

Support for Asylum Seekers and Refugees

Newcastle Upon Tyne is a recognised City of Sanctuary, committed to welcoming people seeking sanctuary and helping them to rebuild their lives. Newcastle City Council is a recognised Council of Sanctuary. **Read more about the asylum process in Newcastle on www.newcastle.gov.uk.**

There are local services that support both asylum seekers and refugees in Newcastle. The information below tells you about them. Click on the link to see the contact details for each organisation.

Who is an asylum seeker?

You are an Asylum Seeker if you have to leave your country to seek protection in another country, such as the UK.

An asylum seeker wants to have permission to stay in the UK. Asylum seekers can't work in the UK.

If you are seeking protection to stay in the UK you need to [apply for asylum](#). Read more on our [Immigration and asylum](#) page.

Who is a refugee?

A refugee has permission from the government to stay in the UK.

When you apply for asylum and are successful, you are a **refugee**. Refugees have formal documents and permission to stay in the UK. The permission lasts for 5 years and after that you return to your country or apply again. Refugees usually have permission to work.

While you wait for a decision about your claim for asylum, you may be able to get [Asylum support](#) to help with housing and benefits. If you have children, they will be able to attend free state school and you may be able to get free health treatment on the NHS.

Who is a refused or destitute asylum seeker?

If your application for asylum is not successful, you may be refused asylum. You may be at risk of homelessness or destitution.

You can still [apply for short-term support if you've been refused asylum](#) and are preparing to leave the UK.

[Asylum Team at Newcastle City Council](#) can give you advice if you are refused asylum.

[Read more below on support for refused asylum seekers.](#)

Where to get support in Newcastle

Here's a list of the local services that can help asylum seekers and refugees. Contact them to find out more.

[The Asylum Team at Newcastle Council](#) support:

- newly arrived asylum seekers
 - refugees who have been given a decision on their asylum claim
-

[The North of England Refugee Service](#) support asylum seekers, refugees and people refused asylum with:

- **advice and support throughout the whole of the asylum process:** This includes help to apply for asylum, welfare benefits, immigration, housing, education needs and employment skills and support during the claim process
 - **integration service:** supports people granted refugee status and leave to remain to help them rebuild lives in the UK
 - **supported housing project:** provides housing to people granted leave to remain, who are vulnerable and need support. This is short term housing and individualised support for up to 2 years and until clients can move on from supported housing to independent living
 - **training and employment:** as sessional interpreters to provide interpreting and translation services
 - **support destitute asylum seekers when applying for 'section 4 support,'** the support available if you are a refused asylum seeker
 - **drop in advice sessions:** Monday to Friday 9.30am to 1.30pm
-

[The West End Refugee Service \(WERS\)](#) is a charity working with refugees and asylum seekers living in the West End of Newcastle. Offer support, face-to-face, drop in, by telephone, by appointment and home visits. Their support includes:

- **Information, advice and advocacy:** on issues that you need help with such as housing, education, health, benefits, education, accessing legal advice
- **buddying:** regular meet ups with a volunteer buddy for social contact and to get to know Newcastle
- **essential goods support:** free food, toiletries and essential items
- **emergency hardship fund** and welfare support for destitute asylum seekers
- [SkillsMatch](#) to find volunteering opportunities in Newcastle that match your skills, experiences and interests
- **volunteering opportunities:** you can help with administration tasks, supporting refugees with information and being a Volunteer buddy
- **Garden Project** meets every 2 weeks, Mondays 10am to 1pm

- **telephone support:** Monday to Thursday, 10am to 1pm

Action Foundation offer:

- information and advice
- Inter Action drop in session
- help to access health and legal services
- English classes (ESOL)
- specialised practical, emotional and social support for asylum seeking and refugee children, families and young people.
- mentoring to help you access education, training and apply for jobs
- supported housing
- housing support for destitute asylum seekers

British Red Cross support refugees with: information and personal support, family reunion support and family tracing. They give welfare support to destitute or refused asylum seekers.

Social prescribing support is available for refugee and asylum seeker patients who have not been granted their right to remain status yet. These link workers are in temporary hotel accommodation sites to provide social and practical support to this patient group.

You can search for more organisations that provide refugee and asylum support below:

Search for Asylum seekers and refugee organisations

Location:

Postcode:

Drop in information and advice sessions: No appointment needed

Refugees and asylum seekers can get help from the organisations listed below. **A drop in session** is a time where you can turn up without an appointment to speak to someone. They will help you to settle into life in Newcastle.

You can get free information, advice, practical help and support. They can put you in touch with other services that can help you with food parcels and benefits. Contact them to find out how they can help you.

Day of the week

Where and when

What's available

Monday	<u>The North of England Refugee Service</u> Address: 2 Friars St, Newcastle upon Tyne, NE1 4XA Telephone: <u>0191 245 7301</u> Email: <u>info@refugee.org.uk</u> When: Monday to Friday 9.30am to 1.30pm	Information and advice sessions
	<u>The West End Refugee Service (WERS)</u> Drop in service is closed at the moment Address: St Philip's Vicarage, St Philip's Close, Arthur's Hill, Newcastle upon Tyne, NE4 5JE Telephone: <u>0191 273 7482</u> Email: <u>info@wers.org.uk</u>	Information and Advice (Case Work) Drop in: Drop in service is closed at the moment. It normally runs Monday and Wednesday, 10am to 1pm
	<u>African Community Advice North East (ACANE)</u> Address: 1 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF Telephone: <u>0191 265 8110</u> Email: <u>acane2003@hotmail.com</u> When: Monday to Friday 9am to 5pm	Information, advice and advocacy Afterschool club for young people with: free access to IT, internet, table football and art & craft. Monday to Friday 3pm to 5pm

