

17 April 2024 InfoNOW News

NEWS

Add your events to InfoNOW

Started a new group or activity? Would you like to reach a wider audience? Want to increase the reach of your group? Adding your events to InformationNOW can help, with over 800,000 visits to the site last year from a range of professionals and members of the public, and 2000 subscribers to InfoNOW News.

You can use our [‘Add an Event’ form here](#) to give the important details about your event and have it listed on the events calendar on www.informationnow.org.uk.

In The Round

You can catch up on the April edition of the ‘In The Round’ Podcast. Hosts Richard Finch and Moyra Riseborough are joined by:

- Carole Wears talking about her latest production, Limelight
- Julia Perry from Connected Voice talking about the Gateshead VCSE Health Alliance a
- Richard White from InformationNOW drops in with another update on whats going on in Newcastle this April.

You can listen to [In The Round – topics and news to interest you for April 2024 here](#). You can also listen to the podcast by visiting the News section on InformationNOW and clicking listen to launch the LLARC channel.

Read more on InformationNOW about [Local events](#)

3 Conversations in Adult social care

Adult social care at Newcastle City Council is embracing a new approach to social care called the “3 conversations.” The approach is about building on the existing good work that we do with people and their carers in Newcastle. It has been developed over the last 18 months in various ‘innovation sites’ across the Adult Social Care and Prevention Directorate at Newcastle City Council.

Instead of going straight to an assessment we will have a 'conversation'. This will be about listening to you and understanding what really matters. This conversation can help build on the assets and strengths you have in your family, neighbourhood, or community and connect you to support or services so you can live well.

We may need to work with you when things go wrong or a crisis happens and help you regain control of life. This will involve a slightly different conversation – looking at what needs to change to do that, helping you make a plan, and being there to see the plan through with you.

We may also have a conversation looking at what a good life looks like to you and your family, and what longer-term support could be organized to help you reach that.

Read more about the 3 conversations approach to social care at partners4change.co.uk or [The 3 Conversations Channel on YouTube](#)

Read more on InformationNOW about [Introducing Adult social care](#)

Carers leave act

[The Carer's Leave Act 2023](#) came into force on Saturday 6 April 2024.

If you are in employment and providing or arranging unpaid care for someone with a long-term care need you are entitled to carers leave. Carers Leave allows employees to take up to 5 days unpaid leave every 12 months in full or half days, or in a whole block of five days. It is a day one right – meaning you are entitled to the leave as soon as you start work.

All UK employers are required to provide the minimum 5 days unpaid carers leave when given notice. Your employer may enhance this offer, for example offer this as paid leave or allow you to combine carers leave with some emergency leave, compassionate leave or flexi leave policies. Speak to your employer to find out about their leave policies and carers support.

Read more about the [Carers Leave Act 2023 on Carers UK](#)

Read more on InformationNOW about [looking after someone and flexible working](#)

Safeguarding reporting form

From 1 April 2024, professionals should only be using the [online referral form](#) to refer safeguarding adult concerns to the local authority in Newcastle.

Moving to an online-only option for professionals will allow questions to be mandated, which should be known by the referrer.

If you have any queries regarding this change, please contact safeguardingboards@newcastle.gov.uk

Read more on InformationNOW about [safeguarding adults from abuse](#)

Digital switchover

Landline phone calls have traditionally been delivered over the old copper wire telephone network – this is known as the Public Switched Telephone Network (PSTN). BT will retire the PSTN by December 2025 and all other landline providers will also switch over by this date. This means that in future, landline calls will be delivered over digital technology called Voice over Internet Protocol (VoIP), which uses your broadband connection. At home this will mean your phone will use your WiFi router. You don't need to do anything until your provider contacts you to tell you your service is changing.

If you rely on your landline phone and don't have a mobile phone or signal where you live, your phone company has to give you a way to call for help during a power outage. This could be a mobile phone if you have signal, or a battery backup for your landline phone.

Devices such as care alarms, security alarms and fax machines may also be connected to your landline. If you have a device like this, it might need to be replaced or reconfigured to continue working once you move to a VoIP service.

