

Welcome Here

Celebrating voluntary sector work with the diverse Black, Asian, and minority ethnic communities in Newcastle and Gateshead

Executive Summary

August 2018



Introduction

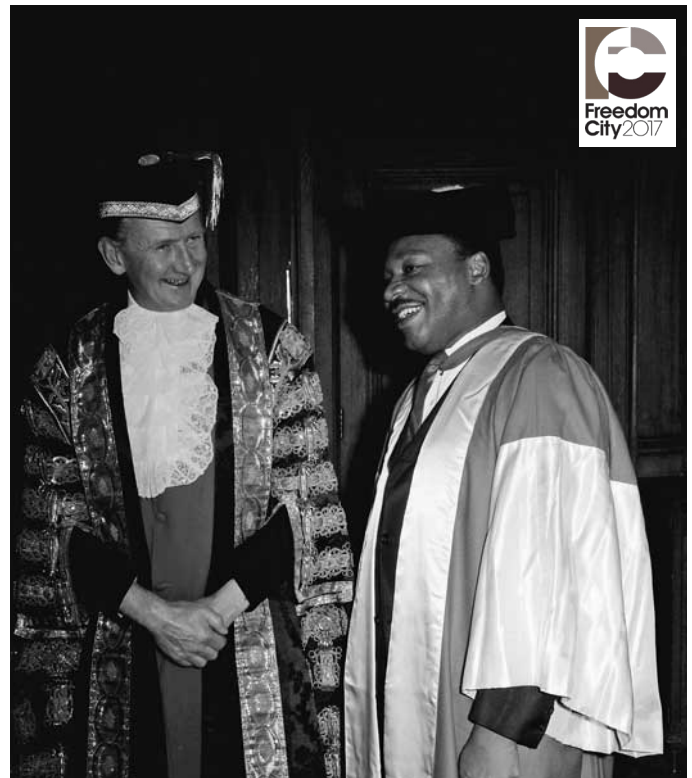
The voluntary and community sector in Newcastle and Gateshead has been at the front of developing support for Black, Asian, minority ethnic, asylum seeker, refugee, faith, and cultural communities. Many new groups have been established and led by Black, Asian, minority ethnic, refugee, faith and cultural communities and individuals themselves; many generic voluntary organisations and community groups have developed specific BAME focused work within their programmes.

Over the years there has been a shift, moving from 'just bringing people of similar cultures together'; to enabling access to services; and to advocacy, rights, and a social justice approach. The voluntary sector makes a swift response to new and emerging needs.

In January 2018 Dr Hari Shukla, CBE, published a book, *The Art of Giving*, about Newcastle overcoming race hate, and of his personal journey since arriving in Newcastle in 1974. The book details how difficult race relations were in 1974, when it did not seem possible that diverse communities could be celebrated.

In 2017 Freedom City celebrated the 50 year anniversary since Dr Martin Luther King visited Newcastle in 1967 and was given an honorary degree, not long before his assassination.

During December to March Newcastle CVS carried out a survey and desktop research to find out more about the work of the voluntary and community sector, and has supported new work with HAREF and the BAME Health and Wellbeing project in the last year.



Dr Martin Luther King Honorary Degree Ceremony

Changing populations

There has been rapid recent change in the diversity of populations in both Newcastle and Gateshead.

- Between the 2001 census and 2011 census the BAME population more than doubled in both Newcastle and Gateshead.
- In Gateshead 7,472 people (3.7%) were from BAME groups.
- In Newcastle 40,600 people (14.7%) were from Black and Asian groups and 8,510 people (3.7%) were White Other, most east European.

The changing demographics are due in part to the dispersal of asylum seekers who were sent to Newcastle from many countries in Asia, Middle East and Africa, with higher numbers especially among children and younger adults, in part due to growing and maturing long standing settled Asian communities, and due to an increase in people from European countries.

Since the 2011 census the population has changed rapidly, and the most up to date information is found by looking at the statistics for children at state schools which are collected every year and published in Know Newcastle.

