

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 – **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. 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 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 .

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

Advocacy Centre North Welfare Advocacy Service at ReCoCo

Phone: 0191 261 0948

Email: info@recoverycoco.com

Website: www.recoverycoco.com

Appointments can be made over the telephone during term time only

Advocacy Centre North (ACN) is a part of Newcastle CVS. ACN's welfare advocates help Recovery College Collective (ReCoCo) students with benefit claims. The Recovery College is a mental health resource running a range of courses and classes.

To use the service clients must be enrolled with the Recovery College. To enrol contact the Recovery College or email. For further information on courses and classes visit the website.

Age UK Gateshead in Newcastle

C/O Age UK Gateshead
341 -343 High Street
Gateshead NE8 1EQ

Monday to Friday
8.30am – 4.30pm
Telephone advice and appointments

Phone: 0191 4773559

E-mail: infoandadvice@ageukgateshead.org.uk

Website: www.ageuk.org.uk/gateshead/

Information and advice service for people aged 50 and over, their carers, friends and family – including benefits advice

Citizens Advice Newcastle (CAN) main office

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

Phone: 0300 330 9055
Email: citycab@newcastlecab.org.uk
Website: www.citizensadvice-newcastle.org.uk

Drop in sessions:
No appointment needed.

Monday - Wednesday
10.00 am - 3.00 pm

Thursday
10.00 am - 5.00 pm

Friday
10.00 am – 3.00 pm

Phone advice:
Monday - Friday
10.00 am – 4.00 pm

Opening times can be subject to change please check the website for up to date information.

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. Details of outreach sessions can be found in the local advice services section.

Help to Claim Universal Credit – face to face advice available during Citizens Advice Newcastle opening hours.
Phone advice available on 0800 144 8444 8.00 am – 6.00 pm Monday-Friday
Webchat advice available 8.00 am – 6.00 pm Monday-Friday:
www.citizensadvice.org.uk/helptoclaim
email advice available: HTC@newcastlecab.org.uk

Citizens Advice Leukaemia Service

Gateshead Citizens Advice
Davidson Building
Swan Street
Gateshead NE8 1BG

Phone: 0191 478 5100

Website: www.bloodwise.org.uk/leukaemia

Email: leukaemiaservice@gatesheadcab.org.uk

Phone advice:

Monday - Wednesday

9.00 am – 5.00 pm

Friday:

9.00 am – 5.00 pm

Thursday:

9.00 am – 6.00 pm

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.

Debt and money advice services

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

Citizens Advice

Phone advice: 0300 330 9055

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

StepChange: Phone 0800 138 1111

Money Matters Advice Line

Newcastle City Council Money Matters team.

Phone: 0191 277 1050 – Monday – Friday - 8.30 am – 4.30 pm

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: 07860 022116 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

Opening hours:
Monday - Friday
9.00 am – 4.30 pm

Phone: 0191 284 0480

Fax: 0191 213 0910

Text: 018001 0191 2840480

E-mail: serviceteam@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 at tribunals. The Dene Centre is fully accessible.

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.

Details: www.informationnow.org.uk/article/food-banks-in-newcastle/

Karbon Homes

Phone: 0808 164 0111

Email: moneymatters@karbonhomes.co.uk

Residents of Karbon Homes 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

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.

Moneywise have collection points across the city.
See local advice services section.

North East Law Centre

Newcastle Law Centre
MEA House, Ellison Place
Newcastle NE1 8XS
Phone: 0191 230 4777
Fax: 0191 233 0295
Minicom: 0191 230 4777
E-mail: reception@newcastlelawcentre.co.uk

Appointments only:
Monday – Friday
9.30 am– 4.30 pm

The Law Centre offers specialist advice on welfare benefits to certain families in three local venues in Newcastle. See local advice section. Please call to check for appointments.

They also offer family, immigration, asylum, discrimination, employment 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 in person, via email, via an online form or over the telephone

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 some prospective students of Newcastle University. Includes help on academic issues, 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 provide specialist services for various groups and operate a number of advice sessions in various areas detailed in this booklet. 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

North of England Refugee Service

2 Friars Street

Newcastle NE1 4XA

Phone: 0191 245 7301

Fax: 0191 222 0985

Email: newcastle@refugee.org.uk

Website: www.refugee.org.uk

(Sunderland office - 0191 5111 410

Monday, Tuesday and Thursday)

(Middlesbrough office - 01642 217 447 Monday

- Friday)

Drop in sessions

(Appointments may be required)

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
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
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/

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

Website: www.shelter.org.uk

Opening hours:

Monday, Tuesday, Thursday
and Friday

9.30 am - 4.30 pm

Wednesday 9.30 – 12.30

Contact by phone:

Monday – Friday

9.00 am – 5.00 pm

Shelter North East provides specialist face to face and telephone 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 also access computers and be assisted to make telephone calls 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

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

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

Phone: 0191 580 0186
E-mail: enquiries.twcau@gmail.com

Drop in sessions:
Phone advice:
Monday - Friday
10.00 am - 4.00 pm
(appointments are
necessary)

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

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:

Phone: 0191 277 1190

Fax: 0191 277 1130

Website: www.yhn.org.uk

Phone advice:

Monday - Friday

8.30 am - 4.30 pm

Universal Credit - help with claiming

As well as the various advice services in this document, there are the following services that help people just to make the claim for Universal Credit.

