

# International Staff Welcome Pack



# International Staff Welcome Pack

## Introduction

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### **A very warm welcome to Newcastle University**

Newcastle University is a truly international university. We value our international staff and students, because they enrich University life culturally and socially and make our campus a more vibrant place to be.

We are committed to working with our partners across the city and region to ensure that Newcastle continues to be a welcoming place for all from around the globe. We are proud to be [participants](#) in the [#WeAreInternational Campaign](#) which brings together universities to promote the importance of international students and international collaborations in the UK.

### **Getting Started**

This guide had been designed to give you some essential information to help ensure your arrival to the UK and the University goes as smoothly as possible. It includes information about the University, life in the UK and travel and transport. It should be read alongside the [staff handbook](#).

The main [University website](#) and [Staff Homepage](#) both host lots of information which we recommend you spend some time reading. It is also a good idea to take a look at the [Human Resources website](#) and your school or service website as a way of getting a better feel for the University.

### **Welcome Event**

You will be invited to attend a [University Welcome Event](#) within your first few months of employment. The main aim of the event is to provide participants with an overview of the University's strategic objectives as well as an understanding of how the University functions. It is usually hosted by the Vice-Chancellor.

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# 1. University Information

## Employee Services within the University

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### Library

[Newcastle University Library](#) consists of 4 main libraries:

The Philip Robinson Library is the main campus library and has resources for all subjects except medicine and law.

The Marjorie Robinson Library rooms is located close to the Philip Robinson and is a digital library providing space to study, think, learn and collaborate.

The Walton Medical and Dental Library is in the Medical School and serves the needs of the Medical, Dental and Biomedical Sciences

The Law Library is located in the Law School and provides extensive resources for all those engaged in learning and researching law.

### IT Services

The [IT Service](#) provides and supports the main computing and IT facilities at the University.

### Human Resources

On the [HR website](#) you can find the contact details for your [local HR Team](#). There is also information on all staffing policies and links to Occupational Health, Staff Development Unit, Health & Safety and Equality & Diversity.

### Salaries/Finance

If you have a query with your salary, you can find further information from the [Finance Office](#). Please note: some information may only be available internally. The University uses online payslips which can be accessed using your username and password via MyApps. [More information about online payslips.](#)

### The Centre for Physical Recreation and Sport

[The University Sports Centre](#) is one of the most modern in the University Sector. Membership is available to staff as well as students.

### NCL Rewards

NCL Rewards is a website dedicated to employee benefits and special discounts for University staff, giving you [access to 6,500 discount offers at national and local retailers.](#)



## 2. New Life in the UK

### Finding Accommodation

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The North East offers a wide variety of housing, which is still amongst the most affordable in Britain. [More information on popular residential areas, average house prices and house hunting.](#)

#### What you will need

If you are a European Union resident you will need to provide the following documentation to letting agents:

- A confirmation of employment
- Passport
- Bank statement for credit referencing
  
- Proof of where you have lived for the past 3 years e.g. utility bills.

If you are not an EU resident you will need to provide the above documentation along with your visa and may need a UK-based guarantor (a person that under a contract, agrees to be held responsible for another's debt) or pay an additional fee.

Should you wish to purchase a property you will need to contact the mortgage lenders direct to find out what documentation is required. Most will ask for at least 3 payslips. Non-EU residents may find it more difficult to get a mortgage and would be better off approaching larger organisations, such as Halifax, HSBC, etc.

#### University Accommodation

The University has a limited amount of staff accommodation but may be able to offer a range of options depending on availability/length of stay. There is availability for short stays, longer stays and some options that may be specific to academic members of staff.

Information can also be found on the [University's accommodation pages.](#)

Please note that although we are unfortunately unable to provide accommodation which caters for children, we recommend contacting our Private Sector Team (Tel: 0191 208 3333) who may be able to offer assistance in locating a suitable property.

**Accommodation for less than 7 days:** If you require accommodation for a period of less than 7 days there may be availability at our catered Halls of Residence at [Castle Leazes](#) or for non-catered rooms at [Carlton Lodge](#). Bedding, towels and kitchen equipment are provided.

