


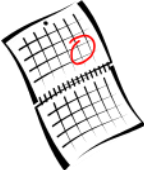



# Benefit tips for Newcastle residents

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

	<p><b>Avoid benefit sanctions for jobseekers and others</b></p> <p>For benefits like Jobseeker's Allowance (JSA), Employment and Support Allowance (ESA) or Universal Credit, you <b>may</b> 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"> <li>• <b>If you are sanctioned</b> ask the Jobcentre to reconsider their decision and appeal after that, and ask the jobcentre for a hardship payment</li> <li>• <b>Ask to review</b> your 'claimant commitment' - your level of work-related activity</li> </ul> <p>For help, phone Jobcentre Plus 0800 169 0310 and see the sanctions leaflet on <a href="http://www.newcastle.gov.uk/benefitinformation">www.newcastle.gov.uk/benefitinformation</a></p>
	<p><b>Help in work?</b></p> <p>You may be entitled to these benefits in work if your pay is low enough:</p> <ul style="list-style-type: none"> <li>• Universal Credit, see below, or</li> <li>• Tax Credits - phone 0345 300 3900 and Housing Benefit and Council Tax Support - phone Newcastle Council on 0191 278 7878</li> </ul>
	<p><b>Incapable of work?</b></p> <p>Claim Universal Credit. ESA may still be payable. There are two groups:</p> <ul style="list-style-type: none"> <li>• The <b>work-related group</b> where you take part in work related activity, such as work focused interviews, or</li> <li>• The <b>support group</b> (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.</li> </ul> <p>For more help, phone Jobcentre Plus on 0800 169 0310</p>
	<p><b>Care or mobility needs?</b></p> <ul style="list-style-type: none"> <li>• Aged under 16? Claim Disability Living Allowance (DLA) on 0800 121 4600</li> <li>• Aged between 16 and under pension age? Claim Personal Independence Payment (PIP) on 0800 917 2222</li> <li>• Of pension age? Claim Attendance Allowance 0800 731 0122</li> </ul>
	<p><b>Rent problems?</b></p> <p>Contact your landlord, the Council or an advice service (see over)</p>
<p><b>UC</b></p>	<p><b>Universal Credit (UC)</b></p> <ul style="list-style-type: none"> <li>• People usually have to claim UC instead of the benefits it's replacing such Tax Credits, Housing Benefit, ESA or JSA (called 'legacy benefits')</li> <li>• Some people on 'legacy benefits' <b>may</b> have to claim UC for certain changes in circumstances. But they <b>may not have to</b>. At some stage the rest will be told to claim UC – see <a href="http://www.newcastle.gov.uk/the-move-to-Universal-Credit">www.newcastle.gov.uk/the-move-to-Universal-Credit</a></li> <li>• Jobcentre Plus, Citizens Advice, libraries and others can help with the claim</li> </ul> <p><b>More details:</b> phone Jobcentre Plus on 0800 328 5644 or see <a href="http://www.gov.uk/universal-credit">www.gov.uk/universal-credit</a> and <a href="http://www.newcastle.gov.uk/universalcredit">www.newcastle.gov.uk/universalcredit</a></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><b>Revenues and Benefits</b>            Help with rent (Housing Benefit), Council Tax support, and Discretionary Housing Payments and Crisis Support Scheme for short term support.</p> <ul style="list-style-type: none"> <li>• Phone: 0191 278 7878</li> <li>• Website: <a href="https://www.newcastle.gov.uk/services/benefits">https://www.newcastle.gov.uk/services/benefits</a></li> </ul>
	<p><b>Your Homes Newcastle (YHN) tenants</b></p> <ul style="list-style-type: none"> <li>• Visit your nearest YHN Housing Services office</li> <li>• Speak to a support worker</li> <li>• Phone: 0191 278 8600, Email <a href="mailto:yhn@yhn.org.uk">yhn@yhn.org.uk</a></li> <li>• Website: <a href="http://www.yhn.org.uk/services-customers/money-advice">www.yhn.org.uk/services-customers/money-advice</a></li> </ul>
	<p><b>Citizens Advice Newcastle</b></p> <ul style="list-style-type: none"> <li>• Phone: 0808 278 7823</li> <li>• Website: <a href="http://www.citizensadvice-newcastle.org.uk">www.citizensadvice-newcastle.org.uk</a></li> </ul>
	<p><b>Newcastle Welfare Rights Service</b></p> <ul style="list-style-type: none"> <li>• Phone the public advice line: 0191 277 2627 (9.30 am to 12 noon)</li> <li>• Some people can be referred to the service by a professional</li> <li>• Website: <a href="http://www.newcastle.gov.uk/benefitcontacts">www.newcastle.gov.uk/benefitcontacts</a></li> </ul>
	<p><b>Benefit, debt and money advice services in Newcastle</b>            Are listed in 'Where to get advice in Newcastle' - available from website: <a href="http://www.newcastle.gov.uk/benefitcontacts">www.newcastle.gov.uk/benefitcontacts</a>            Also see the website: <a href="http://www.informationnow.org.uk">www.informationnow.org.uk</a></p>
	<p><b>Moneywise Credit Union</b>            Provides a facility for savings, loans and related services</p> <ul style="list-style-type: none"> <li>• Phone: 0191 276 7963</li> <li>• Email: <a href="mailto:admin@moneywise.org.uk">admin@moneywise.org.uk</a></li> <li>• Website: <a href="http://www.moneywise.org.uk">www.moneywise.org.uk</a></li> </ul>
	<p><b>Need help getting online?</b>            Try the library or this website:  <a href="http://www.newcastle.gov.uk/services/libraries-culture/using-library-computer">www.newcastle.gov.uk/services/libraries-culture/using-library-computer</a></p>
	<p><b>Food banks, emergency and one-off help</b>            See <a href="http://www.informationnow.org.uk/article/food-banks-in-newcastle/">www.informationnow.org.uk/article/food-banks-in-newcastle/</a></p>

For more information, please visit: [www.newcastle.gov.uk/welfarerights](http://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](mailto:activeinclusion@newcastle.gov.uk)

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