

Christmas and New Year holiday opening times for support services

Many services close during the Christmas and New Year holidays. Read more below on the opening times for Newcastle City Council, Jobcentre, foodbanks and support services are opening during the festive holidays

This information is currently being updated as of 19 November 2025. Many services will be closed 24, 25, 26, 31 December 2025 and 1 January 2026.

Please check with services, if you are planning to use them as their opening times may change.

Festive bank holiday dates 2025 to 2026

Most services will be closed on the bank holidays. The dates for 2025 to 2026 are:

- Christmas Day Thursday 25 December
- Boxing Day Friday 26 December
- New Year's Day Thursday 1 January 2026

Some services may also be closed on Christmas Eve and New Year's Eve. Please contact the service to make sure they are open.

Adult Social Care

Adult Social CarePoint give information, signposting and support to adults in Newcastle who are struggling at home with day to day activities. If you are worried about the safety of an adult or the person who cares for them you can talk to them. They are open during normal office hours – Monday to Friday 8am to 5pm – [Call 0191 278 7878](tel:01912787878) and ask for Adult Social CarePoint or email ASCP@newcastle.gov.uk

In an emergency, 5pm to 8.30am on weekdays and at 24 hours a day at weekends the Emergency Duty Team is available. [Call 0191 278 7878](tel:01912787878) and ask for the Emergency Duty Team

Children's and Families Safeguarding team at Newcastle City Council is available if you're worried about the safety of a child.

Benefits advice and support

[Newcastle City Council's Welfare Rights Service](#) advice line is open as normal 24, 29, 30, 31 December 2025 and 2 January 2026. It will be closed 25 to 28 December 2025.

The Welfare Rights Service drop-ins are closed from the 22nd December 2025 and will restart in 2026. Details of where to get benefits advice in Newcastle's can be found on [Newcastle City Council's website](#).

[Housing Benefit](#), [Council Tax](#) and [Crisis Support](#) services at Newcastle City Council will be open normal hours 27, 28, 29 December. They will be closed Christmas day, Boxing day and New Year's day.

[Universal Credit Online Claim Support at Newcastle Libraries](#): Closed 25, 26 December 2025. Open 24, 29, 30, 31 December at [City Library](#). Sessions on 24 and 31 December close at 2pm.

[Citizens Advice Newcastle \(CAN\)](#) will be closed from 12pm 24 December 2025 and re-open at 10am on 10 January 2026.

[Jobcentre Plus](#) and DWP services will be closed from 24 December to 28 December 2025 and 1 and 4 January 2026. For more information please visit [Job Centre Christmas and New Year opening on GOV.UK](#)

Benefit payment date

[Department of work and pensions \(DWP\)](#) telephone helplines will be closed on: 24, 25, 26 December 2025 and 1 January 2026.

- Benefits payments due on 24, 25, 26 December will be paid on 23 December 2025
- Benefit payments due on 1 January 2026 will be paid 31 December 2025

[Visit gov.uk to read how and when your benefits are paid.](#)

Carers

[Newcastle Carers](#) is closed for drop-ins on 23 December 2025. Their Carers Information Line closes at 1pm on 24 December 2025. Newcastle Carers' services, drop-ins, and Carers Information Line will re-open as usual at 9am on 2 January 2026.

Adults: [Adult Social CarePoint](#) Adult Social CarePoint open, Monday to Friday 8am to 5pm

In an emergency, after 5pm and 24 hours a day at weekends. Phone and ask for the Emergency Duty Team email ASCP@newcastle.gov.uk or phone [0191 278 7878](tel:01912787878). After 5pm and at weekends contact the Emergency Duty Team [Unknown](#)

Children: Care and support for children at Newcastle City Council: Initial Response Team on [0191 277 2500](tel:01912772500), Monday to Friday, 8.45am to 5pm. Emergency Duty Team on [0191 278 7878](tel:01912787878) (out of office hours).

[PROPS](#) office will close at 4pm on 23 December 2025 and re-open on 5 January 2026. The PROPS helpline will be closed 25 December 2025 and 1 January 2026. The helpline will be open 9am to 9pm all other days.

[Carers UK Forum](#): available to Carers UK members (join for free) available 24 hours a day, 365 days a year.

Dementia

[Alzheimers Society Newcastle](#) are closed 24, 25, 26 December 2025 and 1 January 2026. The [Alzheimers Society National Dementia Helpline](#) is open 9am-5pm on 24, 10am to 4pm on 26 to 28, 9am to 8pm on 29, 30 and 9am to 5pm on 31 December 2025. The helpline is closed 25 December 2025 and 1 January 2026.

[Dementia UK](#): Helpline for advice on caring for someone with dementia or to speak to an Admiral nurse. Phone [0800 888 6678](tel:08008886678) or email helpline@dementiauk.org

[Silverline Memories](#) Dementia Activity Centre, charity shop and wellbeing centre are closed from 20 December 2025 and reopen on 5 January 2026.

