

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 non commercial welfare rights, benefit and money advice in Newcastle. There is also an entry 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. If advice is required on other problems the Legal Services Commission lists useful organisations. This is available on the internet at www.legalservices.gov.uk

If you are sign posting someone to an advice organisation, please give them the address, telephone number, the session time as well. It may be worthwhile phoning the organisation first 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

If you need extra copies of this booklet please contact us at: Newcastle Welfare Rights Service, Phone: 278 8477 or email us at welfare.rights@newcastle.gov.uk

Please note:

Newcastle Welfare Rights Service cannot guarantee the quality of service provided by the organisations listed in this booklet. The information contained in this booklet is accurate at the time of printing. For the latest up-to-date details you can visit the Welfare Rights website on:

www.newcastle.gov.uk/welfarerights

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 at Web: www.cvsnewcastle.org.uk (information area) Or try <http://tinyurl.com/mwxfmmj> 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, phone:
Mon – Fri
8.30 am – 4.30 pm

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

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: 0844 245 1288
Fax: 0191 232 0461
Email: citycab@newcastlecab.org.uk
Website: www.newcastlecab.org.uk

Drop in sessions:
No appointment needed.

Monday - Friday
10.00 am – 1.00pm

Thursday 4.00pm – 6.00pm

Phone advice:
Monday - Friday
10.00 am – 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.

Healthwatch Newcastle (Citizens Advice)

For health and social care service users. Freephone 0808 178 9282
Mobile & text: 07789 864 361

Leukaemia Service (Citizens Advice)

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

Drop in sessions:
Phone advice:
Monday – Friday
9 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 2.00pm – 4.30pm

Drop in sessions:
Mon – Fri 10.00 am – 1.00 pm
Thursday 4.00 pm – 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

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).

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: reception@disabilitynorth.org.uk

Drop in sessions:
Phone advice:
Mon - Fri. 9.00 am – 5.00pm

Information and advice on all aspects of disability for disabled people, their families and carers. Welfare rights advice including representation and advocacy. It is essential to book an appointment. Limited home visiting service may be available if you are unable to visit Disability North. Disability North 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 232 8520
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 and money matters, 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

Phone: 0191 239 3979

Fax: 0191 239 3986

E-mail: student-advice-centre@ncl.ac.uk

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

Term time only.

Appointments only.

Mon, Tues, Thurs, Fri

10.00 am – 12 noon and

2 pm – 4 pm

Wed 12pm – 6pm

Term time only

Drop in sessions:

No appointment needed

Mon, Tue, Thurs, Fri

12 noon – 2 pm

Please check as times
may change.

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

Appointments can be made via email.

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 the Walker Centre 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 – 12.00 noon

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

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

North of England Refugee Service

19 Bigg Market
Newcastle NE1 1UN
Phone: 0191 245 7301
Fax: 0191 222 0239
E-mail: biggmarket@refugee.org.uk
Website: www.refugee.org.uk

Drop in session:
No appointment needed
Mon – Thurs
9.30 am – 1.00 pm

Appointments and
emergencies only:
Mon, Tues, Thurs
1.00pm – 5.00pm

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.

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 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.welfareInternational@northumbria.ac.uk

Website: www.northumbria.ac.uk

Drop in sessions:
No appointment needed.

Coach Lane Campus
East Campus Library

Mon, Tues, Thurs, Fri
10.00am – 4.00pm
Wed 1.00pm – 4.00pm

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 advice on housing and an in-house housing solicitor, dealing with a range of issues including homelessness, evictions, repossessions and rent arrears.

Our free* housing advice helpline can be contacted on 0808 800 4444 Monday to Friday 8am – 8pm and 8am – 5pm Saturday and Sunday.

*calls are free from UK landlines and main mobile networks

Advice is given on an appointment only basis.

Turn2us – National help

Turn2us advises on welfare benefits, charitable grants and other financial help- online, by phone and face to face.

The Turn2us website has an easy to use Benefits Calculator and a Grants database of over 3,000 charitable funds. <http://www.turn2us.org.uk>

For individuals who are not able to access the website, their freephone helpline is open all year from 8am to 8pm Mondays to Fridays on 0808 802 2000.

Warm Zone

Newcastle Warm Zone
First Floor
Allendale Road
Newcastle upon Tyne
NE6 2SZ

Phone advice only:

Monday – Thursday
9.00am – 5.00pm

Friday 9.00am – 4.30pm

Phone: 0191 277 7373
Fax: 0191 277 7370
Email: warm.zone@newcastle.gov.uk

Warm Zone works to reduce fuel poverty and improve energy efficiency. They provide benefits advice as well as energy efficiency advice and help with free or heavily discounted cavity wall, loft insulation and central heating.

