

# Benefit cap? How to improve your financial situation

## Does the benefit cap affect you?

If you (or your partner) are working age and get benefits like Income Support, income-related Employment and Support Allowance (irESA), income-based Jobseeker's Allowance (ibJSA), Housing Benefit, Child Tax Credit or Universal Credit, the government may limit (cap) the amount of weekly benefit for you and your family to the following **benefit cap amounts**:

- £384.62 per week for couples with or without children, and for single people with children
- £257.69 per week for single people without children

The amounts are different for London. The Government's benefit cap means that your Housing Benefit or Universal Credit may be reduced.

## The benefit cap does not apply if – for example:

- You (and your partner if you have one) are Pension Credit age.  
Note: the cap still applies if one of you is below pension age or gets Income Support, irESA or ibJSA. Check your Pension Credit age: [www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age)
- You get Pension Credit or 'pension age' Housing Benefit
- You, your partner or children get a disability benefit like Disability Living Allowance (DLA) or Personal Independence Payment (PIP), Attendance Allowance, certain Armed Forces payments and so on
- You get Carer's Allowance, your Universal Credit has a 'carer's element', or you get Guardian's Allowance
- You or your partner are in the ESA 'support group' or the equivalent in Universal Credit (where you pass the 'limited capability for work related activity' test explained in our factsheet "ESA and UC incapacity for work test" on [www.newcastle.gov.uk/benefitinformation](http://www.newcastle.gov.uk/benefitinformation))
- You or your partner get Industrial Injuries Benefit or a War Pension
- You or your partner get Working Tax Credit (even if you don't get it when your income's too high)
- You are in special accommodation that provides care and support
- You get Universal Credit and you or your partner earn £658 (April 2022 – March 2023 figure) or more a month combined – after tax and national insurance

'Grace period'. The benefit cap may also not apply for a certain amount of time if you have been working recently. The amount of time depends on whether you get Universal Credit or Housing Benefit. Details: <https://www.gov.uk/benefit-cap/how-earnings-affect-when-benefit-cap-starts>

Get more information about the benefit cap and exemptions at [www.gov.uk/benefit-cap](http://www.gov.uk/benefit-cap) and [www.citizensadvice.org.uk/benefits/the-benefit-cap](http://www.citizensadvice.org.uk/benefits/the-benefit-cap)

**What can you do if you benefit cap applies to you? Please read on ...**



## 1. Check your benefit entitlement

- Visit [www.entitledto.co.uk/help/benefits-cap](http://www.entitledto.co.uk/help/benefits-cap) to check if you can keep the full amount of Housing Benefit or Universal Credit, as you may be exempt from the benefit cap.
- Check whether you have claimed all the benefits that you are entitled to. To do this, and to find out more about different benefits, visit [www.newcastle.gov.uk/welfarerights](http://www.newcastle.gov.uk/welfarerights).
- Get advice from Newcastle's advice services described in 'Where to Get Advice in Newcastle' from [www.newcastle.gov.uk/benefitcontacts](http://www.newcastle.gov.uk/benefitcontacts)
- Phone Newcastle City Council's **Welfare Rights Service** on **0191 277 2627** (Monday to Friday from 9.30am to 12 noon) to get advice about your benefits or the benefit cap