In Newcastle in 2017:

- Black, Asian and minority ethnic schoolchildren made up 31% of pupils in Newcastle state schools.
- This is an increase from 24% in 2011, and 16% in 2007.
- 33% of reception children (age 4 and 5) are BAME; 25% speak English as an additional language.
- 24% of children in year 11 (age 15 and 16) are BAME and 17% speak English as an additional language.

Although with much lower numbers, Gateshead also follows a pattern of a higher percentage of BAME children the younger the age group.

Issues facing BAME communities

The main issues or needs for BAME people reported by the organisations who responded to the Newcastle CVS survey coalesce around lack of access to services, with little knowledge of services; language

barriers; exclusion; poor mental health; and poverty, poor employment, and welfare reform. The impact is deepened by racism, unconscious bias, and a lack of welcome.

Asked what the lives of the BAME people who use their services and activities are like, the voluntary organisations responding to the Newcastle CVS survey spoke of poverty, pressure, isolation, chaotic lives, trauma, and family separation:

“Not dissimilar to those of the communities they inhabit, difficulties with poverty, discrimination and a sense of social exclusion from mainstream Newcastle. They additionally face racism and a sense of being unwelcome”.

“The same for the non BAME population - poverty, debt, housing, safe spaces to play. Issues regarding official documentation; birth certificates, passports, bank accounts. Lack of welcome to other services”.

Accessibility

“It is not the BAME community who are hard to access, it is the services provided that are difficult to engage with”.

Many people within BAME communities access services through trusted relationships, word of mouth, and personal recommendation.

“Access relies heavily on individual knowledge and connections within the sector”.

Access to services and a lack of access to services is about a range of different aspects of being able to use the service, from language barriers including confidence and jargon, to feeling unwelcome and unsafe, to not knowing how the system works, distrust of state institutions, previous negative experiences, to cultural beliefs, attitudes to



gender, and an individual believing that they have a right, and feelings of self-worth.

An 'open door' approach by services is not enough to be accessible, as potential clients need to know the system.

But it is more complex; if someone does not feel safe, welcomed, if they do not know if there will be people 'like me' then there are more barriers.

African women in one refugee community organisation reported they may not go to events and activities if they do not know that other African women will be there.

"Young people both BAME and from estates don't feel services are for them, that there will be no one there who is like them, or looks like them".

Local young people's group at CHYP IN forum

Create a welcome

"The first step of making the phone call or coming in to the office takes bravery"

There is a need for short key information in different languages, which is useful in its own right, but more importantly creates a welcoming atmosphere.

Displaying a sign saying 'welcome' in a variety of languages, visible as people arrive, can be a simple but effective way of helping people feel that the service is for them.

Newcastle CVS developed 'Poverty Proofing the Voluntary Sector', a free tool which invites the organisations using it to consider what it was like to visit their organisation for the first time. This approach lends itself to increasing welcome and accessibility.

Tackling language barriers

Lack of interpreters to access services was spoken about repeatedly as a problem that is facing all organisations that work in the BAME sector and was particularly of concern when discussing key services such as the NHS, legal advice, and social services.

Voluntary organisations use a variety of ways to address language barriers

"We are training to work with interpreters".

There is most success in providing quality services and activities when bilingual workers and volunteers are used.

Bilingual workers and volunteers

'Using Interpreters When Accessing Health and Adult Social Care' reported that those NHS surgeries that had bilingual receptionists were particularly accessible.

Voluntary organisations were asked if they have workers or volunteers who speak languages in addition to English, the languages spoken were:



Spotlight on: BAME Advocacy

Newcastle CVS reports have highlighted the importance of having a specific focus on BAME service users, to better develop a culturally competent and accessible offer; as demonstrated by the work of Advocacy Centre North, which is a part of Newcastle CVS.

BAME Advocacy supports adults from BAME communities in Newcastle with health and social care issues, established in 2005 with the then Health Action Zone. As soon as there were bilingual advocates offering advocacy, there was take-up of the service by people from BAME communities. BME Advocacy is one of the very few advocacy projects focused specifically on work with BAME communities in the UK.