Your Homes Newcastle - Advice and Support Workers (ASWs)

ASW Outreach Team

The ASW outreach team will work with any prospective or current council tenant to help them set up or manage a tenancy. There is an Advice and Support Worker based in every housing office to help you.

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.

It helps people who:

- are currently in hospital who will need alternative accommodation when they come out of hospital
- are currently living in supported accommodation and are ready to move onto their own tenancy
- are currently in drug/alcohol rehab and are getting ready to move into their own tenancy
- need access into private rented accommodation or who are currently living in private sector accommodation (including leaseholders)
- have enduring mental health issues who may be currently in hospital or who need some housing support whilst living in a tenancy.

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.

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 entry on page 1

Moneywise Credit Union

Newcastle Civic Centre
Room 31
Barass Bridge
Newcastle NE1 8PP

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

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

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

Phone: 0191 290 3910

Caring Hands welfare benefits advice

34 Wretham Place
Shieldfield
Newcastle NE2 1XU
Phone: 0191 261 5234
Fax: 0191 261 5251
Email: caringhandscharity@btinternet.com

Appointments only:
Tuesday
10.00 am – 3.00 pm

Advice and support on benefits primarily for elderly and disabled people within the Ouseburn ward area. This includes Shieldfield, Battlefield, Jesmond Vale. Home visits available by arrangement – for residents of Ouseburn Ward only.

Moneywise Credit Union

187 – 189 Shields Road
Byker
Newcastle NE6 1DP

Drop in sessions:
Mon – Fri.
10.00 am – 4.30 pm

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

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.

North Newcastle

Citizens Advice Bureau – outreach session

Patient Information Centre
St Nicholas Hospital
Jubilee Road
Gosforth
Newcastle
NE3 3XT

Appointment only:
Monday
10.15 am – 12.15 pm

Phone: 0191 223 2545

For more information see entry on page 1

Newcastle Welfare Rights Service

For Blakelaw, Fawdon, Fenham and Kenton residents only.

Fenham Hall Medical Group Surgery
Fenham Hall Drive

Drop in session:
Every Tuesday
10am – 12.30pm

Kenton Customer Service Centre
Hillsview Avenue

Drop in session:
Every Thursday
9.30am – 12pm

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 Denton, Lemington, Newburn, Westerhope, Woolsington residents only:

Phone: 0191 277 2627

Mon - Fri 9.30 – 12.00 noon

For Blakelaw, Fawdon, Fenham and Kenton residents only:

Fenham Hall Medical Group Surgery
Fenham Hall Drive

Drop in sessions:
Every Tuesday
10am – 12.30pm

Kenton Customer Service Centre
Hillsview Avenue

Drop in session:
Every Thursday
9.30am – 12pm

For refugees and asylum seekers living in the West End of Newcastle.

West End Refugee Service
St Philips Vicarage
St Philips Close
Newcastle upon Tyne
NE4 5JE

Welfare Rights drop in
sessions:
Monday 1pm – 3pm

Phone: 273 7482

Citizens Advice Bureau

Outreach sessions

Riverside Centre
Benwell Library Building
Atkinson Road
Newcastle NE4 8XS

Appointments only:
Tuesday:
10.00 am – 3.30 pm

Phone: 0191 226 0754

Blakelaw Community Centre
Binnswood Avenue
Blakelaw
NE5 3PN

Drop in session:
Wednesdays
10am – 12 noon

Phone 0844 245 1288
Debt line: 261 8522

Cowgate CAB

Cowgate Neighbourhood Centre
Houghton Avenue
Cowgate
Newcastle NE5 3UT

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

Phone 0844 245 1288
Debt line: 261 8522

For more information see entry under 'Citizens Advice Bureau–main office' on page 1

Moneywise Credit Union

Email: admin@moneywise.org.uk

Website: www.moneywise.org.uk

Blakelaw Library
Binswood Avenue
Blakelaw
Newcastle NE5 3PN

Drop in session:
Tuesday
12.00 noon – 2pm

Phone: 0191 276 7963

SEARCH Project
74 Adelaide Terrace
Benwell
Newcastle NE4 9JN

Drop in session:
Thursday
1.00 pm – 3.00 pm

Search Project

74 Adelaide Terrace
Benwell
Newcastle NE4 9JN

Drop in sessions:
Mon. Tues. Wed. Thurs.
10.00 am – 1.00 pm

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

Phone advice:
Monday – Friday
9.00 am – 4.00 pm

Advice for people of pensionable age and their carers covering Arthurs Hill, Benwell, Big Lamp, Elswick, Moorside, Scotswood, West Denton and Wingrove. Search gives advice and information to pensioners and carers on all benefits and allowances. They also provide a full advocacy service with claiming benefits. Advice and assistance also provided with housing, consumer and health issues. Drop in sessions four mornings a week. Home visits are available if you are housebound. Phone the above number to arrange an appointment or home visit.