InformationNOW
Information for people in Newcastle upon Tyne

13 March 2026 InfoNow News

News

InformationNOW!

During 2025, **1,378,935 people v**isited InformationNOW.org.uk to find trusted advice, local services, and support across Newcastle.

Webpages were **viewed 11,764,391 times.** From health and wellbeing to housing, money, and community events.

Our most viewed pages were

- Looking after someone
- UK Visas and Immigration
- Driving as you get older
- Wellbeing Hubs
- When someone dies: a practical guide

Whether you're a resident looking for information or an organisation offering services, InformationNOW is here to help.

- **If your organisation, group or service is on InformationNOW – why not make sure your information is up to date so people can find and access your services easily?**
- **If you are part of a organisation, service, community group or community venue and you aren't on InformationNOW – Why not register today?**

Visit www.informationnow.org.uk today and keep Newcastle connected.

Newcastle Neighbourhood Networks Spring 2026!

March and April 2026, various venues

The next round of Neighbourhood Networks events are taking place over March and April, with one event each of the four areas of the city. They provide a dedicated space and time which gives an opportunity to connect people in the area. Attendance includes the health, social care, voluntary, community, housing, sport, leisure, uniformed services, faith organisations and social enterprise sectors. All who work or volunteer in the area are welcome to attend.

The networks enable people to make connections, better work together, increase knowledge of the locality, share insights, and share best practices to make and inform changes to how we all can contribute, strengthen and support our diverse and rich communities.

If you would like to attend an event then place book a space using the following link Newcastle Neighbourhood events booking the link will also take you to access guides which includes more information about what you can expect at the event and details of the venues.

The theme for this round of networks is **Neighbourhoods where we are Living well and Ageing Well:** Neighbourhoods where we live a healthier life for longer, have a range of opportunities to do the things we love and that matter to us, connecting with others. In communities where we feel safe, and look out for one another. Where we can use our strengths to contribute and participate in the development of our communities and the things we are passionate about.

- **InfoNOW Events (booking form embedded):**
- **Newcastle Neighbourhood Network: East March 2026**
  Wednesday 18 March 2026, 12.30pm to 3pm at ReCoCo: The Recovery College Collective
- **Newcastle Neighbourhood Network: Inner West March 2026**
  Tuesday 24 March 2026, 9.30am to 12.00pm at Robert Stewart Memorial Church
- **Newcastle Neighbourhood Network: Outer West March 2026**
  Tuesday 31 March 2026, 12.30pm to 3pm at West Denton Community Centre
- **Newcastle Neighbourhood Network: North March 2026**
- Wednesday 1 April 2026, 10.30am to 12.30pm at **Leisure United Bullocksteads**

We would request people please book a place as space is limited in the venues and where possible restrict to two team members per team for each event.

You can register your place at these events using the form here:

Read more about Newcastle Neighbourhoods on InformationNOW

Newcastle's Big Conversation

Newcastle City Council would like to encourage residents, workers and visitors to take part in one of the biggest engagement exercises they've ever carried out. Running until the 20th of March, the Big Conversation asks what you would change about Newcastle and how you think it should grow and thrive.

The exercise aims to bring thousands of voices together to build a clearer picture of what matters most to the people who live, work and spend time here. The findings will help shape future priorities for the city and guide how the council focuses its work.

To take part in the survey click here: Big Conversation

Read more on InformationNow about Newcastle Civic Centre

WaterSure Scheme

The Government has announced reforms to the WaterSure scheme, which is designed to cap water bills for eligible low income households. According to the announcement, the updated criteria will expand access to the scheme and adjust how bill caps are calculated. The government states that around 300,000 households are expected to receive support under the revised approach.

To read the full press release, click here

Read more on InformationNow about Water Supply

Ramadan 2026

Wednesday 18 February to Friday 20 March

Ramadan is one of the holiest months of the Islamic calendar and so is very important for all of our Muslim communities. During Ramadan, Muslims fast during daylight hours. Families and communities come together to strengthen their connections and donate to chosen charities.

Learn more about Ramadan here: Guide to Ramadan

Read more on InformationNOW about Religious and cultural festivals

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Do you need help with an NHS complaint?

Nobody wants to make a complaint about an NHS service but sometimes things do go wrong. The NHS complaints procedure exists to ensure concerns are addressed and lessons are learned.

However, for many people, the idea of making a complaint about the NHS can feel uncomfortable or overwhelming, particularly when they are already dealing with illness, stress or uncertainty.

Independent NHS Complaints Advocacy can help. The service provides clear information, practical guidance and impartial support to help people who want to understand and navigate the NHS complaints process.

