

Newcastle Welfare Rights Service

Newcastle Welfare Rights Service give benefits advice to people who live in Newcastle. You can call their advice line or drop in to a face to face advice session for help. You can get benefits casework if you live in Newcastle and are in one of the priority groups. This includes people:

- aged over State Pension age
- with severe and enduring mental health problems
- with a learning disability
- who get support from adult social care
- children with disabilities and their carers
- unpaid carers
- leaving care
- with a critical illness
- with a registered sensory impairment
- who've been offered a job and need information about if it will affect your benefits

Drop in face-to-face advice (no appointment needed) is available **ONLY** to people living in these areas: Arthurs Hill, Blakelaw, Elswick, Kenton, West Fenham, Monument, Wingrove, Callerton and Throckley. The details of when those drop in sessions are held is in the table below.

People who come to these face-to-face sessions but do not live in these areas will be directed to either call our public advice line or signposted to other places for advice.

Time	Venue
Mondays: 12pm to 2:30pm	<u>Fenham Library</u> , Fenham Hall Drive, Fenham, Newcastle upon Tyne, NE4 9XD
Tuesdays: 9:30am to 12pm	<u>Blakelaw Community Centre</u> , Binswood Avenue, Newcastle upon Tyne, NE5 3PN
Tuesdays: 9.30am to 12pm	<u>Nunsmoor Centre</u> , Studley Terrace, Newcastle upon Tyne, NE4 5AH
Thursday 10am to 12:30pm	<u>Kenton Library</u> , Hillsview Avenue, North Kenton, Newcastle, NE3 3QJ

Thursday 10am to 12pm (Fortnightly)	<p><u>Cruddas Park Library</u> Westmorland Road, Cruddas Park, Newcastle upon Tyne, NE4 7QY</p> <p>Dates of sessions 26/27: Next session 25 June 2026</p>
Friday 9:30am to 12pm (Monthly)	<p><u>Throckley Community Hall</u>, Back Victoria Terrace, Throckley, Newcastle upon Tyne, NE15 9EL</p> <p>Dates of sessions 26/27: Next session 26 June 2026</p>

Cruddas Park GP Surgery patients can book a benefits advice appointment. Call the Surgery and ask for to see a Welfare Rights Officer. Appointments are available on Tuesdays 9.30am to 12pm.

Walker Medical Group patients can book a benefits advice appointment. Call the Surgery and ask for to see a Welfare Rights Officer. Appointments are available on Wednesdays 9.15am to 12pm.

St Anthony's Health Centre patients can book a benefits advice appointment. Call the Surgery and ask for to see a Welfare Rights Officer. Appointments are available on Mondays 2pm to 5pm.

Please note there is a waiting list for this service. Someone will contact you as soon as possible.

You can find other benefits advice services in their booklet **[Where to get benefits advice in Newcastle](#)**

Last updated: June 12, 2026

Telephone: 0191 277 2627

Telephone note: Public advice line open Monday to Friday 9.30am to 12pm

Telephone 3: 0191 277 2633

Telephone note 3: Professionals advice line open Monday to Friday 10am to 12pm

Website: www.newcastle.gov.uk/welfarerights

Email: welfare.rights@newcastle.gov.uk

Opening Hours: Public advice line: Monday to Friday 9.30am to 12pm
Professionals advice line: Monday to Friday 10am to 12pm

Cost: Free

Address:

****POSTAL ADDRESS ONLY - No face-to-face advice is given here**
Newcastle Welfare Rights Service
Benton Park Road
Newcastle upon Tyne
NE7 7LX

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