Digital and computer support

[Get Online Newcastle](#) will finish digital support sessions on 19 December 2025, sessions restart on 12 January 2026. The Get Online Newcastle helpline will be closed from 23 December 2025. They reopen on 5 January 2026.

Drugs and Alcohol

[NTaR](#) at Plummer court will be closed 25th, 26th, 27th, 28th December 2025 and 1st January 2026.

[Road To Recovery Trust at George Street Social](#) coffee shop will be closed 25, 26, 27, 28 December 2025. 1, 2, 3, 4 January 2026. 12 step fellowship meetings will be on as normal

[Oaktrees Newcastle](#) will be open 9am to 5pm on 23, 29 and 30 December and 9am to 4pm 24 and 31 December 2025. They are open normal hours from 2 January 2026.

Employability services

[Work & Thrive Central](#) at City Library closes at 5pm on 20 December and re-opens at 10am on 6 January.

[Individual Placement Support \(IPS\) Employment Service](#) will be on a reduced service from 22 December to 5 January

Energy services

Energy Services at Newcastle City Council is closed from 12pm on 24 December 2025. They will reopen on 2 January 2026. For help with prepayment top ups, please contact your energy supplier. If your supplier is unable to help then please contact the [Citizens Advice Consumer Service](#) by calling [0808 223 1133](#).

Foodbanks and Food Parcels

Newcastle Foodbank distributes emergency food parcels from a number of different places in Newcastle. You need a voucher or e- number to get a food parcel. See their listing for more details on how to be referred for a food parcel.

They are closed on 24, 25, 26, 27, 28 and 31 December 2025 and 1st January 2025.

Date	
22 December 2025	<p>10am to 11.30am Venerable Bede Church, NE4 8AQ. (food parcels only)</p> <p>12pm to 1.30pm Venerable Bede Church, NE4 8AQ (food vouchers only)</p> <p>1pm to 4pm St Silas Church, Clifford Street, NE6 1DR (food vouchers and food parcels)</p>
23 December 2025	<p>9.30am to 11.30am Lemington Methodist Church, NE15 8DT (food vouchers and food parcels)</p> <p>10am to 1pm The Foodbank Centre, Benwell Lane, NE15 6LX (food parcels only)</p>
29 December 2025	<p>10am-11.30am Venerable Bede Church, NE4 8AQ (food parcels only)</p> <p>12pm-1.30pm Venerable Bede Church, NE4 8AQ (food vouchers only)</p> <p>1pm-4pm St Silas Church, Clifford Street, NE6 1DR (food vouchers and food parcels)</p>

30 December 2025	<p>9.30am to 11.30am Lemington Methodist Church, NE15 8DT (food vouchers and food parcels)</p> <p>10am to 1pm The Foodbank Centre, Benwell Lane, NE15 6LX (food parcels only)</p>
1 January 2026	<p>5pm to 6.30pm Lemington Methodist Church, NE15 8DT (food vouchers and food parcels)</p>

[CDW Food Bank](#) will be closed from 19 December 2025 to 5 January 2026

[Families 1st NE Multibank](#) is closed from 23 December 2025 to the 1st January 2026. They will reopen on 2 January 2026

Free or low cost meals

[People's Kitchen](#) provide free meals to people who need it in Newcastle. They are usually open Monday to Friday 6.30pm to 8.30pm and weekends 9.30am to 11.30am. Over the Christmas holidays they are also serving food during these times:

2025-2026 Date	Opening times
24 December	Take away food available 6pm to 7pm
25 December	Christmas meals served 11.30am to 2pm
26 December	6pm to 7pm
27, 28, December	9.30am to 11.30am.
29, 30 December	6.30pm to 8.30pm,
31 December	New Year's Eve Party 6.30pm to 9pm
New Year's Day 1 January	6pm to 7pm

Foodcycle have their free 2025 community Christmas meals at:

- [FoodCycle Benwell](#) on 15 December at 6:30pm
- [FoodCycle Walker](#) on 17 December at 12:30pm
- [Foodcycle Westgate](#) on 18 December at 6:45pm
- [FoodCycle Byker](#) on 18 December at 7pm

Changing Lives Christmas meal is on 19 December 2025, 12pm to 3pm at [Cafe 16 at Newcastle Cathedral](#)

The Salvation Army Newcastle's festive movie and meal is on 19 December 2025, 5:30pm. The meal is free but donations are welcomed.

Diversity Hub CIC are open 22, 23, 24, 26, 29, 30, 31 December 2025. They are closed 25, 27, 28 December 2025 and 1 January 2026. Food is served daily: 8 am-12pm (sandwiches with tea/coffee), 12 pm to 8pm (hot meal, fruit etc). If possible, contact 07711111602 to let them know you are joining for food, but drop ins are welcome.

Shieldfield Forum Community Cafe is open 23, 24, 30, 31 December 2025 9:30am to 2pm for low cost food.

