

ESOL : English lessons for people who speak English as a second or other language

There are lots of places in Newcastle where you can learn English or practice your conversation skills, this is known as ‘**English for Speakers of Other Languages**’ or **ESOL**,

Classes can be informal groups to help you build your confidence in speaking English or formal classes where you can get a certificate or qualification to show that you can speak English. A certificate can be useful to [help you to get ready to work or apply for jobs](#).

Find English classes near you

[Work and Thrive Central’s](#) ESOL Service will help you find the right English language support for you. They’ll check your level of English, eligibility and give you different options. Based at [Newcastle City Library](#). Email ESOLService@newcastle.gov.uk. or [book an appointment using their form](#)

Search for English language (ESOL) organisations

Location:

Postcode:

Eligibility: What does it mean?

Some of the places listed on this page give free lessons to everybody who needs them. Some places can’t give free lessons to everyone. This means some people get lessons for free and some people pay for lessons. You can have the lessons for free or a reduced price, if you are eligible. The place of learning will check if you are eligible for free lessons before you start studying.

ESOL classes in Newcastle

Here's the classes that are available in Newcastle. If there is a cost for the lesson, we have included it in the list below.

Contact the organisation to find out more about what they offer. The time of sessions and venues may change.

English courses with a certificate or qualification

| Organisation | What's available | How to use the service |
|--------------|------------------|------------------------|
|--------------|------------------|------------------------|

Newcastle City Learning

Address: Westgate College, Westgate Road, NE4 9LU

Telephone: [0191 277 3520](tel:01912773520)

Website: newcastlecitylearning.ac.uk

Email:
newcastlecitylearning@newcastle.gov.uk

English as a second language (ESOL) Service:

Learn English reading, writing, speaking and listening. Includes language and skills required for everyday life, work and citizenship.

Qualifications: from Entry 1 to Level 2.

Contact them if you want to join these classes. They have classes for all levels. They accept new students 3 times per year, at the beginning of term.

Who can use the service? Adults who don't speak English and who plan to stay in the UK. This can include the following people:

- who have lived in the UK for over 3 years
- with indefinite leave to remain
- asylum seekers who have been in the UK for 6 months
- refugees
- members of the EEC Economic area

Cost: Free

Newcastle College

Address: Rye Hill Campus, Scotswood Road, Newcastle upon Tyne, NE4 5BR

Telephone: 0191 200 4000

Website: ncl-coll.ac.uk

Email: enquiries@ncl-coll.ac.uk

English as a second language (ESOL) Service:

Learn English reading, writing, speaking and listening. Includes language and skills required for everyday life, work and citizenship.

You must be able to attend 3 half days per week if you are doing a day time class or 2 evenings if you are doing a night class'.

You can also do Digital IT and other short courses

Qualifications: City & Guilds ESOL Awards from Entry 1 to Level 2

Attend an Open Event to find out more about courses and when the next start dates are. Open events are usually from March to July and take place once per month. You can find [open events on their website here](#)

Who can use the service: 16 to 18 year olds can study ESOL full time

Cost: Free for most people. Talk to Newcastle college at an open event to find out more

| | | |
|---|--|--|
| <p><u>The Chinese Centre</u></p> <p>Address: 117 Westgate Road, NE1 4AG</p> <p>Tel: 0191 230 3158 or 07856 295 987</p> <p>Facebook: www.facebook.com/ChineseCentreNE</p> | <p>English as a second language (ESOL) classes. If you pass you get a qualification.</p> <p>Entry level 1 to Level 2</p> <p>Fast track learning with online resources.</p> | <p>Who can attend: You can attend if you are eligible for adult education funding and you are not studying in another college.</p> <p>Cost: free</p> |
| <p><u>Newcastle International School</u></p> <p>Address: Northumberland House, NE1 8ER</p> <p>Tel: 0191 435 1014</p> <p>Email: admin@newcastlenis.com</p> | <p>Free support classes</p> <p>English Conversation Class</p> <p>English for Work class</p> | <p>Who can attend: contact for more information and eligibility</p> <p>Women only classes are available</p> <p>Cost: free</p> |