Tuesday	<u>The North of England Refugee Service</u> Address: 2 Friars St, Newcastle upon Tyne, NE1 4XA Telephone: <u>0191 245 7301</u> Email: <u>info@refugee.org.uk</u> When: Monday to Friday 9.30am to 1.30pm	Drop in information and advice session
	<u>The West End Refugee Service (WERS)</u> Address: St Philip's Vicarage, St Philip's Close, Arthur's Hill, Newcastle upon Tyne, NE4 5JE Telephone: <u>0191 273 7482</u> Email: <u>info@wers.org.uk</u> When: Tuesdays 11am to 3pm	Contact WERS for more information SkillsMatch: Drop in to find out more about how to develop skills, experience and practice English and meet new people
	<u>The Hub at Westgate Baptist Church</u> Address: 366 Westgate Road, Newcastle upon Tyne, NE4 6NX Telephone: <u>0191 272 0647</u> Email: <u>info@westgatebaptist.org.uk</u> When: Tuesdays 3.30pm to 6pm	Helping you to settle into life in the UK. They give advice about your rights, emergency support for homeless and destitute asylum seekers, including showers and food

	<u>African Community Advice North East (ACANE)</u> Address: 1 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF Telephone: <u>0191 265 8110</u> Email: <u>acane2003@hotmail.com</u> When: Monday to Friday 9am to 5pm	Information, advice and advocacy Afterschool club for young people with: free access to IT, internet, table football and art & craft. Monday to Friday 3pm to 5pm
Wednesday	<u>The North of England Refugee Service</u> Address: 2 Friars St, Newcastle upon Tyne, NE1 4XA Telephone: <u>0191 245 7301</u> Email: <u>info@refugee.org.uk</u> When: Monday to Friday 9.30am to 1.30pm	Information and advice session
	<u>The West End Refugee Service (WERS)</u> Address: St Philip's Vicarage, St Philip's Close, Arthur's Hill, Newcastle upon Tyne, NE4 5JE Telephone: <u>0191 273 7482</u> Email: <u>info@wers.org.uk</u>	Drop in service is closed at the moment. Contact WERS for more information Information and Advice (Case Work) Drop in usually runs on Wednesdays 10am to 1pm

	<u>Justice and Peace (Diocese of Hexham and Newcastle)</u> Address: St. Vincent's Support Centre, New Bridge Street, Newcastle upon Tyne, NE1 2TQ Telephone: 01642 883369 When: Wednesdays and Fridays 11am to 1.45pm.	This service is for asylum seekers and destitute asylum seekers Food, free WIFI, toiletries, clothes, bedding and shoes are available. They have a hardship fund for destitute asylum seekers.
	<u>Peace of Mind CIO</u> Address: Whitehall Road Methodist Church, Whitehall Road, Gateshead, NE8 4LH Telephone: 07595 300326 Email: peaceofmind455@gmail.com When: Wednesdays 12pm to 2pm	Practical and emotional support. They help with: translation, registering with a GP, finding a solicitor, healthy living, food parcels, clothing, baby equipment, to settle in to the community and with destitution issues.
	<u>St James's Church</u> Address: Benwell Lane, Newcastle upon Tyne, NE15 6RR Telephone: 0191 273 5356 Email: church@benwellscotswood.com When: Wednesdays 10am to 1pm	They offer help with: • your wellbeing • signposting you to other services in the community • foodbank vouchers • volunteering opportunities • free Wi Fi tea and coffee • conversation and spiritual support • social time or time for peace and quiet

	<u>African Community Advice North East (ACANE)</u> Address: 1 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF Telephone: <u>0191 265 8110</u> Email: <u>acane2003@hotmail.com</u> When: Monday to Friday 9am to 5pm	Information, advice and advocacy Afterschool club for young people with: free access to IT, internet, table football and art & craft. Monday to Friday 3pm to 5pm
	<u>St Vincent's Centre Newcastle</u> Address: Blackfriars Centre, New Bridge Street, Newcastle upon Tyne, NE1 2TQ Telephone: <u>0191 261 6027</u> Email: <u>stvincentsnewcastle@svp.org.uk</u>	Drop in information and advice sessions Wednesdays and Fridays 11am to 1.30pm
Thursday	<u>The North of England Refugee Service</u> Address: 2 Friars St, Newcastle upon Tyne, NE1 4XA Telephone: <u>0191 245 7301</u> Email: <u>info@refugee.org.uk</u> When: Monday to Friday 9.30am to 1.30pm	Drop in information and advice sessions

	<u>Action Foundation</u> Address: CastleGate, Melbourne Street, Newcastle-upon-Tyne, NE1 2JQ Telephone: <u>0191 231 3113</u> Email: <u>interaction@actionfoundation.org.uk</u> When: Thursdays 9.30am to 2pm	Help to access services, legal support, increase skills and employability and to settle into life in Newcastle. They work with partners to signpost you to other help and support.
	<u>African Community Advice North East (ACANE)</u> Address: 1 Raby Cross, Byker, Newcastle upon Tyne, NE6 2FF Telephone: <u>0191 265 8110</u> Email: <u>acane2003@hotmail.com</u> When: Monday to Friday 9am to 5pm	Information, advice and advocacy Afterschool club for young people with: free access to IT, internet, table football and art & craft. Monday to Friday 3pm to 5pm
Friday	<u>The North of England Refugee Service</u> Address: 2 Friars St, Newcastle upon Tyne, NE1 4XA Telephone: <u>0191 245 7301</u> Email: <u>info@refugee.org.uk</u> When: Monday to Friday 9.30am to 1.30pm	Drop in information and advice sessions

	<u>Justice and Peace (Diocese of Hexham and Newcastle)</u> Address: St. Vincent's Support Centre, New Bridge Street, Newcastle upon Tyne, NE1 2TQ Telephone: 01642 883369 When: Wednesdays and Fridays 11am to 1.45pm.	This service is for asylum seekers and destitute asylum seekers Food, free WIFI, toiletries, clothes, bedding and shoes are available. They have a hardship fund for destitute asylum seekers.
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	<u>St Vincent's Centre Newcastle</u> Address: Blackfriars Centre, New Bridge Street, Newcastle upon Tyne, NE1 2TQ Telephone: 0191 261 6027 Email: stvincentsnewcastle@svp.org.uk	Drop in information and advice sessions Wednesdays and Fridays 11am to 1.30pm

African Community Advice North East (ACANE) supports African refugees and asylum seekers living in the North East of England. They provide information and advice, activities and training and advocacy.