Scotswood Garden are open 22, 23, 29, 30, 31 December 2025 and 2 January 2026 for social activities followed by a free shared lunch at 12pm. They are closed 24, 25, 26, 27, 28 December 2025 and 1 January 2026.

Triangular CIO have a Christmas party on 22 December 2025 10am to 3pm, and are open on 26 and 29 December 2025 12pm to 2pm with food help offered..

St Luke's Church are hosting a Christmas dinner on 25 December 2025 at 1pm. To book a space [visit their website](#)

Corner Kitchen Community Café at Cornerstone are offering free and low cost meals on these dates:

- 17 December 2025: 11 am to 1pm Christmas dinner (£3 for turkey dinner and £1 for pudding)
- 22 December 2025: 9am to 2pm. Free hot drinks and toast served between 9am to 11am. hot meal for £2 served between 11 am to 2 pm
- 23 December 2025: 9am to 2pm. Free hot drinks and toast served between 9am to 11am. hot meal for £2 served between 11 am to 2 pm
- 24 December 2025: 9am to 2pm. Free hot drinks and toast served between 9am to 11am. hot meal for £2 served between 11 am to 2 pm

Crisis Skylight Newcastle are offering the following support to people who have been referred to them:

- 24 December 2025 Christmas Eve buffet 12pm to 2pm followed by festive films, crafts and games.
- 27 December 2025 Breakfast club 10am to 2pm
- 29 December 2025 Breakfast club 10am to 1pm followed by bingo

- 30 December 2025 Breakfast club 10am to 12pm followed by entertainment and bingo
- 31 December 2025 Breakfast club 10am to 12pm followed by entertainment

??????? [Food Newcastle](#) working together with [InformationNow](#), Newcastle City Council Public Health and [Gateshead Food Partnership](#) have also created a printable timetable of food support across Newcastle and Gateshead [available here](#)

Food pantries and social supermarkets

[Newcastle Community Pantry Walker](#) at Treetop Village, NE6 3JW is open 11:30am to 1pm on 22 and 29 December 2025. **Please note you must be an existing member.**

[Newcastle Community Pantry Blakelaw](#) at Blakelaw Community Centre, Bonington Way, NE5 3RD is open 10am to 11:30am on 23 December 2025. **Please note you must be an existing member.**

[Vinnies pantry at St Vincents centre](#) is open 20, 21, 22, 23, 29, 30 December 2025 and 2, 3 January 2026 10am to 4pm. 24 and 31 December 2025 10am to 3pm. The pantry is closed 25, 26, 27, 28 December 2025 and 1 January 2026

[Newcastle West Community Grocery](#) is open 9:30am to 1pm on 24, 31 December 2025 and 9:30am to 4:30pm on 29 and 30 December 2025. It is closed 25, 26, 27, 28 December 2025 and 1 January 2026. **Please note membership is needed.** This can be purchased during the first visit and for the whole month of December their 12 month membership costs £1 (instead of £5).

[Pottery Bank Community Centre](#) are closed from 25 December to 1 January 2026

[Benwell Bridge Community Pantry Cornerstone](#) is open 17 and 24 December 9am to 12pm. Pantry is open to anyone in NE4 or NE15. Membership is £2 (one-off payment).

There is a printable flyer with food support information [available here](#)

GP surgeries and health centres

Many GP surgeries are closed on 25th, 26th December and 1st January 2025, [NHS 111](#) can help with urgent repeat prescriptions if you run out of medicines.

Housing and homelessness prevention

[Newcastle City Council Housing Services offices](#) will close at 12pm on 24 December 2025. They will reopen at 9am on 5 January 2026. The West End housing office will reopen at 9am on 2 January 2026

[Housing Advice Centre at Newcastle City Council](#) are closed 25, 26 December 2025 and 1 January 2026. Otherwise they are open usual hours for advice: Monday to Friday, 8.30am to

12pm and 1pm to 4.30pm. Call 0800 1707 008 or email housingadvicecentre@newcastle.gov.uk

Outside of opening hours the Emergency Homeless Service is open. Telephone: 0800 1707 008 (For the Emergency Homeless Service press option 2 for the Operator and ask for the Emergency Homeless Officer)

Shelter Newcastle will be closed 25 to 28 December 2025

Supporting Independence Scheme (SIS) (basic household items to help you live independently) is open for enquiries and applications during office working hours. They will only make decisions and not schedule deliveries. Closed over the bank holidays.

If you are in an emergency or crisis situation there are **Emergency or crisis support and funds** available to help you pay for energy bills, household items, furniture, food, travel and other essential items.

Education

Newcastle University Students' Union (NUSU) Support and Advice Hub will be closed from 2pm on 19 December 2025 until 10am on 5 January 2026. Their student food support parcels

Local Authority maintained schools and nurseries will close on Friday 20 December 2024 for Christmas holidays. They reopen on Monday 6 January 2025.

