campus
East Campus Library
Mon - Fri
10.00 am – 1.00 pm
Bookable appointments
2.00 pm – 4.00 pm

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

1-2 Blackfriars Court
Dispensary Lane
Newcastle NE1 4XB

Opening times:
Monday – Friday
9.00 am – 5.30 pm

Phone: 0344 515 1601

Fax: 0344 515 2914

Email: shelternortheast@shelter.org.uk

Website: www.shelter.org.uk

Shelter North East provides specialist face to face and telephone advice on housing, dealing with a range of issues including homelessness, evictions, repossessions and rent arrears, housing benefit, deposit disputes and disrepair. We have an in-house solicitor team who provide specialist legal advice to eligible clients and a debt adviser focused on fuel poverty, who can also assist with trust fund applications.

Our National Free housing advice helpline: 0808 800 4444 calls are free from UK landlines and main mobile networks

Open: Monday to Friday 8am and 8am – 5pm Saturday and Sunday (including bank holidays)

Turn2us – National help

Turn2us helps people gain access to welfare benefits, charitable grants and other financial help: The Turn2us website - <http://www.turn2us.org.uk> has a free and easy to use Benefits Calculator to help ensure you are receiving the benefits you are entitled to 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 freephone helpline is open Monday to Friday – 9.00am to 8pm on 0808 802 2000.

Warm Zone

Newcastle Warm Zone
Saville Exchange
Howard Street
North Shields
NE30 1SE

Phone advice only:

Monday – Thursday
9.00am – 5.00pm

Friday 9.00am – 4.30pm

Phone: 0800 019 9969 or 0191 605 3279

Email: enquiries@warmzones.org.uk

Warm Zone provides benefits advice and claim support to Newcastle residents.

Your Homes Newcastle - Advice and Support Workers (ASWs)

ASW Outreach Team

The ASW outreach team will work with current council tenant to help them manage a tenancy. This can include benefits and debt support. There is an Advice and Support Worker based in every housing office.

Phone: 0191 277 1144
Website: www.yhn.org.uk

ASW Pathways Team

Phone: 0191 277 1144
Fax: 0191 277 1130

Phone advice:
Monday – Friday
8.30 am – 4.30 pm

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

ASW Refugee Move On Service

Phone: 0191 277 1144
Fax: 0191 277 1130

Phone advice:
Monday – Friday
8.30 am – 4.30 pm

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.

ASW Pre Tenancy Team

Phone: 0191 277 1144
Fax: 0191 277 1130

Phone advice:
Monday – Friday
8.30 am – 4.30 pm

The Pre Tenancy Team will work with prospective tenants to help them access and set up a tenancy.

Local advice services

Central Newcastle

Citizens Advice Bureau – outreach sessions

Saville Medical Group
7 Saville Place
Newcastle NE1 8DQ

(Phone 232 4274 for an
appointment – NHS
patients only)

Wed 1.30pm – 3.30pm

For more information see the Citizens Advice entry on page 1

Moneywise Credit Union

Newcastle Civic Centre
Room 31
Barass Bridge
Newcastle NE1 8PP

Drop-in
Monday – Thursday
10.00 am – 12.15 noon
12.45 pm – 4.30 pm

Email: admin@moneywise.org.uk
Website: www.moneywise.org.uk

Moneywise Credit Union

Citizens Advice Centre
St Cuthbert's Chambers
35 Nelson Street
Newcastle NE1 5AN

Drop-in
Friday 2pm – 4.00pm

Email: admin@moneywise.org.uk
Website: www.moneywise.org.uk

East Newcastle

Byker Community Trust (Citizens Advice)

Byker Community Trust Offices
23 Raby Cross
NE6 2FF

Phone: 0191 290 3910

Appointment only:
Welfare benefits and
money advice for people
living within Byker.

Caring Hands Charity - welfare benefits advice

34 Wretham Place
Shieldfield
Newcastle NE2 1XU
Phone: 0191 261 5234
Fax: 0191 261 5251
Email: contact@caringhandscharity.org.uk
Website: <http://www.caringhandscharity.org.uk>

Drop in session:
Tuesday
10.00 am – 12.30pm
Appointments only:
Wednesday
10.00 am – 3.00 pm

Advice and support on benefits primarily for elderly and disabled people within the Ouseburn, South Heaton ward. This includes Shieldfield, Battlefield, Jesmond Vale. Home visits available by arrangement.

Moneywise Credit Union

187 – 189 Shields Road
Byker
Newcastle NE6 1DP

Phone: 0191 276 7963
Fax: 0191 276 7957
E-mail: admin@moneywise.org.uk
Website: www.moneywise.org.uk

Drop in sessions:
Monday – Friday
10.00 am – 4.30 pm

Moneywise Credit Union is owned and managed by the members who use it. It offers an easy way to save, access low cost loans and a range of other benefits. Moneywise have offices across the city. See Local Advice Services Section.

West Newcastle

Newcastle Welfare Rights Service

For residents of Benwell only:

Millin Centre
160 – 164 Ellesmere Road
Benwell
Newcastle NE4 8PR
Phone: 272 5115

Drop in session:
Tuesday
10.00am – 12.00 noon

For Blakelaw, Fenham and Kenton residents only:

Fenham Hall Library
Fenham Hall Drive

Drop in sessions:
Every Tuesday
10am – 12.30pm

Kenton Centre
Hillsview Avenue

Drop in session:
Every Thursday
9.30am – 12pm

For refugees living in the West of Newcastle:

West End Refugee Service
St Philips Vicarage
St Philips Close
Newcastle upon Tyne
NE4 5JE
E-mail: info@wers.org.uk
E-mail: volunteers@wers.org.uk (Volunteering enquiries)
www.wers.org.uk
Phone: 273 7482

Welfare Rights drop in sessions:
Monday 2.00pm – 4.00pm

Citizens Advice Bureau

Outreach sessions:

Blakelaw Community Centre
Binnswood Avenue
Blakelaw
NE5 3PN

Appointment only:
Wednesday
10.00am – 12 noon

Phone 0344 245 1288
Debt line: 261 8522

Cowgate Neighbourhood Centre
Houghton Avenue
Cowgate
Newcastle NE5 3UT

Drop in session:
Mondays & Fridays
10.00am – 1.00 pm

Phone 0344 245 1288
Debt line: 261 8522

Riverside Centre, Benwell
Benwell Library Building
Atkinson Road
Newcastle NE4 8XS

Appointment only:
Tuesday
10.00am – 3.30pm

Phone 0191 226 0754
Debt line: 261 8522

Tesco Extra
Community Room
Kingston Park
Newcastle NE3 2FP

Drop in session:
2.00pm – 4.00pm

17th February , 17th March
21st April, 19th May
23rd June

For more information see the Citizens Advice entry on page 1

Moneywise Credit Union

Email: admin@moneywise.org.uk

Website: www.moneywise.org.uk

Blakelaw Library
Binswood Avenue
Blakelaw
Newcastle NE5 3PN

Phone: 0191 276 7963

Search Project

74 Adelaide Terrace
Benwell
Newcastle NE4 9JN

Phone: 0191 273 7443
Fax: 0191 272 5135
E-mail: searchprojectuk@yahoo.co.uk

Drop in sessions:
Monday - Friday
10.00 am – 1.00 pm

Phone advice:
Monday – Friday
9.00 am – 4.00 pm

Advice for people of pension age and their carer, living in the inner west of Newcastle. Home visits are available if you are housebound.

They are also available via email. searchprojectuk@yahoo.co.uk

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

Phone the above number to arrange an appointment or home visit.