InformationNOW
Information for people in Newcastle upon Tyne

Where to get benefits advice in Newcastle

There are a number of organisations in Newcastle that can help you with benefits advice. They can help to:

- check you're claiming all of the benefits you're entitled to
- guide you through the application process
- explain how some benefits may impact upon another
- some services may also be able to help you to appeal a benefit decision

Search for Benefits advice organisations

Location:
Postcode:
Search

Search for Carers benefit organisations

Location:
Postcode:
Search

Search for Child benefit organisations

Location:
Postcode:
Search

Search for Universal Credit organisations

Location:
Postcode:
Search

Local benefits advice support

Organisation name	Support available	Specialist support
Citizens Advice Newcastle (CAN) **Website:** citizensadvice-newcastle.org.uk **Telephone:** 0808 278 7823 Freephone, Monday to Friday 10am to 4pm **Email:** citycab@newcastlecab.org.uk **Address:** 4th Floor, City Library, Charles Avison Building, 33 New Bridge Street West 4th Floor City Library, NE1 8AX	Free, confidential and independent advice **Who can use this service:** people who live, work or study in Newcastle. **When:** Monday to Friday 10am to 4pm advice by phone, e-mail and webchat only For urgent matters you can drop in for advice (subject to availability) from Monday to Friday, 10am to 12pm.	Consumer advice Home energy advice Debt and Money Advice Family Advice
Newcastle Welfare Rights Service		
Search Newcastle		

Last updated: March 7, 2025

Useful Organisations

Newcastle Welfare Rights Service

Email: welfare.rights@newcastle.gov.uk

Website: www.newcastle.gov.uk/welfarerights

Telephone: 0191 277 2627

Address: **POSTAL ADDRESS ONLY - No face-to-face advice is given here, NE7 7LX

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

Website: http://citizensadvice-newcastle.org.uk

Telephone: 0808 223 1133

Address: 4th Floor, City Library, NE1 8AX

Turn2us

Email: info@turn2us.org.uk

Website: www.turn2us.org.uk

Telephone: 0808 223 1133

Address: Unit 9, CF15 7QQ

Search Newcastle

Email: info@searchnewcastle.org.uk

Website: www.searchnewcastle.org.uk

Telephone: 0191 273 7443

Address: Carnegie Building, NE4 8XS

Disability North

Email: reception@disabilitynorth.org.uk

Website: www.disabilitynorth.org.uk

Telephone: 0191 2840480

Address: The Dene Centre, NE3 1PH

Shine On (formerly Caring Hands)

Email: contact@shineoncharity.org.uk

Website: https://www.shineoncharity.org.uk/

Telephone: 0191 261 5234

Address: Shine On, NE6 5QN

Department for Work and Pensions (DWP)

Website: https://www.gov.uk/government/organisations/department-for-work-pensions

Telephone: 0191 261 5234

Newcastle University Student Union – Support and Advice Hub

Email: student-advice-centre@ncl.ac.uk

Website: www.nusu.co.uk/sac

Telephone: 0191 239 3900

Address: Newcastle University Students' Union (NUSU), NE1 8QB

entitledto

Email: info@entitledto.co.uk

Website: www.entitledto.co.uk

Telephone: 0191 239 3900

Child Benefit Office

Website: https://www.gov.uk/contact-child-benefit-office

Telephone: 0300 200 3100

Address: HM Revenue and Customs - Child Benefit Office , NE88 1AA

Housing Benefit enquiries at Newcastle City Council

Website: https://www.newcastle.gov.uk/services/benefits/housing-benefit/housing-benefit-and-council-tax-reduction-useful-forms

Telephone: 0191 278 7878

Address: Benefits Department, NE1 8QH

Child Maintenance Service (CMS)

Website: https://www.gov.uk/child-maintenance-service

Telephone: 0800 171 2345

Related Articles

Welfare benefits

Attendance Allowance

Universal Credit