First schools, primary schools, middle schools, secondary schools, high schools and specialist schools may follow different dates. [Please check your school's website for more information.](#)

Job Centre opening times

Jobcentre Plus and DWP services will be closed on Wednesday 25 December to Friday 27 December 2024 and Wednesday 1 January 2025. For more information please visit [Job Centre Christmas and New Year opening on GOV.UK](#)

Libraries

Newcastle City Libraries are closed: 25, 26 December 2024 and Monday 1 January 2025.

Jesmond Library is closed 25, 26 December 2025 and 1 January 2026. They are open 9:30am to 12:30pm on 23, 27, 30 December 2025 and 2, 3 January 2026

Local charities voluntary and community groups

Riverside Community Health Project are open 8:30am to 4pm on 22 December and 8:30am to 3pm on 23 December 2025. They close on 24 December 2025 and reopen on 5 January 2026.

Elders Council of Newcastle will be closed from 12pm on 24 December 2025 until Monday 5th January 2025

[Skills for People](#) will be closed from 24 December 2025 to 2 January 2026

Mental Health Support

[Samaritans](#) are available to talk to anyone 24 hours a day, 7 days a week, all year. Freephone [116 123](tel:116123) or email jo@samaritans.org

The Newcastle [Mental Health Safe Haven service](#) at George Street Social is open from 2pm to 10pm, 365 days a year, including holidays. It is open for people experiencing mental health crisis or distress to drop in or call on [03001312000](tel:03001312000)

[Kooth](#) offer free online counselling and mental health support for young people aged 11 to 18 years old. Their usual opening times are: Monday to Friday 12pm to 10pm and weekends 6pm to 10pm. Over the festive period they are open:

- 24 December 12pm to 8pm
- 25 December 4pm to 8pm
- 26 December 12pm to 8pm
- 31 December 12pm to 8pm
- 1 January 2025 4pm to 8pm

Read more on InformationNOW about other mental health help:

- [local support in Newcastle](#)
 - [crisis or emergency support](#)
-

Money and debt advice and support

[Money Matters at Newcastle City Council](#) is closed on 25 and 26 December 2025 and 1 January 2026.

[Moneywise credit union](#) is closed on 25, 26 December 2025 and 1 January 2026. They are open 10am to 2pm on 24 and 31 December. They are open 10am to 4pm on 29, 30 December 2025 and 2 January 2026.

[Clean Slate](#) help drug and alcohol users to get control of their finances. They are closed from 22 December to 4 January 2026. They will reopen on 5 January 2026. People can call [07528 067 327](tel:07528067327) for urgent enquiries

Pharmacies

[Your local pharmacy or chemist](#) can help with prescriptions, medicines and give health advice. You don't need an appointment. They can help quickly with minor health problems, such as: urinary tract infections, coughs, colds, stomach upsets and more. If you're eligible for free prescriptions, you won't pay for your medicines.

[Find your local pharmacy](#) and check their opening times on NHS website

Order and collect your prescriptions (or have them delivered) before Christmas. This will help avoid problems getting the medicines you need when your GP surgery and chemists are closed. You can order online or in your pharmacy and get them delivered to your home

NHS 111 can help with urgent repeat prescriptions, if you run out of medicines when other services are closed.

Public transport

Metro, buses and ferries are running no service or a limited service on 24, 25 December 2025 and 1 January 2026.

Nexus Tyne and Wear Metro

Date	Service
24 December 2025	Weekday service until 6pm, then an hourly service (30 minute frequency between South Gosforth and Pelaw) until the end of service.
25 December 2025	No Metro service
26 December 2025	Sunday service 8am to 8pm
27 and 28 December 2025	Normal Saturday and Sunday service
29 and 30 December 2025	Normal weekday service
31 December 2025	Weekday service until 9pm, then a 30 minute service (15 minute frequency between South Gosforth-Pelaw) until the end of service.
1 January 2026	No Metro service

For more information [visit the Nexus website](#)

Go North East will operate no buses on 25 December 2025 and 1 January 2026. On 24, 27, 29, 30 and 31 December 2025 a Saturday timetable will operate with some routes last departures between 6pm and 7pm. **On** 26 December Some services will be operating special timetables and 28 December will run to a normal Sunday timetable.

For more information [on bus routes during Christmas and New Year holiday period visit Go North East's website](#)

[Stagecoach North East](#) will operate no buses on 25 December 2025 and 1 January 2026. On 24,, 29, 30 and 31 December 2025 a Saturday timetable will operate with some routes last departures between 6pm and 7pm. **On 26 December** Services 1, 7, 10/11, 12, 22, 30/31, 36, 38, 39/40, 62/63, X47, X88 will be operating special timetables

On 27 and 28 December 2025 buses will run to a normal Saturday and Sunday timetable.

For more information [on bus routes in Newcastle during Christmas and New Year holiday period](#) visit [Stagecoach's website](#)

Sexual Health Services

[Sexual Health 4 Newcastle at Summerhill Clinic](#) offers free contraception, advice and more. You can order a free kit to test yourself for STIs. It will be delivered to your home. They offer walk in sessions and appointments. Contact them to arrange a face to face appointment.