**Accommodation for 14 days or longer:** If you require short-stay accommodation, we can offer rooms in [Windsor Place](#) which is located behind the Robinson Library. Contracts are available for a minimum of 14 days. Accommodation consists of single and double rooms



which have individual bedrooms with shared bathroom and kitchen facilities. Bedding, towels and kitchen equipment are provided.

**Accommodation for 1 month or longer:** If you need accommodation for a longer period you have the option of [Windsor Terrace](#), located behind the Robinson Library or [Leazes Terrace](#) which is located next to Newcastle United Football Ground. Contracts are available for a minimum of one calendar month to a maximum of 12 months. There are 13 single rooms at Windsor Terrace which are sub-divided into three flats, each with shared kitchen and bathroom facilities. Leazes Terrace consists of 4 single bed roomed self-contained flats. Bedding, towels and kitchen equipment are provided.

All rents include heating and lighting charges. Personal belongings are not covered under any insurance policy. We therefore strongly advise you arrange your own insurance cover for the duration of your stay.

Due to very high demand for this type of accommodation rooms are very limited so we encourage you to make an advance booking. [More information on short term accommodation offered by the University is available.](#)

## Finding a School

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If you have children, you may wish to combine your search for accommodation with finding a school. It is recommended that you research and make enquiries regarding which schools you would like to apply to, but applications for state schools are considered on where you live.

A list of local state (free) schools in the Newcastle area can be found on the [Newcastle City Council website](#). If you live or are looking to live outside of Newcastle you will need to contact your local authority for a list of local schools. [Find your local authority.](#)

Here is information on [independent \(fee-paying\) schools in the area.](#)

Typically the school system in England is structured as follows:

Type of School	Stage	Age	
Nursery	Foundation	3 – 4	
Reception	Foundation	4 – 5	
Primary	Key Stage 1	5 – 7	
Primary	Key Stage 2	7 – 11	
Secondary	Key Stage 3	11 – 14	
Secondary	Key Stage 4	14 – 16	<b>GCSE</b>
Sixth Form	Key Stage 5	16 – 18	<b>A-Levels</b>

Please note that there are also a number of Middle Schools in [Newcastle, North Tyneside and Northumberland.](#)



## Special Educational Needs

A pupil is defined as having Special Educational Needs (SEN) if they have a learning difficulty that requires special educational provision to be made for them. Most schools should include information about their SEN provision in their prospectus. There are also SEN schools in the wider area. You can find more at the [Newcastle City Council website](#).

## League Tables

The league tables provide information on the achievements of pupils in local schools and how they compare with other schools in the area and in England as a whole. The information contained in league tables provides only part of the picture of each school's overall achievements. The tables should, therefore, be considered alongside other information such as Ofsted reports (see below), school prospectuses and Governors' Annual Reports. Maintained schools must provide parents with prospectuses and Governors' Annual reports on request.

## Office for Standards in Education (Ofsted)

Ofsted inspect all schools in England. They also inspect childminders and nurseries. Schools are inspected approximately every 3 years, so you should ask for the Annual or Governors report direct from the school.

The reports can also be obtained from the [Ofsted website](#). The purpose of these inspections is to report not just on the academic achievements (like the league tables), but also on how the pupils are taught, how well the school is led and managed, how it has improved since the last visit, areas for improvement, etc.

## Childcare

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While Newcastle University does not provide childcare or nursery facilities, there are several nurseries located on or close to the campus, including [Childsplay](#) and [Northumbria University Nursery](#). Newcastle City Council runs 5 community nurseries which are located across the city and provide high quality and affordable early years childcare. [More information about these nurseries](#). All local authorities provides various support and information services for families which give free and impartial information on the full range of childcare services and resources.

## Childcare Vouchers

Newcastle University, in conjunction with Computershare, has introduced a system whereby part of your salary can be exchanged for [childcare vouchers](#), as part of its family friendly initiative. Within specified limits, these vouchers are non-taxable and exempt from National Insurance



contributions and therefore represent a saving for employees who use them to purchase childcare.

