

SAC "Useful Contacts"



This is a mini-directory of places you can go for information and advice if our service is not available. The organisations listed are reputable, and make no charge for their services.

Local advice Agencies

General:

Citizens' Advice

For advice in all areas, including consumer, travel, Welfare rights, education, debt, employment.

City Bureau is at:

Third Floor, Block D

Portland House, New Bridge Street

Further details tel. 0870126 4015

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

Housing:

Housing Advice Centre (homelessness only) &

Tenancy Relations Officer (privately-rented)

112/114 Pilgrim St. Newcastle

Tel: 0191 277 1711 (Homeless persons Unit)

Tel. 0191 277 1720 (Tenancy Relations Officer)

These are City Council services.

Shelter North East Housing Aid Centre

1-2 Blackfriars Court, Dispensary Lane,

Newcastle, NE1 4XB

Tel: 0844 515 1601

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

Help for tenants and homeless persons.

Legal:

Newcastle Law Centre

1st floor, 1 Charlotte Square, NE1 4XF

Drop-in: Mon & Thurs, 10am-noon

Advice line: 0191 261 7016

Mon & Thurs, 1pm-4pm

Tax:

Inland Revenue: Tax Enquiry Office

Aidan House, All Saints Office Centre

NE1 2TX

Tel: 0845 302 1456

Welfare Rights:

Newcastle Welfare Rights Service

City council social service, operating around the City.

Its website includes a **local advice service directory**,

and 'useful links' to services nationwide.

Newcastle Council Tel: 0191 232 8520

Website: <http://newcastle.gov.uk/welfr.nsf>

Other Agencies, by subject

International Students:

UKCISA (Council for International Student Affairs)

Advice for students from abroad studying in the UK.

Tel: 0207 107 9922 1pm-4pm Mon - Fri

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

The site has lots of leaflets to download, including one on how to complete the **FLR(S) form for extending your leave to remain as a student in the UK.**

Immigration Advisory Service

For NE England: Middlesbrough

Tel: 01642 219 222

E-mail: middlesbrough@iasuk.org

National Website: <http://www.iasuk.org>

Home Office, Immigration & Nationality Directorate (IND)

Government. To obtain an **application form for extending your leave to remain (your 'visa extension')** and other general information.

Tel. 0870 241 0645 (application forms)

Tel. 0870 606 7766 (general enquiries)

Website: <http://www.ind.homeoffice.gov.uk>

Consumer:

Consumer Gateway

Portal run by the Dept. of Trade & Industry

Website: <http://www.consumer.gov.uk>

Education:

Dept. for Education & Skills

Higher Education Students' Gateway - for information

about any area of students in higher ed.

(inc. funding, work, research, courses, etc).

<http://www.dfes.gov.uk>

Employment:

Dept. of Trade & Industry

Advice site on UK employment law.

Website: <http://www.tiger.gov.uk>

Health:

NHS Direct

24 hour confidential information and helpline staffed by Nurses

Tel: 0845 46 47

Website: <http://www.nhsdirect.nhs.uk>

Mental Health Matters

Confidential Emotional Support Helpline

6pm - 6am every night

Tel: 0845 601 2457

Mind information Line

Information and advice on any kind of mental distress or mental illness.

Mon - Fri 9am - 5.15pm

Tel: 0845 766 0163

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

Legal:

Just Ask!

Community Legal Service website for advice on a full range of legal matters. It also has a national directory of solicitors which is interactive, allowing you to obtain specialist details and map directions for all areas.

Tel: 0845 345 4345

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

Advicenow

Companion site to Just Ask! providing legal information.

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

Europe Direct

European Commission information on your rights as an EU citizen.

Website: <http://europa.eu.int/citizens/>

The Court Service

The government agency for running the County, Crown and Appeal Courts. All forms and leaflets can be downloaded.

Website: <http://www.hmcourts-service.gov.uk>

And for the **Magistrates' Court** see the **Lord Chancellor's Department:**

Website: <http://www.hmcourts-service.gov.uk>

Solicitors-Online

The Law Society's site for information on Law Firms and Solicitors in England & Wales. It also includes 'Registered European Lawyers' and 'Registered Foreign Lawyers', should you need help with a legal problem in another country.

Website: <http://www.solicitors-online.com>

Student Advice Centre

Union Society, King's Walk

Newcastle University

NE1 8QB

Tel: 0191 239 3979

E-mail: sac.reception@ncl.ac.uk

Website: <http://UnionSociety.co.uk/sac>

October 2007

The SAC is a member of Advice UK
(The independent advice network)