Information NOW
Information for people in Newcastle upon Tyne

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
Consumer issues	Telephone: **0808 223 1133**
Debt and Money Advice: from dealing with simple debts to bankruptcy	Complete the **online self referral form** Professionals complete the Professional referral form https://www.citizensadvice-newcastle.org.uk/professional-referrals
Home energy advice: 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?	Telephone: **0800 448 0721** Email: **citycab@newcastlecab.org.uk** We can also provide face to face appointments and home visits

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

Last updated: September 29, 2026

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

Helpline: 08082787823

Monday to Friday 10.00am to 4.00pm
Textphone: 18001 0800 144 8884

Email: citycab@newcastlecab.org.uk

Email 2: main office (administration only) 0191 229 2750 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

Cost: Free

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

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