Currently the project employs four bilingual advocates speaking Cantonese, Farsi, Punjabi and Urdu. For clients who are speakers of other languages, BAME Advocacy works with interpreters in providing advocacy with preference given to local interpreting services. In the year 2017 to 2018 the project worked with 123 people from 35 BAME communities. The work is challenging and complex, especially when working with failed asylum seekers with mental health needs, due to the high level of need and language difficulties.

"[My advocate] shows empathy for the sadness I feel about being separated from my family and culture like nobody else does".

Riverside Community Health Project is an example of the swift and agile response to changing needs that the voluntary sector

can make. They were the first organisation in Newcastle to employ Czech/Roma workers to meet the needs of the new Czech/Roma population in Newcastle.

Gateshead Carers said *“Volunteers change and so languages available change however, we try to match these to the needs of the clients and actively engage with volunteers with suitable language skills.”*

Newcastle CVS has a written sign in Farsi for administrators on the reception desk to use, explaining how to make an appointment with an advocate and a message slip in Farsi for the service user to complete.

JET *“helps people from the BME (Black Minority Ethnic) community, asylum seekers, refugees and New Migrant communities to find work, improve their skills and to integrate into the community”*. JET offers non-accredited ESOL classes, delivered in partnership with other organisations in the community, in venues such as Newcastle Central Mosque, the Millin Centre, and Wingrove School.

Beware jargon

Every sector and each service area has its own internal jargon, which while often poorly understood by all service users is even less understood by those with English as an additional language.

This includes services and activities in the voluntary sector, where jargon, voluntary sector specific language and acronyms can make the sector, forums and consortiums inaccessible.

It also includes use of BME rather than Black Minority Ethnic, and BAME rather than Black, Asian and minority ethnic.

“Young people do not want to be labelled as

an asylum seeker, refugee, or BME or BAME. They just want to be known as known as young people like everyone else”.

Local young people’s group at CHYP IN forum

A recent example is of an agency discussing sexual exploitation with asylum seekers learning English; people thought ‘grooming’ was about hair care and make-up, and ‘trafficking’ about road traffic.

The use of Plain English can be part of a solution, particularly if people do not read in their first language.

Health and wellbeing

HAREF is a network of over 80 organisations and practitioners focused on reducing health inequalities and maximising wellbeing and health for people living in Black, Asian and minority ethnic communities. HAREF works in partnership with key agencies in the health, local government, university, voluntary and community sectors to ensure agencies can support BAME communities to access health services.

HAREF started in 2000 with the then Health Action Zone programme, and became part of Newcastle CVS in June 2017. HAREF started working in the West End of Newcastle as that is where most BAME people lived then; HAREF now covers all of Newcastle and last year with the move to Newcastle CVS started working across Gateshead.

BAME people can face specific issues around health such as:

- increased vulnerability
- predisposition to certain conditions
- reduced access to services and higher support needs

Recent work to identify health issues:

- Mental health is highlighted by the HAREF network as being the issue of greatest concern; mental health issues are often hidden in BAME communities.

Barriers to accessing health services include:

- Being new to the area or country
- Lack of knowledge or understanding of services
- Language
- Cultural or religious barriers
- Living in deprived areas or with poor accommodation
- Immigration status and NHS charging regulations
- People's misconceptions based on previous experience of services or discrimination
- Professionals do not feel confident to ask questions so may stereotype or make assumptions
- People often do not access mainstream health services as their first point of access

Some of the current work that HAREF is focused on:

Leaflets for service users on accessing NHS

- Working with the Regional Refugee Forum and Newcastle City Council Public Health, HAREF is developing 'SNAP fax' style leaflets for asylum seekers either new to the area or new to the asylum system. The leaflets will include information about accessing health services, along with key contacts in Newcastle.
- HAREF is reviewing its joint leaflets with Advocacy Centre North for BAME communities.

Hepatitis C within communities

- Newcastle upon Tyne Hospitals NHS

Foundation Trust (NuTH) clinical nurse approached HAREF for support to engage and gain access into communities to raise awareness of Hepatitis C. Hep. C is now treatable with a 12 week course of medication. HAREF is arranging sessions with community organisations to deliver the NuTH awareness programme.

