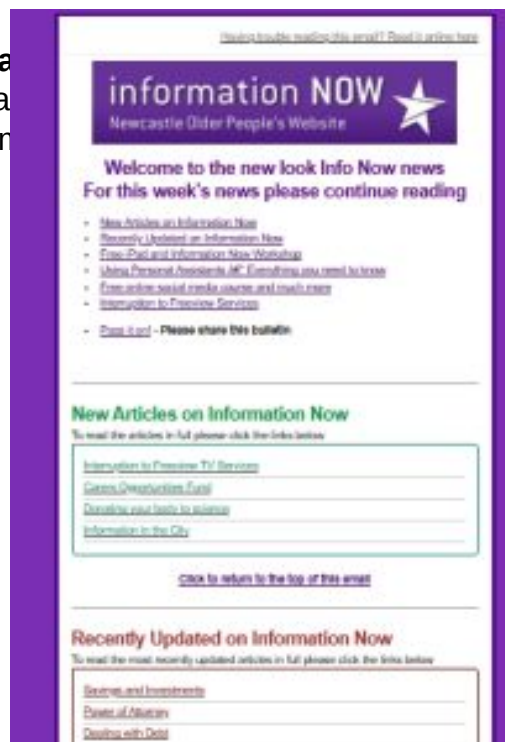


21 August 2025 InfoNOW news

InfoNOW

This edition of InfoNOW News magazine newsletter has changed but the goal is to provide you with a round up of important information around health, care, community and local events, services and activities.