## 2. Try to reduce costs and save money on your bills

- **If other adults live in your home** make sure that they pay their fair share of the household bills, such as board, heating and electric.
- **Rent** - Apply for a **Discretionary Housing Payment (DHP)** if you are struggling to pay your rent. A DHP can help to pay your rent for a temporary short-term period. To find out about making a DHP claim, phone Newcastle City Council on 0191 278 7878, call into the nearest Newcastle City Council Customer Service Centre (when open) or visit [www.newcastle.gov.uk/HBHelp](http://www.newcastle.gov.uk/HBHelp)
- **If you rent from a private landlord** you could ask your landlord to reduce your rent, if you think they would agree to do this and it would not jeopardise your tenancy
- **Council Tax** - You may be entitled to a **discount**, such as a 25% reduction in the bill for being the only adult in your home. If you are on a low income you can claim **Council Tax Reduction** and you may be eligible for the **Council Tax Hardship Scheme**. For details, phone Newcastle City Council on 0191 278 7878, call into the nearest Customer Service Centre (when open) or visit [www.newcastle.gov.uk/ctaxdiscounts](http://www.newcastle.gov.uk/ctaxdiscounts)
- **Energy bills** – You may be able to save money on your energy bills if you change supplier. Free access to a computer and help to find where this information is on the Internet is available from Newcastle City Council's Customer Service Centres and libraries (when open). You need to have your annual energy statement with you, as it shows how much you pay and use. If you're worried about your electricity and gas bills, or you are having problems heating your home, phone Newcastle City Council's Energy Services on 0191 278 3427 or email [energy@newcastle.gov.uk](mailto:energy@newcastle.gov.uk) For more information visit [www.newcastle.gov.uk/energyadvice](http://www.newcastle.gov.uk/energyadvice)
- **Water bills** – If you are struggling to pay your water bills ask Northumbrian Water to check if you qualify for any discounts. Phone 0345 733 5566, email [supportplus@nwl.co.uk](mailto:supportplus@nwl.co.uk) or visit <https://www.nwl.co.uk/services/extra-support/financial-support/>
- **Free school meals** – To check if your children are entitled, phone 0191 278 7878 or visit [www.newcastle.gov.uk/services/schools-learning-and-childcare/help-school-and-learning-costs/apply-free-school-meals](http://www.newcastle.gov.uk/services/schools-learning-and-childcare/help-school-and-learning-costs/apply-free-school-meals)
- **Health costs** – If you are on a low income or have certain medical conditions you may get help with health costs. Phone the NHS advice line on 0300 330 1343 or go online and visit [www.nhs.uk/NHSEngland/Healthcosts/Pages/help-with-health-costs.aspx](http://www.nhs.uk/NHSEngland/Healthcosts/Pages/help-with-health-costs.aspx)
- **Travel costs** – You could be paying too much for your travel costs. It is cheaper to buy weekly or monthly tickets if you use public transport often. A **Pop card** may give you discounted travel. There is more information at [www.nexus.org.uk](http://www.nexus.org.uk).

- **Food shopping** – To save money on your food shopping try to:
  - Cook your own food whenever you can as it's cheaper than eating out and buying takeaways. If a busy life makes cooking difficult, try to plan meals in advance.
  - Go food shopping with a list and compare prices between different shops.
- **Household goods** – Avoid costly high street credit if you need to buy items for your home.
  - **If you have a support worker** ask if they can apply to any **charities** for help or to Newcastle City Council's **Supporting Independence Scheme (SIS)** which can provide basic household goods to help to prevent people from becoming homeless. Visit [www.newcastle.gov.uk/sis](http://www.newcastle.gov.uk/sis).
  - The **Social Fund pays budgeting loans** to help people pay for essential things, such as furniture, clothes, moving costs or hire purchase debts. To qualify, you or your partner must have been getting one of these benefits for at least 26 weeks: Income Support, income-based JSA, income-related ESA or Pension Credit. Visit [www.gov.uk/budgeting-loans/overview](http://www.gov.uk/budgeting-loans/overview).
  - **If you claim Universal Credit you can apply for a Universal Credit Budgeting Advance** for one-off expenses, such as furniture or household equipment, clothing, rent in advance, essential home improvements, travel to work costs, maternity and funeral expenses, and help to obtain or remain in work, such as upfront child care costs. You must have been getting Universal Credit for at least six months. This replaces the Social Fund budgeting loans for people on Universal Credit. Go online and visit [www.gov.uk/guidance/universal-credit-advances](http://www.gov.uk/guidance/universal-credit-advances)
  - **Fair For You** provide low-cost loans at fair prices for new branded white goods and furniture, such as beds, mattresses, sofas, pushchairs and prams. Their loan calculator lets you check how much the loan will cost you in total. Go online and visit [www.fairforyou.co.uk](http://www.fairforyou.co.uk).
  - Check out **charity shops** for second-hand goods.
- **Insurances, telephone, Internet expenses and other costs** – Shop around and compare prices to get the best deal. Go online and visit [www.moneysavingexpert.com](http://www.moneysavingexpert.com) for tips on saving money.
- **Saving can also cut your costs!** – Join Moneywise Credit Union to start saving for next Christmas, birthdays and other one-off expenses. Saving money upfront for the things you need costs less than borrowing money and paying it back with interest on top. Phone Moneywise on 0191 276 7963 or go online and visit [www.moneywise.org.uk](http://www.moneywise.org.uk).
- **Smoking** – There is support available to help people to quit smoking. Phone Newcastle Stop Smoking Service on 0191 269 1103 or go online and visit [www.nhs.uk/better-health/quit-smoking](http://www.nhs.uk/better-health/quit-smoking)
- **For more information on how to save money**, go online and visit: [www.moneyhelper.org.uk/en/everyday-money/budgeting](http://www.moneyhelper.org.uk/en/everyday-money/budgeting)