### Council Services and Information for Families in the North East Region

Newcastle upon Tyne	<a href="#">Newcastle Support Directory</a>	County Durham	<a href="#">Family Information Service</a>
Northumberland	<a href="#">Children, Young People &amp; Families</a>	Darlington	<a href="#">People's Information Point</a>
North Tyneside	<a href="#">Children and Young People</a>	Hartlepool	<a href="#">The Children's Hub</a>
South Tyneside	<a href="#">Care and Health: Childcare</a>	Middlesbrough	<a href="#">Family Service Directory</a>
Gateshead	<a href="#">Education and Learning</a>	Stockton-On-Tees	<a href="#">Stockton Information Directory</a>
Sunderland	<a href="#">All Together Sunderland</a>	Redcar & Cleveland	<a href="#">Family Information Service</a>

### NU Parents' Network

[NU Parents](#) is a network for employees who are parents or parents to be which usually meets termly.

### Types of Childcare

**A childminder** provides flexible daycare in their own home for other people's children. They are self-employed people who negotiate their own fees and any special arrangements. They must be registered and inspected in accordance with the Childcare Act 2006 if they are paid to look after children under 8 for more than 2 hours per day. The Registration and Inspection duty is undertaken by [Ofsted](#).

**A private day nursery** offers full or part-time daycare for children aged 0-5 years. All private day nurseries caring for children aged 0-5 must be registered and inspected (as above). Charges vary, as does the style of care.

**A pre-school playgroup** provides care and education in a safe, friendly environment. Children, usually from the ages of 2.5 years to 5 years can play, learn and mix with other children. Sessions are usually held in church halls or community centres, but are sometimes on a school site. Pre-school playgroups must be registered and inspected (as above). Charges vary. Playgroup charges cover basic running costs, refreshments, equipment and staff wages. The Family and Childcare Trust provide more information on subsidised and free childcare provision.



**A parent and toddler group** caters for children from 0-5 years. These services are not required to register but all children must be accompanied by a parent or carer. Groups often meet in church halls, community centres or health centres. They provide a place for adults and children to mix socially and play together safely. A small charge is normally made to cover running cost and refreshments.

**An out of school scheme** offers care and play for children aged 5-12 years after school and during school holidays. Some schemes have staff who collect children from local schools if not held on the premises. All clubs must be registered and inspected if they run for 2 hours or more per day. Charges vary across the country and in accordance with what is provided. Out of school schemes are registered with OFSTED.

**A nanny** offers care for your child in your own home. Trained nannies will have a recognised childcare qualification such as NNEB or BTEC Nursery Nursing. Currently nannies do not have to register with OFSTED, however they can become part of the Voluntary Ofsted Childcare Register. A nanny can live in the family home or come to work daily. The salary will depend upon qualifications, age, experience and what is expected within daily routine.

**An au pair** is usually a foreign student who lodges with a family and provides care for your child up to 5 hours per day. They are usually 17-18 year olds with no formal childcare training, their work is governed by the Home Office. An au pair would expect approximately £70 -85 per week. You also provide the au pair with accommodation and all meals.

**Crèches** offer short term, informal provision for young children, while parents concentrate on other activities such as shopping, learning or leisure.

## Council Tax and Local Authorities

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Whether you rent or buy a property in England you have to pay Council Tax. Council Tax is the system of local taxation used to fund the services provided by the local government. The amount that you need to pay depends on where you live and the band your property has been allocated.

The full list of Council tax charges will be available on your local authority website. You can find your local authority by visiting the [Council tax webpage](#) on the Government website.

The total amount due will be shown on a bill that is sent to you, and you can usually pay by direct debit in 10 monthly instalments. The instalment date, which is on your bill, is the date by which it should have reached your Council Tax account, so you should make arrangements to ensure that the money arrives in time. If you wish to pay annually, payment must be made when the first monthly instalment is due.

Local authorities provide a range of public services such as schools, health services, police, fire and rescue, local MPs, registering of births, deaths and marriages and refuse collection.