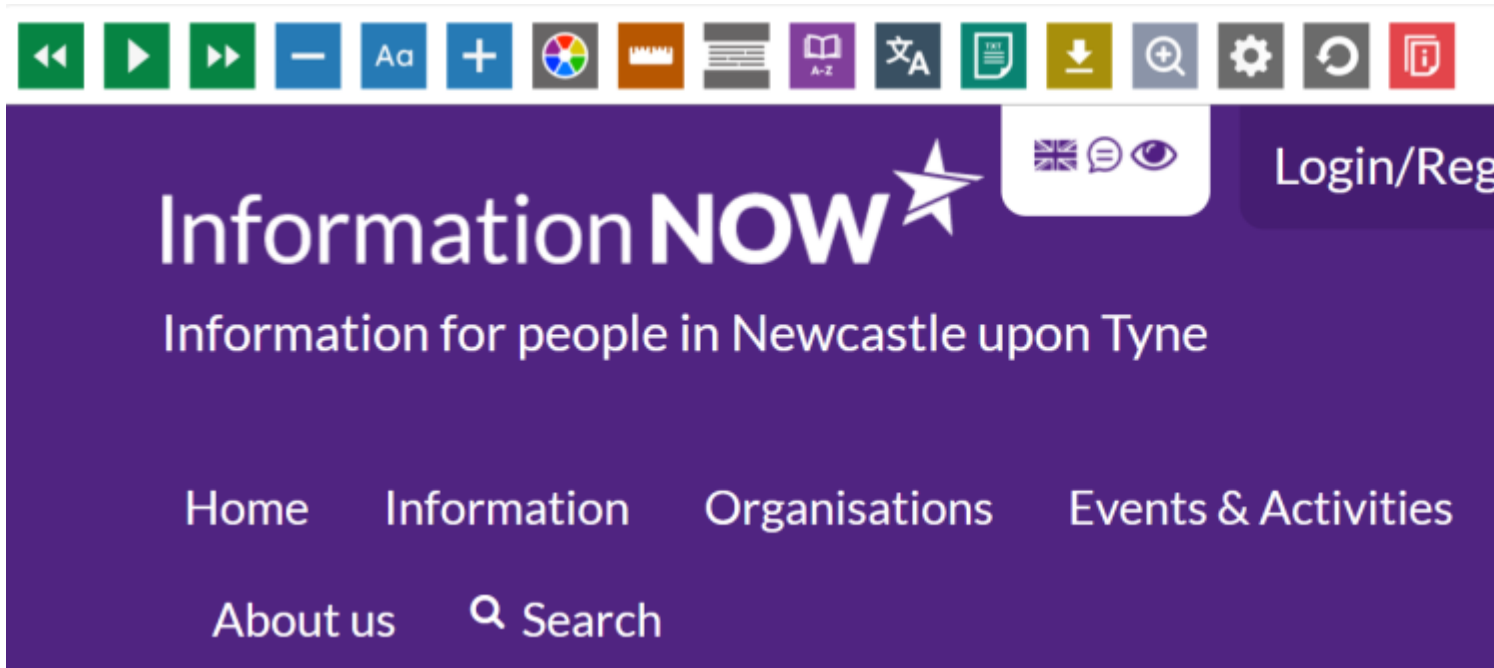


The style of our newsletter is a round up of important information around health, care, community and local events, services and activities.

Did you know InformationNOW features a built in accessibility and translation toolbar, so wherever you use InformationNOW you don't need software or Apps to access.

You can open the toolbar by clicking the white button with three icons (a flag, speech bubble and an eye) in the right hand corner of any page on the site. This opens the Recite Me Toolbar where you can:

- translate the website into over 100 languages
- change the size, colour, contrast and font of pages
- read aloud the website and download audio of the page
- make use of rulers and masks to make reading easier



Our accessibility toolbar is used by lots of people to translate information into their own language or make the website more accessible, as well as by people supporting somebody else with language or accessibility needs.

For example in July

- Dari (Persian) was the most used language to translate text.
- Farsi (Persian) was the most used language to translate using 'read aloud' audio
- The screen colour and contrast tool is the most used accessibility feature

Read more on [how to tailor InformationNOW to your access needs on Information Now](#)

Adult Social Care Point contact details

Adult Social CarePoint at Newcastle City Council give information and support to adults in Newcastle

You can contact them for a chat about your situation, what's working well for you, where it isn't and how they can help.

You can get help to:

- find out more about care and support
- get information in another language or format
- talk about any worries that you have about an adult in Newcastle
- report abuse or neglect of an adult

They are open Monday to Friday, 8am to 5pm

The up to date contact details are:

Phone: [0191 278 7878](tel:01912787878) and ask for 'Adult Social CarePoint'

Email: ASCP@newcastle.gov.uk

Mobile: [0796 847 4891](tel:07968474891) for people who are deaf or hard of hearing

In an emergency, Monday to Friday, 5pm to 8.30am and 24 hours at weekends

Phone [0191 278 7878](tel:01912787878) and ask for the 'Emergency Duty Team'.

[Read more about contacting Adult Social CarePoint at Newcastle City Council on Newcastle.gov.uk](#)

Get Online Newcastle Volunteer recruitment day

6 September 2025, 11am to 12:30pm, City Library

[Get Online Newcastle](#) (Digital Inclusion Team) is looking to expand its team of dedicated volunteers

Are you over 18 and have good IT skills, knowledge of how to access and use the internet with confidence and a passion for helping others? Do you have time and want to be part of a team who enjoy giving support to their local community?

Read more about [Get Online Newcastle Volunteer Recruitment Day on Information Now](#)

Warm Home Discount reminder ahead of winter

Applies from 24 August 2025

The UK Government is reminding people on means-tested benefits to check they are named on their electricity bill to make sure they get £150 off their energy bill this winter.

Households in receipt of Housing Benefit, Income-related Employment and Support Allowance, Income-based Jobseeker's Allowance, Income Support, Pension Credit and Universal Credit can claim the automatic discount.

Sunday 24 August is the qualifying date where energy suppliers will automatically match customer records (such as being named on an electricity bill) to apply the discount. After this date, eligible households will still be able to get the discount, but they will need to wait for a letter to arrive later in 2025.

the Warm Home Discount will apply automatically to over 6 million people in the UK, however you might not be named on their electricity bill if you have recently moved house or changed supplier. People on pre-payment meters who use a key or card to top up will also need to check that their household's account is registered in their name.

Read more about this [on GOV.UK here](#)

Read more about [Energy saving tips on InformationNOW](#)

‘Amazon-style’ prescription tracker in NHS App

Nearly 400,000 people have used a new prescription tracking feature in the NHS App in the first ten weeks since its launch

Around 1,650 high street chemists – including every [Boots](#) in England – are now offering the service, which enables patients to check if their medicines are “ready to collect” or “dispatched by pharmacy” if they are being delivered.