Riverside Community Health Project offer migrant support, training, volunteering, English language classes, children's activities, outreach, parenting support and activities.

Peace of Mind CIO run projects to help refugees and asylum seekers. This includes: drop in services, parenting workshops, safety sessions, Bensham Community Food Co-op, activities for children and carers and money for emergencies.

Where to get benefits advice

You can get benefits advice from a local independent service. They can help guide you through the application process and explain how some benefits may impact upon another. Services in Newcastle include:

- **Citizens Advice Newcastle (CAN)**.
- **Newcastle Welfare Rights Service** have **self help material** on their website
- **Search Newcastle** give benefits advice to older people in the West of Newcastle
- **Disability North** give disability related benefit advice, help with appeals and representation at tribunals

[Read more on InformationNOW about benefits support in Newcastle](#)

Buddying or befriending services

This is a service where local people volunteer to make friends with refugees and asylum seekers. Organisations match you with a local person who knows the area well. They meet up with you regularly to help you get to know Newcastle and to settle in.

HostNation is a befriending scheme, which matches local people, with refugees or asylum seekers living in Newcastle and Gateshead. Befrienders and their refugee friends make plans every week to meet up and get involved in things in Newcastle. Befriending takes place for 3 months.

The West End Refugee Service (WERS) has a buddying scheme. They arrange regular meet ups with a volunteer buddy, to help you make friends and get to know Newcastle.

Carers

You are a carer if you look after someone who can't manage without your help.

Newcastle Carers supports carers in Newcastle. They have an Asylum Seeker and Refugee Worker for carers who can support you, you can watch the video below to find out more:

[Read more about support for carers in Newcastle](#)

Children and families

Children and Families Newcastle is the website for children and families in Newcastle. You can find community activities and local support services near you. This includes:

- services for Children with Special Educational Needs and Disability (SEND)
- Children's activities such as: baby and toddler groups, school holiday activities or youth groups
- Schools, childcare providers and nurseries
- pregnancy and family support services

All children and families are entitled to free support from the [NHS 0-19 health visiting and school health service](#). including children and families from a refugee or asylum background. They can help support you to be healthy.

[Action Foundation's Young Lives project](#) gives practical, emotional and social support for asylum seeking and refugee children, families and young people. They also offer youth groups, activities and trips in Newcastle and Gateshead

[North East Young Dads and Lads Project](#) have a Minoritised Young Dads Officer to support dads from marginalised backgrounds including refugee and asylum seeker dads.

Children and young people can get educational psychology and intensive family support when in education from the **KaleidRAScope project**. Speak to your nursery, school or college to ask for this help. [Asylum Team at Newcastle City Council](#) can signpost you to this service.

[North East Solidarity and Teaching \(NEST\)](#) can support schools and families with english reading and learning.

[North East Migration Partnership \(NEMP\)](#) have a [Unaccompanied Asylum-Seeking Children Hub](#) for young people seeking asylum, social workers, foster carers, and personal advisors supporting them.

[Young Asylum guide](#) is an interactive guide and website for young people to understand the stages of a young person's asylum Journey and the key services involved. It also has a [people who can help](#) section.

Children: Schools of sanctuary

There are over 25 schools in Newcastle that have been given School of sanctuary status. A School of Sanctuary is **a school that is committed to being a safe and welcoming place for asylum seeking and refugee families.**

You can find out more information about [schools of sanctuary in Newcastle on the Schools of sanctuary website](#)

English classes (ESOL)

ESOL means, English classes for people who speak English as a second or other language. Where you can learn English or practice your conversation skills.

Classes can be informal groups to help you be more confident to speak English. Or formal classes where you can get a certificate or qualification to show that you can speak English.

For the full list of ESOL classes in Newcastle visit [English lessons for people who speak English as a second or other language](#).

Employment support for refugees

If you are granted refugee status you can get a job. These places can help you find work.

[Supported Employment Service at Newcastle City Council](#) helps refugees find and stay in work. They help you to think about your career goals and how to achieve them. Support includes help to:

- understand existing skills and how they are useful to the jobs market
- write a CV and apply for jobs online
- get ready for interviews
- choose and gain qualifications
- ongoing help to stay in work
- work experience placements in **services such as** [Natures Landscapes](#)

Read more about [support for refugees to prepare for work or a job](#) on InformationNOW

[JET \(Jobs Education and Training\)](#) help asylum seekers, refugees and people from new migrant communities to get ready to work. They can help you with training, job searches, job applications, CVs and to find work experience. You can get help to:

- learn English and Maths (ESOL classes)
- improve your confidence, skills and wellbeing
- search for jobs, training, and volunteering opportunities
- improve your interview and presentation skills
- settle into Newcastle

You can see their '[English For Newcastle](#)' [page here](#) for 10 short videos about living in the UK and in Newcastle.

[Newcastle United Foundation](#) run community football matches for unemployed people, refugees and migrants aged 18 to 29 years. It includes an employability support drop in.

Education: University Sanctuary Scholarships

[Newcastle University](#) has scholarships. The scholarships include full tuition fees and living expenses. They are for people seeking asylum in the UK and people from refugee backgrounds. You can apply for undergraduate, postgraduate and doctorate level programmes.

Northumbria University has [Undergraduate](#) and [Postgraduate Scholarships](#) for people seeking asylum in the UK. This covers all of the fees and and £1,000 towards your studies.

Family tracing services

[British Red Cross](#) support refugees with: case work, family reunion support and family tracing.

[Salvation Army](#) has a family tracing service. You can email, complete their online form or print it and return by post to begin the process. You need to provide some basic information about the person or people you are looking for such as, their name, date of birth, and last known address.

Food support

Visit InformationNOW to find where and how you can get free or cheap food in Newcastle.

- [Foodbanks and emergency food parcels](#)
- [Free and low cost meals](#)

[The NHS Healthy Start Scheme](#) is for people who are more than 10 weeks pregnant, or have children under the age of 4, who get certain benefits.