## Banking

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When arriving in Newcastle you may wish to set up a new bank account, you may choose any bank or building society with a UK operation to which your salary can be paid. There are a number of large high street banks located in close proximity to the University. To find out more about this you can contact your [local HR team](#).

Many high street banks specialise in looking after the needs of international citizens. Not only can they take care of your day to day banking requirements when you move abroad, but they also offer products and services tailored to your needs.

To open an account simply ask the University Human Resources section for an introduction letter when you arrive in Newcastle, this will provide confirmation of your employment with the University and confirmation of your new UK address



### Opening a Bank Account

Typically when applying for a new bank account you will be required to provide the following documents:

- Passport or your European Union National Identity card
- Introduction letter
- An original bank/credit card statement from your existing providers. This statement must be addressed to you at your residential address and be no more than 3 months old. Your residential address can be where you lived prior to moving to the United Kingdom.

Please note that by law, the University is not able to provide financial advice to you.

There is a branch of Santander in the Students Union, which is available to students and staff alike. To find out more about special offers for University staff you can visit the branch in the Students Union which is open 10.00 – 6.00 on Monday, Tues, Thurs, Fri and 10.00 – 5.00 on Wednesdays.

## Benefits, Tax and National Insurance

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### Benefits

Overseas individuals may be able to claim some social security benefits. The social security benefits system is complex and eligibility is based on various circumstances. Each case is dealt with on an individual basis. The DWP (Department for Work and Pensions) website (see below) offers further and more detailed information for people coming from abroad.



There are some benefits you can get only if you have paid National Insurance (NI) contributions, and there are some which do not rely on NI contributions. National Insurance is a system of taxes, and its related social security benefits.

You will usually pay NI contributions in the UK if you earn above a certain amount. These contributions help to pay for some social security benefits. If you have never lived in the UK before, you will not normally have paid NI contributions. This will usually mean that you cannot get benefits that are based on NI contributions.

However if you have paid the equivalent of NI contributions in another country, this can sometimes help you to qualify for benefits in the UK. This only applies to some benefits, and only to countries in the European Economic Area (EEA) and countries that have a social security agreement with the UK.

### **National Insurance Number**

Children born and resident in the UK are assigned a National Insurance Number (NINO), which allows for NI contributions to be tracked. Every employee at Newcastle University requires an NINO.

If you are new to the UK you will need to apply for a NINO so that any contributions that you make to the UK National Insurance Scheme can be recorded. There is a fast-track system to obtain a NINO and on receipt of your contract offer you should contact your relevant HR team to inform them that you require a NINO. The Human Resources Section will request an application form on your behalf and you should make an appointment with Human Resources as soon as you commence employment to complete this form. You are required to bring your passport to this appointment.

Alternatively you can apply for a NINO through the [Department for Work and Pensions](#).

### **The UK Tax System**

Broadly, the UK charges tax on:

- Income arising in the UK, whether or not the person to whom it belongs is resident in the UK
- Income arising outside the UK which belongs to people resident in the UK
- Gains accruing on the disposal of assets anywhere in the world which belong to people resident or ordinarily resident in the UK.

Special rules apply in some circumstances, but generally the amount of income tax and capital gains tax you have to pay depends on whether you are resident and/or ordinarily resident in the UK, and in some cases your domicile. For further information, please refer to the HM Revenue and Customs residence, domicile and remittance basis information document.



You can access HM Revenue and Customs Customer Service by telephoning 0844 306 9181

Opening hours: Mon-Fri: 08.00 – 20.00 and 08.00 – 18.00 on Saturdays.

### **PAYE (Pay As You Earn)**

PAYE is a scheme for the collection of income tax due from earnings of an individual. In this scheme, tax is deducted by the employer before wages or salary is paid to the employee.

## **Health and Wellbeing**

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### **The National Health Service (NHS)**

The National Health Service (NHS) is the publicly-funded healthcare system in the United Kingdom. The NHS usually pays for the majority of health expenses. To find out about what free NHS treatment, including maternity care, you would be eligible for [you can visit the website](#).

