InformationNOW
Information for people in Newcastle upon Tyne

Newcastle Welfare Rights Service

Newcastle Welfare Rights Service give benefits advice to people who live in Newcastle. You can call their advice line or drop in to a face to face advice session for help. You can get benefits casework if you live in Newcastle and are in one of the priority groups. This includes people:

- aged over State Pension age
- with severe and enduring mental health problems
- with a learning disability
- who get support from adult social care
- children with disabilities and their carers
- unpaid carers
- leaving care
- with a critical illness
- with a registered sensory impairment
- who've been offered a job and need information about if it will affect your benefits

Face to face advice available: No appointment needed for people who live in: Arthurs Hill, Blakelaw, Elswick, Kenton, West Fenham, Monument, Wingrove, Callerton and Throckley.

Time	Venue
Mondays: 12pm to 2:30pm	**Fenham Library,** Fenham Hall Drive, Fenham, Newcastle upon Tyne, NE4 9XD
Tuesdays: 9:30am to 12pm	Blakelaw Community Centre, Binswood Avenue, Newcastle upon Tyne, NE5 3PN
Tuesdays: 9.30am to 12pm	**Nunsmoor Centre,** Studley Terrace, Newcastle upon Tyne, NE4 5AH
Thursday 10am to 12:30pm	**Kenton Library,** Hillsview Avenue, North Kenton, Newcastle, NE3 3QJ

Thursday 10am to 12pm (Fortnightly)	**Cruddas Park Library** Westmorland Road, Cruddas Park, Newcastle upon Tyne, NE4 7QY Dates of sessions 25/26: 5th June, 19th June, 3rd July, 17th July, 31st July, 14th Aug, 28th Aug, 11th Sept, 25th Sept, 9th Oct, 23rd Oct, 6th Nov, 20th Nov, 4th Dec, 18th Dec.
Fridays 9:30am to 12pm (Fortnightly)	**Throckley Community Hall,** Back Victoria Terrace, Throckley, Newcastle upon Tyne, NE15 9EL Dates of sessions 25/26: 6th June, 20th June, 4th July, 18th July, 1st Aug, 15th Aug, 29th Aug, 12th Sept, 26th Sept, 10th oct, 24th Oct, 7th Nov, 21st Nov, 5th Dec, 19th Dec.

Cruddas Park GP Surgery patients can book a benefits advice appointment. Call the Surgery and ask for to see a Welfare Rights Officer. Appointments are available on Tuesdays 9.30am to 12pm.

Walker Medical Group patients can book a benefits advice appointment. Call the Surgery and ask for to see a Welfare Rights Officer. Appointments are available on Wednesdays 9.15am to 12pm.

St Anthony's Health Centre patients can book a benefits advice appointment. Call the Surgery and ask for to see a Welfare Rights Officer. Appointments are available on Mondays 2pm to 5pm.

> Please note there is a waiting list for this service. Someone will contact you as soon as possible.
>
> You can find other benefits advice services in their booklet **Where to get benefits advice in Newcastle**

Last updated: July 16, 2025

Telephone: 0191 277 2627

Telephone note: Public advice line open Monday to Friday 9.30am to 12pm

Telephone 3: 0191 277 2633

Telephone note 3: Professionals advice line open Monday to Friday 10am to 12pm

Website: www.newcastle.gov.uk/welfarerights

Email: welfare.rights@newcastle.gov.uk

Opening Hours: Public advice line: Monday to Friday 9.30am to 12pm
Professionals advice line: Monday to Friday 10am to 12pm

Cost: Free

Address:
**POSTAL ADDRESS ONLY - No face-to-face advice is given here
Newcastle Welfare Rights Service
Benton Park Road
Newcastle upon Tyne
NE7 7LX

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Incapacity Benefit

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Carer's Allowance

Disability Living Allowance (DLA)

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Housing Benefit

Jobseeker's Allowance (JSA)

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State Pension

Industrial Injuries Disablement Benefit

While you are in hospital

Your benefits while you are in hospital or in residential care

Child Benefit

Welfare benefits

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Retirement

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Payment Exception Service

Universal Credit

Personal Independence Payment (PIP)

National Insurance

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How to challenge a benefit decision

Caring for young relatives – Family or friend (kinship) carers

Support for Asylum Seekers and Refugees

Support for people with low incomes

Managing someone else's affairs

Winter Fuel Payment

Affordable electrical goods

Christmas and New Year holiday opening times for support services