You get a free prepaid card that's topped up every 4 weeks to buy: milk, fruit and vegetables. You can also collect free vitamins from [locations listed here](#). You can use the card in shops that accept Mastercard payments and sell at least one of these Healthy Start foods.

People who don't have recourse to public funds can now apply to the Healthy Start Scheme. To apply you must:

- have a British child, or more than one British child, under 4 years old
 - your family's take-home pay is less than £408 per month; and
 - you're excluded from claiming public funds because of your immigration status or your lack of immigration status
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Free school meals

If you have children going to a nursery or school up to the age of 19, you can apply for free school meals. You will only ever have to apply once for Free School Meals as this is checked by Newcastle Council throughout their school life.

You could get free school meals if you:

- have the right to remain in the UK under Article 8 of the ECHR
- get support under Section 4 of the Immigration and Asylum Act 1999
- have no immigration status

You and your family's annual household income (including any savings) must be no higher than £22,700 for families with one child or £26,300 for families with two or more children.

[Find out more about free school meals and how to apply on Newcastle.gov.uk](#)

Hate crime or abuse

A **hate crime** is any act of violence, aggression, prejudice or hostility directed at you because of your:

- age
- disability
- sexual orientation
- gender identity
- race or ethnicity
- religion or belief
- lifestyle

Read more on InformationNOW about [help if you are a victim of hate crime](#).

[Contact Adult Social CarePoint at Newcastle City Council](#) if you are worried about the abuse or neglect of an adult in Newcastle. Read more about [adult abuse](#) and [domestic abuse](#) on InformationNOW.

Health services

In the UK refugees and asylum seekers with an application or appeal can get free national health service (NHS) care.

You can [find out more about NHS services and a full list of health services you can use Newcastle](#). This includes:

- [translation services](#)
 - [registering with a doctor](#)
 - [maternity services](#)
 - [mental health support](#)
 - [emergency services and urgent treatment](#)
 - [sexual and reproductive health](#)
-

Housing support

While you are waiting a decision on your asylum claim, you can apply for financial support and housing from the [UK Visas and Immigration](#) (UKVI). This is part of the Home Office.

The council is not responsible for placing or accommodating asylum seekers. Mears is the housing provider for the North East. Contact [Migrant Help](#) if you have any problems with housing or financial support.

Housing if you get refugee leave to remain

If you get refugee leave or some other form of leave to remain, you have to leave your asylum accommodation. You should be told 28 days in advance of the date you must leave. The teams

below will help you to find a new place to live:

- [**Asylum Team at Newcastle City Council**](#) support people during the asylum process. They support the 'move on' process if you are granted refugee status. They offer advice and signposting if you are refused asylum.
- [**Your Homes Newcastle Refugee Move On Team**](#) will contact you if you receive leave to remain. They help you find accommodation, access

[**Action Foundation**](#) rent properties to new refugees at risk of homelessness. They help single refugees access private rented housing in flexible and affordable ways

Housing help if you do not get refugee status

[**Action Foundation**](#) provide supported accommodation for destitute asylum seekers, with no recourse to public funds.

[**Night Stop North East**](#) gives homeless people aged 16 years +, a place to stay in a trained volunteers' home for the night across Whitely Bay, Cumbria and Middlesbrough. This emergency accommodation is arranged on a night by night basis. Ring the helpline. Young people receive a private room, warm meal and somewhere safe to stay for the night, while Depaul UK look for a more permanent solution.

[**Read more below on support for refused asylum seekers.**](#)

Hong Kong Nationals

Are you a Hong Kong British National (Overseas) adult? Support is available for you and your dependants if you have been granted leave on the British National (Overseas) visa (sometimes called BNO). They will help you to access public services and to take up opportunities in the UK.

[**Read the Welcome Guide on Gov.uk**](#)

[**Citizens Advice Newcastle**](#) offer free, confidential and independent support to people who've recently moved to the North East from Hong Kong. They can give advice on housing, employment, health care, schools and other issues.

[**Barnardo's**](#) run the free Boloh helpline for Hong Kong Nationals.

[**North East Hongkongers Club**](#) support new arrivals from Hong Kong to settle into British society. They offer financial assistance to Hongkongers and their dependants who are suffering financial hardship

Immigration advice

[**Immigration advisers**](#) help with things like: advice, filling in the right forms and representing you at a tribunal. Office of the Immigration Services Commissioner (OISC) regulates immigration advisers and make sure they meet certain standards. [**Find registered immigration advisers that give free advice you on the OISC website.**](#)

Library of Sanctuary

[Newcastle City Library](#) is a Library of Sanctuary, which means it's a safe space for refugees and asylum seekers to visit. It provides free access to library and computer services, as well as family activities, community language resources and dedicated Library of Sanctuary books. Inside the building are:

- [Citizens Advice Newcastle](#) give information and support. They run drop in sessions
- [Work and Thrive Central](#) for job search and preparing for employment

[Jesmond Library](#) are a library of sanctuary, which means it's a safe space for refugees and asylum seekers to visit. They offer english classes, groups and activities and information.

[Read more about Newcastle City of Sanctuary](#)

Legal advice

[North East Law Centre](#) provides free, confidential legal advice on immigration and asylum issues to people on a low income in Newcastle. Call them to make an appointment, during one of the times below or [contact them online](#). They offer free telephone advice on:

- Family Law: Monday 10am to 1pm
- Welfare Benefits: Tuesday 10am to 12pm
- Education Law: Tuesday 1pm to 2pm
- Immigration and Asylum Law: Wednesday 1.30pm to 4.30pm
- Employment Law: Thursday 2pm to 4pm
- EU Settlement Scheme and complex cases: Friday 10am to 1pm
- Discrimination Law

[Citizen's Advice Newcastle \(CAN\)](#) give free, confidential, impartial and independent advice and information on a wide range of subjects including benefits, housing, employment, legal matters, immigration and family and personal matters.

Read more on InformationNOW about [where to get legal advice](#).

