

# Link up to Benefits Advice

## Gateshead Council

Housing and Council Tax Benefit is money that Gateshead Council can pay to help with your Housing Costs.

### Who can apply?

Anyone aged 16 or over on a low income who pays rent and/or Council Tax, including people who are:

- Working full or part time or are self-employed
- Unemployed
- Retired.

You'd be surprised what help we can provide, so don't delay, contact us today.

**To find out more information or to make a claim  
contact us on (0191) 433 4646 or e-mail [benefitenquiries@gateshead.gov.uk](mailto:benefitenquiries@gateshead.gov.uk).**

## The Pension Service

The Pension Service can help with benefits advice and claim form completion. We can arrange home visits for customers to complete claim forms for a full range of benefits, arrange appointeeship for those no longer able to manage their own affairs and provide advice and signposting to local organisations. Our service is confidential and customer details are not passed onto other organisations without informed consent.

**Contact 0191 201 1636 or 0191 201 1638 or email  
[Pensions-Gateshead-and-South-Tyneside@jobcentreplus.gsi.gov.uk](mailto:Pensions-Gateshead-and-South-Tyneside@jobcentreplus.gsi.gov.uk)**

# Link up to Your Community

## Gateshead Forum for Older People – *The “Voice” for Older People in Gateshead.*

We need you to help us plan the future of the Forum. We are an organisation run by older people for older people. We are always seeking the views of older people in Gateshead via questionnaires, focus groups and at our Road show events. If you are interested in volunteering your time and knowledge either regularly or occasionally we would love you to contact us. Membership is FREE. Listening to you will enable us to have your "voice" heard in the right places.

Contact 0191 420 6854 or email [gatesheadforum@hotmail.co.uk](mailto:gatesheadforum@hotmail.co.uk)

## Timebanks

Timebanking is the name of Age Concern Gateshead's new skills-sharing project for over 50's.

Timebanking is similar to traditional volunteering in that people use their skills and talents to help others, without being paid. Where it differs, however, is that for every hour you give you will get a one-hour Timebank credit, which you can use when you need some help yourself.

With timebanking everyone has something to offer regardless of age, experience or physical ability. The types of help that Timebank members can give one another can range from doing some ironing through to painting a fence, baking a cake or walking someone's dog. Members can also earn credits by helping to organise community events or activities.

The first neighbourhood Timebanks will be created in the areas of Crookhill, Elisabethville, Wrekenton and Dunston and Teams, but longer term the project will expand to work in neighbourhoods right across Gateshead.

**If you live in or around these areas and would like to get involved with the Timebank please contact Clare Cook on 0191 477 3559 or e-mail [admin@ageconcerngateshead.org.uk](mailto:admin@ageconcerngateshead.org.uk)**

# **Link up to Friendship and Support**

## **Age Concern Gateshead**

The Good Companions Project can offer friendship through telephone befriending and volunteer home visiting schemes. Volunteers who have undergone specific training can also provide bereavement support to people in their own homes, following the loss of a loved one.

We also have volunteer Travelling Companions who use their own cars to drive people to hospital appointments or to visit a loved one in hospital, a care home or hospice. This service is for people who are unable to use public transport.

**Contact Age Concern Gateshead on 0191 477 3559, call into the resource centre on the High Street or log on to [ageconcerngateshead.org.uk](http://ageconcerngateshead.org.uk)**

## **Rowlands Gill Live At Home Scheme**

Can offer support and friendship to older people living in High Spen, Highfield and Rowlands Gill.

**Contact the scheme on 01207 549 200.**

## **Chopwell and Blackhall Mill Live At Home Scheme**

The scheme offers a wide range of social support, including outings, events and friendship, for older people living in the Chopwell and Blackhall Mill areas.

**Contact the scheme on 01207 563825**

## **Libraries**

Gateshead Libraries provide a range of services, including a readers at home service for people who can not travel to their local library as well as a talking newspaper and free public computer service.

**Contact the central library on 0191 433 8400 or visit [www.gateshead.gov.uk/libraries](http://www.gateshead.gov.uk/libraries)**

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## **Sight Loss**

Sight Service offers a range of services and support to enable visually impaired people to have the quality of life which many sighted people take for granted.