### **Registering with a Doctor and Dentist**

It is advisable that you register with a local doctor (General Practitioner, GP) and Dentist. You can locate your nearest GP and Dentist by visiting the [NHS Choices website](#). This site also provides information on finding local Opticians and Pharmacies. You can find a GP, Dentist, Optician and Pharmacy by entering your postcode and town in the section provided. You can also telephone 111 to find out more about your health or a health service.

**Please note:** The emergency number in the UK is 999. This number connects to the emergency services and should only be used when:

- There is a danger to life
- A crime is in progress
- Police attendance is immediately required

### **The Centre for Physical Recreation and Sport**

The University Centre for Recreation and Sport is one of the most modern in the University Sector. Membership is available to staff as well as students. Staff are offered rolling memberships of the Sports Centre. Rolling memberships enable staff members to gain a full 12 months membership of the Centre from their date of application. For more details about membership, please see the [Sports Centre website](#).



## Visa Requirements

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You may require a visa from the UK Visa and Immigration Service (UKVI) to take up your role with the University. If this applies to you, a member of the Human Resources team will contact you to guide you through the process. You might also find it useful to have a look at the [UKVI website](#).

## 3. Getting Around

### Travel to Newcastle

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#### Newcastle International Airport

Newcastle International  
Woolsington  
Newcastle upon Tyne  
NE13 8BZ

**Customer Information:** 0871 882 1121

**Flight Information:** 0871 882 1131

**Email:** [enquiries@newcastleinternational.co.uk](mailto:enquiries@newcastleinternational.co.uk)

You may require a visa from the UK Visa and Immigration Service (UKVI) to take up your role with the University. If this applies to you, a member of the Human Resources team will contact you to guide you through the process. You might also find it useful to have a look at the [UKVI website](#).

#### Travelling to Newcastle by Train

Direct train services operate from most cities in Britain to Newcastle's Central Station. There are many low price ticket deals available depending on your own circumstances and the times you wish to travel, your local train station will have details of these. Travelling times are: to

London 2.45 hours; Edinburgh 1.25 hours; York 1 hour. Train service operators serving Newcastle directly are Virgin Trains East Coast, CrossCountry, TransPennine Express and Northern.

Further information about train services to Newcastle is available from the National Rail enquiry line on 03457 484950 or from your local station. Overseas visitors should check with local travel agents about rail travel in Britain. A BritRail pass offers cheap and flexible fares to overseas visitors and is usually available from your tour operator or travel agent.

Metro services also operate from Central Station, the Metro station is underground and well signposted within the Station concourse.



## By Road

The region is well served by the A1(M) and the A1 from the south of England and London (journey time about 5 hours) although a frequently used alternative route is the M1(Leeds) M18 and A1. From the North Sea ferry Terminal at Hull, take the A19 Tyne Tunnel route, which passes through York. From Manchester, Liverpool, Bradford and Leeds the M62 connects the M6 with the A1.

From the West Coast, the best route is the A69 Carlisle-Newcastle road, which takes you through the beautiful scenery of the Tyne Valley and Hadrian's Wall country. This route links the West Coast M6 to Birmingham and beyond to the South West via the M5 and the M4 into South Wales. This also is the fastest route from Glasgow and South West Scotland.

Travelling from Scotland is very picturesque with the beautiful border country scenery all the way from Edinburgh. The fastest route is the A1, which takes about 2 hours from the Scottish capital. Alternative routes would be the A68 from Edinburgh to Jedburgh onto A696, or the A697 from Coldstream allowing you to appreciate the scenery of the Borders and Northumberland to the full.

## By Coach

Express and regular coach services to Newcastle are frequent. The London-Newcastle route is especially well served operating from Victoria Coach Station. [National Express](#) serves Newcastle from towns and cities throughout Britain.

Most major coach companies offer services to Newcastle from towns and cities throughout Britain. Coach travel offers exceptional value for money and there are frequent low-price fares available, with discounts also for young travellers, students and senior citizens. Megabus now offer a daily services to and from Leeds (8 services/day) and London (4 services/day) departing from Neville Street. Tickets bookable [are bookable via the website.](#)

Many local coach companies in your locality may also offer package tours to Newcastle, check with your local press or coach station for details. Overseas visitors can normally obtain National Express tickets from local travel agents prior to travelling to Britain.

