InformationNOW
Information for people in Newcastle upon Tyne

Jobseeker's Allowance (JSA)

What is Jobseeker's Allowance (JSA)?

Jobseeker's Allowance is a taxable benefit for people who are below **pension age** and who are unemployed.

Universal Credit is replacing working age means-tested benefits, including income-based JSA, but you can still claim New-Style JSA.

Am I eligible for New-Style Jobseeker's Allowance?

To be eligible for New-Style JSA you'll need to have both:

- worked as an employee;
- paid Class 1 National Insurance contributions, usually in the last 2 to 3 years

To qualify for Jobseeker's Allowance, you must be:

- able to work and looking for work;
- aged 18 years old or over;
- be under State Pension age
- be working less than 16 hours per week on average

How much does it pay?

New-Style JSA has set rates.

See the latest amounts on Jobseeker's Allowance (JSA): How it works – GOV.UK (www.gov.uk)

How to claim New-Style Jobseeker's Allowance

Jobseeker's Allowance and University Credit

Universal Credit is a new benefit payment that is gradually replacing working age means-tested benefits including Income based JSA. You can now only make a new claim for (contributory) New-Style JSA – this can be paid alongside **Universal Credit** but is deducted from your UC payments.

To apply for New-Style JSA go to the gov.uk Jobseekers Allowance page

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Where to 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. Services in Newcastle include:

- **Citizens Advice Newcastle (CAN)**.
- **Newcastle Welfare Rights Service** have **self help material** on their website
- **Search Newcastle** give benefits advice to older people in the West of Newcastle
- **Disability North** give disability related benefit advice, help with appeals and representation at tribunals

Search for Benefits advice organisations

Location:
Postcode:
Search

Other Useful Information

- **Money Advice Service** provides online information on the full range of benefits that you may be entitled to. This also includes where to find more help and advice.

- **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.
- You may be eligible for **free or reduced NHS prescriptions and other health costs** if you receive Income Support; Income-based Jobseeker's Allowance; Income-related Employment and Support Allowance and Universal Credit. Use the **NHS BSA eligibility checker.**

Last updated: April 2, 2026

Useful Organisations

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

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

Telephone: 0808 223 1133

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

Jobcentre Plus

Email: contact-.dwp1@dwp.gsi.gov.uk

Website: https://www.gov.uk/contact-jobcentre-plus

Telephone: 0800 169 0190

Address: Newcastle City, NE1 1EE

Newcastle Welfare Rights Service

Email: welfare.rights@newcastle.gov.uk

Website: www.newcastle.gov.uk/welfarerights

Telephone: 0191 277 2627

Address: **POSTAL ADDRESS ONLY - No face-to-face advice is given here, NE7 7LX

Turn2us

Website: www.turn2us.org.uk

Address: Unit 9, CF15 7QQ

GOV.UK

Website: www.gov.uk

Money Helper

Email: pensions.enquiries@moneyhelper.org.uk

Website: https://www.moneyhelper.org.uk/en

Address: Holborn Centre, EC1N 2TD

Related Articles

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