Information NOW
Information for people in Newcastle upon Tyne

Disability North

Disability North provides independent information and advice for disabled people, their families, friends and carers. They can support you:

- to find and buy equipment that can make life easier
- when preparing to leave hospital
- with direct payment support to manage your personal budget
- with disability related benefit advice: they can help you to apply for benefits, make an appeal if needed and represent you at tribunals
- to recruit and employ Personal Assistants and other care roles. They offer a full payroll service
- with community care advice
- to buy a radar key for accessible toilets

At their Dene Centre in Gosforth you can visit to see their:

- **equipment showroom and demonstration area:** You can try out a range of accessible items for kitchen, bathroom and shower.
- **The LiveEasy Shop** to see and buy stairlifts, walkers, risers, wheelchairs, shoes and more.
- **accessible gym facility.** Ability North Project which is a 3 week health and fitness programme for disabled people.
- **community activities and groups** such as Age UK Gateshead, and A Time 2 Talk

Organisations can get help to:

- **check the accessibility of your venue:** They can create a personalised report with recommendations of ways you can make your venue more accessible and inclusive. Speak to them about their Disability Access Audits and Consultancy Service.
- **train staff and volunteers in disability inclusion:** They can design and deliver personalised workshops and training for your organisation

This is a designated **Safe Reporting Centre** where people can report **hate crime** or hate incidents without having to contact the Police directly.

They also have rooms for up to 12 people available to hire. Video equipment and teas/coffees are available. The building and toilets are wheelchair accessible, additional disability aids are available on request.

Disability North is a Wellbeing Hub. They're a warm welcoming place to spend time in Newcastle. They offer a range of support such as hot drinks, free Wi-Fi, place to charge your devices, information, advice and more. Read more about **Wellbeing Hubs**

Wellbeing Hub is open Monday to Friday 9am to 4:30pm

Disability North is commissioned by Newcastle City Council to provide the **Direct Payment** Support Service. They provide independent information, advice and practical help for Adults, children or carers to choose and manage direct payments.

Last updated: October 7, 2025

Telephone: 0191 2840480

Website: www.disabilitynorth.org.uk

Fax: 0191 213 0910

Email: reception@disabilitynorth.org.uk

Twitter: https://twitter.com/DisabilityNorth

Facebook: https://www.facebook.com/disabilitynorthDN

Opening Hours: Monday to Friday 9am to 4.30pm

Cost: There may be a cost to this service/support

Address:
The Dene Centre
Castle Farm Road
Gosforth
Newcastle Upon Tyne
NE3 1PH

Related Articles

Home adaptations, equipment and aids

Direct Payments from Adult Social Care

Personal budgets for care and support

How to pay for adaptations to your home

Disability Living Allowance (DLA)

Attendance Allowance

Employment and Support Allowance (ESA)

How to challenge a benefit decision

Personal Independence Payment (PIP)

Industrial Injuries Disablement Benefit

Making your home safer

Financial Assessments with Adult Social Care

Looking after someone

Home care

Taking a short break or holiday

Accessible and public toilets

Leaving hospital

Useful information when leaving hospital

Choosing a care home

Hate crime

Family and relationship problems

British Sign Language and subtitles

Useful equipment to help you manage at home

Warm spaces and places in Newcastle

Services commissioned by Newcastle City Council

Accessible information

Wellbeing Hubs