English to prepare for work

| | | |
|--------------|------------------|------------------------|
| Organisation | What's available | How to use the service |
|--------------|------------------|------------------------|

| | | |
|---|---|---|
| <p><u>JET (Jobs, Employment and Training)</u></p> <p>Address: Carnegie Building, Atkinson Road, Benwell, Newcastle upon Tyne, NE4 8XS</p> <p>Email: julie22@jetnorth.org.uk</p> <p>Website: jetnorth.org.uk</p> <p>Tel: 0191 273 5761</p> | <p>Help to learn English, grammar and useful workplace language.</p> <p>You will get help to prepare for work. This includes: careers advice, job search, job interview and CV support.</p> <p>They can help you to settle into life in the UK.</p> | <p>Who can use the service: adults who don't speak English as their first language</p> <p>Cost: free for people on Universal Credit sent via their Job Coach at the JobCentre.</p> <p>How to use this service: contact them for more information</p> |
| <p><u>Work and Thrive Central</u></p> <p>Address: City Library, Charles Avison Building, 33 New Bridge Street West, Newcastle upon Tyne, NE1 8AX</p> <p>Telephone: 0191 277 4125</p> <p>Website: workandthrivenewcastle.org.uk</p> <p>Email: workandthrivenewcastle.org.uk</p> | <p>Help to prepare for work.</p> <p>Training to learn new skills</p> <p>ESOL support service can help you to learn English.</p> <p>Careers advice and help to find and apply for jobs.</p> | <p>Who can use the service: open to everyone</p> <p>Cost: free</p> <p>How to use this service: contact them for more information</p> <p>Opening hours 10am to 5pm Monday to Friday</p> |

English classes in the community

| | | |
|--------------|------------------|------------------------|
| Organisation | What's available | How to use the service |
|--------------|------------------|------------------------|

| | | |
|---|--|---|
| <p><u>Action Foundation</u></p> <p>Address: CastleGate, Melbourne Street, Newcastle-upon-Tyne, NE1 2JQ</p> <p>Telephone: 0191 231 3113</p> <p>Website: actionfoundation.org.uk</p> <p>Email: language@actionfoundation.org.uk</p> | <p>English courses in Newcastle and online Zoom lessons</p> <p>Suitable for beginners to advanced English speakers</p> <p>Childcare: Not available</p> | <p>Check the Action Language website for information about the next registration date.</p> <p>or Text or WhatsApp ENGLISH to 07518 460198</p> <p>Email language@actionfoundation.org.uk</p> <p>You need to bring your identification (ID) documents when you enrol.</p> <p>Who can use the service: Everyone can attend these classes if you are not studying at another college.</p> <p>Cost: Free</p> |
| <p><u>International House</u></p> <p>Address: Room 9 at International House Newcastle, 7-15 Gallowgate, Newcastle upon Tyne, NE1 4SG</p> <p>Tel: 0191 232 9551</p> <p>Website: ihnewcastle.com</p> <p>Email: info@ihnewcastle.com</p> | <p>Free English classes</p> <p>Upper level (B2) classes from 7th October to 20th December. Monday to Friday 2pm to 4pm.</p> <p>The classes are given for free by people who are learning to teach English.</p> | <p>Who can attend: open to all</p> <p>Cost: free</p> |

| | | |
|---|--|--|
| <p><u>Justice and Peace (Diocese of Hexham and Newcastle)</u></p> <p>Address: Our Lady of Lourdes Deaf Centre, 2 Summerhill Grove, Newcastle upon Tyne NE4 6EE</p> <p>Phone: <u>07427 838813</u></p> | <p>English conversation classes:</p> <p>Monday, Wednesday and Friday 11.30am to 12.30pm</p> | <p>Who can attend: open to all</p> <p>Cost: free</p> |
| <p><u>Newcastle College</u></p> <p>Address: Teaching Development Centre, George Street, NE4 7JL</p> <p>Tel: <u>0191 200 4000</u></p> <p>Website: <u>ncl-coll.ac.uk</u></p> <p>Email: <u>enquiries@ncl-coll.ac.uk</u></p> | <p>Free English classes</p> <p>Entry level 2 classes from 8th October 2019.</p> <p>Tuesdays 12.15pm to 3.15pm (attend when you can).</p> <p>The teachers are on a teacher training course.</p> | <p>Who can attend: open to all</p> <p>Cost: free</p> |