On 24 and 31 December 2025 there will be no Young Person's Clinic and services will close by 4pm.

Wellbeing Hubs

[Wellbeing Hubs](#) are warm, welcoming, and safe spaces for all people and families. They're located in places like community centres and libraries, where you can drop in for a cuppa, socialise, and get friendly support. Staff can connect you with local services such as housing advice, benefits support, food, and digital resources.

During the winter holidays – 22 December 2025 to 2 January 2026 – 16 Wellbeing Hubs across Newcastle will stay open, offering:

- Hot drinks and meals
- Social activities
- A safe space for conversation and support

Wellbeing Hub	December 2025 to January 2026 Winter Holiday Opening Times	Contact Information
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<p><u>African Community Advice North East</u>, 1 Raby Cross, Byker, NE6 2FF</p>	<p>22 December, 10am – 6pm: refreshments and hot food</p> <p>23 December, 10am – 6pm: refreshments and hot food</p> <p>24 December, 11am – 3pm: refreshments and hot food</p> <p>26 December, 10am – 3pm: refreshments and hot food</p> <p>29 December, 10am – 6pm: refreshments and hot food</p> <p>30 December, 10am – 6pm: refreshments and hot food</p> <p>31 December, 10am – 3pm: refreshments and hot food</p> <p>2 January, 10am – 5pm: refreshments and hot food</p>	<p>Tel: <u>0191 265 8110</u></p> <p>Email: <u>acane2003@hotmail.com</u></p>
<p><u>Alphabetti Theatre</u>, 41–51 Blandford Square, City Centre, NE1 4HP</p>	<p>31 December, 6pm – 2am: Pay as you feel (PAYF) event. Please contact the Hub for more details</p>	<p>Tel: <u>0191 261 9125</u></p> <p>Email: <u>support@alphabettitheatre.co.uk</u></p>

<p><u>Cornerstone Benwell</u>, Armstrong Road, Benwell, NE4 7TU</p>	<p>22 December, 9am – 2pm, refreshments and hot food</p> <p>23 December, 9am – 2pm, refreshments and hot food</p> <p>24 December, 9am – 2pm, refreshments and hot food</p>	<p><u>Tel: 0191 226 0941</u></p> <p>Email: <u>cornerstonebenwell@gmail.com</u></p>
<p><u>Disability North</u>, The Dene Centre, Gosforth, NE3 1PH</p>	<p>22 December, 9am – 4:30pm, refreshments</p> <p>23 December, 9am – 4:30pm, refreshments</p> <p>24 December, 9am – 4:30pm, refreshments</p>	<p>Tel: 0191 284 0480</p> <p>Email: <u>reception@disabilitynorth.org.uk</u></p>

DiverCity Hub, 120–126
Buckingham Street,
Newcastle, NE4 5QR

22 December,
8am – 8pm,
refreshments
and hot food

23 December,
8am – 8pm,
refreshments
and hot food

24 December,
8am – 8pm,
refreshments
and hot food

26 December,
8am – 8pm,
refreshments
and hot food

29 December,
8am – 8pm,
refreshments
and hot food

30 December,
8am – 8pm,
refreshments
and hot food

31 December,
8am – 8pm,
refreshments
and hot food

2 January, 8am
– 8pm,
refreshments
and hot food

Tel: 07711 111 602

Email: admin@divercityhub.co.uk

<p><u>FAR Community Centre</u>, 40–46 Acanthus Avenue, Fenham, NE4 9YD</p>	<p>22 December, 10am – 3pm, refreshments and hot food</p> <p>23 December, 10am – 3pm, refreshments and hot food</p> <p>24 December, 10am – 3pm, refreshments and hot food</p> <p>26 December, 10am – 3pm, refreshments and hot food</p> <p>Monday 29 December, 10am – 3pm, refreshments and hot food</p>	<p>Tel: 0191 274 9264</p> <p>Email: farcentre@btconnect.com</p>
<p><u>Forum Cafe</u>, 26 Wretham Place, Shieldfield, NE2 1XU</p>	<p>22 December, 9:30am – 2pm, refreshments and hot food</p> <p>23 December, 9:30am – 2pm, refreshments and hot food</p> <p>24 December, 9:30am – 2pm, refreshments and hot food</p> <p>26 December, 9:30am – 2pm, refreshments and hot food</p>	<p>Tel: 07842 218 535</p> <p>Email: jholdernew@gmail.com</p>

