

# Welfare benefits

Many people do not claim all of the benefits that they are entitled to, even though the additional income could make a significant difference to your quality of life.

There are two main types of benefits: means-tested and non means-tested.

### **Means-Tested Benefits**

Means-tested benefits are dependent upon your finances and only available if you qualify for them.

These benefits include <u>Pension Credit</u>, <u>Housing Benefit</u>, <u>Universal Credit</u> and <u>Council Tax Support</u>. Even if you do not qualify for the full benefit, you may be able to claim some help. <u>Universal Credit</u> is replacing six working-age means-tested benefits.

If you qualify for a means-tested benefit you might then be entitled to receive other support, such as help with health costs. See our section on **Help with health costs** for further information.

#### **Non Means-Tested Benefits**

Non-means tested benefits do not usually depend on your finances but on other factors such as disability and care needs and some of them depend on your National Insurance contributions record. Examples of these benefits include <a href="Personal Independence Payment">Personal Independence Payment</a>, (which has replaced <a href="Disability Living Allowance">Disability Living Allowance</a> for adults under pension age) and <a href="Attendance Allowance">Attendance Allowance</a> (for those of pension age).

For further information, see our <u>Benefits</u> category, which gives details of each individual benefit and how you can get help to apply for them. Also see Newcastle City Council's <u>benefit</u> information and other web pages

## 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
- <u>Disability North</u> give disability related benefit advice, help with appeals and representation at tribunals

## **Search for Benefits advice organisations**

Location:	
Postcode:	
Search	

## Problems with benefits and tax credits

See the advice on **Challenging a decision** and **Appeals** by **Citizen's Advice** 

## **Benefit Cap**

If you are of working age and get benefits like Income Support, income-related Employment and Support Allowance (ESA), income-based Jobseeker's Allowance (JSA), Housing Benefit, Child Tax Credit or Universal Credit, the government may limit (cap) the amount of weekly benefit for you and your family called the Benefit Cap. See the details on our **Benefit Cap** page

#### Other Useful Information

- Newcastle Welfare Rights Service has lots of <u>useful benefit information</u> on their website including self help material and an 'Introduction to Benefits' document on their website.
- You may be eligible for free NHS prescriptions if you receive Income Support; Income-based
  Jobseeker's Allowance; Income-related Employment and Support Allowance. Use the

  <u>NHS</u>

  <u>BSA eligibility checker.</u>
- <u>Turn2us</u> helps people in financial need gain access to welfare benefits, charitable grants and other financial help.
- <u>entitledto</u> has an online benefit calculator that can help you determine whether you are receiving the right amount of benefits.
- <u>Telephones article</u> 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 223 1133

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

## **Department for Work and Pensions (DWP)**

Website: https://www.gov.uk/government/organisations/department-for-work-pensions

**Telephone:** 0191 277 2627

#### Turn2us

Email: info@turn2us.org.uk

Website: www.turn2us.org.uk

**Telephone:** 0191 277 2627

Address: Unit 9, CF15 7QQ

## **Tyne & Wear Centre Against Unemployment**

Email: enquiries.twcau@gmail.com

**Telephone:** 0191 4772262

Address: 11 Interchange Centre, NE8 1BH

#### entitledto

Email: info@entitledto.co.uk

Website: www.entitledto.co.uk

**Telephone:** 0191 4772262

#### **Search Newcastle**

Email: info@searchnewcastle.org.uk

Website: www.searchnewcastle.org.uk

**Telephone:** 0191 273 7443

Address: Carnegie Building, NE4 8XS

## **Newcastle University Student Union – Student Advice Centre**

Email: student-advice-centre@ncl.ac.uk

Website: www.nusu.co.uk/sac

**Telephone:** 0191 239 3900

Address: Newcastle University Students' Union (NUSU), NE1 8QB

#### **Citizens Advice**

Website: www.adviceguide.org.uk

**Telephone:** 0808 223 1133

Address: Citizens Advice, EC1A 4HD

#### Citizens Advice Northumberland

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

**Telephone:** 0800 144 8848

Address: Post Office Chambers, NE63 8RH

### **Shine On (formerly Caring Hands)**

**Email:** contact@shineoncharity.org.uk

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

**Telephone:** 0191 261 5234

Address: Shine On, NE6 5QN

## **Related Articles**

Council Tax Support

Attendance Allowance

Disability Living Allowance (DLA)

**Pension Credit** 

Telephones

Dealing with debt

Getting advice about your finances

**Universal Credit** 

Personal Independence Payment (PIP)

How to challenge a benefit decision

Looking after someone

Support for people with low incomes