


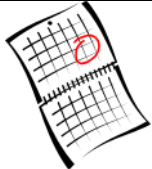




Benefit tips for Newcastle residents

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 <p>Aged pension age? Claim Attendance Allowance 0800 731 0122</p>
	<p>Existing DLA claimants Will at some stage be told their DLA is ending and they need to claim PIP</p>
	<p>Rent problems? Contact your landlord, the Council or an advice service (see over)</p>
<p>UC</p>	<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/universalscredit</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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