<p><u>Jesmond Library</u>, St Georges Terrace, Jesmond, NE2 2DL</p>	<p>22 December, 9:30am – 12:30pm 23 December, 9:30am – 12:30pm 24 December, 9:30am – 12:30pm, refreshments</p>	<p>Tel: 0191 281 2385 Email: enquiries@jesmondlibrary.org.uk</p>
<p><u>Newcastle Refugee Community Hub (Triangular)</u>, Unit 5, Cruddas Park Shopping Centre, Elswick, NE4 7RW</p>	<p>22 December, 9am – 3:30pm, refreshments and hot food 23 December, 9am – 3:30pm, refreshments and hot food 24 December, 9am – 3:30pm, refreshments and hot food 26 December, 9am – 3:30pm, refreshments and hot food 29 December, 9am – 3:30pm, refreshments and hot food 30 December, 9am – 3:30pm, refreshments and hot food 31 December, 9am – 3:30pm, refreshments and hot food 2 January, 9am – 3:30pm, refreshments and hot food</p>	<p>Tel: 0191 477 1763 Email: info@triangular.org.uk</p>

<p><u>Riverside Community Health Project</u>, Carnegie Building, Benwell, NE4 8XS</p>	<p>22 December, 8:30am – 4pm, refreshments 23 December, 8:30am – 4pm, refreshments</p>	<p>Tel: 0191 226 0754 Email: admin@riversidechp.org.uk</p>
<p><u>Scotswood Garden</u>, Yewcroft Avenue, Scotswood, NE15 6TU</p>	<p>22 December, 10am – 2pm, refreshments and hot food 23 December, 10am – 2pm, refreshments and hot food 24 December, 10am – 2pm, refreshments and hot food</p>	<p>Tel: 0191 275 0000 Email: office@sncg.org.uk</p>
<p><u>Search Newcastle</u>, Carnegie Building, Benwell, NE4 8XS</p>	<p>22 December, 10am – 4pm, refreshments 23 December, 10am – 4pm, refreshments 24 December, 10am – 12pm, refreshments 26 December, 10am – 2pm, refreshments 29 December, 10am – 2pm, refreshments 30 December, 10am – 4pm, refreshments</p>	<p>Tel: 0191 273 7443 Email: info@searchnewcastle.org.uk</p>

St Francis Place of
Welcome, 66 Cleveland
Gardens, High Heaton, NE7
7QH

22 December,
1pm – 4pm,
then 5pm –
8pm,
refreshments
23 December,
1pm – 4pm,
refreshments

Tel: 07888 693 850

Email:
robert.lawrance@newcastle.anglican.org

The CICT Open Learning Centre, Unit 15, Lynnwood Enterprise Centre, Elswick, NE4 6UL

22 December,
10am – 2pm,
refreshments
and hot food –
Afghan food

23 December,
10am – 2pm,
refreshments
and hot food –
Sudanese food

24 December,
10am – 2pm,
refreshments
and hot food –
Chinese, Indian,
Pakistani and
Eritrean food

26 December,
10am – 2pm,
refreshments
and hot food

29 December,
10am – 2pm,
refreshments
and hot food-
Afghan food

30 December,
10am – 2pm,
refreshments
and hot food –
Sudanese food

31 December,
10am – 2pm,
refreshments
and hot food –
Chinese, Indian,
Pakistani and
Eritrean food

Tel: 07362 260 164

Email: emilylam@cictlearning.org

<p><u>Throckley Community Hall</u>, Back of Victoria Terrace, Throckley, NE15 9EL</p>	<p>22 December, 10am – 2pm, refreshments</p> <p>23 December, 10am – 2pm, refreshments</p> <p>24 December, 10am – 2pm, refreshments</p> <p>26 December, 10am – 1pm, refreshments</p> <p>29 December, 11am – 3pm, refreshments</p>	<p>Tel: 0191 264 4075</p> <p>Email: tch.ltd@tiscali.co.uk</p>
<p><u>Wor Hoose Community Project</u>, 31–33 Hexham Avenue, Walker, NE6 3AL</p>	<p>•22 December, 10am – 1pm, refreshments and hot food</p> <p>23 December, 10am – 1pm, refreshments and hot food</p> <p>24 December, 10am – 1pm, refreshments and hot food</p> <p>26 December, 10am – 1pm, refreshments and hot food</p> <p>29 December, 10am – 1pm, refreshments and hot food</p>	<p>Tel: 0191 287 2885</p> <p>Email: liz.worhoose@hotmail.co.uk</p>

To learn more about the Wellbeing Hub Network and what Hubs offer all year round, visit [the Wellbeing Hub page](#)

There is a printable flyer with Wellbeing Hub offer [available here](#)

There is a Digital display card for use on digital screens or devices in public venues with Wellbeing Hub, free-low cost food, and pantry winter holiday offer [available here](#)

[Read more about Cost of living help and support on InformationNOW](#) and [Keeping warm and well in winter.](#)

Waste and Recycling Centres

Open every day apart from 25, 26th December 2025 and 1st January 2026. All centres will close at 4pm on Christmas Eve and New Year's Eve but remember last entry times to the sites are 15 minutes before closing time for small loads and 30 minutes before closing time for large loads.