### 3. Get debt advice if you are in debt or struggling to pay your bills

There are national organisations that provide trustworthy free debt advice by phone and online:

- **National Debtline** – phone 0808 808 4000 (free) or go online and visit [www.nationaldebtline.org](http://www.nationaldebtline.org)
- **Citizens Advice** – phone 0800 144 8848 or go online and visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

The above organisations have met the standards set by the Money & Pensions Service, an independent service set up by the government to help people to get free and independent money advice. To find other organisations that meet these standards, go online and visit [www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/use-our-debt-advice-locator](http://www.moneyhelper.org.uk/en/money-troubles/dealing-with-debt/use-our-debt-advice-locator)

**Local telephone and face-to-face debt advice is available from:**

- **Money Matters** – Phone 0800 1707 008 (Monday to Friday from 8.30am to 4.00pm)
- **Citizens Advice Newcastle** – Phone 0808 278 7823 or go online and visit [www.citizensadvice-newcastle.org.uk](http://www.citizensadvice-newcastle.org.uk) for contact details and opening hours.

## 4. Find work or increase your hours if you are already working

There are several organisations in Newcastle that can help you to improve your skills, prepare for work and find work. Some of them are listed below:

- **Newcastle City Learning** provides support with English, maths, IT and vocational courses. Phone 0800 073 0911 or go online and visit [www.newcastlecitylearning.ac.uk](http://www.newcastlecitylearning.ac.uk).
- **Go Digital Newcastle's online map** has information about where IT training is available in Newcastle. Go online and visit [www.getonlinenewcastle.co.uk](http://www.getonlinenewcastle.co.uk) to search for places.
- **The Skills Hub** provides training and job advice. Phone 0191 277 4125 or go online and visit [www.newcastle.gov.uk/services/libraries-and-culture/skills-and-business-services/skills-hub](http://www.newcastle.gov.uk/services/libraries-and-culture/skills-and-business-services/skills-hub)
- **Jobcentre Plus** supports unemployed people on benefits to move into paid employment. This could include work experience, job trialling schemes and help to find training and work. Go online and visit [www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus).
- **Newcastle City Council's Supported Employment Service** helps disabled people to prepare for and find employment, including help with training, getting work experience and gaining qualifications. Phone 0191 211 6279 for more information.

Information about more organisations that provide employment support is available online at <http://www.newcastlesupportdirectory.org.uk/employment-and-training>

## 5. Look to move to more affordable accommodation

There are a number of housing options available in Newcastle:

- **Tyne and Wear Homes** is the scheme that you need to register for to rent a Council home from Your Homes Newcastle (YHN) or a property from some housing associations in the city. To register, go online and visit [www.tyneandwearhomes.org.uk](http://www.tyneandwearhomes.org.uk). If you need any support, YHN have a dedicated Housing Options team that can help you with your application for a home – email [yhn@yhn.org.uk](mailto:yhn@yhn.org.uk)
- **Housing associations** are independent, not for profit organisations that provide low cost social housing. They provide property to rent in Newcastle and they may also have property available for shared ownership. Housing associations make different decisions depending on your needs and the demand for housing in the area. For more information, go online and visit [www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness](http://www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness)
- **Private rented accommodation** – There is furnished and unfurnished accommodation available to rent privately in Newcastle, ranging from bedsits to houses. Newcastle City Council's Private Rented Service helps people to find private rented accommodation by providing details of landlords and a weekly list of available properties. This service gives advice to both tenants and landlords – email [privaterentedservice@newcastle.gov.uk](mailto:privaterentedservice@newcastle.gov.uk) or go online and visit [www.privaterentedservice.co.uk](http://www.privaterentedservice.co.uk)

**If you are worried about losing your home or you need housing advice, contact the Housing Advice Centre** by email at [housingadvicecentre@newcastle.gov.uk](mailto:housingadvicecentre@newcastle.gov.uk) or phone 0800 1707 008. Staff at the Housing Advice Centre will assess your situation and give you free confidential advice to try to help you keep your home or to assist you to find one that meets your needs. For more information, visit [www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness](http://www.newcastle.gov.uk/services/housing/housing-advice-and-homelessness)

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