LGBTQ+ Support

[Rainbow Home](#) support LGBTQ+ (lesbian, gay, bisexual, transgender, or other members of the LGBTQ community) asylum seekers and refugees. They can help you:

- with your asylum case and through the asylum process
- record the evidence you need for your asylum claim

They offer social and emotional support in one to one or group sessions in a safe space, confidential sexual health support and mental health support.

[Read more about LGBTQ+ support and groups in Newcastle](#)

Museums of sanctuary

The 9 museums managed by [Tyne and Wear Museums and archives](#) are [museums of sanctuary](#). This means they are a safe space for refugees and asylum seekers to visit, and can provide activities, signposting and support.

- [Arbeia, South Shields Roman Fort](#)
- [Discovery Museum](#)
- [Great North Museum: Hancock](#)
- [Hatton Gallery](#)
- [Laing Art Gallery](#)
- [Segedunum Roman Fort and Museum](#)
- [South Shields Museum and Art Gallery](#)
- [Stephenson Steam Railway](#)
- [The Shipley Art Gallery](#)

[Multaka](#) is a museum volunteering project for people with a migration background. People who have took part in Multaka have created tours and videos about exhibitions, North East history and more in different languages.

[Read more about Newcastle City of Sanctuary](#)

Social and physical activity

[Angelou Centre](#) provides support for Black, Asian and Minority Ethnic (BAME) women. They run a café, cookery club, older women's group, and social and creative activities

Better Leisure centres including [Newcastle Trampoline Park and Gym](#), [West Denton Leisure Centre](#), [Gosforth Leisure Centre](#), [East End Pool](#) can offer free 6 months membership for people who have been given refugee status in the last 12 months.

[The Comfrey Project](#) has allotments in Newcastle and Gateshead. You can get involved in gardening to help improve your wellbeing.

[Curious Monkey's Arriving](#) project is a group for refugees and asylum seekers to do creative activities together. You can learn news skills. You can take part in: drama workshops and performances: online Zoom socials to catch up and practice English: theatre visits once a month. sharing food together. Help with travel costs is available.

[Crossings Community Group](#) is a music making and learning group. They meet most Monday evenings. They have a choir, an open music jam session, guitar learning, violin learning and children's choir. With opportunities to learn and perform. It is free and open to everyone.

[The Glasshouse International Centre for Music](#) provide arts, music and social groups for children, families and adults from a refugee or asylum background.

[North East Solidarity and Teaching \(NEST\)](#) runs English sessions and a program of community integration activities including arts, sports and field trips.

[Newcastle United Foundation](#) run community football matches on Saturdays 1pm to 3pm at [SoccerWorld](#) for unemployed people, refugees and migrants aged 18 to 29 years. It includes an employability support drop in.

[Newcastle United Foundation](#) run free weekly football and badminton sessions, for refugees over the age of 16 who are not in full time employment or education.

[West End Refugee Service](#) WERS Garden Project meets every 2 weeks, Mondays 10am to 1pm. You can volunteer to become a buddy

[Welcome to Badminton](#) runs regular badminton sessions for fun, to make friends, learn new skills and keep healthy. No experience needed. All equipment is provided. Visit their Facebook page for more information on venues, days and times. They are currently running weekly badminton and table tennis sessions in collaboration with WERS. These sessions are on Mondays from 2pm to 4pm.

There are lots of places in Newcastle to be active. Visit InformationNOW to find:

[Fitness activities](#): This is a full list of all of gyms and leisure centres in Newcastle. There is a cost for these services.

[Swimming pools](#)

[Events and activities](#)

Survivors of torture

[Victim Support](#) helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime. Support is free and available to everyone, whether or not the crime has been reported and regardless of when it happened.

[Freedom from Torture](#) help asylum seekers and refugees who have survived torture recover and rebuild their lives in the UK. They offer:

- online information and advice
 - medico-legal report writing service. This provides specialist independent evidence of torture, including physical and psychological assessment, as part of asylum cases
 - training for professionals working with torture survivors
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Survivors of rape, gender based or sexual violence

[Rape crisis Tyneside and Northumberland \(RCTN\)](#) provide free sexual violence information and support services. These services are for women and girls over the age of 13 who live, work or study in Tyneside and Northumberland. They can help you if you have experienced any form of [sexual violence](#) at any time in your life. It's an inclusive service for women including transgender, questioning, ethnically minoritised, disabled and refugee or asylum seekers.

They offer: face-to-face counselling, telephone helpline, email support, group work, specialist information and practical and emotional support.

[**Angelou Centre**](#) support black minoritised and ethnic women in Newcastle who are, survivors of Honour Based Violence, Forced Marriage, 21st Century Slavery, Domestic Abuse and Trafficking. This includes counselling and accommodation.

[**IKWRO**](#) provides advice and support to Middle Eastern and North African women and girls living in the UK who are facing Forced Marriage, Child Marriage, “Honour” Based Violence, Female Genital Mutilation and Domestic Violence. They offer advice in Farsi, Dari, Kurdish, Arabic, Turkish, Pashto and English and run a free counselling service in Farsi, Kurdish, Arabic and English.

Ukrainian support

[**Opora**](#) is an online support hub for Ukrainians in the UK. They offer direct assistance to Ukrainian arrivals from, travel, baby supplies and tailored employment opportunities and business grants for long-term sustainable support. They also help Ukrainians find UK sponsors for the Government Homes for Ukraine scheme.

If you're a Ukrainian national, or the family member of a Ukrainian national, and are living in the UK on one of the sponsor or family Ukraine schemes, you can apply for the Ukraine Permission Extension scheme from March 2024. This lets you continue living in the UK for up to a further 18 months. You can find out more about [applying for the Ukraine Permission Extension scheme on GOV.UK](#). If you need help to complete the online form, help accessing the internet or a computer or mobile phone, [We Are Digital](#) provide free help

[**Read Newcastle City Council's website for more information on support for Ukrainians.**](#)

Victims of human trafficking or modern slavery

Human trafficking and slavery is a crime. If you have been brought to the UK and forced to work as a servant, prostitute or carrying out criminal activity, support is available.