The feature is expected to be made available to nearly 5,000 more pharmacies within the next 12 months – covering 60% of those in England.

Read more about prescription tracking in the NHS app [on NHS England here](#)

Read more about [the NHS App on InformationNOW](#).

UK Emergency Alert testing

Previously shared in InfoNOW News 30 July 2025

There will be a UK-wide test of the Emergency Alerts system on 7 September 2025 at 3pm. Emergency Alerts is a UK government system that provides warning and advice in a life threatening emergency.

The test alert will be sent to all compatible 4G and 5G mobile phones and compatible tablets across the UK. Your phone may sound and display a message. There is no real danger and you will not need to take any action.

If you have a vision or hearing impairment, audio and vibration attention signals will let you know you have received the test.

The first Emergency Alerts test took place in April 2023. Domestic abuse support organisations such as [Refuge](#) raised concerns relating to survivors of domestic abuse with a hidden phone needing to have the option to ‘opt out’ of receiving the alerts on hidden devices.

The messaging remains the same: if survivors have hidden devices they need to make sure they have opted out of the test.

You can read more and get step by step instructions on GOV.UK [about opting out of emergency alerts here](#)

[Refuge](#) have a helpful video on [managing emergency alerts on your phone to stay safe if you’re experiencing domestic abuse on Youtube here](#)

Read more about the emergency alert system [on GOV.UK here](#)

Read more about [staying safe on InformationNOW](#)

In the Round August 2025

You can hear local information and updates from this months In the Round podcast from [Later Life Audio and Radio Cooperative \(LLARC\)](#)

- Kate, Richard, Anne and Violet look at the history of the former Newcastle General Hospital with stories and recollections from the people who worked and volunteered there.
- Violet turns the spotlight on Northumberland National Park
- Richard White from [InformationNOW](#) drops in with his monthly update on what's on in and around Newcastle upon Tyne during August.

Listen to In the Round [on Mixcloud here](#)

[Read more about Later Life Audio and Radio Cooperative \(LLARC\) on Information Now](#)

SPOTLIGHT ON

Home Care services – Have your say

Newcastle City Council is reviewing how home care services are provided to adults in the city. We're asking for feedback from people who use home care services, as well as their carers, relatives, and family members.

Please take a few minutes to share your views and complete our short survey.

The survey covers:

- Information about you
- What matters most in your care
- What you need from care staff
- Your thoughts on choice and independence
- Ideas for improving services in the future

You don't have to answer every question, and we're looking for feedback on the overall service, not individual home care services.

You can take the survey [on Lets Talk here](#)

If you are a service provider or a care worker in Adult Home Care Support in Newcastle, please complete the professionals survey [on Lets Talk here](#)

Your views will help shape future services and improve home care support for people in Newcastle.

You can read more about [Home care on Newcastle.gov.uk](#) and [Home care services in Newcastle on informationNOW](#)

Book a carers information and advice session

[Newcastle Carers](#) offer information and advice sessions for carers at different locations across Newcastle. If you're looking after someone you can book a slot to get help with:

- Accessing practical support
- Dealing with stress when caring for someone
- Talking to and liaising with professionals
- Accessing grants
- Information about caring for someone and working
- Planning for the future
- Accessing benefits

Information and advice appointments are available:

Thursdays from 10am to 12pm at [Westerhope Community Association](#)

Wednesdays from 1.30pm to 3.30pm at [Cruddas Park](#)

Mondays from 10am to 12pm at [Gosforth library](#)

Read more about [Looking after someone on InformationNOW](#)

Self-Care September at RHWE

Starts 4 September 12:30pm to 2:30pm

[Reviving the Heart of the West End \(RHWE\)](#) are having a month of free activities designed to support wellbeing and self-care, including creative crafts, oil making workshops, health and wellness sessions, and discussions around both physical and mental health focussing on both men and women as well as support around where to access help.

The launch event is on 4 September and daily activities take place from 5 September 2025.