The Newcastle coach station is situated at St. James's Boulevard and there is parking nearby. The nearest Metro station is Central Station. There are coach stations at Sunderland, South Shields and Durham and stops at Washington.

## International Ferry Terminal

The North Shields International Ferry Terminal at Royal Quays is approximately seven miles east of Newcastle via the A1058 and A19 and is well signposted.

DFDS Seaways - operate direct services to Holland. Sailings are from North Shields to Amsterdam (Ijmuiden), 7 days a week

International Passenger Terminal

Royal Quays

North Shields



Tyne & Wear  
NE29 6EE  
Tel: 08705 333 000 (Information & reservations)

Open Monday - Friday 9am - 5pm,  
Saturday 9am - 12pm

## Public Transport in the Region

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### Public Transport in the Region



[Nexus](#) is the Tyne and Wear Passenger Transport Executive. It provides plans and promotes public transport in Tyne and Wear. [The Nexus website](#) contains information about rail, bus, ferry and the metro including timetables and latest news.



For local travel enquiries you can also call [Traveline](#) on **0871 200 2233**. Lines are open 7.00 - 21.00 daily (excluding Christmas day). Traveline also have a SMS text messaging service, [traveline-txt](#) (available via **84268**) which sends travel information straight to your mobile phone.

### Travelling to Work

#### University Car Parking

If you are planning to travel to commute by car you can look into obtaining a car parking permit via the [Estates Support Service web page](#). Applying for a permit costs £50. The permit allows you to park at the University Pay and Display car parks. Queries regarding car parking can be directed to the Estates Support Service Helpdesk either by **telephone: 0191 208 7171** or by [e-mail](#).

#### Discounted Staff Scheme

The University has a detailed corporate public transport scheme which offers [discounts on travel cards and saver tickets across a number of public transport providers](#). Queries regarding discounted travel schemes can be directed to the Estates Support Service Helpdesk either by **telephone: 0191 208 7171** or by e-mail.



## 4. Other Useful Information

### Religion and Belief

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The University welcomes staff and students from all faiths and none. [More information about the University's Chaplaincy service.](#)

Below is a list of some of the places of worship attended by staff in the past. The list is not exhaustive but may be helpful in providing a point of contact where individuals may get further information.

#### Places of Worship

**Bethshan Church**

Park Road Church, Park Road  
Sunderland, SR2 8HR  
0191 564 2000  
[office@bethshanchurch.net](mailto:office@bethshanchurch.net)  
[Website](#)

**Brunswick Methodist Church**

Brunswick Place  
Newcastle, NE1 7BJ  
0191 0191 232 1692  
[admin@brunswickmethodist.org.uk](mailto:admin@brunswickmethodist.org.uk)  
[Website](#)

**Buddhist Centre**

3rd Floor  
Broadacre House, Market Street  
Newcastle, NE1 6HQ  
0191 261 1722  
[newcastlebuddhistcentre@gmail.com](mailto:newcastlebuddhistcentre@gmail.com)

**City Church**

The CastleGate, Melbourne St  
Newcastle, NE1 2JQ  
0191 233 2288

**Heaton Baptist Church**

Heaton Road  
Newcastle, NE6 5HN  
0191 265 7044  
[Website](#)

**Hindu Temple**

172 West Road  
Newcastle, NE4 9QB  
0191 273 3364

**Jesmond Parish Church**

Eskdale Terrace  
Newcastle, NE2 4DJ  
0191 212 7400

**Jesmond Methodist Church**

St George's Terrace  
Newcastle, NE2 2DL  
0191 281 2309  
[Website](#)

**Jesmond United Reformed Church**

Burdon Terrace  
Newcastle, NE2 3AE  
0191 281 4676  
[office@jesmond-urc.org.uk](mailto:office@jesmond-urc.org.uk)