Regulations on upfront NHS charging and extension to NHS community health services

- There are new regulations for NHS community services about charging upfront for services and checking eligibility. HAREF supported Asylum Matters in their call for evidence from community organisations on the impact of these charges and raised awareness of the concerns. HAREF has hosted an event with the Joint Council for the Welfare of Immigrants about NHS charges and prescription charges. There is a real fear about this policy amongst asylum seekers, which is stopping people accessing healthcare.

Ramadhan calendars

- The Ramadhan calendars contain key messages about fasting safely with diabetes, and the prayer times for each participating mosque. 3,500 calendars were printed and taken to mosques and GP practices in Newcastle and Gateshead. HAREF arranged for the Stop Smoking Service, NuTH Diabetes Centre, and the Stoke Association UK to go to a mosque before prayer time to give key messages out to the congregation. HAREF is working with mosques to create a volunteer health lead for future joint working.

BAME Health and Wellbeing is a Newcastle CVS project commissioned by Newcastle Public Health to support agencies to be culturally competent and increase access to services for BAME communities.

Supporting education

Both nationally and locally, Pakistani, Bangladeshi, White Other, and Roma children are the most disadvantaged in Key Stage 1, with significantly worse performance relative to White British children. Indian and Chinese children have higher educational attainment than White British children.

Gender and class also have an impact: “with the exception of Roma, Gypsy and Traveller children, white working class boys perform the worst of any group in British schools”.

But despite these statistics, being eligible for free school meals and living in poverty are greater predictors of poor results and disadvantage than ethnicity.

Success4All was started in 2007 by Caroline Afolabi who as a teacher noticed children who were unable to do homework due to their home circumstances and lack of resources. In addition, austerity now means that some libraries have closed or reduced their opening hours, and many children have little access to computers; Success4All is aware of children doing homework on their phones. Success4All (S4A) aims to boost confidence and tells children that they can succeed.

Success4All activities include learning hubs, Educational services: help with admissions for

new arrivals; tutoring children when they are not yet in school, when they are struggling at school or with English as a second language; information advice and guidance for parents about the English education system; and safe learning spaces with access to the internet, learning resources and clubs.

Riverside Community Health Project offers support for migrant families from east Europe, mainly Roma people. The Family Migrant project works with Success4All, supporting young Roma women, after school, familiarising them with what can be offered in a classroom setting.

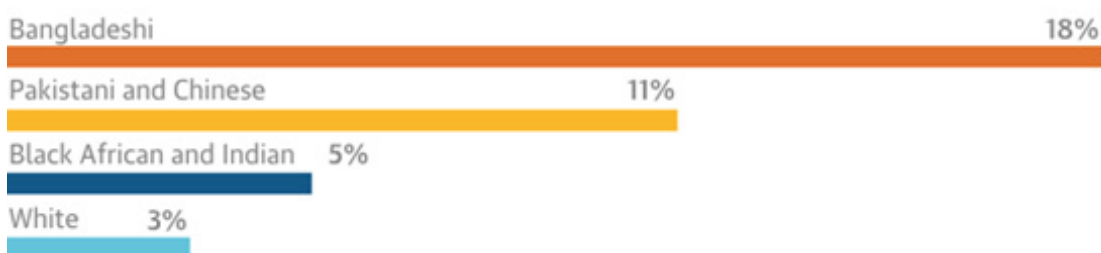
Youth unemployment, poverty, employment

“Young black men growing up in this country are looking at an unemployment rate of 35% rather than 19%”.

Nationally more people from ethnic minority communities earn below the national minimum wage than in the White population, with Bangladeshi people being the most likely to earn below it.

Much voluntary sector work is focused on addressing poverty, raising aspirations, and supporting employability.

