

# Where to get advice in Newcastle



- Benefits advice
- Debt advice
- Money support

August 2016



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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 – **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 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: [www.gov.uk/find-a-legal-adviser](http://www.gov.uk/find-a-legal-adviser)

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

Please note that there is no such 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](mailto:activeinclusion@newcastle.gov.uk) .

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

## **Other help:**

### **Food banks in Newcastle**

Get a list of food banks from Newcastle Council for Voluntary Services website:

[www.cvsnewcastle.org.uk/our-services/representing-the-sector/poverty-and-social-justice](http://www.cvsnewcastle.org.uk/our-services/representing-the-sector/poverty-and-social-justice)

Phone: 0191 232 7445

Email: [ncvs@cvsnewcastle.org.uk](mailto:ncvs@cvsnewcastle.org.uk)

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## Citywide advice services

### Age UK Newcastle

Age UK Newcastle  
2<sup>nd</sup> Floor, Broadacre House  
Market Street  
Newcastle NE1 6HQ

Drop in sessions and phone  
advice:  
Monday - Friday  
9.00 am - 4.30 pm

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

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

### Citizens Advice

#### Main office

4<sup>th</sup> Floor  
City Library  
Charles Avison Building  
33 New Bridge Street West  
Newcastle NE1 8AX

Phone: 0344 245 1288  
Fax: 0191 232 0461  
Email: [citycab@newcastlecab.org.uk](mailto:citycab@newcastlecab.org.uk)  
Website: [www.newcastlecab.org.uk](http://www.newcastlecab.org.uk)

Drop in sessions:  
No appointment needed.

Monday - Wednesday  
10.00 am - 3.00 pm

Thursday  
10.00 am - 6.00 pm

Friday  
10.00 am – 1.00 pm

Phone advice:  
Monday - Friday  
10.00 am – 4.00 pm

Newcastle Citizens Advice 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  
Davidson Building  
Swan Street  
Gateshead NE8 1GB

Drop in sessions:  
Phone advice:  
Monday - Friday  
9.00 am - 5.00 pm

Phone: 0191 478 5100  
Email: [leukaemiaservice@gatesheadcab.org.uk](mailto:leukaemiaservice@gatesheadcab.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. 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**

Phone advice: 0191 261 8522

Drop in sessions also available. For details, see Citizens Advice main office on page 1.

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

#### **Money Matters Advice Line**

Newcastle City Council Money Matters team.

Phone: 0191 277 1050 9.30 am - 11.30 am and 1.00 pm - 3.30 pm (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](http://www.direct.gov.uk/stoploansharks)

Email: [reportloanshark@stoploansharks.gov.uk](mailto: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](mailto:tradingstandards@newcastle.gov.uk)

## Disability North

The Dene Centre  
Castle Farm Road  
Newcastle NE3 1PH

Opening times:  
Monday - Friday  
9.00 am - 5.00 pm

Phone: 0191 284 0480

Fax: 0191 213 0910

Text: 018001 0191 2840480

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

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

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.

## Isos Housing

Phone: 0300 300 1505

Email: [benefitsandmoney@isoshousing.co.uk](mailto:benefitsandmoney@isoshousing.co.uk)

Residents of Isos Housing 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, Isos's dedicated team of expert advisers can help.

## **Moneywise Credit Union**

187 – 189 Shields Road  
Byker  
Newcastle NE6 1DP

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

Phone: 0191 276 7963  
Fax: 0191 276 7957  
Email: [admin@moneywise.org.uk](mailto:admin@moneywise.org.uk)  
Website: [www.moneywise.org.uk](http://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.

## **Newcastle Law Centre**

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

Appointments only:  
Monday – Friday  
9.30 am– 4.30 pm

Phone: 0191 230 4777  
Fax: 0191 233 0295  
Minicom: 0191 230 4777  
E-mail: [reception@newcastlelawcentre.co.uk](mailto:reception@newcastlelawcentre.co.uk)

The Law Centre offers specialist legal advice on welfare benefits to families in Newcastle. Please call to check for appointments.

They also offer family, immigration, asylum, discrimination and education advice subject to funding restrictions.

Free training can be provided to community organisations and advice agencies. Second tier advice is also provided to other voluntary and statutory agencies.

## 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](mailto: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, student funding and housing advice, including contract reviews.

