

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 [Pension Credit](#), [Housing Benefit](#), [Universal Credit](#) and [Council Tax Support](#). Even if you do not qualify for the full benefit, you may be able to claim some help. [Universal Credit](#) 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 [Personal Independence Payment](#), (which has replaced [Disability Living Allowance](#) for adults under pension age) and [Attendance Allowance](#) (for those of pension age).

For further information, see our [Benefits](#) category, which gives details of each individual benefit and how you can get help to apply for them. Also see Newcastle City Council's [benefit 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
- [Disability North](#) give disability related benefit advice, help with appeals and representation at tribunals

Search for Benefits advice organisations

Location:

Postcode:

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 [useful benefit information](#) 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 [NHS BSA eligibility checker](#).
- [Turn2us](#) helps people in financial need gain access to welfare benefits, charitable grants and other financial help.
- [entitledto](#) has an online benefit calculator that can help you determine whether you are receiving the right amount of benefits.
- [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 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 – Support and Advice Hub

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](#)