Your Voice Counts provides this service. Support is free, confidential and tailored to each individual's needs.

Read more on InformationNow about Advocacy support

ReCoCo Easter prospectus

ReCoCo: The Recovery College Collective have a range of new and returning events and courses for Easter 2026.

They offer groups and courses on a huge variety of subjects – from Low Impact Exercise to Understanding Medication.

See their prospectus here: ReCoCo Prospectus

Read more on InformationNow about ReCoCo: The Recovery College Collective

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Spotlight On

Through Wor Eyes Book Launch

Join the Elders Council of Newcastle for the launch of *Through Wor Eyes*, their legacy book celebrating 25 years of the Elders Council, supported by Newcastle Cultural Investment Funding.

The book highlights Newcastle's older and younger voices and lived experiences, connecting generations through storytelling and film. It captures stories of place, heritage, and everyday life, challenging ageist narratives and contributing to a more age-friendly, age-proud city.

The launch will feature an introduction to the project, readings from contributors, and a short film produced alongside the book. Copies of *Through Wor Eyes* will be available to purchase. Refreshments will be provided.

Click here for tickets: Book launch
Read more on InformationNow about Elders Council of Newcastle (Older People’s Forum)

English Tourism Week 2026

English Tourism Week aims to celebrate our diverse, exciting and vibrant region, highlighting the quality and value of our local area.

Take a tour of the city, feast on some tasty local food, explore our most iconic landmarks or even treat yourself to a hotel stay – English Tourism Week is the perfect excuse!

Newcastle city centre is home to lots of amazing cultural venues perfect for exploring during English Tourism Week.

Click here for more information: Newcastle tourism

Read more on InformationNow about Get Into Newcastle NE1

North East Warm Homes

North East Warm Homes offer dedicated support for households across the North East. You can receive free, one?to?one help, from assessing your home to overseeing the installation of home improvements. They can support you with:

- *Understanding which improvements may be right for your home.*
- *Arranging a home assessment.*
- *Helping you prepare for installation.*

- *Coordinating all the work with trusted installers.*
- *Ensuring the installation is completed to a good standard.*

Find out about their service here: Installation Support

Read more on InformationNow about North East Warm Homes

Opportunities to get involved

Dance Theatre Production

Workshops in April half term: Monday 6th – Friday 10th April

Company of Others are looking for Women and Girls with family connections (mother and daughter, grandmother and granddaughter etc) to take part in a new dance theatre production called HELD.

This opportunity is for families who are people Seeking Sanctuary, have lived experience of displacement, and/or are from the Global Majority, living in Newcastle or Gateshead.
These sessions will be welcoming and designed as a chance for people to come along, have fun and see if the project feels right for them. No previous performance experience is needed.

The full call-out is available in the following languages:

Arabic, Bengali, English, Farsi, Kurdish Sorani, Pashto, Tigrinya and Urdu.

You can find full details here: HELD

Read more on InformationNOW about Company of Others

Get Hired in Social Care (Care Assistant) is a 2-day event running at the King's Trust Centre in Newcastle on **Tuesday 17th March and Wednesday 18th March.**

This event is ideal for any **18–30-year-olds** who are curious about working in care or interested in finding a new meaningful career where they can make a difference to the lives of others in the community.

DAY 1 = Employment sessions to raise awareness of job opportunities & support with interview preparation.lisa.schofield@kingstrust.org.uk

DAY 2 = **A guaranteed interview with an employer** for local job opportunities (Newcastle and Gateshead) and ongoing support after the event with follow up interviews, applications, job seeking and supporting young people with starting new roles.

Referrals and further information

If you would like any further details email lisa.schofield@kingstrust.org.uk

To register interest, please click the blue button below and complete the form.

Community Podcasting Course

Digital Voice is offering an online community podcasting course designed to help youth and community workers across the country to either make podcasts or run projects with groups to produce their own podcasts.

This CPD course uses a blended learning approach, which means you'll get practical tasks to complete at the end of each session. Step by step, you'll be working on your own podcast as you learn, building both your skills and confidence along the way. By the end, you'll be ready not only to produce, share, and promote your own podcast, but also to guide a group through the process in the future.

Read an online poster about the course here: Podcast Course

Read more on InformationNOW about Digital Voice

Consultation and Engagement

Hospital based survey

Do you work with children, young people, family or carers across the North East & North Cumbria? Your valued input is needed!

