

## Citizens Advice Newcastle (CAN)

Citizens Advice Newcastle (CAN) give free, confidential and independent advice to people who live, work or study in Newcastle. You can speak to an advisor by phone, webchat or email. For urgent matters you can drop in for advice (subject to availability) from Monday to Friday, 10am to 12pm. They offer advice on a range of issues including:

Benefits, education, energy issues, employment, family disputes, health care, housing, homelessness, immigration, citizenship and human rights. (Use main contact details below)

Specialist advice available	How to contact Citizen's Advice Newcastle
<p><b>Consumer issues</b></p>	<p>Telephone: <a href="tel:08082231133">0808 223 1133</a></p>
<p><b>Debt and Money Advice:</b> from dealing with simple debts to bankruptcy</p>	<p>Complete the <a href="#">online self referral form</a></p> <p>Professionals complete the Professional referral form <a href="https://www.citizensadvice-newcastle.org.uk/professional-referrals">https://www.citizensadvice-newcastle.org.uk/professional-referrals</a></p>
<p><b>Home energy advice:</b> Problems with your energy supplier? Worried about fuel bills? Need an emergency fuel voucher support? Want to save money? Need help to get on the Priority Services Register, to pay your bills or save energy?</p>	<p>Telephone: <a href="tel:08004480721">0800 448 0721</a></p> <p>Email: <a href="mailto:citycab@newcastlecab.org.uk">citycab@newcastlecab.org.uk</a></p> <p>We can also provide face to face appointments and home visits</p>

<p><b>Family Advice in the community:</b> help with a wide range of issues</p>	<p><b>Mondays: Action for Children at <a href="#">Galafield Family Hub</a></b> Drop in 9am to 12pm</p> <p><b>Wednesdays:</b> <a href="https://new.newcastle.gov.uk/libraries/find-library/gosforth-library">https://new.newcastle.gov.uk/libraries/find-library/gosforth-library</a>, Regent Farm Road, NE3 3HD 10.30-12.30</p> <p><b>Wednesdays: <a href="#">Action for Children</a>,</b> Wesley House, Bond Street, Newcastle upon Tyne, NE4 8BA by appointment Wednesdays 10am until 1pm</p> <p><b>Thursdays: <a href="#">St Vincent Support Centre</a>,</b> drop in Thursdays 12.30pm to 3.30pm</p> <p><b>Thursdays:</b> City of God Christian Centre, 25 Church Walk, Walker, Newcastle upon Tyne, NE6 3DP drop in 11am to 1.30 pm</p>
<p><b>Advice in schools</b></p>	<p>Hawthorn Primary School, Moorside Primary School, St Marks Primary School, St Paul's Primary School</p> <p>To talk to someone about your benefits, money, housing issues or anything else, contact Gayle on <a href="tel:07771739620">07771739620</a> or <a href="mailto:gaylep@newcastlecab.org.uk">gaylep@newcastlecab.org.uk</a></p>
<p><b>Talk to CAN at your local Yorkshire Building Society</b></p>	<p>Talk to Citizens Advice at your local Yorkshire Building Society. Book a FREE and confidential appointment at your Newcastle branch on <a href="tel:01912830297">0191 2830297</a></p>
<p><b>Scams</b></p>	<p>Telephone: <a href="tel:08082505050">0808 250 5050</a></p>
<p><b>Universal Credit service:</b> help with new claims and managing first payments.</p>	<p>Universal Credit national helpline Monday to Friday 9am to 5pm: <a href="tel:08001448444">0800 144 8444</a></p>

Last updated: June 13, 2025

**Telephone:** 0808 223 1133

**Telephone note:** Consumer Helpline, Monday to Friday 9am to 5pm

**Telephone 2:** 0800 448 7821

**Telephone 2 note:** Energy Affordability Helpline, Monday to Friday 9am to 5pm

**Website:** <http://citizensadvice-newcastle.org.uk>

**Textphone:** 18001 0800 144 8884

**Email:** [citycab@newcastlecab.org.uk](mailto:citycab@newcastlecab.org.uk)

**Email 2:** main office (administration only) 0191 229 2750 [tracy@newcastlecab.org.uk](mailto:tracy@newcastlecab.org.uk)

**Twitter:** <https://twitter.com/CitAdvNewcastle>

**Facebook:** <https://www.facebook.com/CitizensAdviceNewcastle/>

**Opening Hours:** Monday to Friday 10am to 4pm advice by phone, e-mail and webchat only  
Advice walk in sessions. No appointment needed. Monday to Friday 10am to 12pm  
They run weekly or monthly advice sessions at Newcastle Food Bank in Walker,  
The Bread and Butter Thing at Church of God  
Denton Food Bank

**Cost:** Free

**Address:**

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

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## Related Articles

[How to make a complaint about Adult Social Care services](#)

[Attendance Allowance](#)

[Disability Living Allowance \(DLA\)](#)

[Jobseeker's Allowance \(JSA\)](#)

[Gas and electricity](#)

[Your Consumer Rights](#)

[Dealing with debt](#)

[Welfare benefits](#)

[Immigration and Asylum](#)

[Universal Credit](#)

[Personal Independence Payment \(PIP\)](#)

[Starting your own business or self employment](#)

[Problems at Work](#)

[Support for Asylum Seekers and Refugees](#)

[Getting repairs and decorating done](#)

[Family and relationship problems](#)

[Cost of living support](#)

[Food banks and free emergency food in Newcastle](#)

[Employment and Support Allowance \(ESA\)](#)

[Support for people with low incomes](#)

[Child Benefit](#)

[State Pension](#)

[Affordable electrical goods](#)

[Christmas and New Year holiday opening times for support services](#)

[Caring for young relatives – Family or friend \(kinship\) carers](#)

[Home adaptations, equipment and aids](#)

[Help with energy problems and how to pay for them](#)

[How to make a good complaint](#)

[Housing: buying or renting in Newcastle](#)

[Lasting Power of Attorney and Deputyship](#)

[Grandparent issues](#)