BT have a series of resources to support people with the digital switchover:

You can view a [one page explainer poster here](#)

You can watch a [captioned video about the digital switchover on YouTube here](#)

You can read [frequently asked questions and help on BT.com here](#)

They are also holding [a drop in information event about digital landline switchover on 5 June 2024 at the common rooms Newcastle](#)

Read more on InformationNOW about [Telephones](#)

Late Shows

17 & 18 May 2024, 6pm to 10.30pm, at various venues

Calling all culture vultures! The wait is over – the complete line up for [The Late Shows 2024](#) has been confirmed. Over 60 museums, galleries, artist studios, and historical landmarks are throwing open their doors for entertainment, exhibitions, tours, food and drink, music, dance and activities. Events Include:

- Hands-on workshops where you can unleash your inner artist
- Intriguing behind-the-scenes tours revealing hidden gems
- Captivating performances that will leave you speechless
- Lots more

Ready to plan your Late Shows adventure? Visit [the whats on section of their website here](#) to explore the full list of venues and events to plan your personalised culture crawl route.

Read more on InformationNOW about [The Arts in Newcastle](#)

ReCoCo new prospectus

[Recoco: The recovery college collective's](#) April to July 2024 prospectus of groups, courses and activities is [now available online](#),

Group and activity highlights include:

- [Music Therapy](#)
- [LGBT Group](#)
- [Acupuncture Therapy](#)
- [Carers Support Group](#)

Physical paper copies (in the newspaper format) of their prospectus can be picked up at Recoco in Carlisle Square or by emailing them at info@recoverycoco.com

Read more on InformationNOW about [Mental Health support and groups](#)

OPPORTUNITIES FOR ACTION

Newcastle Neighbourhood Networks Spring 2024

Newcastle Neighbourhoods Network events are opportunities for organisations working towards the wellbeing of the communities in the city to get to know one another, share good practice, explore links, reduce duplication, and collaborate with those communities. There are several upcoming events in May:

Outer West of City

Wednesday 1 May – 10:30am -12:30pm

[Read more and book a space here](#)

North of City

Tuesday 7 May – 11am -1pm

[Read more and book a space here](#)

East of City

Thursday 9 May – 10:30am -12:30pm

[Read more and book a space here](#)

Inner West of City

Wednesday 15 May – 10:30am -12:30pm

[Read more and book a space here](#)

You can also read summary reports of the previous Neighbourhood Network events in early 2024 [here](#):

- [Summary report: North of City](#)
- [Summary report: Inner West of City](#)
- [Summary report: Outer West of City](#)
- [Summary report: East of City](#)

Read more on InformationNOW about [Newcastle Neighbourhoods](#)

Jesmond Volunteering drop in

19 April 2024, 9:30am to 12:30pm

[Volunteer centre Newcastle](#) are running a [drop in at Jesmond library](#) where you can find out about opportunities to volunteer across many different settings in Newcastle. No appointment needed just drop in between 9:30am to 12:30pm on 19 April.

Read more on InformationNOW about [Volunteering](#)

Get Online Newcastle Volunteering

Friday 26 April, 2pm – 3.30pm, City Library, Level 4, Room 5,

[Get Online Newcastle](#) (digital inclusion team) is looking to expand its team of dedicated volunteers. They are looking for anyone over 18 who has good IT skills, knowledge of how to access and use the internet with confidence and a passion for helping others. Get Online Newcastle's digital inclusion support sessions are delivered at libraries and other venues across Newcastle.

If you are looking for work and want to evidence your skills and commitment through volunteering or if you have time and just want to be part of a team who enjoy giving support to their local community – Could this be an opportunity for you?

They are holding an [information event about volunteering on 26 April at City Library](#)

If you are interested in coming along, please email Getonline@newcastle.gov.uk to book a place.

Read more on InformationNOW about [Get Online Newcastle](#)

Ouseburn farm volunteering opportunities

Are you on your journey to employment or volunteering? [Ouseburn farm](#) is starting a new supported volunteering project to give you the skills and confidence in a workplace. This is suited to anyone unemployed who requires some additional support to volunteer due to a mild or moderate learning disability or difficulty, anxiety or mental health concern.