Percentages of ethnic groups earning below the national minimum wage



Source: UK govt, NIIESR, University of Manchester, Joseph Rowntree Foundation, Population Matters

Spotlight on: JET – Jobs, Education and Training

Spinning out of Newcastle City Council's ESOL service, JET (Jobs, Education and Training) became a charity in 2006 and works on number of programmes, supporting people from over 100 countries. JET "helps people from the BME (Black Minority Ethnic) community, asylum seekers, refugees and New Migrant communities to find work, improve their skills and to integrate into the community". JET offers non-accredited ESOL classes, delivered in partnership with other organisations in the community, in venues such as Newcastle Central Mosque, the Millin Centre, and Wingrove School.

Spotlight on: Success4All CIO Learning Hubs

Success4All was started in 2007 by Caroline Afolabi who as a teacher noticed children who were unable to do homework due to their home circumstances and lack of resources. In addition, austerity now means that some libraries have closed or reduced their opening hours, and many children have little access to computers; Success4All is aware of children doing homework on their phones. Success4All (S4A) aims to boost confidence and tells children that they can succeed.

The focus at Success4All, as with other voluntary organisations, is on tackling the impact of poverty and disadvantage, rather than providing BAME specific services. For Success4All it means that 65% of their users are BAME children. It also means that integration and community cohesion are supported, and the white British community does not feel that they are unfairly excluded.

Riverside Community Health Project

offers support for migrant families from east Europe, mainly Roma. The Family Migrant project works with Success4All, supporting young Roma women, after school, familiarising them with what can be offered in a classroom setting.

Spotlight on: Asian Business Connexions

Asian Business Connexions (ABC) is a Community Interest Company (CIC) established in 2009 by Ammar Mirza, CBE, that aims to Connect, Support, and Promote the Asian and wider business community. In the corporate world, the annual Asian Business Connexions Awards in Newcastle recognise and celebrate the most talented and successful Asian business people across the North of England. In October 2017 Teesside solicitor Nazia Aftab won the professional support award in recognition of the employment legal support that she provides to businesses.

Whilst the focus of ABC is on business support, awards such as this to Nazia Aftab also promote Asian women as positive role models participating in public life.

In addition to offering support to business, ABC sponsors the PIE (Primary Inspiration through Enterprise) Project Charity Trust, enabling primary school children to learn about enterprise and Science, Technology, Engineering, Enterprise and Maths (STEEM) based activities. The Pie Project initially worked with schools in Walker, Newcastle, and has now expanded to schools across the north east.

Tackling racism, discrimination, prejudice, hate crime

Years after the passing of the Race Relations Act 1976, racism, discrimination, and prejudice is still a feature of daily life for many BAME people, no matter how long their family has been British. Routine everyday racism is often unreported, unexceptional for British BAME communities while a shock for newly arrived BAME people such as asylum seekers and refugees.

While only 7.6% of White Britons fear crime based on their race, 39.7% of Asian Britons and 35.4% of Black Britons fear attack due to their race.

In 2016/17 hate crime rose by 29% nationally following the Brexit referendum. And of that hate crime, over three quarters, 78%, was based on race. Hate crime based on race and based on religion is increasing.

In August 2017 the NSPCC, who operates Childline, reported:

"A tense political climate is resulting in a spike in the number of British children being exposed to race and faith-based bullying".

At a recent CHYP IN forum a young people's group said:

"Young people, especially young Black and Asian men, find if they walk on their own they get abuse, on the metro, the bus, shops, spat at on Westgate Road; if they walk aggressively in a group of six they are not abused. It's leading to developing groups, gangs, and mental health issues"



John Blanke, a Black trumpeter who played for Henry VII and pictured here playing for Henry VIII in 1511.

Hate Crime Advocacy

Advocacy Centre North developed a Hate Crime Advocacy service covering the Northumbria Police area, which opened in April 2017. The service provides specialist advocacy support around hate crime because of someone's race, religion, disability including mental health, gender/transgender identity, or sexual orientation.

The service helps people to *"Speak up for yourself, find out about your rights, report a hate crime to the police (in person or online, and at your own pace), understand the criminal justice process, get the services or support you need"*.

Conversation not Confrontation

Working together to tackle prejudice...