You can find out your bin collection days during the holidays using the Newcastle Bins app

[App Store](#)

[Google Play](#)

or [the online bin calendar on the Newcastle City Council website](#)

Real Christmas tree recycling

Christmas tree can be recycled at the council's 3 household waste recycling centres in Brunswick, Byker and Walbottle – you can find your nearest site [here](#). You can find out more about what you can recycle at your nearest site on [RecycleNow](#)

Worried about the safety of an adult or child over Christmas?

Report any safeguarding concerns to the [Children's and Families Safeguarding team at Newcastle City Council](#).

If you're worried about the safety of an adult you can speak to [Adult Social CarePoint](#).

Young people holiday activities

Newcastle's Best Ever Winter programme is running during the Christmas break from a wide range of community settings including leisure venues, youth centre provision, community centres, schools and churches. These sessions are for children who receive free school meals and meet the criteria.

All the sessions will provide healthy food, physical and enriching activities from arts and crafts, ice skating, dancing, swimming, and cooking lessons. Details of the activities available can be found on the [Childrens and Families Newcastle Website](#).

[Read more about Newcastle Holiday Activities](#)

Useful Organisations

Volunteer Centre Newcastle

Email: karen.watson@volunteeringmatters.org.uk

Website: www.volunteercentrenewcastle.org.uk

Telephone: 0741 9988 821

Address: Grainger Hub,, NE1 5JE

Jobcentre Plus

Email: contact-dwp1@dwp.gsi.gov.uk

Website: <https://www.gov.uk/contact-jobcentre-plus>

Telephone: 0800 169 0190

Address: Newcastle City, NE1 1EE

Department for Work and Pensions (DWP)

Website: <https://www.gov.uk/government/organisations/department-for-work-pensions>

Telephone: 0800 169 0190

Newcastle City Council

Website: www.newcastle.gov.uk

Telephone: 0191 278 7878

Address: Civic Centre, NE1 8QH

Newcastle Libraries

Email: information@newcastle.gov.uk

Website: www.newcastle.gov.uk/leisure-libraries-and-tourism/libraries

Telephone: 0191 278 7878

Address: Newcastle City Library, NE1 8AX

Streetwise Young People's Project – Everyturn Mental Health

Email: admin@streetwisenorth.org.uk

Website: www.streetwisenorth.org.uk

Telephone: 0191 230 5400

Address: Streetwise Everyturn, NE1 4XB

Sexual Health Services Newcastle

Email: stsft.newcastlesexualhealthservices@nhs.net

Website: www.newcastlesexualhealth.nhs.uk

Telephone: 0191 273 6222

Address: Sexual Health Services 4 Newcastle, NE4 6AU

Newcastle Foodbank

Email: laura@nclwefb.org.uk

Website: <https://newcastlewestend.foodbank.org.uk/>

Telephone: 0191 275 3019

Address: Newcastle Food Bank Centre, NE15 6LX

Housing Advice Centre – Newcastle City Council

Email: housingadvicecentre@newcastle.gov.uk

Website: <https://new.newcastle.gov.uk/housing/homelessness-and-rough-sleeping>

Telephone: 0800 1707 008

Supported Employment Service at Newcastle City Council

Email: supportedemployment@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/services/jobs-and-careers/supported-employment-service>

Telephone: 0191 211 6279

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: <http://www.newcastle.gov.uk/AdultSocialCare>

Telephone: 0191 278 7878

Address: Adult Social CarePoint Newcastle City Council, NE4 9LU

Shelter

Email: shelternortheast@shelter.org.uk

Website: www.shelter.org.uk

Telephone: 0808 800 4444

Address: Shelter North East, NE1 5PG

Home Group

Email: contactus@homegroup.org.uk

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

Telephone: 0345 141 4663

Address: One strawberry lane, NE1 4BX

Clean Slate

Email: hello@cleanslateuk.com

Website: www.cleanslateuk.com

Telephone: 07759 032 646

Address: Clean Slate , NE1 6UF

The Peoples Kitchen

Email: info@peopleskitchen.co.uk

Website: www.peopleskitchen.co.uk

Telephone: 0191 222 0699

Address: The People's Kitchen, NE4 5SQ

Walker and District Foodbank

Email: info@walkerdistrict.foodbank.org.uk

Website: <http://walkerdistrict.foodbank.org.uk/>

Telephone: 07561 711594

Address: 25 Church Walk, NE6 3DP

The Byker Pantry

Email: byker.pantry@tynesidevineyard.org.uk

Website: www.lifevineyard.church/lifeprojects

Telephone: 07495 484492

Address: 11-13 Raby Cross, NE6 2FF

Pottery Bank Community Centre Ltd

Email: info@potterybankcc.co.uk

Website: <http://new.potterybankcc.co.uk/>

Telephone: 0191 224 2349

Address: Yelverton Crescent, NE6 3SW

St James' Church, Benwell Lane

Email: church@benwellscotswood.com

Website: <https://www.benwellscotswood.com/stjames>

Telephone: 0191 273 5356

Address: Benwell Lane, NE15 6RR

The Galafield Centre

Email: newcastleouterwestenquiries@newcastle.gov.uk

Telephone: 0191 277 7800

Address: Galafield Centre, NE5 1LZ

Crisis Skylight Newcastle

Email: enquiries.newcastle@crisis.org.uk

Website: <https://www.crisis.org.uk/get-help/newcastle/>

Telephone: 0191 222 0622

Address: City House, NE1 2AF

Lemington Methodist Church

Email: tim.woolley1@googlemail.com

Website: <http://www.newcastle-west-methodist-circuit.org.uk/index.php/lemington>