[You can view Ouseburns Farms Supported Volunteering poster for details here](#)

If you want to sign up to supported volunteering, you can complete the application form here [Ouseburn Farm – Supported Volunteering Application Form](#)

Their Volunteer Coordinator Sarah will contact you once you've completed an application form and after a visit to check suitability, can confirm your place.

Read more on InformationNOW about [looking for a job or work](#)

Reading for Wellbeing project

[Reading for Wellbeing](#) is launching in Newcastle for spring 2024. Reading for wellbeing aims to support people to discover the health benefits of reading for pleasure and to improve wellbeing, you can [read more about the project here](#).

The Newcastle libraries team will be working in community settings as well as libraries across Newcastle. If you have any ideas for the project or would like further information about reading for wellbeing please contact: readingforwellbeing@newcastle.gov.uk

Read more on InformationNOW about [Newcastle Libraries](#)

All aboard the Tech Train

Thursday 25 April, 10am – 3pm, Newcastle Central Station

Interested in starting a career in technology? Want to change career or returning to work after a break?

Hop on board the Tech Train, you will hear about tech jobs, discover ways to enhance your tech skills, and unlock the secrets of starting a digital business and other exciting opportunities to explore.

Spaces are limited to residents of Northumberland, North Tyneside, or Newcastle.

This event is brought to you by Tyne Valley Community Railway Partnership, [Sunderland Software City](#) and [Northern](#)

To secure your spot, register your interest here <https://forms.fillout.com/t/616nTuKJ4Xus>

For more employment and skills news and opportunities see [the latest edition of Work and Thrive centrals newsletter](#)

[Subscribe and view past issues of Work & Thrive news here](#)

Read more on InformationNOW about [Support to prepare for work](#)

We Do Tennis launch

[We Do Tennis CIC](#) have been announced as the operators of Newcastle's new city-wide tennis programme running across [Exhibition park](#), [Leazes park](#), [Gosforth Central park](#), [Paddy Freeman's park](#), [Armstrong park](#), [Nuns Moor park](#), and [Elswick Park](#).

Working with [Urban Green Newcastle](#) they will be delivering a programme of exciting events and activities across Newcastle's parks, giving everyone across the city the chance to pick up a racket

and enjoy fun, social tennis sessions at a local park courts.

To celebrate they are running a series of Family Fun Day tennis events between 4 – 6 May:

4 May 2024

[Exhibition Park family fun day](#)

[Paddy Freeman Park family fun day](#)

5 May 2024

[Gosforth Central Park family fun day](#)

[Armstrong Park family fun day](#)

[Exhibition Park family fun day](#)

6 May 2024

[Elswick Park family fun day](#)

[Nunsmoor Park family fun day](#)

[Exhibition Park family fun day](#)

We Do Tennis are also looking for local tennis volunteers to help deliver Free Parks Tennis in Newcastle.

To find out more, [complete their Expression of Interest form](#).

Read more on InformationNOW about [Fitness Activities](#)

CONSULTATION & ENGAGEMENT

Adult Residential and Nursing Care Survey

Deadline 5 May 2024

Newcastle City Council's Adult Residential and Nursing Care Homes Public Consultation Survey 2024 is now open. Newcastle City Council is currently reviewing the contract for adult residential and nursing care homes in the city.

What you share will be kept private, not shared with anyone else, and used to help understand **what is important to people who use residential and nursing care, their families, and carers**. This will be used to inform how they provide these services in future
If you have questions, or need this survey in a different format, such as large print, please contact: adultsgateway@newcastle.gov.uk or call: [0191 278 7878](tel:01912787878).

[You can read more and share your views on Let's Talk Newcastle](#)

Read more on InformationNOW about [care homes in Newcastle](#)

Person centred care coffee morning

Wednesday 8 May 2024, 10.30 am – 12.30 pm, Northumbria University

[The Elders Council](#) has been working with Northumbria University on the issue of care and its cost. A coffee morning has been organised to ask older people what they think being 'person-centred' means and how could well-being be better promoted. There will be information about how care is paid for, either in a care home setting or in your own home.