Newcastle CVS has put together a selection of resources for frontline workers in voluntary, community and social enterprise organisations on the Conversation not Confrontation website. Resources are grouped into three easy to use sections:

- Challenge prejudice
- Handle hate crime
- Tackle extremism

Rise Up: Ending Racism, Poverty and War Season, Tyneside Cinema

In Newcastle, Tyneside Cinema developed Rise Up: Ending Racism, Poverty and War Season in November 2017, a programme of art, film, discussion panels and events as part of the Freedom on the 50 year anniversary of Dr Martin Luther King's visit to Newcastle. Dr King spoke of the three evils, Racism, Poverty, and War in his acceptance speech.

Spotlight on: Show Racism the Red Card

Show Racism the Red Card was established in 1996 and provides anti-racist educational resources, using the high status of football and professional footballers to help tackle racism. Show Racism the Red Card is based in North Tyneside and works across England Scotland and Wales, delivering in schools, workplaces, and at events often held in football stadiums. A key focus is working with young people. Show Racism the Red Card is flexible, to respond to changes in racism itself, and to the changing experiences of BAME communities.



Fostering good relations

“How are we fostering good relations between and within communities?”

But in other ways little is changing. The Community Life survey finds people are friends with their own ethnic group and religious group; not according to age/ education. People choose not to interact. Bangladeshi communities have the lowest probability of White British friends; White British communities have fewer positive interactions with other ethnicities than do Black people.

The Integration Hub reports that while White British pupils overwhelmingly go to White British schools, 50% of ethnic minority pupils are in schools where ethnic minority pupils are in the majority. The Government Integration Strategy green paper puts this number as high as 68%. Who do children sit with in class, at playtime, at lunchtime?

The report ‘If you could do one thing’ highlights practical, evidence-based local action which could be replicated in other parts of the country to improve relationships between communities of different ethnic backgrounds, and to help new arrivals feel welcome.

- *Integration can’t be taken for granted. Social integration needs to be supported and planned, considering the needs and challenges of different localities and communities.*
- *A developed understanding of and empathy with local needs is a critical building block to successful social integration.*

The report goes on to say

- All agencies and organisations should be asking themselves, “how are we

fostering good relations between and within communities?”

Whilst newer work is focused on BAME communities, Newcastle CVS is also mindful that it does not diminish its essential focus on support for disadvantaged communities, tackling poverty, inequality of class, and a voice for those who cannot speak up.

Women face structural inequalities

Women’s organisations are at the forefront of building support for and with BAME communities, often to address the greater exclusion, isolation, and poverty experienced by Black women. Several of the women and women’s focused organisations featured in the Newcastle CVS report Changing Times had developed specific work with women from BAME communities, and culturally appropriate approaches. They included The Angelou Centre, The Millin Charity, Regional Refugee Forum, Riverside Community Health Project, Tyneside Women’s Health, and West End Women and Girls Centre. An example of specific work was a weekly ESOL class for women at West End Women and Girls Centre.

Southall Black Sisters and End Violence Against Women (EVAW) reported jointly in October 2017 that more than 100,000 women and girls in the UK are at risk of, and living with the consequences of Female Genital Mutilation, forced marriage, and so called ‘honour-based’ violence.

“Men and families are using the two-year rule; they do not let women apply for the right visa/ residence and it’s leading to women being classed as over-stayers and with no recourse.”

“All the women’s refugee groups raise issues of domestic violence and no recourse.”

Spotlight on: The Angelou Centre

The Angelou Centre is a black-led women's centre based in Newcastle which offers a range of holistic women only services for Black and Minority Ethnic (BME) women across the North East region. The initial focus was on training and employment support but it swiftly became apparent that to enable women to undertake training and gain employment, other areas of their lives had to be addressed. The Angelou Centre now works over three strands:

- Training and employment support.
- Support for survivors of violence.
- Social and creative activities.

The Angelou Centre offer includes counselling and therapeutic support to women and children on issues such as domestic abuse, honour-based violence, the violence and trauma experienced by asylum seekers, gang rape, and Female Genital Mutilation (FGM).