**Newcastle Central Mosque**

Grainger Park Road  
Newcastle, NE4 8RQ  
0191 273 0262  
[Website](#)

**Newcastle Unitarian Church**

Ellison Place  
Newcastle, NE1 8XG  
0191 232 2348  
[Website](#)

**Reform Synagogue**

The Croft, Gosforth  
Newcastle, NE3 4RF  
0191 548 4450  
[info@newcastlereformsynagogue.co.uk](mailto:info@newcastlereformsynagogue.co.uk)

**St. Mary's Cathedral (Catholic)**

Clayton Street West  
Newcastle, NE1 5HH

**St. Nicholas Cathedral (Anglican)**

St Nicholas Square  
Newcastle, NE1 1PF



0191 232 6953  
[office@stmaryscathedral.org.uk](mailto:office@stmaryscathedral.org.uk)  
0191 232

**St Thomas the Martyr (Anglican)**  
Haymarket  
Newcastle, NE1  
0191 261 2284  
10.30 and 6.00

**United Hebrew Congregation**  
Culzean Park, Graham Park Road  
Gosforth  
Newcastle, NE3 4BH  
0191 284 0959

0191 232 1939  
10.30 and 6.30

**University Muslim Prayer Room**  
King George VI Building  
[Website](#)

**Westgate Baptist Church**  
366 Westgate Road  
Newcastle, NE4 6NX  
0191 272 0647  
[info@westgatebaptist.org.uk](mailto:info@westgatebaptist.org.uk)

## Specialist Food Shops

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There are a number of specialist food shops around Newcastle which offer fresh and cupboard ingredients from around the world. M A Brothers has the largest collection of spices in the North East of England.

**AA & M Food Store**  
28 Westgate Road  
Fenham  
Newcastle Upon Tyne  
NE4 9HB  
0191 273 3232

**Fenham Continental Foods**  
39a Hadrian Road  
Fenham  
Newcastle Upon Tyne  
NE4 9HN  
0191 226 1639

**M A Brothers**  
173 Elswick Road  
Elswick  
NE4 6SR  
0191 273 1016

**Naji Food Store**  
405-409 Westgate Road  
Fenham  
Newcastle Upon Tyne  
NE4 6PB  
0191 273 2757

**Punjab Food Store**  
170 Heaton Road  
Newcastle Upon Tyne  
NE6 5HP  
0191 240 1999

**Brighton Oriental Food Store**  
14-18 Brighton Grove  
Fenham  
Newcastle Upon Tyne  
NE3 5NR  
0191 273 1070

**HiYoU Supermarket**  
108 Newgate Street  
NE1 5RQ  
0191 232 2311

**Madina Food Store**  
35 Nunsmoor Road  
Newcastle Upon Tyne  
NE4 9AU  
0191 272 1007

**Potraviny Polish Shop**  
75 Shields Road  
Byker  
NE6 1DL  
07482351835

**Tsang Foods**  
27-31 Fenkle Street  
NE1 5XN  
0191 261 7979



**Wing Hong Supermarket**  
45-51 Stowell Street  
NE1 4YB  
0191 233 1800

## English Language Learning

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The University is home to [the award-winning Language Resource Centre \(LRC\)](#) which provides specialist language learning facilities and access to self-study materials in over 150 languages. University staff can join free of charge and spouses/children for a fee of £48 per year.

For those wishing to further their knowledge of English they can access to the following facilities:

- A library of English language learning materials
- An international DVD collection
- Tablets with language learning apps and a dedicated external members only PC for accessing the internet
- Access to the tandem learning scheme (for finding a one-to-one speaking partner for exchanging language learning)
- Bookable private study spaces

Members may also book an introductory advisory session with a language specialists to help set out a tailored programme for self-access language study.