In an emergency or if your life is in danger [**call the Police on 999**](#).

[**Contact Adult Social CarePoint**](#) if you are worried that an adult is being abused in Newcastle. Read more about [adult abuse and exploitation](#) and [domestic abuse](#) on InformationNOW.

[**Migrant Help**](#) provide specialist support to keep you safe, including accommodation, counselling, help to reconnect with your family and getting new identification documents. You can talk to them if you feel there is a risk to you or your family's health and wellbeing. This can be to report suspected child neglect, domestic violence, sexual harassment or exploitation, anti-social behaviour, destitution or homelessness or suspected extremism or radicalisation

[**Angelou Centre**](#) support black minoritised and ethnic women in Newcastle who are, survivors of Honour Based Violence, Forced Marriage, 21st Century Slavery, Domestic Abuse and Trafficking. This includes counselling and accommodation.

Salvation Army give specialist support for adults forced into modern day slavery. This includes a confidential 24 hour a day helpline, support fund and mentoring. They can help to find family members.

Victim Support helps people affected by crime and traumatic events. They provide individual, independent, emotional and practical help to you to cope and recover from the effects of crime. Support is free and available to everyone, whether or not the crime has been reported and regardless of when it happened. They can help you if you've been a victim of any crime.

Modern slavery & exploitation helpline is a free, confidential, 24/7 UK national Helpline with advice and help for everyone. This helpline is provided by the anti-slavery charity Unseen.

Stop the Traffik explain how to **spot the signs of human trafficking**. They have a Stay safe in the UK resource, to help people leaving the Ukraine find support in the UK to stay safe.

Volunteering

You can volunteer your time and skills to help others. Volunteering is a great way to meet new people, learn new skills, practice English and do something you enjoy. There are lots of volunteer roles in Newcastle. You can volunteer as soon as you arrive in the UK. You don't need 'leave to remain' or refugee status to volunteer.

Volunteer Centre Newcastle can help you find a volunteer role that interests you.

Read more about **volunteering** on InformationNOW.

Women only services

Angelou Centre provides women only support for black and minoritised women across the North East. This includes:

- information and advice
- training and employment support
- counselling
- supporting survivors of Honour Based Violence, Forced Marriage, 21st Century Slavery, Domestic Abuse and Trafficking
- accommodation for survivors of abuse or violence
- access to computers and classes
- **English as a second language courses (ESOL)**
- services for women who have no recourse to public funds

West End Women and Girls help women and girls to develop skills and confidence. Their services include:

- information, advice and advocacy
- women's groups: One Stop Shop, Women's Gardening, cookery, cycling
- families groups, girls groups and after school clubs

- support for victims 11 to 25 years old of domestic violence, honour based violence and forced marriage training courses
- Edible Elswick and West End Community Bakery
- English as a second language classes (ESOL)
- a small farm in Northumberland

First Step offer support and health sessions, English and computing classes, information about health and care systems in Newcastle.

Help if you are refused asylum

The West End Refugee Service (WERS) support destitute asylum seekers in the West end of Newcastle. They can help with:

- advice, counselling and befriending
- free clothing
- emergency hardship fund
- personal case support
- welfare support and cash payments for destitute asylum seekers

North East Refugee Service (NERS) support destitute asylum seekers when applying for 'section 4 support'. This is the support available if you are a refused asylum seeker.

British Red Cross can give short term cash payments to people experiencing destitution throughout the asylum process. For example, if your Aspen card or benefits are delayed, while you wait for a decisions on section 4 application or a new claim for asylum. Support includes, cash payments for up to 12 weeks, travel tickets for Home office appointments and one off maternity payments for women.

Action Foundation can provide supported accommodation for destitute asylum seekers with no recourse to public funds

Angelou Centre support women who have no recourse to public funds.

Health services for refused asylum seekers

If you are a refused asylum seekers, you may have to pay for some health care. This includes if you are homeless or destitute. However, these services are still free:

- register with a GP
- Accident and Emergency services (A&E), including Walk-in or Urgent Treatment centres
- NHS 111 telephone advice line
- treatment for specific infectious diseases and sexually transmitted infections (e.g. TB, HIV)
- treatment required for a physical or mental condition caused by: torture; female genital mutilation; domestic violence or sexual violence
- health visitors, school nurses and family planning
- end of life care

[Read more on InformationNOW about help available to use health services.](#)

How to help charities supporting refugees and asylum seekers

Charities rely on volunteers and donations of money or essential items to support the people who need it. You can find out [how to donate to charities to help refugees and asylum seekers](#) on InformationNOW or contact any of the charities listed on this page to see how you can help.

Resources to support those recently arrived to the UK

[North East Migration Partnership \(NEMP\)](#)'s **Welcome to the UK resources** are a series of videos and guides available in Albanian, Amharic, Arabic, English, Farsi, French, Kurdish Sorani, Mandarin Chinese, Pashto, Punjabi, Spanish, Tigrinya, Urdu

You can read the [Welcome to the UK: parenting and education guide on the NEMP website here](#)

You can watch the [Welcome to the UK parenting and education video on youtube here](#)

You can read the [Welcome to the UK: laws and life guide on the NEMP website here](#)

You can watch the [Welcome to the UK: laws and life video on youtube here](#)

You can read the [Welcome to the UK: looking after your health guide on the NEMP website here](#)

You can watch the [Welcome to the UK: looking after your health video on youtube here](#)

The services listed on this page are provided by organisations independent to the council. We update this information regularly, but opening times and availability can change. Before attending a session we recommend you check it is running and that you're eligible to receive the service. Some services are only for adults or rough sleepers. Please note there may be a limit to the number of times you can access a service due to high demands in Newcastle. You can read more about InformationNOW's [Terms and Conditions](#).

Acknowledgements

Thank you to [Newcastle City of Sanctuary](#) and [English Unlocked](#) for working with us to develop this article.