| | | |
|--|---|--|
| <p><u>North of England Refugee Service</u></p> <p>Address: 1 Charlotte Square (rear), NE1 4XF</p> <p>Email: info@refugee.org.uk</p> <p>Website: refugee.org.uk</p> <p>Tel: 0191 245 7301</p> | <p>English Classes:</p> <p>Beginners and all levels:</p> <ul style="list-style-type: none"> • Mondays 10.30am to 12.30pm • Thursdays 2pm to 4pm <p>Advanced level: Wednesdays 1pm to 4pm</p> | <p>Who can attend: Adults. Everyone is welcome.</p> <p>There are no eligibility restrictions. Students can attend any time they like.</p> |
| <p><u>The Conversation Group – Newcastle</u></p> <p>Address: Tuesdays in Newcastle City Centre, 4pm to 5.30pm</p> <p>Email: conversationgroupnewcastle@gmail.com</p> <p>Facebook: The Conversation Group – Newcastle</p> | <p>English conversation sessions for informal conversation, English language practice and for sharing information together.</p> | <p>Who can attend: adults</p> <p>How to attend: email for more information and to find out how to take part</p> <p>Cost: free</p> |

| | | |
|---|--|---|
| <p><u>Reviving the Heart of the West End</u></p> <p>Address: John Buddle Work Village, Buddle Road, Newcastle upon Tyne, NE4 8AW</p> <p>Telephone: 0191 226 7300</p> <p>Email: info@rhwe.org</p> <p>Email: info@rhwe.org</p> | <p>Reviving the Heart of the West End run free Let's Talk sessions every Tuesday and Friday.</p> <p>Practice your spoken English in a fun, relaxed and non judgemental environment.</p> | <p>Who can attend: adults</p> <p>When: Wednesday 12.30 to 2.30pm</p> <p>How to attend: contact for more information</p> <p>Cost: free</p> |
| <p><u>Riverside Community Health Project</u></p> <p>Address: Carnegie Building, Atkinson Road, Benwell, Newcastle upon Tyne, NE4 8XS</p> <p>Main Telephone: 0191 226 0754</p> | <p>refugees and asylum seekers welcome at regular drop ins and are eligible for some courses</p> | <p>Who can attend: adults</p> <p>How to attend: contact for more information</p> <p>Cost: free</p> |
| <p><u>St Vincent's Centre Newcastle</u></p> <p>Address: Blackfriars Centre, New Bridge Street, Newcastle upon Tyne, NE1 2TQ</p> <p>Telephone: 0191 261 6027</p> <p>Email: stvincentsnewcastle@svp.org.uk</p> | <p>Beginners ESOL</p> <p>Adult English classes, to help you build your confidence speaking and listening to Everyday English. You can get lots of practice using real-life situations.</p> | <p>Who can attend: adults</p> <p>When: Mondays 1pm to 3pm</p> <p>How to attend: Contact the centre to book a space</p> <p>Cost: free</p> |

| | | |
|---|--|--|
| <p><u>Roots For Change at St Vincent's Centre Newcastle</u></p> <p>Address: Blackfriars Centre, New Bridge Street, Newcastle upon Tyne, NE1 2TQ</p> <p>Telephone: <u>07960 287 537</u></p> <p>Email: <u>info@rootsforchangeuk.com</u></p> | <p>Basic and Advanced ESOL Classes</p> <p>Join these classes to improve your English and make new friends. A hot meal and free clothes are also offered.</p> | <p>Who can attend: adults</p> <p>When: Fridays 12:30pm to 3:30pm</p> <p>How to attend: Contact to book a space</p> <p>Cost: free</p> |
|---|--|--|

English reading groups

| Organisation | What's available | How to use the service |
|--------------|------------------|------------------------|
|--------------|------------------|------------------------|

| | | |
|---|---|---|
| <p>Practise English Group</p> <p>Main Telephone: 0191 278 7878 (ask for libraries)</p> <p>Email: readinggroups@newcastle.gov.uk</p> <p><u>West End Library</u></p> <ul style="list-style-type: none"> • Mondays from 1pm to 2pm • Drop in session <p><u>Newcastle City Library</u></p> <ul style="list-style-type: none"> • Level 1 Atrium • Wednesdays from 1pm to 2:30pm • email readinggroups@newcastle.gov.uk to register <p><u>Cruddas Park Library</u></p> <ul style="list-style-type: none"> • Thursdays from 1pm to 2pm • Drop in session | <p>A weekly reading group for people who want to improve their literacy.</p> <p>The group reads aloud to:</p> <ul style="list-style-type: none"> Increase confidence in reading English Improve pronunciation Enjoy a good story! <p>Volunteers support ESOL learners through reading, conversation and help you to choose reading material at the correct level to take home.</p> | <p>Who can attend: adults</p> <p>How to attend: contact for more information</p> <p>Cost: free</p> |
|---|---|---|

