

Income Support

What is Income Support?

Income Support is a means-tested benefit for people aged 16 to [pension age](#). It aims to help with basic weekly living costs.

Universal Credit has replaced most new claims for working age means-tested benefits, including Income Support, but some people still receive it.

Newcastle Welfare Rights have useful webpages on [Universal Credit](#).

Am I eligible for Income Support?

To be eligible for income support you must:

- Not receive Job Seekers Allowance or income related Employment and Support Allowance
 - Satisfy some limited reasons such as being a lone parent with a very young child or a carer
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How much income support may I receive?

The current Income Support rates can be found at [Income Support on Gov.UK](#). The amount you get depends on many things including how much income you have and your age.

You can also [Check your entitlement to benefits online](#) on the City Council's Welfare Rights website which lists a number of do-it-yourself calculators.

When pension age is reached, [Pension Credit](#) may be payable instead.

Benefit cap

Your benefit(s) may be limited by the [Benefit cap](#).

How to claim Income Support

It is not normally possible to make a new claim for Income Support. Instead you would have to make a claim for [Universal Credit](#). More details about this are on the City Council's [more detailed Universal Credit](#) webpage

Visit www.gov.uk for more information on Income Support.

Where can I 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:

- [Citizens Advice Newcastle \(CAN\)](#)
 - [Your Homes Newcastle \(YHN\)](#) give YHN tenants benefits and debt advice.
 - [Newcastle Welfare Rights Service](#) have [self help material](#) on their website
 - Find more about [benefit advice services](#) available across Newcastle.
 - [Turn2us](#) helps people in financial need gain access to welfare benefits, charitable grants and other financial help ? online, by phone and face to face through partner organisations.
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Other Useful Information

- [Payment Exception Service](#) was introduced as cheques are no longer used to pay state benefits and Pension credit. Information Now has more details on the service available to those unable to use bank accounts.
- [Telephones article](#) on Information Now has details of a more affordable telephone service if you are in receipt of certain benefits for example, Pension Credit, Income Support, Universal Credit or Jobseeker's Allowance.

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Useful Organisations

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

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

Telephone: 0808 278 7823

Address: 4th Floor, City Library, NE1 8AX

Newcastle Welfare Rights Service

Email: welfare.rights@newcastle.gov.uk

Website: www.newcastle.gov.uk/welfarerights

Telephone: 0191 277 2627

Address: Newcastle Welfare Rights Service, NE4 9LU

Turn2us

Email: info@turn2us.org.uk

Website: www.turn2us.org.uk

Telephone: 0191 277 2627

Address: Unit 9, CF15 7QQ

Your Homes Newcastle (YHN) Community Hubs

Email: yhn@yhn.org.uk

Website: <https://www.yhn.org.uk/our-offices>

Telephone: 0191 278 8600

Address: YHN House, NE7 7LX

Related Articles

[Telephones](#)

[Employment and Support Allowance \(ESA\)](#)

[Universal Credit](#)

[Personal Independence Payment \(PIP\)](#)

[How to challenge a benefit decision](#)

[Managing your money](#)