Read more about [Self Care September @ RHWE on Information Now](#)

OPPORTUNITIES

North East Carer Summit 2025

30 September 2025 11am – 2pm, the Boiler House, Newcastle University, NE1 7RU.

The first North East Carer Summit is taking place this September. The event will bring together carers, charities, local and national organisations, and researchers to share support, knowledge, and inspiration. [National Institute for Health and Care Research \(NIHR\) Patient Recruitment Centre: Newcastle](#) are planning a lively and engaging day with a range of interactive stands and activities.

The event will be promoted to all carers within the North East and North Cumbria to attend and will be a fun atmosphere. The event will showcase some of NIHR's research too.

If you want to register to attend please sign up on [Microsoft forms here here.](#)

Read more on informationNOW about [Looking after someone](#)

Digital Inclusion Innovation Fund

Deadline 10 September 2025, 3pm

The Department for Science, Innovation and Technology (DSIT) has launched the Digital Inclusion Innovation Fund. £7.242 million will support digital inclusion projects in England

DSIT published the [Digital Inclusion Action Plan – First Steps](#) in February 2025 highlighting the need for locally delivered, tailored and targeted support that meet the needs of digitally excluded people.

The Digital Inclusion Innovation Fund is one of the first five actions set out in the Digital Inclusion Action Plan: First Steps to support digitally excluded people. The Fund aims to support:

- Innovative interventions to produce new knowledge on ‘what works’, building the evidence base on effective digital inclusion interventions.
- Best practice with the ambition to scale and replicate successful activities across England to increase digital participation.

Local authorities, combined authorities, charities, research organisations and consortiums can apply for grants from the Digital Inclusion Innovation Fund to support digitally excluded people in England. Grants of £25,000 to £500,000 are available to fund projects of different sizes.

If you have any queries regarding the Fund, please contact ggms_diginc_innofund@cabinetoffice.gov.uk.

You can find out more and apply for the fund [on GOV.UK here](#)

Read more about [local digital support on informationNOW](#)

Volunteering and employment session at Disability North

1 September 2025, 10am to 12pm, The Dene centre, Castle farm road, NE3 1PH

[Disability North](#) is teaming up with [PRS Inclusion and Training Services](#) to run focus group sessions designed to build confidence in the workplace and develop valuable skills for volunteering and employment.

They're hosting a drop-in session on **Monday 1st September**, at Disability North's Dene centre.

Come along and chat with a member of the PRS team about your goals for volunteering or employment. From there, they can work with you to create a personalised plan tailored to your needs and aspirations — helping you build skills, gain experience, and find the right voluntary or paid opportunities for you.

Suitable for people wanting to build their confidence with volunteering and employment, young people leaving school or recent leavers.

Read more about [accessibility and disability support on InformationNOW](#)

Carers drop in at Work and Thrive

12 September 2025, 10am to 2pm, City Library, 33 New Bridge Street West, NE1 8AX

Do you look after someone and want to find out more about employment support as a carer?

Book a free non-judgemental and confidential chat at [Work and Thrive central](#) at Newcastle City Library. Open to carers who are working and carers not currently in work. Book up to 30 minutes to chat with a worker from [Working for C](#)

The event is appointment only, and any



[Work and Thrive](#)

[here](#) or by scanning the QR code below

Read more about [Top tips for supporting carers in the workplace on InformationNOW](#)

CONSULTATIONS AND ENGAGEMENT

Community Wellbeing Service consultation

Deadline 7 September 2025.

The Public Health team at Newcastle City Council would like to hear the views and experiences of Newcastle residents for the recommissioning of a community wellbeing service for adults. As part of the consultation, they have created a survey for residents to complete.

They would like as many people as possible to fill it in so that a wide range of views and experiences are taken into account.

Here is how you can help:

1. Encourage – and where appropriate – support residents to complete the survey [on Let's Talk Newcastle here](#)
2. If you have access to a mailing list that reaches local residents, share the survey link with them and/or encourage completion during meetings, one-on-one conversations, or at other suitable settings.
3. If you are a service provider or a professional involved directly or indirectly in improving residents' health and wellbeing, please complete the professional survey [on Microsoft Forms here](#)
4. share this survey link as appropriate within your networks?
5. If your venue is attended by service users, if you could print and display the flyer below. Public Health at Newcastle City Council can print and post flyers if required, as well as providing them in different languages.