NHS Foundation Trusts are requesting your feedback to improve children and young people's hospital-based healthcare into the long-term. Your feedback will help to set some priorities for the work that NHS Foundation Trusts can jointly progress to make children and young people's hospital services resilient, equitable and of the highest quality over the next ten years.

The work is being led through a partnership between the NENC Child Health and Wellbeing Network, the NENC Paediatric Critical Care and Surgery in Children Operational Delivery Network, the Northern Neonatal Network, and the NENC Provider Collaborative.

Complete the short survey

Read more on InformationNow about Newcastle upon Tyne Hospitals NHS Foundation Trust

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One Million Women and Girls

Ahead of this year's local elections in May, the One Million Women and Girls Campaign are bringing together candidates and representatives from across the political spectrum and inviting them to talk about the practical steps they would take to improve the lives of the one million women and girls living in their area.

Events are being held in Newcastle, North Tyneside, Gateshead, South Tyneside and Sunderland.
Click here for tickets: Ticket Tailor
Read more on InformationNow about One Million Women and Girls Campaign

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Resources

New Metro Whatsapp number

Nexus has announced that its Tyne and Wear Metro text alert system has officially moved to WhatsApp, making it easier – and free – for customers to report safety concerns while travelling.

The new WhatsApp reporting number – 07345 222 710 – is now live and fully replaces the previous service. Customers can now send messages, photos and videos at no extra cost directly to the South Gosforth control room.

Text messages can also be sent to this number and reports can still be made through the Pop App, station Help Points or the call-for-aid button on Metro trains.

Nexus will display the new number prominently across Metro trains and stations and customers are encouraged to save it in their phones for quick access. Emergencies should still be reported to 999 while 101 should be used for non-emergency incidents requiring police attendance.

Read more on InformationNOW about Tyne and Wear Metro

NHS App Q&A Webinar

NHS England's NHS App team is hosting a dedicated Q&A webinar on Thursday 19 March 2026, from 11:30am to 12:30pm, on Teams.

This session is designed exclusively to answer questions about the NHS App, providing space for deeper clarification on features, usage and support needs.

Attendees can also submit questions (anonymously) ahead of time using this online form

You can register to attend the session here.

Read more on InformationNow about NHS App

Smokefree future

Smoking and poor lung health continue to affect thousands of people across our area and NHS teams across the region are working hard to support people to live healthier, smokefree lives.

In the latest episode of their Frontline Voices podcast they share advice for people wanting to give up smoking, and highlight the wide range of stop smoking services available locally.

Listen to the podcast here: Smokefree podcast

Read more on InformationNow on: Involvement Team NHS North East and North Cumbria ICB

Events

Breathe and Move Yoga at Denton Burn Library

30 March 2026, 2pm and 27 April 2026, 4pm

Are you trying to give up smoking? You don't have to do it alone! These yoga sessions use gentle, easy movement and calming breathwork to help people feel more relaxed and focusses. These sessions are adapted for all abilities, please wear loose, comfortable clothing and trainers.

Book tickets here: Breathe and Move Yoga

Read more on InformationNow about Denton Burn Library

Reclaim Your Sleep

17 and 24 March 2026, 1pm – 3pm

ReCoCo are offering a course designed to help you understand your sleep patterns and take steps towards better rest. You'll learn practical tips for improving sleep hygiene and discover simple strategies to support healthy sleep.

Read more on InformationNow about: ReCoCo: The Recovery College Collective

History of Football in the West End

21 April 2026, 2pm to 3pm at High Heaton Library

An illustrated talk exploring the teams of the West End, looking at grounds, players and teams throughout the years.

Reserve your spot here: History of Football

Read more on InformationNow about High Heaton Library

New organisation

Stop Scams UK

New organisation

Stop Scams UK is a business membership that represents many banks and building societies and aims to stop scams at their source. **159** is their phone line that links directly to fraud departments, allowing you to simply and safely phone your bank if you suspect you've been a victim of a scam call.

159 is the number you can trust to get you through to your bank safely and securely. It is a direct link to banks' fraud departments, allowing users to verify or report suspicious, unexpected, or high-pressure financial calls immediately.

See the video here: 159 video

Read more about Stop Scams UK on InformationNow

Last updated: March 13, 2026

Recent Newsletters:

InformationNow News 23 October 2026
NEWS InformationNOW A lot of work is happening behind the scenes as we continue to work on the InformationNow refresh. Once again, we'd like to thank everyone who provided feedback – your ideas and ...
InformationNow News 9 October 2026
NEWS Autumn Neighbourhood Networks A big thank you to all who attended the latest round of Newcastle Neighbourhood Networks events! It was great to see so many there representing the local services and organisat...