English conversation groups

| Organisation | What's available | How to use the service |
|--|--|--|
| <p><u>Brunswick Methodist Church</u></p> <p>Address: Brunswick Methodist Church, NE1 7BJ</p> <p>Email: iscnewcastle@gmail.com</p> <p>Website: www.iscnewcastle.org.uk</p> | <p>English Practice Classes for international students and their family members</p> <p>Tuesdays and Wednesdays during term time 10am to 12pm</p> | <p>Who can attend: adult international students and their family members</p> <p>Cost: free</p> |

| | | |
|--|--|--|
| <p><u>Heaton Baptist Church</u></p> <p>Address: Heaton Road , NE6 5HN</p> <p>Website: heatonbaptist.org</p> <p>Tel: 0191 265 7044</p> | <p>English conversation classes</p> <p>Small group and one-to-one options available for face-to-face or online.</p> <p>Thursdays 4.30pm to 6.30pm</p> | <p>Who can attend: open to all. Small group and one-to-one options are limited</p> <p>Cost: free</p> |
| <p><u>NEST</u></p> <p>Address: Newcastle University Students' Union, NE1 8QB</p> <p>Email: nest.union@newcastle.ac.uk</p> <p>YouTube Channel: NEST Beyonds Barriers</p> <p>Telephone: 0191 239 3900</p> | <p>Learn English conversation, speaking, listening and writing. Range of taught classes, English conversation and creative sessions.</p> <p>Online classes and face to face classes available</p> <p>Outreach, trips and outings for learners throughout the year.</p> | <p>Who can use the service: all welcome.</p> <p>How to use the service: watch their videos on YouTube or email to join face to face sessions and activities</p> <p>Cost: free</p> |
| <p><u>Northumbria University</u></p> <p>Address: Room 450, 4th Floor, Northumberland Building, Northumbria University, NE1 8SG</p> <p>Contact: 07712169328 or 07502222045</p> | <p>English conversation classes</p> <p>Thursdays 5.30pm to 7.30pm</p> | <p>Who can attend: open to all</p> <p>Cost: free</p> |

| | | |
|--|--|--|
| <p><u>Jesmond Library</u></p> <p>Address: Catherine Cookson room, St Georges terrace, Jesmond, NE2 2DL</p> <p>Telephone: 0191 2812385</p> <p>Website: jesmondlibrary.org</p> <p>Email: enquiries@jesmondlibrary.org</p> | <p>English language classes, conversation groups.</p> <p>children’s play area, board games and social space available.</p> | <p>Who can attend: Open to all. Children must be accompanied by an adult</p> <p>Cost: free</p> |
|--|--|--|

Women only English Classes

| Organisation | What’s available | How to use the service |
|---|--|--|
| <p><u>The Angelou Centre</u></p> <p>Address: The Angelou Centre, NE4 5NR</p> <p>Email: admin@angelou-centre.org.uk</p> <p>Website: angelou-centre.org.uk</p> <p>Tel: 0191 226 0394</p> | <p>Weekly English conversation café every Wednesday morning.</p> <p>ESOL classes</p> <p>Childcare: crèche sometimes available. Ask if it’s available each term.</p> | <p>Who can use the service: women only</p> <p>Cost: free</p> |
| <p><u>First Step North East</u></p> <p>Address: 435 Westgate Road, NE4 8RN</p> <p>Tel: 0191 226 1213</p> | <p>English classes for women.</p> <p>Creche facilities available for 2 hour sessions</p> | <p>Who can attend: women only</p> <p>How to attend: Contact them for more information about enrolment.</p> <p>Cost: free. There may be a small cost for materials such as £1 when using creche to pay for drinks and biscuit.</p> |

| | | |
|---|---|---|
| <p><u>Newcastle International School</u></p> <p>Address: Northumberland House, NE1 8ER</p> <p>Tel: <u>0191 435 1014</u></p> <p>Email: <u>admin@newcastlenis.com</u></p> | <p>Free support classes</p> <p>English Conversation Class</p> <p>English for Work class</p> | <p>Who can attend: contact for more information and eligibility</p> <p>Women only classes are available</p> <p>Cost: free</p> |
|---|---|---|