The coffee morning is on **Wednesday 8 May 2024, 10.30 am – 12.30 pm** at Northumbria University, City Campus East 1, Newcastle (just off New Bridge Street).

To register your interest in attending please email vinny.kennedy@northumbria.ac.uk.

You will then be sent a Participant Information Sheet and Consent Form explaining the research

Read more on InformationNOW about [paying for adult social care](#)

SPOTLIGHT ON...

Jesmond Community Festival 2024

[Jesmond Community Festival](#) returns for 2024! The festival showcases the history, heritage, culture, sports, arts, music and local community of Jesmond every year. There's a wide range of activities, events, performances, food and drink and more. Many events are free, and there are venues all over Jesmond, many close to Metro stations or bus routes.

Highlights include:

- [Spring Fete](#)
Saturday 4 May 2024
- [Tour De Jesmond](#)
Sunday 5 May 2024
- [COVID in Newcastle exhibition](#)
Thursday 9 May 2024
- [Jesmond Family Festival](#)
Saturday 18 May 2024
- [Orchard ?Open Day](#)
Saturday 18 May 2024
- [Festival Special Steam Train Rides](#)
Sunday 19 May 2024

There are also several [competitions](#) for the 2024 event such as Glorious Gardens Awards, a photography competition and a plastic free Jesmond award.

You can [visit their website for a full list of events](#) across the 4 weeks of the Jesmond community festival

Read more on InformationNOW about [Jesmond Community Festival](#)

St Oswald's Hospice fortnightly bereavement café

From 22 April 2024, 10 am-12 pm, St Oswald's Hospice, Gosforth NE3 1EE

[St Oswalds Hospice](#) have a new series of fortnightly bereavement cafes at their base in Gosforth. A member of their bereavement team will be there to welcome you and provide additional support should you need it.

Join this group to:

- Meet new friends who understand how you are feeling
- Get advice on how to understand your own complex emotions
- Enjoy hot drinks and light refreshments in a safe and supportive environment

They will take place between 10 am-12 pm at St Oswald's Hospice in Gosforth every 2 weeks:

- [Bereavement Cafe \(St Oswalds\)](#)
Monday 22 Apr 2024
- [Bereavement Cafe \(St Oswalds\)](#)
Monday 6 May 2024
- [Bereavement Cafe \(St Oswalds\)](#)
Monday 20 May 2024
- [Bereavement Cafe \(St Oswalds\)](#)
Monday 3 Jun 2024
- [Bereavement Cafe \(St Oswalds\)](#)
Monday 17 Jun 2024
- [Bereavement Cafe \(St Oswalds\)](#)
Monday 1 Jul 2024
- [Bereavement Cafe \(St Oswalds\)](#)
Monday 15 Jul 2024
- [Bereavement Cafe \(St Oswalds\)](#)
Monday 29 Jul 2024

Read more on InformationNOW about [Bereavement and grief](#)

REPORTS

Report: Mental Health Needs of People Seeking Asylum and Refugees

[Connected Voice](#) recently published a report, 'Mental Health Needs of People Seeking Asylum and Refugees'. This report is aimed primarily at professionals in the health and social care sector, and we hope for it to be used to facilitate dialogue between those *accessing* services and those *providing* services.

The key issues were around the themes of:

- Stigma and fear
- Language and cultural barriers
- Support specific to refugees and people seeking asylum
- Awareness and information

The four key service areas that were looked at were:

- GP practices
- Statutory mental health services
- A&E departments/hospitals
- Communities/charities

[Read the Mental Health Needs of People Seeking Asylum and Refugees report here](#)

Read more on InformationNOW about [Support for Asylum Seekers and Refugees](#)

No time to wait report

The North East Child Poverty Commission (NECPC) has published a new report, 'No time to wait: An ambitious blueprint for tackling child poverty in the North East'.

More than one third (35%) of all babies, children and young people in the North East are living in poverty, with our region having experienced the steepest increases in child poverty over the last decade.