Telephone: 01661 598978

Address: 2 Loraine Terrace, NE15 8EA

The Venerable Bede Church

Email: church@benwellscotswood.com

Website: <https://benwellscotswood.com/>

Telephone: 0191 273 5356

Address: The Church of The Venerable Bede, NE4 8AQ

St Silas Church, Byker

Website: <http://www.stsilasbyker.co.uk/>

Telephone: 0191 276 5005

Address: Clifford Street,, NE6 1PG

Heaton Baptist Church

Email: office@heatonbaptist.org

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

Telephone: 0191 265 7044

Address: Heaton Road, NE6 5HN

Get Online Newcastle

Email: Getonline@newcastle.gov.uk

Website: <https://new.newcastle.gov.uk/libraries/getting-help-digital-skills>

Telephone: 0191 277 8842

Address: Newcastle City Library , NE1 8AX

Newcastle Welfare Rights Service

Email: welfare.rights@newcastle.gov.uk

Website: www.newcastle.gov.uk/welfarerights

Telephone: 0191 277 2627

Address: **POSTAL ADDRESS ONLY - No face-to-face advice is given here, NE7 7LX

Money Matters at Newcastle City Council

Email: moneymatters@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/debthelp>

Telephone: 0800 1707 008

Address: Money Matters - Newcastle City Council, NE1 8AX

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

Website: <http://citizensadvice-newcastle.org.uk>

Telephone: 0808 223 1133

Address: 4th Floor, City Library, NE1 8AX

Newcastle's Best Holiday Ever

Email: NewcastleHolidayActivities@StreetGames.org

Website: <https://www.newcastlesupportdirectory.org.uk/best-ever-holiday-activities-and-food-haf-programme>

Telephone: 0808 223 1133

Cornerstone Benwell

Email: cornerstonebenwell@gmail.com

Website: www.facebook.com/cornerstonebenwell

Telephone: 0191 226 0941

Address: 62 Armstrong Road, NE4 7TU

Universal Credit digital support at Newcastle Libraries

Telephone: 07970 632 851

Address: Newcastle City Library, NE1 8AX

NHS 111

Website: www.nhs.uk/111

Telephone: 07970 632 851

Samaritans

Email: jo@samaritans.org

Website: <http://www.samaritans.org/branches/samaritans-tyneside>

Telephone: 0191 232 7272

Address: Samaritan House, NE2 1QQ

Newcastle Carers

Email: info@newcastlecarers.org.uk

Website: www.newcastlecarers.org.uk

Telephone: 0191 275 5060

Address: 135-139 Shields Road, NE6 1DN

Crisis Resolution and Home Treatment Team Newcastle and Gateshead – Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust(CNTW)

Website: <https://www.cntw.nhs.uk/services/crisis-resolution-home-treatment-service-newcastle-gateshead/>

Telephone: 111

Address: Hartside Management Suite , NE3 3XT

Search Newcastle

Email: info@searchnewcastle.org.uk

Website: www.searchnewcastle.org.uk

Telephone: 0191 273 7443

Address: Carnegie Building, NE4 8XS

Search Newcastle Pop-in Centre Benwell

Email: info@searchnewcastle.org.uk

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

Telephone: 0191 273 7443

Address: Search Newcastle Pop-in Centre, NE4 8BL

Kooth

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

Telephone: 0191 273 7443

Blue Sky Trust

Email: info@blueskytrust.org

Website: <https://www.blueskytrust.org>

Telephone: 07989 155175

Address: The Castlegate, NE1 2JQ

Changing Lives

Email: central.office@changing-lives.org.uk

Website: <http://www.changing-lives.org.uk>

Telephone: 0191 273 8891

Address: Unit D13 Marquis Court, NE11 0RU

Skills for People

Email: information@skillsforpeople.org.uk

Website: www.skillsforpeople.org.uk

Telephone: 0191 281 8737

Address: 4 Glendale Terrace, NE6 1PB

Children North East

Email: families.admin@children-ne.org.uk

Website: www.children-ne.org.uk

Telephone: 0191 256 2444

Address: Children's North East, NE15 6QE

Related Articles

[Food banks and free emergency food in Newcastle](#)

[Food help in Newcastle](#)

[Free meals and affordable food in Newcastle](#)

[Homeless or worried about becoming homeless](#)

[Emergency funds and crisis support](#)

[Mental health emergency or crisis services](#)