English sessions outside Newcastle

| Organisation | What's available | How to use the service |
|--|---|---|
| <p><u>Sunderland City of Sanctuary</u></p> <p>Email: <u>chris.howson@sunderland.ac.uk</u></p> <p>Tel: <u>0784 6099 643</u></p> | <p>Fridays</p> <p>Beginners: 3:30pm, Interfaith Centre, Sunderland University, Charles St, SR6 0AN</p> <p>Elementary to Advanced: online session at 4pm</p> | <p>Who can attend: contact for more information</p> <p>Cost: free</p> |
| <p><u>The Buffalo Community Centre Blyth</u></p> <p>Address: 55 Regent Street, Blyth, NE24 1LL</p> <p>Tel: <u>01670 363 858</u></p> <p>Email: <u>j</u> <u>o@buffalocommunitycentre.co.uk</u></p> | <p>Wednesday, 9:30 to 11:30am</p> | <p>Who can attend: contact for more information</p> <p>Cost: free</p> |

| | | |
|--|---|---|
| <p>Being Woman Ashington</p> <p>YMCA , North View, Ashington, NE63 9XQ</p> <p>Tel 07786472333</p> <p>Email:info@being-woman.org.uk</p> | <p>ESOL classes, Wednesday at 10:00am</p> | <p>Who can attend: contact for more information</p> <p>Cost: free</p> |
|--|---|---|

You can [search our Events & Activities](#) for ESOL classes and English conversation groups near you

The services listed on this page are provided by organisations independent to the council. We update this information regularly, but opening times and availability can change. Before attending a session we recommend you check it is running and that you're eligible to receive the service. Some services are only for adults or rough sleepers. Please note there may be a limit to the number of times you can access a service due to high demands in Newcastle. You can read more about InformationNOW's [Terms and Conditions](#).

Children and young people

All children and young people including those from a refugee or asylum seeker family can get free education and a place at a school until they are 18 years old. Your local school will provide English as an Additional Language (EAL) support which includes an assessment of their english level.

There is also support from [Children and Families Newcastle partners](#) for informal English practice and groups.

[Newcastle College](#) offer a 16-18 ESOL Beginner courses for young people aged 16 to 18 years old who are learning English.

English for health

[Involve NE](#) developed the [English for Health videos](#) series of videos and workbooks to help people who don't use English as a first language to understand the NHS. The videos cover:

- [an introduction to the NHS](#)
- [how to use a GP](#) and [find the right help](#)

- [pregnancy](#) and [the post-natal journey for new parents](#): find out more about the health checks for you and your baby
-

Acknowledgements

Thank you to [Action Foundation, Newcastle City of Sanctuary Newcastle ESOL service at Work & Thrive central](#) and [English Unlocked](#) for working with us to develop this article.



Last updated: June 10, 2026

Useful Organisations

Newcastle City Learning

Email: NCLGatewayEnquiries@newcastle.gov.uk

Website: www.newcastlecitylearning.ac.uk

Telephone: 0191 277 3520

Address: Westgate College, NE4 9LU

Newcastle College

Email: enquiries@ncl-coll.ac.uk

Website: www.ncl-coll.ac.uk

Telephone: 0191 200 4000

Address: Rye Hill Campus, NE4 5BR

Job4Me

Email: emilylam@job4me.org.uk

Website: <https://job4me.org.uk>

Telephone: 07856295078

Address: Job4Me (Newcastle), NE4 6UL

Newcastle International School

Email: admin@newcastlenis.com

Website: <https://www.newcastlenis.com/>

Telephone: 0191 908 4592

Address: Units 37A Blandford Square, NE1 4HZ

Byker Sands Family Centre

Email: childrenfamiliesnewcastle-east@newcastle.gov.uk

Website: <https://www.facebook.com/Community-Family-Hub-East-1742672322696105/>

Telephone: 0191 275 9636

Address: Byker Sands Family Centre, NE6 2FF

International House Newcastle

Email: info@ihnewcastle.com

Website: <https://www.ihnewcastle.com/>

Telephone: 0191 232 9551

Address: 7-15 Gallowgate, NE1 4SG

JET (Jobs Employment and Training)

