

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

Face to face advice available: No appointment needed for people who live in: Arthurs Hill, Blakelaw, Elswick, Kenton, West Fenham, Monument, Wingrove, Callerton and Throckley.

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

Thursday 10am to 12pm (Fortnightly)	Cruddas Park Library Westmorland Road, Cruddas Park, Newcastle upon Tyne, NE4 7QY
	Dates of sessions 25/26: 5th June, 19th June, 3rd July, 17th July, 31st July, 14th Aug, 28th Aug, 11th Sept, 25th Sept, 9th Oct, 23rd Oct, 6th Nov, 20th Nov, 4th Dec, 18th Dec.
Fridays 9:30am to 12pm (Fortnightly)	Throckley Community Hall, Back Victoria Terrace, Throckley, Newcastle upon Tyne, NE15 9EL
	Dates of sessions 25/26: 6th June, 20th June, 4th July, 18th July, 1st Aug, 15th Aug, 29th Aug, 12th Sept, 26th Sept, 10th oct, 24th Oct, 7th Nov, 21st Nov, 5th Dec, 19th Dec.

<u>Cruddas Park GP Surgery</u> 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.

<u>Walker Medical Group</u> 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.

<u>St Anthony's Health Centre</u> 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: July 16, 2025

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

Related Articles

Incapacity Benefit

Council Tax Support

Looking after someone

Attendance Allowance

Carer's Allowance

Disability Living Allowance (DLA)

Bereavement Benefit

Pension Credit

Income Support

Housing Benefit

Jobseeker's Allowance (JSA)

Emergency funds and crisis support

Living abroad and your benefits

State Pension

Industrial Injuries Disablement Benefit

While you are in hospital

Your benefits while you are in hospital or in residential care

Child Benefit Welfare benefits Redundancy Retirement Learning disability local support services Employment and Support Allowance (ESA) Housing: buying or renting in Newcastle Moving abroad **Cold Weather Payments** Payment Exception Service **Universal Credit** Personal Independence Payment (PIP) National Insurance Food banks and free emergency food in Newcastle How to challenge a benefit decision Caring for young relatives – Family or friend (kinship) carers Support for Asylum Seekers and Refugees Support for people with low incomes Managing someone else's affairs Winter Fuel Payment Affordable electrical goods

Christmas holiday opening times for support services