The report sets out a blueprint for what an 'ambitious, solutions-focused programme of coordinated, cross-sector regional action to tackle child poverty' could look like, grounded in the findings of NECPC's research.

[Read more and access the full report here](#)

Read more on InformationNOW about [Baby, children and young peoples health](#)

No Wrong doors for young carers

This 2024 report co-created by [Carers Trust](#), [Association of Directors of Adult Social Services – ADASS](#), The [Association of Directors of Childrens Services – ADCS](#) details whole-system approaches for organisations to work together so that young carers are identified and can receive the support they and their family need. The report identifies key principles and areas to identify and support young carers.

[Read more and access the full report here](#)

Read more on InformationNOW about [young carers](#)

RESOURCES & TRAINING

DWP Disability benefits & grants sessions

[The Disability Services Advocacy Team at the Department for Work and Pensions \(DWP\)](#) are offering sessions to raise awareness of the different Disability Services benefits and grants. This includes Personal Independence Payment (PIP), Disability Living Allowance (DLA) and Industrial Injuries Disablement Benefit (IIDB).

These sessions are aimed at those who work with and support people applying for Disability Services benefits and grants.

Personal Independence Payment awareness sessions

This session covers what PIP is, eligibility criteria and the customer journey when making a claim, including the assessment process. There will be opportunity for Q&A at the end of the session.

6 June 2024 10am–1pm [Register for the event here](#) Password:DWP2024

13 June 2024 10am–1pm [Register for the event here](#) Password:DWP2024

20 June 2024 10am–1pm [Register for the event here](#) Password:DWP2024

Disability Living Allowance for Children awareness session

This session covers what Disability Living Allowance for Children is, the eligibility criteria and then the whole customer journey from making a claim to receiving a decision. There will be Q&A at the end of the session.

4 June 2024 1.30pm–3pm [Register for the event here](#) Password:DWP2024

11 June 2024 1.30pm–3pm [Register for the event here](#) Password:DWP2024

26 June 2024 1.30pm–3pm [Register for the event here](#) Password:DWP2024

Industrial Injuries Disablement Benefit awareness session

This session covers what IIDB is, who may be eligible and the customer journey both for claims for injuries and diseases. There will be opportunity for Q&A at the end of the session

27 June 2024 2pm – 3pm [Register for the event here](#) Password DWP2024

Read more on InformationNOW about [PIP, IIDB and other benefits](#)

App helps people reduce alcohol intake

The Drink Less app allows people to set goals, record how much they drink and log their mood and sleep quality after drinking.

It shows progress towards goals and can offer feedback and support with action plans for situations where users would usually drink.

[A recent study](#) found that people randomly recommended to use the Drink Less app reduced their consumption by 39 units a week over six months.

The Drink Less app is currently available on the [Apple App Store](#) but not yet for Android devices.

Read more on InformationNOW about [Alcohol](#)

Community Interpreting Course

Tuesday 14 May, 9.30am – 2.30pm, HealthWorks, Health Resource Centre, Adelaide Terrace, Newcastle, NE4 8BE

[Roots for Change UK](#) are holding a Community Interpreting Course on 14 May at [Healthworks health resource centre](#). There are spaces left if you are eligible and interested.

To be eligible, all you need is:

1. Proof of valid ID in the UK
2. Proof of benefits
3. English proficiency at Level 1 or 2

If you or someone you know is interested, please get in touch at info@rootsforchangeuk.com, or you can [complete their form here](#)

Read more on InformationNOW about [Interpreting and translation](#)

UPCOMING EVENTS & ACTIVITIES

6 weeks of wellbeing

A series of 6 Weeks of Wellbeing courses facilitated by [Everyturn Mental Health's](#) Community Mental Health Support Service are available across Newcastle. A structured group for people wanting to connect with others and develop skills in improving their emotional and physical wellbeing' Each week will be a mix of wellbeing sessions involving group activities