## Other Useful Sources of Information

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[University website](#)

[Citizens Advice Bureau](#)

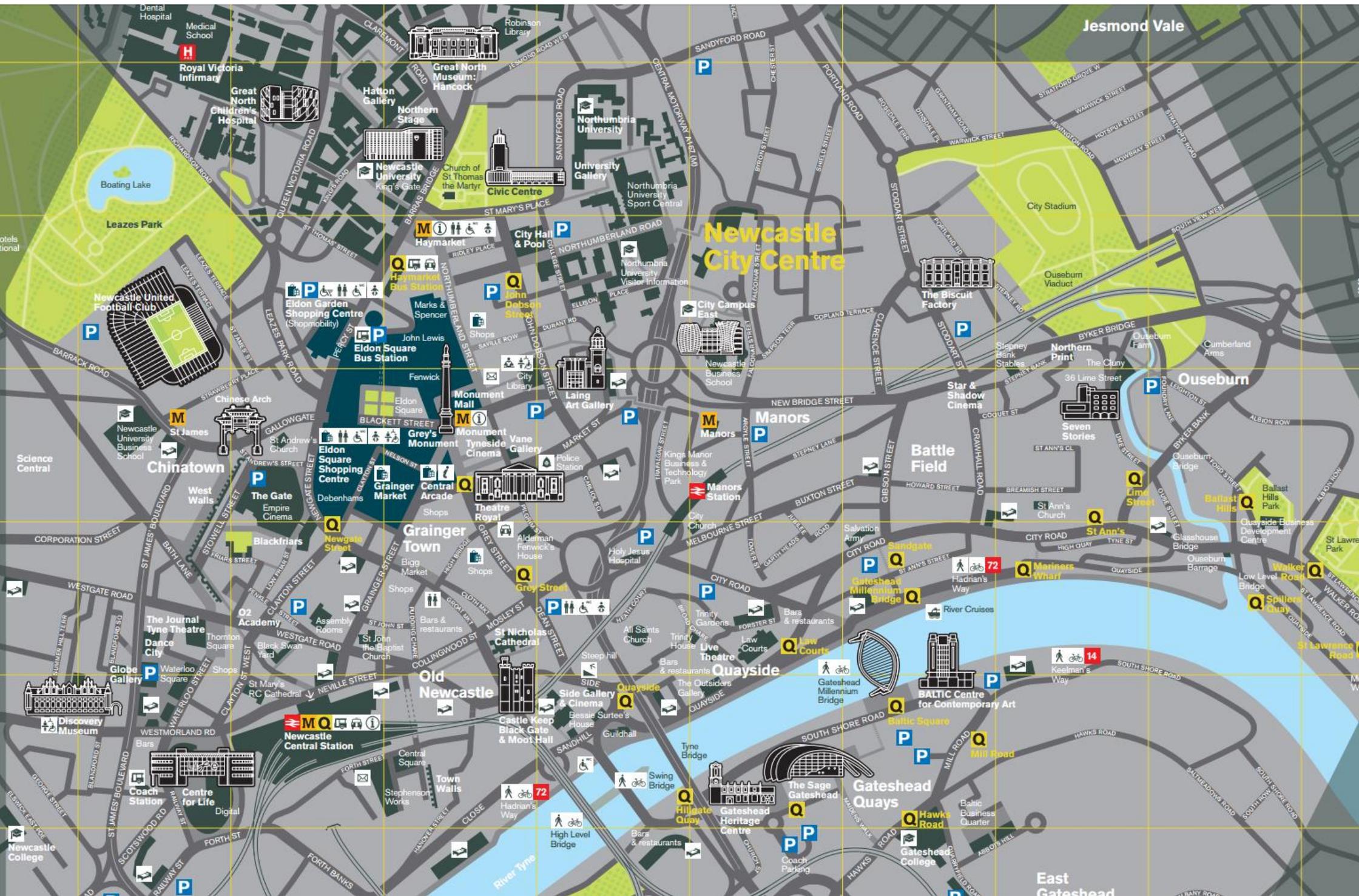
Tel: 0344 245 1288

[Local Leisure and Tourism](#)

## Disclaimer

Whilst Newcastle University has made every attempt to ensure the accuracy and reliability of the information contained in this document, this information should not be relied upon as a substitute for formal advice from the originating bodies and other sources. The purpose of this document is to provide information only and as not to recommend certain organisations.





Map Courtesy of Newcastle City Council