If you would like printed copies of the questionnaire/s or need the information in different formats, please get in touch with Kimberley.Watt@newcastle.gov.uk or aleksandra.dogmadzi@newcastle.gov.uk

Read more about [10 Tips for good health on Information Now](#)

Have Your Say: Improving Support for Mothers Involved with Children's Social Care

Deadline 22 September 2025

A new survey is gathering evidence to help shape better health and social care services for women and babies who are involved with children's social care during the first 1001 days — from pregnancy through to a child's second birthday. This includes mothers who have experienced

child removal.

The survey is being led by **Birth Companions**, following the launch of a powerful new report highlighting the urgent need for improved care in this area.

[Read the report on the maternal mental health alliance website here](#): New study highlights urgent need for better care for mothers with social care involvement

You can complete the survey on [surveymonkey here](#)

Read more on InformationNOW about [Benefits for maternity, paternity, adoption and other parental pay](#)

Have Your Say: Help Shape the Future of the Homelessness workforce

Deadline: 22 August 2025

The Ministry of Housing, Communities and Local Government (MHCLG), in partnership with Homeless Link, is conducting vital research to better understand the people who make up the homelessness sector.

Whether you work in a local authority, a commissioned service, or a voluntary organisation, your voice matters. This individual survey is your opportunity to share what it's really like to work in the sector including the challenges, the rewards, and what support you need to thrive. It takes around 10 – 15 minutes to complete and is open until Friday 22 August 2025.

You can complete the survey [on Homeless Link here](#)

Read more on InformationNOW about [Homeless or worried about becoming homeless](#)

Review of Polling Districts and Polling Places 2025

Deadline: 15 September 2025

Newcastle City Council are reviewing the boundaries of where people go to vote (polling districts), the buildings and facilities (polling station) in them

Newcastle City Council is reviewing polling districts and places across the city to make sure residents have fair, easy and accessible access to vote in future elections.

Following recent boundary changes, some polling stations may move from their current locations. We want to hear your views on the draft proposals before any decisions are made.

The consultation aims:

- To make sure everyone has reasonable facilities to vote.
- To make voting places accessible for disabled people.
- To make polling stations (the actual voting areas inside buildings) easy to access too.

- To make sure voting places are always in the in the polling district they serve (unless there's a good reason not to).

We're asking voters and key groups (like elected officials, political parties, and disability support organisations) to share their views between 18 August and 15 September 2025.

You can give your feedback by answering the questions below or by emailing us at: pollingplaces@newcastle.gov.uk

You can find out more and take the survey on [Let's Talk Newcastle here](#)

Read more about [Voting on InformationNOW here](#)

REPORTS AND RESOURCES

Working for Carers: Impact Report

The [Working for Carers project](#) is a partnership between [Newcastle Carers](#), [Carers Northumberland](#), [North Tyneside Carers Centre](#) that supports unpaid carers aged 16+ across Newcastle, North Tyneside and Northumberland, to maintain or find work, access education, training or volunteering opportunities.

They have recently shared their 2024 to 2025 impact report which shows the ways which they have supported carers across the north of Tyne area

[Read the Working for Carers Impact Report on Newcastle Carers website here](#)

Read more about [working for carers on InformationNOW](#)

Healthwatch report: peoples views on community-based care

Healthwatch have released a short insights report on the 12 August 2025 using recent research and Healthwatch case study stories to look at people's experiences of three key services that are already being delivered in the community:

- Health visiting, which focuses on the health and wellbeing of families with babies and young children.
- Speech and Language Therapy, which supports children and adults with speech and swallowing difficulties.
- Podiatry, which provides preventative care, diagnosis, and treatment for conditions that affect feet, ankles, and lower legs.

You can read insights on [What are people telling us about three key community services? on Healthwatch.co.uk](#)

[Read more on InformationNOW about care services and support](#)

Work and Wellbeing report

[Work and Thrive Newcastle](#) is a collaboration of local partners working together to support residents into new jobs, better jobs, and to improve their skills through training.

They brought together key partners to work together and look at local issue of mental health and wellbeing and how it affects people in the workplace, education or training in June 2025.

