Information NOW
Information for people in Newcastle upon Tyne

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

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:

- **Funeral Payments** 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.
- **Cold Weather Payments** are made automatically to people who receive benefits such as Pension Credit or Income Support 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.
- **Sure Start Maternity Grants** for those who are pregnant or had a baby and received health and welfare advice.
- **Budgeting Loans** can help you to buy an item that you can't normally afford for those on means tested benefits like **Income Support** and **Pension Credit.** 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

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Crisis and Resilience fund

Newcastle City Council is distributing money from the government Crisis and Resilience Fund to help people. 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 in 2026)

Crisis Payment scheme

You can get help if:

- You are a householder, and
- You live within the City of Newcastle upon Tyne, and
- You are aged 16 or over, and
- You do not have enough money to meet the cost of an essential item or service for yourself or a family member in the event of a crisis, and
- There is no other way to prevent serious damage or serious risk to the health or safety of yourself or family member, if that item or service is not provided.

What Support is available?

Quick financial help for people who encounter a financial shock to help with urgent essentials, such as:

- Food and energy
- Essential furniture or appliances
- Emergency housing costs
- Transport or digital access

Crisis Payments are cash first?, meaning most people will receive money directly so they can choose what they need.

Who can apply?

- Anyone on a low income who is struggling with essential costs
- You do not have to be on benefits to receive a Crisis Payment

Support is needs based, meaning decisions are based on your situation, not the cause of your difficulties

What to expect

- A decision will be given as soon as possible
- A cash voucher will be issued within 48 hours of all evidence being received, wherever possible, that can be cashed at The Post Office
- If your application is refused, you will be told reasons why and you can ask the council to review its decision
- Where appropriate, staff will also offer referrals to money, housing, or wellbeing support services.
- Please be aware you may not be eligible for further assistance if you have already received a Crisis payment within the last 12 months.

The Fund isn't intended to function as:

- A guaranteed payment for everyone, support is assessed and targeted, not universal.
- A replacement for benefits such as Universal Credit, it does not act as a substitute for mainstream welfare. Income sanctions will not be taken into consideration
- A long?term income support scheme, it provides short?term help during a financial shock, not ongoing income.
- A scheme that can clear all debts it is not debt?repayment or debt?clearance assistance.

Housing Payments

Help for people receiving Housing Benefit or Universal Credit (housing element) who cannot afford their housing costs. This may cover:

- Rent shortfalls
- Deposits or rent in advance
- Removal or tenancy setup costs

Housing Payments replace Discretionary Housing Payments from 7 April 2026.

How to apply

Applications will be available from 7 April 2026

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.

Turn2us 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.

Community Foundation 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

Cost of living support website 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)**
- **Newcastle City Council** give Newcastle City Council 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

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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

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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**
- **Free meals and cheap food** this includes free school meals, Healthy Start Scheme and food pantries

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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

Wellbeing Hubs 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: June 3, 2026

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

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

The Crisis and Resilience Fund (CRF)