Last updated: July 10, 2026

Useful Organisations

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

North of England Refugee Service (NERS)

Email: info@refugee.org.uk

Website: www.refugee.org.uk

Telephone: 0191 245 7301

Address: 2 Friars St, NE1 4XA

Tyneside and Northumberland Mind

Email: admin@tynesidemind.org.uk

Website: www.tynesidemind.org.uk

Telephone: 0191 477 4545

Address: Tyneside and Northumberland Mind, NE16UF

West End Refugee Service (WERS)

Email: info@wers.org.uk

Website: www.wers.org.uk

Telephone: 0191 273 7482

Address: St Philip's Vicarage, NE4 5JE

North East Law Centre

Email: reception@nelawcentre.co.uk

Website: www.nelawcentre.co.uk

Telephone: 0191 230 4777

Address: 2nd Floor, 10 - 13 Saville Row, NE1 8JE

Peace of Mind CIO

Email: peaceofmind455@gmail.com

Website: <https://peaceofmindnortheast.wordpress.com/>

Telephone: 07595 300326

Address: Whitehall Road Methodist Church, NE8 4LH

Northumbria University Student Law Office

Email: la.studentlawoffice@northumbria.ac.uk

Website: <https://www.northumbria.ac.uk/about-us/academic-departments/northumbria-law-school/study/student-law-office/>

Telephone: 0191 227 3909

Address: Northumbria University, NE1 8ST

Healthworks

Email: enquiries@hwn.org.uk

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

Telephone: 0191 272 4244

Address: Health Resource Centre, NE4 8BE

Healthworks – The Lemington Centre

Email: hwn@hwn.org.uk

Website: <http://www.healthworksnewcastle.org.uk/our-centres/lemington-centre/>

Telephone: 0191 264 1959

Address: The Lemington Centre, NE15 8RZ

Action Foundation

Email: info@actionfoundation.org.uk

Website: www.actionfoundation.org.uk

Telephone: 0191 231 3113

Address: CastleGate, NE1 2JQ

Newcastle Council Housing Services

Email: council.housing@newcastle.gov.uk

Website: <https://new.newcastle.gov.uk/housing/council-housing/>

Telephone: 0191 278 7878

Address: Newcastle City Council, NE7 7LX

The Comfrey Project

Email: info@thecomfreyproject.org.uk

Website: www.thecomfreyproject.org.uk

Telephone: 0191 447 7801

Address: Windmill Hills Centre, NE8 1QB

Connected Voice Haref

Email: haref@connectedvoice.org.uk

Website: <https://connectedvoice.org.uk/services/haref>

Telephone: 0191 235 7022

Address: One Strawberry Lane, NE1 4BX

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

Rainbow Home

Email: rainbowhomene@gmail.com

Website: <https://rainbowhome.org.uk/>

Telephone: 07775 861 450

The Angelou Centre

Email: admin@angelou-centre.org.uk

Website: <http://angelou-centre.org.uk/>

Telephone: 0191 226 0394

Address: The Angelou Centre, NE4 5NR

North East Solidarity and Teaching (NEST)

Email: nest.union@newcastle.ac.uk

Telephone: 0191 239 3900

Address: Newcastle University Students' Union, NE1 8QB

Rape Crisis Tyneside and Northumberland

Email: enquiries@rctn.org.uk

Website: www.rctn.org.uk

Telephone: 0191 222 0272

Address: PO Box 1320, NE99 5DX

Migrant Help

Email: info@migranthelpuk.org

Website: <https://www.migranthelpuk.org/advice-and-guidance>

Telephone: 0808 8010 503

Migration, refugee and Asylum Team at Newcastle City Council

Email: asylum@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/services/communities-and-neighbourhoods/asylum-and-immigration>

Telephone: 0808 8010 503

Newcastle City Learning

Email: NCLGatewayEnquiries@newcastle.gov.uk

Website: www.newcastlecitylearning.ac.uk

Telephone: 0191 277 3520

Address: Westgate College, NE4 9LU

Newcastle College

Email: enquiries@ncl-coll.ac.uk

Website: www.ncl-coll.ac.uk

Telephone: 0191 200 4000

Address: Rye Hill Campus, NE4 5BR

JET (Jobs Employment and Training)

Email: nasrin@jetnorth.org.uk

Website: <http://www.jetnorth.org.uk>

Telephone: 0191 273 5761

Address: Carnegie Building, NE4 8XS

Heaton Baptist Church

Email: office@heatonbaptist.org

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

Telephone: 0191 265 7044

Address: Heaton Road, NE6 5HN

Brunswick Methodist Church

Email: admin@brunswickmethodist.org.uk

Website: <http://www.brunswickmethodist.org.uk/>

Telephone: 0191 232 1692

Address: Brunswick Methodist Church, NE1 7BJ

Robert Stewart Memorial Church

Website: www.ukchurch.org/robert-stewart-memorial-church.php

Telephone: 0191 232 1692

Address: Wingrove Avenue, NE4 9BU

Newcastle Central Mosque

Email: contact@newcastlecentralmosque.com

Website: <http://newcastlecentralmosque.com/>

Telephone: 0191 273 0262

Address: Newcastle Central Mosque , NE4 8RQ

Westgate Baptist Church

Email: info@westgatebaptist.org.uk

Website: <http://www.westgatebaptist.org.uk/>

Telephone: 0191 272 0647

Address: 366 Westgate Road, NE4 6NX

Freedom from Torture

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

Telephone: 020 7697 7777

Crossings Community Group

Email: crossingscommunitygroup@gmail.com

Website: <https://crossingscommunitygroup.org.uk/>

Telephone: 07747824407

Address: Windmill Hills Centre, NE8 1QB

Soccerworld

Email: newcastle@soccerworlduk.com

Website: <http://soccerworlduk.com/soccerworld-newcastle/>

Telephone: 0191 272 4968

Address: Adjacent to Westgate College Campus , NE4 9LG

Justice and Peace (Diocese of Hexham and Newcastle)