The Mental Health and Wellbeing Task & Finish Group produced a report following this with 7 key recommendations such as

- Developing and providing bespoke mental health support to help people stay in work.
- Embedding mental health into the Youth Guarantee offer

You can read the Work and Wellbeing: [Addressing Mental Health Challenges for a Thriving Workforce report on Work and Thrive here](#)

Read more about [Support to prepare for work or a job on InformationNOW](#)

Hate Crime Advocacy

Previously shared in InfoNOW News 22 May 2025

[Connected Voice Advocacy](#) support people across Newcastle, Gateshead, Sunderland, North or South Tyneside, or Northumberland who have experienced or are at risk of hate crime. Have you experienced hate crime or been targeted because of your race, religion, sexual orientation, disability, or transgender identity?

They can help by:

- Listening to you and understanding what you are going through
- Helping you to get information about your rights and options
- Supporting you to report hate crimes if you want to
- Helping you to be heard and deal with others (e.g. the police, housing, medical services)
- Taking your side

If you would like to find out more about advocacy support or to discuss making a referral, please contact advocacy@connectedvoice.org.uk

They also offer a tailored Hate Crime & Anti-Social behaviour training course delivered by their [Advocacy](#) team, drawing on the latest research they have been involved in with Durham and Northumbria Universities. The training also uses the new Hate ID App to understand the impact of hate crime, repeated hate relationships, and how to address and seek support for victims.

You can find out more about [this training on Connected Voices website here](#)

Connected Voice have produced the Hate ID App, (a collaboration with researchers at Durham and Northumbria Universities) which aims to better equip frontline practitioners to identify hate incidents and ensure victims are able to access the right support.

You can find out more about the Hate ID App [here](#).

Connected Voice Hate Crime Advocacy Service and related work is made possible by funding from the Office of the Police and Crime Commissioner for Northumbria.

Read more on InformationNOW about [Hate crime](#)

UPCOMING EVENTS

Heritage Open days

12-21 September 2025

Every September thousands of volunteers across England organise events to celebrate our history and culture. It's your chance to see hidden places and try out new experiences – all of which are free to explore. Local highlights of Heritage Open days include:

- [Heritage Open day: A walk in Leazes Park](#)
Friday 12 September 2025, 2pm to 3pm
- [Trinity House Heritage open day tour](#)
Saturday 20 September 2025, 10am to 3.20pm
- [Heritage Open day: Explore Quaker Meeting House](#)
Saturday 20 September 2025, 10am to 4pm

Read more on InformationNOW about [Heritage Open days](#)

United for Sanctuary

Newcastle United Foundation, run free weekly Active Through Football sessions for people over 16 years old who face the greatest barriers to becoming physically active. Their United for sanctuary sessions are free football session for refugees and asylum seekers.

- every Wednesday 3pm to 5pm at [Westgate college](#)
- every Thursday 3pm to 5pm at [Walker FC](#)
- every Friday 3pm to 4pm, at [Newcastle United Foundation](#)

Read more about [Support for Asylum Seekers and Refugees on InformationNOW](#)

Functional Fitness

Every Saturday, 10:30am to 11:30am, West Denton Leisure Centre, West Denton way, NE5 2QZ

Get better strength and balance. The exercises in this session are designed to help you train and prepare your body for daily tasks by simulating common movements and muscles you use every day at home, work or during sports. Perfect for overall strength, coordination and balance.

Read more about [Functional Fitness on Information Now](#)

ReCoCo Autumn events

[ReCoCo: The Recovery College Collective](#) have a range of new and returning events and courses for Autumn 2025.

Highlights include:

[A Walk in the Parks](#)

Gentle, friendly walks take place every Monday morning at Leazes Park. The walks end with a cuppa and a chat.

Monday 8 September 2025, 11am to 1pm

[Low impact exercise @ Recoco](#)

4 week course of low impact exercises including gentle warm ups and seated exercises for anyone that wants to improve their fitness

Tuesday 9 September 2025, 11am to 11.45am

[Music therapy @ Recoco](#)

Music therapy, group sessions with singing and instruments can help exploring relationships and be a

source of mutual support, reducing isolation and leading to greater self-understanding. Every Thursday.

