Information NOW
Information for people in Newcastle upon Tyne

Newcastle City Council

Newcastle City Council operate many services across the city, including rubbish collection, council tax, parking services, social care, social housing, libraries and leisure services. Contact Newcastle City Council by phone, online or visit an Information Hub where you can find out about;

- Council tax
- Paying your council bills by cash, cheque, card or postal order
- Benefits
- Social Care
- Social Housing
- Bin collections, bulky rubbish collections, litter and street cleaning, street lighting, pest control, grass cutting and trees
- Disabled person's parking permits or blue badges
- Free school meals and home to school travel
- Newcastle City Council jobs
- Rooms for hire at the Newcastle Civic Centre

Newcastle City Council Information Hubs

- **City Centre**
- **East End**
- **Outer West**
- **West End**

There are a number of departments that you may wish to contact directly within Newcastle City Council including

- **Adult Social CarePoint**
- **Complaints and Compliments**
- **Energy Services**
- **Housing Advice Centre**
- **Libraries**
- **Meals at Home**
- **Money Matters** for debt advice
- **Welfare Rights Service** for benefits advice
- **Newcastle City Council: Council Tax Enquiries**
- **Housing Benefit Enquiries – Newcastle City Council**
- **Complaints and Customer Relations – Newcastle Adult Social Care**

- **Your Local Services (formerly Envirocall)**

Last updated: March 7, 2025

Telephone: 0191 278 7878

Telephone note: Switchboard

Website: www.newcastle.gov.uk

Minicom: 0191 211 4944

Twitter: https://twitter.com/newcastlecc

Facebook: http://www.facebook.com/newcastlecitycouncil

Opening Hours: Main switchboard and contact centre
Monday 8am to 6pm
Tuesday to Friday 8.30am to 4pm

Cost: Free

Address:
Civic Centre
Barras Bridge
Newcastle upon Tyne
NE1 8QH

Related Articles

Interpreting and translation

Gas and electricity

Noise nuisance

Vandalism and graffiti

Looking for a job or work

Redundancy

Retirement

Paying for Adult Social Care

Dealing with rubbish and pests

How to pay for adaptations to your home

Housing: buying or renting in Newcastle

Advocacy support to get your voice heard

When collecting clutter or hoarding can become a problem

Your benefits while you are in hospital or in residential care

Christmas and New Year holiday opening times for support services

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

What to do in extreme weather