

Good Neighbours Newcastle – Volunteering Matters

Helping people across Newcastle with everyday tasks and friendly support

The Good Neighbours Newcastle project matches volunteers, who provide “a little bit of help”, with people who may be socially isolated, or who don’t have many people around them.

Delivered by Volunteering Matters in partnership with Newcastle City Council, Search Newcastle, and St Martin’s Centre, the project supports adults who need extra help at home, while giving volunteers the opportunity to strengthen and make a big difference in their community. Over the last year, the service has supported over 100 people.

What kind of help is available?

Good Neighbour volunteers can provide short term or one-off support such as:

Practical help

- Grocery shopping
- Collecting prescriptions
- Light tidying or cleaning
- Light gardening
- Small household jobs such as putting up a curtain rail
- Help with paperwork or forms
- Help getting online

Getting out and about

- Driving to appointments
- Accompanying someone to a GP or hospital appointment
- Dog walking

Social support

- Visiting for a cuppa and chat
- Telephone buddy calls

- Wellbeing check visits
- Respite visits to give carers a short break
- Signposting to other local services

If you are unsure whether Good Neighbours can help you, we are happy to talk things through, so please call 07375 255342 or email goodneighboursnewcastle@volunteeringmatters.org.uk

Who can receive support?

The service is available to adults aged 18 and over who live in Newcastle.

People who benefit from the service tend to be those who experience one or more of the following:

- social isolation
- limited support around them
- finding certain tasks difficult due to age, disability or health
- needing short term help to stay independent at home

There is no cost to receive support. The project is funded by Newcastle City Council.

To request support from a Good Neighbour, for yourself or someone else, visit our project website: [Good Neighbours Newcastle](#)

Volunteer to make a difference in Newcastle

By volunteering as a Good Neighbour, you'll be joining a team of over 60 volunteers making a difference in their communities. Good Neighbours Newcastle offers flexible volunteering that fits around your life, giving you the chance to help out in your local community at a time that suits you, or fits around your busy schedule. Volunteers can choose from a wide range of tasks or activities available, using the innovative volunteering app "Volunteero". You choose the tasks you are interested in and when you are available. Being a Good Neighbour is a fully flexible volunteering role!

To find out more about volunteering with Good Neighbours, you can [view the role description](#) on Volunteer Centre Newcastle's website.

The Good Neighbours Newcastle service is delivered by **Volunteering Matters** in partnership with St Martin's Centre and Search Newcastle. The service is commissioned by Newcastle City Council.

Last updated: April 24, 2026

Telephone: 07375 255342

Website: <https://volunteeringmatters.org.uk/project/good-neighbours-newcastle/>

Email: goodneighboursnewcastle@volunteeringmatters.org.uk

Twitter: https://x.com/volunteering_uk

Facebook: <https://www.facebook.com/volunteeringmatters>

Opening Hours: Volunteers can support during daylight hours across all 7 days.
Staff are generally available Monday to Friday 9am - 5pm.

Cost: Free

Address:

Grainger Hub
Maybrook House
27 Grainger Street
Newcastle upon Tyne
NE1 5JE

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