Thursday 11 September 2025, 10am to 12pm

[Read Recoco's autumn prospectus for the full list of events and courses on their website here](#)

Read more about [Mental Health on InformationNOW](#)

MND bereavement support group

starts 3 September 2025, 5pm to 7pm, Marie Curie Wellbeing centre, NE4 6SS

A support group for people who have been bereaved by Motor Neurone Disease (MND) in the last 2 years. The group is ran the [Motor Neurone Disease Association](#) and hosted by [Marie Curie Newcastle](#)

[Read more about the MND Adult Bereavement Support Group on Information Now](#)

Greening Wingrove Bike Garden Community Nature Celebration Day

6 September 2025, 11am to 4pm, Nuns Moor park, Nuns Moor Road, NE4 5PA

Explore Nuns Moor Park and The Bike Garden by joining a range of drop-in activities throughout the day. Including peat bog themed crafts, nature walks and minibeast hunts with Natural History Society of Northumbria.

[Read more about Greening Wingrove Bike Garden Community Nature Celebration Day on Information Now](#)

NEW AND UPDATED ON INFONOW

Natasha Trust

New organisation

The Natasha Allergy foundation raise awareness about allergies, ensure that laws protect people with allergies, and make sure that medical information and advice is readily available through the NHS.

They have resources such as the Allergy School toolkit a free online resource aimed at schools, nurseries, and out-of-school clubs with information about allergies, as well as tips to protect children.

Read more about the [Natasha Allergy Research Foundation on Information Now](#)

Just Good Work

New organisation

Just Good Work is a free App with information and step by step guides on the recruitment and employment process when working in another country.

The app supports migrant workers, including those coming to the UK and Europe. It helps workers avoid debt, exploitation and human trafficking with accurate information, document prep checklists, a virtual document wallet and facts about the country, workers rights and responsibilities. The app is available offline and in over 15 languages.

[Read more about Just Good Work on Information Now](#)

East and Southeast Asians North East ESA.NE

New organisation

East and Southeast Asians North East (ESA.NE) is a queer trans and intersex led community network supporting QTIBAPOC+ (queer, trans, intersex, black, Asian, indigenous people of colour) and LGBTQIA+ (lesbian, gay, bisexual, transgender, queer, intersex, and asexual) people from the global majority.

Read more about [ESA.NE \(East and Southeast Asians North East\) on Information Now](#)

Newcastle City Learning Learning Difficulties and Disabilities provision

Updated organisation

Newcastle City Learning offer a variety of funded/co-funded and full cost courses and qualifications for people with a learning disability or difficulty over the age of 19. Courses range from cookery, performing arts, art and design, physical and mental wellbeing to horticulture.

Read more about [Newcastle City Learning Learning Difficulties and Disabilities provision on Information Now](#)

Get involved in health research

updated article

Research improves the health and social care provided by the NHS and others. Advancing medicine to find new cures and better treatments for future generations. There are lots of ways you can get involved in their health and care research.

Read more about [getting involved in health research on Information Now](#)

Health Inequalities

updated article

Health inequalities mean that not everyone has the same chance to be healthy. Some people are healthier than others because of where they live, how much money they have, access to education and information. This page will explain what health inequalities are, why they matter and ways to reduce them..

Read more about [Health Inequalities on Information Now](#)

Healthy eating and drinking

updated article

The food you eat has a huge impact on your health. A well-balanced, nutritious diet can help to prevent many illnesses and improve some existing health conditions. This page looks at healthy eating and drinking habits, diets and allergies.

Read more about [Healthy eating and drinking on Information Now](#)

Last updated: September 2, 2025

Recent Newsletters:

[22 September 2025 InfoNOW news](#)

NEWS InformationNOW So far in September 2025, 116,012 people have visited InformationNOW.org.uk to find trusted advice, local services, and support across Newcastle. Webpages have been viewed 1,166,380 times. Fr...

[21 August 2025 InfoNOW news](#)

InfoNOW This edition of InfoNOW News marks 450 issues of InfoNOW News! The style of our newsletter has changed but the goal remains the same: to bring you a round up of important information around heal...