

Emergency funds and crisis support

If you are in an emergency or crisis situation there are some funds available from Newcastle City Council and the Department for Work in Pensions to help you pay for energy bills, household items, furniture, food, travel and other essential items.

Support to move or set up a home in Newcastle

Newcastle City Council runs The Supporting Independence Scheme for basic household items to help you live independently. For example beds, cookers and fridges. It's for people on low incomes who are being supported by Adult Social Care or Children's Social Care, Community Mental Health Teams, Housing Advice Centre, Probation, Your Homes Newcastle Advice and Support Workers and other housing support workers or resettlement teams to:

- resettle in the community following a stay in an institution for example, a hospital, a care home or custody
- remain in the community rather than enter an institution
- set up home in the community, as part of a planned resettlement programme, following an unsettled way of life

Visit <u>newcastle.gov.uk</u> for more information. This scheme replaced the Community Care Grants which were previously part of the DWP's social fund.

Discretionary Housing Payments (DHP)

DHP's are short term extra payments to help you if you are struggling to meet your housing costs.

You must be getting help with your rent in Universal Credit or Housing Benefit to get a DHP.

Read more about Discretionary Housing Payments and how to apply from Newcastle City Council.

Non discretionary payments and loans from the Department for Work and Pensions (DWP)

The Department for Work and Pensions (DWP) can arrange loans or payments for people who receive benefits such as:

- <u>Funeral Payments</u> can help you with the cost of arranging a funeral. Remember to check to see whether you are entitled to receive this help before making any funeral arrangements.
- <u>Cold Weather Payments</u> are made automatically to people who receive benefits such as
 <u>Pension Credit</u> or <u>Income Support</u> during periods (seven consecutive days) of exceptionally
 cold weather.
- Winter Fuel Payments are a one off annual payment for people of pension age over winter.
- <u>Sure Start Maternity Grants</u> for those who are pregnant or had a baby and received health and welfare advice.
- <u>Budgeting Loans</u> can help you to buy an item that you can't normally afford for those on means tested benefits like <u>Income Support</u> and <u>Pension Credit</u>. You have to repay a budgeting loan. it is interest free and payment is taken out of your benefits to repay the loan.
- Universal Credit Budgeting Advances are similar to Budgeting Loans. They're for people on Universal Credit.
- Universal Credit Advances are for Universal Credit claimants waiting for their first payment

Household support fund

Newcastle City Council is distributing money from the government Household Support Fund to help vulnerable people and families. This money is being used to fund:

- free School Meal Vouchers for eligible children during half term and school holidays (including Easter, May and summer holidays)
- support of localised Cost of Living and discretionary schemes delivered by Newcastle City Council
- hardship payments for food and or utility bills for householders who are in financial difficulty through a supported application process

More information about the scheme can be found on Newcastle City Council website

Help for individuals and families from charities

Some charities help people in financial need. You can search them for charities that can help you in various circumstances.

<u>Turn2us</u> is a charity where you find charitable funds and grants to apply for, when you need money for essential things in life. For example, furniture, household items, white goods, electrical items, studying, bringing up children, experiencing life changing circumstances and more. They have a telephone helpline, benefits calculator and online information.

<u>Community Foundation</u> have a variety of grants available to apply for, available to individuals and organisations. You can use their online grant finder to see the grants that are available at the moment. These grants are usually available to help improve health, wellbeing and education opportunities for people in the North East.

Find a grant

Gov.uk's Find a Grant service is where you can search for government funding to help you pay for things such as a new boiler.

Cost of living help and support

<u>Cost of living support website</u> from Newcastle City Council has information about where to get help and support with housing, energy, debt, benefits, money, council tax, school and learning costs. This includes wellbeing hubs

Read more on cost of living support on InformationNOW

Where can I get benefits advice?

It can be useful to speak with someone about the benefits you may be entitled to and how they may impact upon your other benefits. A local independent advice service can help guide you through the process such as;

- 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

Search for Benefits advice organisations

Location:		
Postcode:		
Search		

Affordable items to buy

You can read more on InformationNOW about where you can find more affordable household items or help from charities to access:

- clothes and shoes
- electrical items
- NHS health costs
- · computers and digital equipment
- buy second hand or borrow equipment and aids to help you live independently at home

Help with your home

You can find more details about support available to help you:

- move home
- with heating problems and how to pay for them
- with the cost of house maintenance and repairs
- buy second hand or borrow equipment or aids to help you live independently at home

Food help

Charities and community groups in Newcastle offer free emergency food parcels, free meals and low cost groceries. Read more on where you can find:

- Food Banks
- <u>Free meals and cheap food</u> this includes free school meals, Healthy Start Scheme and food pantries

Managing your money

You can read more on InformationNOW about:

- Cost of living support
- support for people on a low income
- managing your money
- dealing with debt
- affordable credit if you need it

Wellbeing Hubs

<u>Wellbeing Hubs</u> are warm welcoming place to spend time in Newcastle. Local venues, such as libraries and community centres, offer a range of support such as hot drinks, free wifi, place to charge your devices, information, advice and more.

Read more about Cost of living help and support on InformationNOW and Keeping warm and well in winter.

Last updated: January 23, 2025

Useful Organisations

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

Adult Social CarePoint at Newcastle City Council

Email: ASCP@newcastle.gov.uk

Website: http://www.newcastle.gov.uk/AdultSocialCare

Telephone: 0191 278 7878

Address: Adult Social CarePoint Newcastle City Council, NE4 9LU

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

Crisis Support Scheme

Website: https://www.newcastle.gov.uk/services/welfare-benefits/crisis-support

Telephone: 0191 278 7878

Address: Civic Centre, NE1 8QA

Citizens Advice Northumberland

Website: https://www.citizensadvicenorthumberland.org.uk/

Telephone: 0800 144 8848

Address: Post Office Chambers, NE63 8RH

Community Foundation North East

Email: general@communityfoundation.org.uk

Website: https://www.communityfoundation.org.uk/

Telephone: 0191 222 0945

Address: Community Foundation, Philanthropy House, NE3 1DD

Related Articles

Winter Fuel Payment

Housing Benefit

State Pension

When someone dies: a practical guide

Help with energy problems and how to pay for them

How to pay for adaptations to your home

Practical help to move home

Cold Weather Payments

Universal Credit

Food banks and free emergency food in Newcastle

How to challenge a benefit decision

Bereavement Benefit