Website: http://www.rcdhn.org.uk/social_concerns/justice_and_peace.php

Telephone: 07407 091184

Address: St. Vincent's Support Centre , NE1 2TQ

St James' Church, Benwell Lane

Email: church@benwellscotswood.com

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

Telephone: 0191 273 5356

Address: Benwell Lane, NE15 6RR

Job4Me

Email: emilylam@job4me.org.uk

Website: <https://job4me.org.uk>

Telephone: 07856295078

Address: Job4Me (Newcastle), NE4 6UL

Newcastle United Foundation

Email: nucastle@nufc.co.uk

Website: <http://www.nufoundation.org.uk/>

Telephone: 0844 372 1892

Address: NUCASTLE, NE4 6BQ

Night Stop North East – Depaul UK

Email: nightstopne@depaulcharity.org.uk

Website: <https://www.nightstop.org.uk/NightstopNE>

Telephone: 0191 253 6161

British Red Cross

Email: contactus@redcross.org.uk

Website: www.redcross.org.uk

Telephone: 0191 273 7961

Address: British Red Cross, NE4 8SR

Northumbria Police

Website: www.northumbria.police.uk

Telephone: 101

Riverside Community Health Project at Carnegie Community Hub

Email: admin@riversidechp.org.uk

Website: <http://riversidechp.org.uk/>

Telephone: 0191 226 0754

Address: Carnegie Building, NE4 8XS

Newcastle City Library

Email: information@newcastle.gov.uk

Website: <https://www.newcastle.gov.uk/services/libraries-culture/your-libraries/city-library>

Telephone: 0191 278 7878

Address: City Library, NE1 8AX

Healthy Start Scheme

Email: healthy.start@nhsbsa.nhs.uk

Website: <https://www.healthystart.nhs.uk>

Telephone: 0191 278 7878

Address: Healthy Start, NE1 6SN

Newcastle City of Sanctuary

Email: info@newcastle.cityofsanctuary.org

Website: <https://newcastle.cityofsanctuary.org/>

Telephone: 07989 606 254

African Community Advice North East (ACANE)

Email: acane2003@hotmail.com

Telephone: 0191 265 8110

Address: 1 Raby Cross, NE6 2FF

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

Address: FoodWorks Westgate College Canteen, NE4 9LU

IKWRO

Email: info@ikwro.org.uk

Website: <http://ikwro.org.uk/>

Telephone: 0207 9206460

Curious Monkey

Email: projects@curiousmonkeytheatre.com

Website: <https://www.curiousmonkeytheatre.com/arriving>

Telephone: 07497 221 708

Address: Newcastle Upon Tyne, NE2 1AN

Walking With In North Tyneside

Email: Joan@walkingwith.co.uk

Telephone: 0191 649 8974

Address: The Walking With Centre , NE28 6RL

North Tyneside Council Employment and Skills

Email: curriculum.support@northtyneside.gov.uk

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

Telephone: 0191 643 2288

Address: Norham High School , NE29 7BU

Sunderland City of Sanctuary

Email: sanctuariesunderland@hotmail.com

Website: <https://sunderland.cityofsanctuary.org/>

Telephone: 0191 643 2288

Being Woman

Email: info@being-woman.org.uk

Website: <https://being-woman.org.uk/>

Telephone: 01670 857167

Address: YMCA Northumberland, NE63 9XQ

The Buffalo Community Centre Blyth

Website: <https://buffalocommunitycentre.co.uk/>

Telephone: 01670 363 858

Address: 55 Regent Street, NE24 1LL

Modern slavery & exploitation helpline

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

Telephone: 01670 363 858

Barnardo's

Email: supporterrelations@barnardos.org.uk

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

Telephone: 0191 271 4615

Address: Barnardo's Head Office, IG6 1QG

HostNation

Email: harley@hostnation.org.uk

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

Telephone: 07980 130 484

Address: Unit 4, Clothworks Business Centre, NE6 5XB

West End Women and Girls Centre

Email: info@westendwomenandgirls.co.uk

Website: www.westendwomenandgirls.co.uk

Telephone: 0191 273 4942

Address: The Stephenson Building, NE4 6SQ

Rights of women

Email: info@row.org.uk

Website: <https://rightsofwomen.org.uk/>

Telephone: 020 7251 6577

Address: 52-54 Featherstone Street, EC1Y 8RT

Newcastle Carers

Email: info@newcastlecarers.org.uk

Website: www.newcastlecarers.org.uk

Telephone: 0191 275 5060

Address: 135-139 Shields Road, NE6 1DN

Stop the Traffik

Email: info@stopthetraffik.org

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

Telephone: 0207 921 4258

Address: 1 Kennington Road, SE1 7QP

Safeguarding Adults Unit

Website: <https://www.newcastlesafeguarding.org.uk/safeguarding-adults-unit/>

Telephone: 0207 921 4258

Address: Safeguarding Adults Unit, NE4 9LU

Newcastle Safeguarding Adults Board (NSAB)

Email: safeguardingboards@newcastle.gov.uk

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

Telephone: 0191 278 8156

Address: Westgate College, NE4 9LU

Welcome to Badminton

Email: ashfordruth27@yahoo.com

Telephone: 07856 516 204

Address: Northumbria Sports Central, NE1 8ST

St. Vincent's Centre Newcastle

Email: stvincentsnewcastle@svp.org.uk

Website: <https://www.svp.org.uk/st-vincents-newcastle/>

Telephone: 0191 261 6027

Address: St Vincents Centre Newcastle, NE1 2TQ

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

Children's and Families Newcastle

Email: cfnwebsite@newcastle.gov.uk

Website: <https://childrenandfamiliesnewcastle.org.uk/>

Telephone: 0191 277 4674

Address: Civic Centre, NE1 8QH

North East Migration Partnership (NEMP)

Email: nemp@middlesbrough.gov.uk

Telephone: 01642 726241

Address: Middlesbrough Council, TS1 9FT

Related Articles

[Immigration and Asylum](#)

[Your Doctor or GP](#)

[Dentists](#)

[How to use your GP surgery well](#)

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

[Urgent medical help from NHS 111](#)

[Swimming Pools in Newcastle](#)

[Food and Friends](#)

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

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