**Contact 0191 478 5959 or email [contactus@sightservice.co.uk](mailto:contactus@sightservice.co.uk)**

## **AIRS**

Four-times weekly talking newspaper and audio magazine service free of charge for Gateshead residents (subscription elsewhere in the UK). Council News in Braille, large print and audio for Gateshead residents. Information into accessible formats and English to British Sign Language translation services for information providers all over the UK.

**Contact AIRS on 0191 433 8450 or email [airs@gateshead.gov.uk](mailto:airs@gateshead.gov.uk)**

**Log onto [www.airs.org.uk](http://www.airs.org.uk)**

# Link up to Jobs Around the Home

## Anchor Staying Put

Anchor Staying Put offers a small tasks and repairs service to home owners. The type of work covered includes:

- minor plumbing repairs
- minor electrical repairs (non mains)
- home security
- minor joinery repairs
- Other small repairs will be considered on an individual basis.

Contact 0191 495 6179 or email [newgatstayingput@anchor.org.uk](mailto:newgatstayingput@anchor.org.uk)

## Small Task Team

The Gateshead Housing Company has set up the Small Tasks Team for non-urgent small tasks around the home. These can include unblocking sinks, putting up shelves or larger tasks such as creating a low maintenance garden. The team are not able to carry out regular maintenance such as strimming of gardens, any specialist tasks such as gas and electrical work, and those requiring very specific materials such as glazing. To qualify for the service you must:

- Be a tenant or leaseholder of The Gateshead Housing Company
- Be aged 50 or over.
- Be unable to carry out tasks because of your health and well being.
- Have no one who could assist you.

Contact 0191 433 5353 or go to your nearest housing office to ask about the service or log onto [www.gatesheadhousing.co.uk/yourhome/repairs](http://www.gatesheadhousing.co.uk/yourhome/repairs) to find out more about the Small Tasks Team.

## Refuse and Waste Collection Services

Assistance may be arranged for infirm householders or those with a disability, who are unable to manoeuvre the refuse bin themselves and who have no means of obtaining assistance to do so.

Contact 0191 433 7000 (24 hr line) or email [enquiries@envservices.gateshead.gov.uk](mailto:enquiries@envservices.gateshead.gov.uk)

## **Gateshead Warm Zone**

Gateshead Warm Zone (GWZ) aims to eradicate fuel poverty within Gateshead and improve Energy Efficiency across all households in Gateshead.

It aims to do this by installing loft and cavity wall insulation in as many homes in Gateshead as possible, as well as providing benefits advice and energy advice.

The GWZ project will benefit people from all housing sectors with free insulation for:

- All households that are found to be in fuel poverty (from any housing tenure)
- All households in receipt of certain passport benefits
- All Gateshead Housing Company properties
- All Over 60s in the private sector

Free benefits advice checks and support to maximise income are also available as well as free energy advice (to save unnecessary household expenditure).

**For more information contact GWZ on 0191 477 1919.**

# **Link up to Learning**

## **Adult Learning**

Gateshead Council can tell you about all adult learning courses in your area.

**Contact the team on 0191 433 8646 or log onto [www.gateshead.gov.uk](http://www.gateshead.gov.uk) for the latest adult learning courses**

## **Libraries**

Gateshead libraries provide a range of services, books in normal and large print as well as talking books, readers groups, a readers at home service to people who can not travel to their local library, local history and family history information, the library website and information services, talking newspaper and free public computer service. Please contact the Central Library or visit our website for more information on what we have to offer.

**Contact the central library on 0191 433 8400 or visit [www.gateshead.gov.uk/libraries](http://www.gateshead.gov.uk/libraries)**

# **Link up to Health and Well-being**

## **Age Concern Gateshead**

Age Concern Gateshead runs the ActivAge Project, providing a wide range of exercise classes and activities for older people. These include indoor activities such as chairbics, yoga, tai-chi, line-dancing, salsa and bowling, and outdoor pursuits such as walking and cycling.

There is also the opportunity to get involved in many more interesting projects including DIY and intergenerational projects such as reading to the under 5's and gardening.