Email: nasrin@jetnorth.org.uk

Website: <http://www.jetnorth.org.uk>

Telephone: 0191 273 5761

Address: Carnegie Building, NE4 8XS

Justice and Peace (Diocese of Hexham and Newcastle)

Website: http://www.rcdhn.org.uk/social_concerns/justice_and_peace.php

Telephone: 07407 091184

Address: St. Vincent's Support Centre , NE1 2TQ

North of England Refugee Service (NERS)

Email: info@refugee.org.uk

Website: www.refugee.org.uk

Telephone: 0191 245 7301

Address: 2 Friars St, NE1 4XA

The Conversation Group – Newcastle

Email: Conversationgroupnewcastle@gmail.com

Telephone: 0191 245 7301

Heaton Baptist Church

Email: office@heatonbaptist.org

Website: <http://www.heatonbaptist.org/>

Telephone: 0191 265 7044

Address: Heaton Road, NE6 5HN

North East Solidarity and Teaching (NEST)

Email: nest.union@newcastle.ac.uk

Telephone: 0191 239 3900

Address: Newcastle University Students' Union, NE1 8QB

Northumbria University

Email: course.enquiries@northumbria.ac.uk

Website: www.northumbria.ac.uk

Telephone: 0191 3495600

Address: Ground Floor, NE1 8ST

The Angelou Centre

Email: admin@angelou-centre.org.uk

Website: <http://angelou-centre.org.uk/>

Telephone: 0191 226 0394

Address: The Angelou Centre, NE4 5NR

West End Women and Girls Centre

Email: info@westendwomenandgirls.co.uk

Website: www.westendwomenandgirls.co.uk

Telephone: 0191 273 4942

Address: The Stephenson Building, NE4 6SQ

First Step North East

Email: sandramorland@hotmail.co.uk

Telephone: 0191 226 1213

Address: 435 Westgate Road, NE4 8RN

Sunderland City of Sanctuary

Email: sanctuariesunderland@hotmail.com

Website: <https://sunderland.cityofsanctuary.org/>

Telephone: 0191 226 1213

The Buffalo Community Centre Blyth

Website: <https://buffalocommunitycentre.co.uk/>

Telephone: 01670 363 858

Address: 55 Regent Street, NE24 1LL

Being Woman

Email: info@being-woman.org.uk

Website: <https://being-woman.org.uk/>

Telephone: 01670 857167

Address: YMCA Northumberland, NE63 9XQ

Riverside Community Health Project at Carnegie Community Hub

Email: admin@riversidechp.org.uk

Website: <http://riversidechp.org.uk/>

Telephone: 0191 226 0754

Address: Carnegie Building, NE4 8XS

English Unlocked

Email: info@englishunlocked.co.uk

Website: www.englishunlocked.co.uk

Telephone: 07786 003 429

Reviving the Heart of the West End (RHWE)

Email: info@rhwe.org

Website: www.rhwe.org

Telephone: 0191 226 7979

Address: John Buddle Work Village, NE4 8AW

Involve North East

Email: beinvolved@involve.org.uk

Website: www.involve.org.uk

Telephone: 0191 226 3450

Address: Carnegie Building, NE4 8XS

Work and Thrive Central

Email: workandthrive@newcastle.gov.uk

Website: <https://www.workandthrivenewcastle.org.uk/>

Telephone: 0191 277 4125

Address: City Library, NE1 8AX

St. Vincent's Centre Newcastle

Email: stvincentsnewcastle@svp.org.uk

Website: <https://www.svp.org.uk/st-vincents-newcastle/>

Telephone: 0191 261 6027

Address: St Vincents Centre Newcastle, NE1 2TQ

Action Foundation

Email: info@actionfoundation.org.uk

Website: www.actionfoundation.org.uk

Telephone: 0191 231 3113

Address: CastleGate, NE1 2JQ

Related Articles

[Support for Asylum Seekers and Refugees](#)

[Help to use health services for refugees and asylum seekers](#)

[Adult learning, skills and training](#)

Lifelong Learning

Support to prepare for work or a job

Looking for a job or work

Bottle in the Fridge – emergency information scheme