## Newcastle Welfare Rights Service

### 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 provide specialist services for various groups. They can give telephone advice but will only provide a direct service to 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 Monday - Friday 9.30 am - 12.00 noon

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

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

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

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

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

(Sunderland office - 0191 510 8685

Monday, Tuesday and Thursday)

(Middlesbrough office - 01642 217 447 Monday -  
Friday)

Appointments only:

Monday - Friday

9.30 am - 1.30 pm

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)

Phone: 0191 2273909

Fax: 0191 2273198

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

Website: [www.studentlawoffice.co.uk](http://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, Criminal Injuries Compensation Authority, 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, Immigration and Funding Team  
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](mailto:sv.welfareandInternational@northumbria.ac.uk)

Website: <https://www.northumbria.ac.uk/study-at-northumbria/support-for-students/>

Drop in sessions:  
No appointment needed.  
Monday, Tuesday,  
Thursday and Friday  
10.00 am - 4.00 pm  
Wednesday 1.00 pm -  
4.00 pm

Coach Lane Campus  
East Campus Library  
Friday: bookable  
appointments  
10.00 am - 1.00 pm  
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

140 – 150 Pilgrim Street  
Newcastle NE1 6TH

Phone: 0344 515 1601

Fax: 0344 515 2914

Email: [shelternortheast@shelter.org.uk](mailto:shelternortheast@shelter.org.uk)

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

Opening times:  
Monday - Friday  
9.00 am - 5.30 pm

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. They 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.

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 8.00 am - 5.00 pm (including bank holidays)

## **Streetwise**

Unit 3 Blackfriars Court  
Dispensary Lane  
Newcastle upon Tyne  
NE1 4XB

Phone: 0191 230 5533  
Email: [admin@streetwisenorth.org.uk](mailto:admin@streetwisenorth.org.uk)  
Website : [www.streetwisenorth.org.uk](http://www.streetwisenorth.org.uk)

Drop in sessions:  
Monday 2.00 pm – 5.00 pm  
Thursday 2.00pm – 5.00pm  
Friday 2.00 pm - 5.00 pm  
Saturday 1.00pm – 4.00pm

Skint ? Advice4Life is a welfare rights, benefits support, debt advice and money management and employability drop-in.

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

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

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

## **Turn2us – national help**

Turn2us helps people gain access to welfare benefits, charitable grants and other financial help: The Turn2us website - [www.turn2us.org.uk](http://www.turn2us.org.uk) has a free and easy to use 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 Freephone helpline is open Monday to Friday - 9.00 am to 8.00 pm on 0800 802 2000.

## **Tyneside Centre Against Unemployment**

Room 4.4 Floor 4  
Broadacre House  
Market Street East  
Newcastle NE1 6HQ

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

Phone: 0191 233 0888

E-mail: [yllknhj@hotmail.co.uk](mailto:yllknhj@hotmail.co.uk)

Welfare rights advice on the following:

- Are your benefits under threat of suspension
- Do you need help in completing benefit claim forms
- Would you like to be accompanied and represented at Work Capability Assessments if you are claiming Employment Support Allowance?

## **Warm Zone**

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

Phone advice only:  
Monday - Thursday  
9.00 am - 5.00 pm  
Friday 9.00 am - 4.30 pm

Phone: 0800 019 9969 or 0191 605 3279

Email: [enquiries@warmzones.org.uk](mailto:enquiries@warmzones.org.uk)

Warm Zone provides benefits advice and claim support to Newcastle residents. Home visits are also available.

## **Your Homes Newcastle – Advice and Support Workers (ASWs)**

### **ASW Outreach Team**

The ASW outreach team will work with current Council housing tenants 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](http://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**

4<sup>th</sup> Floor  
City Library  
Charles Avison Building  
33 New Bridge Street West  
Newcastle NE1 8AX

See page 1 for details

#### **Moneywise Credit Union**

Newcastle Civic Centre  
Room 31  
Barras Bridge  
Newcastle NE1 8PP

Phone: 0191 276 7963  
Fax: 0191 276 7957  
Email: [admin@moneywise.org.uk](mailto:admin@moneywise.org.uk)  
Website: [www.moneywise.org.uk](http://www.moneywise.org.uk)

Drop-in – No cash  
deposits or withdrawals  
Monday, Tuesday and  
Thursday  
10.00 am - 12.15 pm  
12.45 pm - 4.30 pm  
Friday  
10.00 am - 12.15 pm

## East Newcastle

### Byker Community Trust

Byker Community Trust Offices  
17 Raby Cross  
Newcastle NE6 2FF  
Phone: 0191 290 3910

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

Advice and support is also available for Byker Trust residents who are seeking employment.

### 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](mailto:contact@caringhandscharity.org.uk)  
Website: [www.caringhandscharity.org.uk](http://www.caringhandscharity.org.uk)

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

Advice and support on benefits primarily for elderly and disabled people within the Ouseburn and South Heaton wards. This includes Shieldfield, Battlefield, and Jesmond Vale. 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.