**Contact Age Concern Gateshead on 0191 477 3559, call into the resource centre on the High Street or log on to [ageconcerngateshead.org.uk](http://ageconcerngateshead.org.uk)**

## **Gateshead Council Sport and Leisure**

Gateshead Council Sport and Leisure can help you feel fit and be healthy from swimming to bowling, plus activity advice for those with health problems.

**Contact the Sport & Physical Activity Development Team on 0191 433 6959 or log onto [www.gateshead.gov.uk](http://www.gateshead.gov.uk)**

## **Gateshead Council Community Health Team**

Gateshead Council Community Health Team works to help people adapt and maintain healthy lifestyles. They give support and advice on a range of health issues: including nutrition and weight management, physical activity, and stress busting. They can also give support to groups who wish to develop their own ideas and activities.

**Contact the team on 0191 433 2092 or log onto [www.gateshead.gov.uk](http://www.gateshead.gov.uk)**

# **Link up to Skills and Employment**

## **Gateshead Council Economic Development Service**

FREE training courses, practical help with job applications, CVs and interviews. Information on grants to help you back to work and links to real job opportunities.

**Contact 0191 477 3747.**

## **Job Centre Plus**

New Deal 50+ is for people who are over 50 and want to work. If you have been finding it difficult getting a job, or work that pays a decent wage, then this dedicated programme of help may be just what you need. You can participate if you have been receiving; Income Support, Jobseeker's Allowance, Incapacity Benefit, Severe Disablement Allowance or Pension credit for at least six months. You could also be eligible if you have been receiving national Insurance Credits, Invalid Care Allowance or Bereavement Allowance, or if your partner has been receiving an increase in benefits for you for at least six months.

**Felling Jobcentre Plus                      Tel: 0191 451 6800**

**Blaydon Jobcentre Plus      Tel: 0191 451 6961**

**Gateshead Jobcentre Plus   Tel: 0191 451 4261**

**or log onto [www.jobcentreplus.gov.uk/JCP/](http://www.jobcentreplus.gov.uk/JCP/)**

# Link up to Safety

## Gateshead Care Call

Gateshead Care Call is a service to help older, disabled and vulnerable people in Gateshead to live safely and independently in their own home. In the event of a fall or sudden illness, trained operators immediately know your name, address and other relevant information. They will then call for any help required such as a family member, a doctor, emergency services. **For a FREE home demonstration or more information call 433 2648 or 478 7665.**

## The Blue Badge Scheme

Blue Badges allow people who are registered blind or people who have severe walking difficulties who travel as either drivers or passengers to park near shops, stations and other facilities. People with severe upper limb disabilities who regularly drive but cannot turn a steering wheel by hand can also apply.

**Contact us on 433 2429 or log onto [www.gateshead.gov.uk](http://www.gateshead.gov.uk)**

## 101 - the new non-emergency number

It is a round-the-clock service seven days a week. You can call to report:

- Threatening and abusive behaviour
- Drunken and rowdy groups
- Drugs related problems
- Abandoned vehicles or similar
- Litter, dumping and fly tipping
- Noisy neighbours and loud parties
- Vandalism and graffiti
- Broken street lighting

**To find out more go to [101.gov.uk](http://101.gov.uk)**



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## **Safety Works**

Safety Works! is an interactive centre which delivers fun and informative days around key causes of preventable accidental injury.

**For more information and to book a place for yourself or a group contact Louise Carroll on 0191 274 3532 or email [safetyworks@twfire.gov.uk](mailto:safetyworks@twfire.gov.uk)**

## **Tyne and Wear Fire and Rescue Service**

To Register for a Home Fire Risk assessment with the Tyne and Wear Fire and Rescue service log onto [www.twfire.co.uk/firesafety/home/hra](http://www.twfire.co.uk/firesafety/home/hra) or call 0191 444 1404 or 0191 444 1438.

## **Trading Standards**

- Do you have a dispute with a trader about some goods or services you have bought?
- Do you need advice on how to select a trader to carry out home improvement work?

Gateshead Fair Trading Service offers free advice and assistance on any matter concerning consumer law.

**Contact the team on 0191 433 3987 or 0191 433 3930 or email [johnherron@gateshead.gov.uk](mailto:johnherron@gateshead.gov.uk)**