


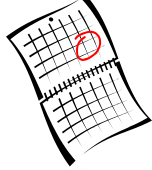










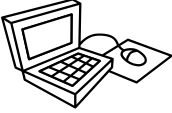

Benefit tips for Newcastle residents

See the other side for **who can help in Newcastle**

	<p>Avoid benefit sanctions for jobseekers and others For benefits like Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA) or Universal Credit, you may have to do work-related activities. If you don't, they may be stopped or cut (sanctioned) for a period.</p> <ul style="list-style-type: none">• If you are sanctioned ask the Jobcentre to reconsider their decision and appeal after that, and ask the jobcentre for a hardship payment• Ask to review your 'claimant commitment' and your level of work-related activity <p>For help, phone Jobcentre Plus 0800 169 0310 and see the sanctions leaflet on www.newcastle.gov.uk/benefitinformation</p>
	<p>Help in work? You may be entitled to these benefits in work if your pay is low enough:</p> <ul style="list-style-type: none">• Universal Credit, see below, or• Tax Credits - phone 0345 300 3900 and Housing Benefit and Council Tax Support - phone Newcastle Council on 0191 278 7878
	<p>Incapable of work? Claim Universal Credit. ESA may still be payable. There are two groups:</p> <ul style="list-style-type: none">• The work related group where you take part in work related activity, such as work focused interviews, or• The support group (or equivalent in UC) which is extra money and no work-related activity, if you have certain disabilities or if being found fit for work would lead to a serious risk to your health. Other rules apply. <p>For more help, phone Jobcentre Plus on 0800 169 0310</p>
 	<p>Care or mobility needs?</p> <ul style="list-style-type: none">• Aged under 16? Claim Disability Living Allowance (DLA) on 0800 121 4600• Aged between 16 and under pension age? Claim Personal Independence Payment (PIP) on 0800 121 4433• Aged pension age? Claim Attendance Allowance 0800 731 0122 <p>Existing DLA claimants</p> <ul style="list-style-type: none">• Will at some stage be told their DLA is ending and they need to claim PIP
	<p>Rent problems? Contact your landlord, the Council or an advice service (see over)</p>
UC	<p>Universal Credit</p> <ul style="list-style-type: none">• For both Jobcentre Plus offices in Newcastle, people now have to claim UC instead of 'legacy benefits' like Tax Credits, Housing Benefit, ESA or JSA• Some people on 'legacy benefits' may have to claim UC for certain changes in circumstances. At some stage the rest will need to move over to UC• Jobcentre Plus, Citizens Advice, libraries and others can help with the claim <p>More details: phone Jobcentre Plus on 0800 328 5644 or see www.gov.uk/universal-credit and www.newcastle.gov.uk/universalcredit</p>

Who can help in Newcastle?

If you have a benefit or money issue that you can't sort out, these services may be able to help. Please check who they are able to help and at what times.

	<p>Revenues and Benefits Help with rent (Housing Benefit), Council Tax (reductions), and Discretionary Housing Payments and Crisis Support Scheme for short term support.</p> <ul style="list-style-type: none">• Phone: 0191 278 7878• Website: https://www.newcastle.gov.uk/services/benefits
	<p>Your Homes Newcastle (YHN) tenants</p> <ul style="list-style-type: none">• Visit your nearest YHN Housing Services office• Speak to a support worker• Phone: 0191 278 8600• Website: www.yhn.org.uk
	<p>Citizens Advice Newcastle</p> <ul style="list-style-type: none">• Phone: 0300 330 9055• Website: www.citizensadvice-newcastle.org.uk
	<p>Newcastle Welfare Rights Service</p> <ul style="list-style-type: none">• Phone the public advice line: 0191 277 2627 (9.30 am to 12 noon)• Some people can be referred to the service by a professional• Website: www.newcastle.gov.uk/benefitcontacts
	<p>Benefit, debt and money advice services in Newcastle Are listed in 'Where to get advice in Newcastle' - available from:</p> <ul style="list-style-type: none">• Website: www.newcastle.gov.uk/benefitcontacts and• Council public offices• Also see the websites: www.informationnow.org.uk and www.newcastlesupportdirectory.org.uk
	<p>Moneywise Credit Union Provides a facility for savings, loans and related services</p> <ul style="list-style-type: none">• Phone: 0191 276 7963• Email: admin@moneywise.org.uk• Website: www.moneywise.org.uk
	<p>Need help getting online? Via this website: www.newcastle.gov.uk/services/libraries-and-culture/online-resources-and-library-computers/computers-internet-and-wi-fi</p>
	<p>Food banks, emergency and one-off help See www.informationnow.org.uk/article/food-banks-in-newcastle/</p>

For more information, please visit: www.newcastle.gov.uk/welfarerights

This information sheet was produced by Newcastle City Council's Active Inclusion Service. If you would like additional copies, please email activeinclusion@newcastle.gov.uk

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