### Citizens Advice

Thornfield Medical Group  
Molineux Street  
Byker  
Newcastle NE6 1SG

Monday  
10.00 am - 12.00 pm  
Ask at reception for an  
appointment.

Debt line: 0191 261 8522  
See page 1 for details

### Moneywise Credit Union

St Anthony of Padua Church  
Welbeck Road  
Newcastle NE6 3BT

Drop in session:  
Friday  
9.30 am - 12.00 noon

Phone: 0191 276 7963  
Fax: 0191 276 7957  
Email: [admin@moneywise.org.uk](mailto:admin@moneywise.org.uk)  
Website: [www.moneywise.org.uk](http://www.moneywise.org.uk)

## West Newcastle

### Newcastle Welfare Rights Service

**For residents of Benwell only:**

Millin Centre  
160 – 164 Ellesmere Road  
Benwell  
Newcastle NE4 8PR

Drop in session:  
Tuesday  
10.00 am - 12.00 noon

Phone: 0191 272 5115

**Any resident of the five wards of Blakelaw, Fenham, Kenton, Westgate and Wingrove can attend any one of these sessions:**

Nunsmoor Centre  
Studley Terrace  
Fenham  
NE4 5AH

Drop in session:  
Wednesday  
9.30 am - 12.00 pm

Kenton Customer Service Centre  
Hillsview Avenue  
Kenton  
NE3 3QJ

Drop in session:  
Thursday  
10.00am – 12.30 pm

Fenham Hall Library  
Fenham Hall Drive  
NE4 9XD

Drop in session:  
Thursday  
1.00 pm – 3.30 pm

Children North East  
Rye Hill Centre  
Colby Court, Elswick  
NE4 6HL

Drop in session:  
Friday  
9.30 am - 12 noon



## **West End Refugee Service**

St Philips Vicarage  
St Philips Close  
Newcastle NE4 5JE

Drop in session:  
Monday (Fortnightly)  
2.00pm – 4.00pm

Phone: : 0191 273 7482  
Email: [info@wers.org.uk](mailto:info@wers.org.uk)  
Email: [volunteers@wers.org.uk](mailto:volunteers@wers.org.uk)  
(Volunteering enquires)  
Website: [www.wers.org.uk](http://www.wers.org.uk)

We host a free Welfare Rights drop in session which is available to Newcastle residents.

## **Citizens Advice**

Outer West Customer Centre  
Denton Park Shopping Centre  
West Denton  
Newcastle NE5 2QZ

Drop in session:  
Thursday  
10.00 am - 1.00 pm

Phone: 0344 245 1288  
Debt line: 0191 261 8522

See page 1 for details

## **Moneywise Credit Union**

Riverside Carnegie Building  
Atkinson Road  
Newcastle NE4 7QB

Drop in session:  
Friday  
10.00 am - 12.00 noon

Phone: 0191 276 7963  
Fax: 0191 276 7957  
Email: [admin@moneywise.org.uk](mailto:admin@moneywise.org.uk)  
Website: [www.moneywise.org.uk](http://www.moneywise.org.uk)

## Moneywise Credit Union

**Blakelaw Library**  
Binswood Avenue  
Blakelaw  
Newcastle NE5 3PN

Drop in session:  
Tuesday  
12.00 noon - 3.00 pm

Phone: 0191 276 7963  
Fax: 0191 276 7957  
Email: [admin@moneywise.org.uk](mailto:admin@moneywise.org.uk)  
Website: [www.moneywise.org.uk](http://www.moneywise.org.uk)

## West End Women & Girls

Stephenson Building  
173 Elswick Road  
Newcastle NE4 6SQ

Drop in session:  
Wednesday  
10.00 am - 12.00 noon

Phone: 0191 276 7963  
Fax: 0191 276 7957  
Email: [admin@moneywise.org.uk](mailto:admin@moneywise.org.uk)  
Website: [www.moneywise.org.uk](http://www.moneywise.org.uk)

## Search Services for older people

74 Adelaide Terrace  
Benwell  
Newcastle NE4 9JN

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

Phone: 0191 273 7443  
Fax: 0191 272 5135  
Email: [info@searchnewcastle.org.uk](mailto:info@searchnewcastle.org.uk)

Phone advice:  
Monday - Friday  
9.00 am - 4.00 pm

Advice for people of pension age and their carers, living in the inner west of Newcastle. Home visits are available if you are housebound. They are also available via email. [info@searchnewcastle.org.uk](mailto:info@searchnewcastle.org.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.