- [6 Weeks of wellbeing St Georges Church](#)
Wednesday 17 April to 22 May 2024
- [6 weeks of wellbeing Womens group First Step North East](#)
Monday 22 April to 10 June 2024
- [6 weeks of wellbeing Lemington Children and families hub](#)
Monday 22 April to June 3 2024
- [6 weeks of wellbeing Northumbria University](#)
Wednesday 24 April to 29 May 2024

If you have any queries then do not hesitate to contact the team:

First Step NE – debbie.adulugba@everyturn.org

Lemington Hub – daniel.hamilton@everyturn.org

St Georges Church- sophie.norman@everyturn.org

Northumbria University- daniel.hamilton@everyturn.org

Read more on InformationNOW about [Mental Health](#)

East End Women at St Martins

From 17 April 2024

[East End Women at St Martins drop in support group](#) starts April 2024. The group is on every Wednesday morning 10am to 11:30am.

Women can join the group to share practical advice, life hacks (from voting to menopause), recipes, crafting tips and more.

Read more about [women's groups and activities on InformationNOW](#)

Community Kitchen Events

23 April 2024, 6pm to 9pm, Star and Shadow Cinema, Warwick street, NE2 1BB

[Star and Shadow Cinema](#) are holding a [South African themed community kitchen meal and cinema screening](#). Come enjoy a free hot meal inspired by south African cuisine and watch a screening of 'Mapantsula'.

Star and Shadow also hold their [regular community kitchen events](#) on the second Wednesday each month.

Read more on InformationNOW about [Star & Shadow Community kitchen](#)

Adult ADHD support group

Thursday 25 April 2024, 6pm – 9pm, Recoco, 1 Carliol Square, NE1 6UF

A friendly and informal support group. They are open to all adults who have had a diagnosis or are in the process of seeking a diagnosis of ADHD and partners of adults with ADHD.

Read more on InformationNOW about [Adult ADHD Support Group Newcastle](#)

The Sunday Builder – Bathrooms

12 May 2024 2pm – 4pm

Are you a total DIY novice or just looking to brush up on a few skills? Join the Sunday Builder, a DIY master class at [Farrel centre](#) that will take you step by step through various DIY jobs, leaving you with the confidence to tackle challenges in your own home. This session will focus on DIY skills and tasks in bathrooms.

Read more on InformationNOW about [The Sunday Builder- Bathroom session](#)

UPDATED & NEW ORGANISATIONS

Self Injury Support telephone helpline now open

New organisation

[Self Injury Support](#) provides confidential, anonymous, non-judgemental emotional support to anyone of any age or gender affected by self-injury. You can contact them for support by:

- freephone telephone helpline
- text message (texts cost standard rate)
- webchat

They have self-help resources and information about self-injury on their website.

They plan to open other listening services and expand their opening hours in 2024 and 2025. See their website for more details.

Please note their email is for general enquiries only. They cannot offer emotional support through by email address.

Read more on InformationNOW about [Self harm](#)

Separating Better

New organisation

Separating Better is a free app for separating parents created by OnePlusOne, a relationship and innovation charity. It has practical tools to help with budgeting and legal arrangements. You can use it to create a personalised parenting plan to make co-parenting arrangements that work for your children.

Read more on InformationNOW about [Separating better](#)

MotherOther

New organisation

MotherOther is an arts organisation and collective network made of North East care givers and carers interested in the arts

Read more on InformationNOW about [MotherOther](#)

UPDATED & NEW ARTICLES

Accessible information

New article

This article looks at accessible information standards and formats as well as providing considerations when creating information and resources to help you make it more accessible

Read more on InformationNOW about [Accessible information](#)

Flexible Working

Updated article

This article looks at flexible working patterns and your rights. This includes part time, flexi-time, term time, compressed hours and adjusting start and finish times, as well as location; for example, working from home.

Read more on InformationNOW about [Flexible working](#)

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Recent Newsletters:

[InformationNow News 11 May 2026](#)

[InformationNow News 24 April 2026](#)

NEWS InformationNOW InformationNow is a published author! The Spring 2026 edition of Consumer Choices has used our How to make a good complaint article. Consumer Choices is an educational textbook used for ad...