

Newcastle City Council

Newcastle City Council operate many services across the city, including rubbish collection, council tax, parking services, social care, social housing, libraries and leisure services. Contact Newcastle City Council by phone, online or visit an Information Hub where you can find out about;

- Council tax
 - Paying your council bills by cash, cheque, card or postal order
 - Benefits
 - Social Care
 - Social Housing
 - Bin collections, bulky rubbish collections, litter and street cleaning, street lighting, pest control, grass cutting and trees
 - Disabled person's parking permits or blue badges
 - Free school meals and home to school travel
 - Newcastle City Council jobs
 - Rooms for hire at the Newcastle Civic Centre
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Newcastle City Council Information Hubs

- [City Centre](#)
 - [East End](#)
 - [Outer West](#)
 - [West End](#)
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There are a number of departments that you may wish to contact directly within Newcastle City Council including

- [Adult Social CarePoint](#)
- [Complaints and Compliments](#)
- [Energy Services](#)
- [Housing Advice Centre](#)
- [Libraries](#)
- [Meals at Home](#)
- [Money Matters](#) for debt advice
- [Welfare Rights Service](#) for benefits advice
- [Newcastle City Council: Council Tax Enquiries](#)
- [Housing Benefit Enquiries – Newcastle City Council](#)
- [Complaints and Customer Relations – Newcastle Adult Social Care](#)

- [Your Local Services \(formerly Envirocall\)](#)

Last updated: March 7, 2025

Telephone: 0191 278 7878

Telephone note: Switchboard

Website: www.newcastle.gov.uk

Minicom: 0191 211 4944

Twitter: <https://twitter.com/newcastlecc>

Facebook: <http://www.facebook.com/newcastlecitycouncil>

Opening Hours: Main switchboard and contact centre

Monday 8am to 6pm

Tuesday to Friday 8.30am to 4pm

Cost: Free

Address:

Civic Centre

Barras Bridge

Newcastle upon Tyne

NE1 8QH

Related Articles

[Interpreting and translation](#)

[Gas and electricity](#)

[Noise nuisance](#)

[Vandalism and graffiti](#)

[Looking for a job or work](#)

[Redundancy](#)

[Retirement](#)

[Paying for Adult Social Care](#)

[Dealing with rubbish and pests](#)

[How to pay for adaptations to your home](#)

[Housing: buying or renting in Newcastle](#)

[Advocacy support to get your voice heard](#)

[When collecting clutter or hoarding can become a problem](#)

[Your benefits while you are in hospital or in residential care](#)

[Christmas and New Year holiday opening times for support services](#)

[Caring for young relatives – Family or friend \(kinship\) carers](#)

[What to do in extreme weather](#)