Volunteers support

Asked what made them proud in the last year, **WERS** reported *"Continuing to support and empower our amazing clients. Clients volunteering out in the community at events like the Plant Festival, where they work alongside local people and get to know one another"*.

JET reported that *"We are exceptionally proud of our Volunteering Programme which was recognised and won at the North East Equality Awards this year"*.

Spice FM is a fully licensed radio station, is volunteer-run, for and by the community and is a not for profit organisation with charitable aims. Spice FM offers training for volunteers in broadcasting and presenting radio shows and music technology.

"The biggest diverse community [covered by Spice FM] in Newcastle is the South Asian communities which are further broken down into Indian, Pakistani and Bangladeshi. Further to this we cover the Chinese, Eastern European, Middle eastern, and African communities that reside in Newcastle. We have a strong global and national listenership too through our internet broadcast service".

Participation in cultural community and public life

The North East LEP 2013 report found that people from BAME communities were still at high risk of social exclusion, highlighting the importance of organisations attempting to be more inclusive and relevant to BAME communities.

Fewer BAME people than white British attend the theatre, music festivals, classical concerts, museums and art galleries, or visit the countryside. But while only 33.6% of White British people use libraries, 44% of BAME people use libraries.

This is reflected in the Newcastle Residents' Survey 2017 which found white residents significantly more likely to use theatres, concert halls and arts venues (41%) compared to BAME residents (22%); and BAME residents significantly more likely to use libraries (59%) compared to white residents (35%).

Spotlight on: Waka Waka Africa North East

Waka Waka Africa North East is based in the North East of England celebrating and promoting African and Caribbean music and culture. It produces a regular listing of events in the region as well as producing events. A recent project was 'A Storey of Reggae in Britain', a mix of music and film which was performed at the Sage Gateshead in February, and taken to Liverpool in late spring.

Spotlight on: Dynamix Skatepark

Dynamix is a CIC which uses wheeled sports, circus skills and other performing arts to inspire and empower people to feel better able to make positive decisions about their lives, and to be part of building a future which is better for everyone. In October 2017 Dynamix was the performing space for The Tempest by Bilimamkhwe International Theatre with artists from Europe and Africa, and Malawian recordings and music.

Conclusions

- Communities are not static; new BAME communities arrive, and new individuals move into settled communities.
- Intersectionality, the complex, cumulative manner in which the effects of different forms of discrimination combine, overlap, or intersect in simultaneous oppression and power imbalances, means that combatting discrimination and increasing access to services must address all forms of discrimination.
- Poor life chances are predicated more by poverty and class than race, but then deepened and caused by discrimination and unconscious bias.
- The issues of most concern are mental health issues which are often hidden in BAME communities.
- To be accessible for BAME communities, all services and agencies need a proactive focus on increasing diversity and on tackling institutional racism.
- Integration does not just happen; it needs development work with BAME and White communities.
- Women face structural inequalities in addition to cultural barriers.
- There is a rich variety of voluntary and community sector activities but many are under threat as resources are few and becoming scarcer, particularly to support work with new communities.
- Agencies and organisations should develop specific BAME volunteer programmes, and address how people who do not speak English fluently can use their service.
- The Poverty Proofing Tool increases access through considering what it is like to use a service for the first time.

About Newcastle CVS

Newcastle CVS provides an independent voice and expert support services to voluntary and community organisations and social enterprises in Newcastle and Gateshead; we are here to help.

As a member of Newcastle CVS, your organisation can benefit from free and discounted training, access to networking events and forums, our free quarterly Inform magazine, a chance to share your updates in our fortnightly e-inform bulletin and discounts on our specialist services, including Ellison Services finance (payroll and accounts), funding support and guidance on governance, policy and compliance.

Newcastle Council for Voluntary Service : Enables, Builds, Empowers

Enables the Voluntary and Community Sector to influence decision makers - and supports the Sector as its Voice; **Builds** capacity within the Sector to shape a better, more diverse and equal society; **Empowers** people and organisations to be heard and take action.

Today and for the Future.



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