

Welfare benefits

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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 Benefit](#). 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

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 \(YHN\)](#) gives YHN tenants benefits and debt advice.
- [Newcastle Welfare Rights Service](#) gives benefits advice and have [useful benefits information](#) on their website
- [Search Newcastle](#) gives benefits advice to older people in the West of Newcastle

There are more benefit advice services in Newcastle. Read the [Where to get benefit and debt advice](#) booklet on the [Benefit advice services in Newcastle and benefit offices](#) webpage

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

Caring Hands Charity

Email: contact@caringhandscharity.org.uk

Website: caringhandscharity.org.uk

Tel: 0191 261 5234

Address: 34 Wretham Place , NE2 1XU

Citizens Advice

Website: adviceguide.org.uk

Tel: 03444 111 444

Helpline: 0800 144 8 444

Address: Citizens Advice , EC1A 4HD

Citizens Advice Newcastle (CAN)

Website: citizensadvice-newcastle.org.uk

Helpline: 0808 278 7823

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

Citizens Advice Northumberland

Website: citizensadvicenorthumberland.org.uk

Tel: 0800 144 8848

Address: Post Office Chambers , NE63 8RH

Department for Work and Pensions

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

Tel: 0800 731 0469

Newcastle University Student Union – Student Advice Centre

Email: [Use the booking form - link above](#)

Website: nusu.co.uk/sac

Tel: 0191 239 3979

Address: Level 0 , NE1 8QB

Search Newcastle

Email: info@searchnewcastle.org.uk

Website: searchnewcastle.org.uk

Tel: 0191 273 7443

Address: Carnegie Building , NE4 8XS

Turn2us

Email: info@turn2us.org.uk

Website: turn2us.org.uk

Helpline: 0808 802 2000

Address: Unit 9 , CF15 7QQ

Tyne & Wear Centre Against Unemployment

Email: enquiries.twcau@gmail.com

Tel: 0191 580 0186

Address: Commercial Union House , NE1 6QE

Welfare Rights Service – Newcastle City Council

Email: welfare.rights@newcastle.gov.uk

Website: newcastle.gov.uk/welfarerights

Tel: 0191 277 2627

Your Homes Newcastle (YHN) Community Housing Hubs

Email: yhn@yhn.org.uk

Website: yhn.org.uk/our-offices

Tel: 0191 278 8600

Address: YHN House , NE7 7LX

entitledto

Email: info@entitledto.co.uk

Website: entitledto.co.uk