'Help to Claim' service by Citizens Advice Newcastle:

- in person at City Library – Monday, Tuesday, Wednesday and Friday from 10am to 3pm, and Thursday from 10am to 5pm (drop-in service – no appointment needed)
- by phone on 0800 144 8 444 (from 8am to 6pm) – please note that is a national phone number and is not specifically for Citizens Advice Newcastle
- by email: HTC@newcastlecab.org.uk

If you can't make an online claim without support and are not able to go to City Library but can go to either:

- East End Library and Community Hub (Hadrian Square, Byker, NE6 1AL) or
- West End Library and Community Hub (Condercum Road, NE4 9JH), a member of Newcastle City Council staff can support you to complete the online claim.

To book an appointment, phone 0191 277 8833.

If you need support with the English language, a telephone interpreter can be arranged. Please state if this is needed at the time of booking.

For more details, including **for those unable to make a digital claim** see www.newcastle.gov.uk/universalcredit-moredetail

Local advice services

Central Newcastle

Citizens Advice

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

See page 2 for more details

East Newcastle

Byker Community Trust

Byker Community Trust Offices
17 Raby Cross
Newcastle NE6 2FF
Phone: 0800 5335 442 (option 3)

Opening hours:
Monday to Thursday 9am – 5pm
Friday – 9am – 4.30pm
No appointment necessary

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

St Martins Church
Roman Avenue
Newcastle NE6 2RJ

Phone: 0191 276 4002
Mobile: 07513293448
E-Mail: mane@minebyker.co.uk

Opening hours:
Monday – 10am – 12 noon
Wednesday – 6.00pm – 8.00pm
Saturday – 10.00am – 12 noon
Appointments by calling in person or telephone

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

Moneywise Credit Union

187 – 189 Shields Road
Byker

For details see page 5

Caring Hands Charity – welfare benefits advice

34 Wretham Place
Shieldfield
Newcastle NE2 1XU

Drop in sessions:
Monday, Tuesday
Wednesday and Friday
10.00 am – 3.00 pm

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 Ouseburn and South Heaton wards. This includes Shieldfield, Battlefield, Jesmond Vale, Byker and Walker. 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.

West Newcastle

Newcastle Welfare Rights Service

For Arthurs Hill, Blakelaw, Elswick, Kenton, West Fenham, and Wingrove residents only:

Nunsmoor Centre
Studley Terrace
Fenham, NE4 5AH

Drop in session:
Wednesday
9.30 am - 12.00 pm
Capacity first 5 arrivals seen

Kenton Customer Service Centre
Hillsview Avenue
Kenton, NE3 3QJ

Drop in session:
Thursday
10.00 am - 12.30 pm

Fenham Hall Library
Fenham Hall Drive, NE4 9XD

Drop in session:
Thursday
1.30 pm – 4.00 pm

Blakelaw Neighbourhood Centre
Binswood Avenue, NE5 3PN

Drop in session
Friday
9.30 am - 12.00 pm

Newcastle Welfare Rights

Cruddas Park Library
Westmorland Road
NE4 7QY

Drop in session:
Thursday
10.00 am – 12.30pm

When the Councillor surgery is operating this advice session will finish at 11.00am
These surgeries occur on last Thursday of each month 11.00am – 12.00pm

Cruddas Park GP Surgery
178 Westmorland Road
Newcastle NE4 7JT

Appointments only for
Patients:

Phone: 0191 226 1414

Tuesday
9.30 am - 12.00 pm

Please call the surgery and ask for appointment with a Welfare Rights Officer

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

Email: volunteers@wers.org.uk

(Volunteering enquires)

Website: www.wers.org.uk

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

Moneywise Credit Union

Riverside Carnegie Building
Atkinson Road
Newcastle NE4 7QB

Drop in session:
Friday
10.00 am - 12.00 noon

Blakelaw Library
Binswood Avenue
Blakelaw
Newcastle NE5 3PN

Drop in session:
Tuesday
12.00 noon - 3.00 pm

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

Drop in session:
Wednesday
10.00 am - 12.00 noon

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

Drop in session:
Thursday
9.30 am – 11.00am

For all of the above

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

Newcastle East Law Centre

Riverside Community Health
Atkinson Road
Newcastle NE4 8XS

Drop in session:
Monday
9.30 am – 12.30 pm

Phone: 226 0754

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

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

Phone: 273 4942

See page 6 for more details

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
Email: info@searchnewcastle.org.uk
Website: www.searchnewcastle.org.uk

Phone advice:
Monday - Friday
9.00 am - 4.00 pm

Advice for people aged 50+ and their carers, living in the west of Newcastle.
Home visits are available if you are housebound.

They are also available via email: info@searchnewcastle.org.uk

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.