Department for Work & Pensions

An introduction to **Cold Weather Payments**

Easy Read



Our reference: **CWP1ER** 11/26

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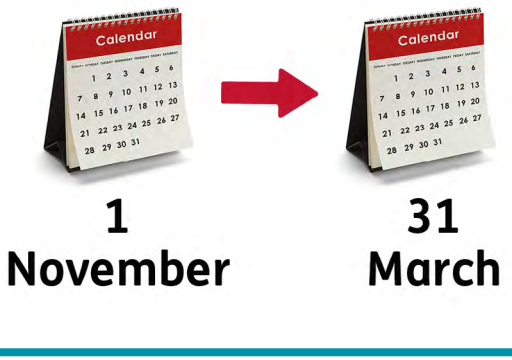
1 Introduction



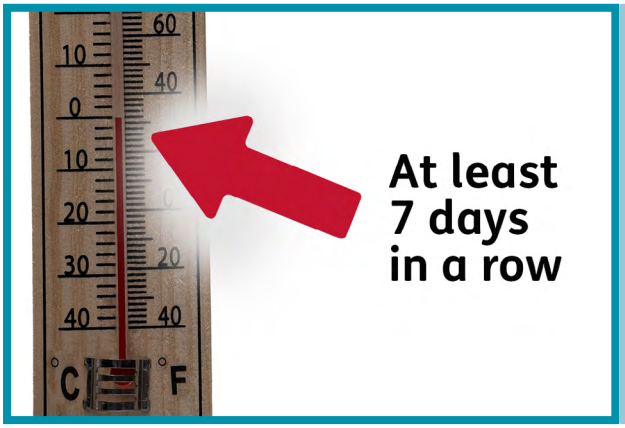
A Cold Weather Payment is extra money to support people during spells of very cold weather in winter.



You must be getting certain benefits to receive a payment.



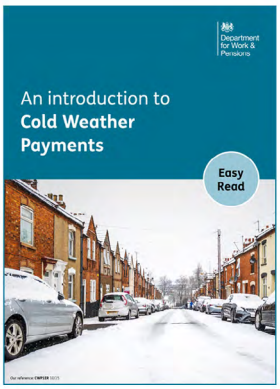
Cold Weather Payments are usually made between **1 November** and **31 March** in England and Wales.



Cold Weather Payments are made when the average temperature in your area is, or is forecast to be:

- 0°C
- Below 0°C

for at least 7 days in a row.



This information will tell you more **about** the payments, **who** can get them and **how**.

If you live in Scotland



You will not get a Cold Weather Payment if you live in Scotland.



If you live in Scotland, you will get the **Winter Heating Payment**.

For more information, go to: www.mygov.scot/winter-heating-payment

2 Who can get Cold Weather Payment



To get a Cold Weather Payment, you need to receive 1 of these benefits:

- Pension Credit
- Universal Credit



- Support for Mortgage Interest (SMI)
- Income-related Employment and Support Allowance.



If you get Pension Credit, you will usually get Cold Weather Payments.

Universal Credit

To get a Cold Weather Payment on Universal Credit, you usually cannot be employed or self-employed.



One of the following must also apply:

- You or your partner have a health condition or disability
- You have limited capability for work
- You have a child under 5 living with you.



If you have a **disabled child** living with you, it does not matter if you are employed or not.

You could still qualify for a Cold Weather Payment.

Support for Mortgage Interest (SMI)



You will usually get a Cold Weather Payment whilst on SMI if you have one of the following:

- A severe or enhanced disability premium
- A pension premium



- A child who is disabled
- A child under 5 living with you.

Income-related Employment and Support Allowance



You must be in a work-related activity or support group to get a Cold Weather payment.



If you are not in either group, you might still get a Cold Weather Payment if:

- You get a severe or enhanced disability premium
- You get a pension premium

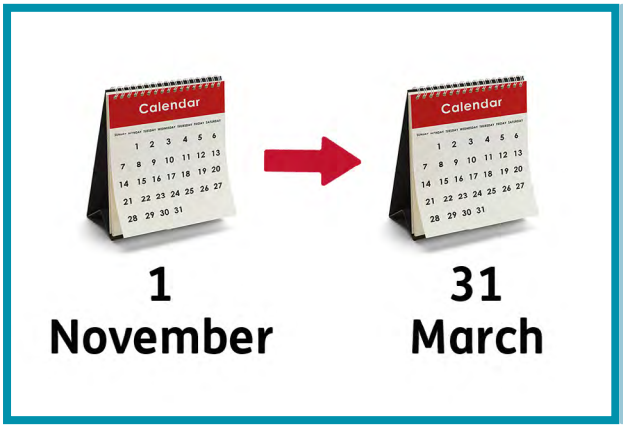


- You have a child who is disabled
- You have a child under 5 living with you.

3 What you will get



You will get £25 for each 7-day period of very cold weather.



These payments are usually made for the dates between **1 November** and **31 March**.



You do not need to apply for Cold Weather Payments.



For people who qualify, they are automatically paid.



Cold Weather Payments do not affect your other benefits.



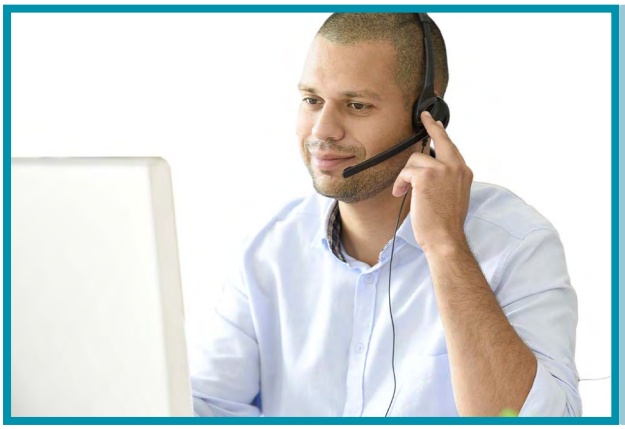
Cold Weather Payments are paid into the same bank or building society as your usual benefit payment.



Payments are usually made within 14 working days after each cold weather period.

To check if a Cold Weather Payment is due in your area, go to coldweatherpayments.dwp.gov.uk

4 If you do not receive your Cold Weather Payment

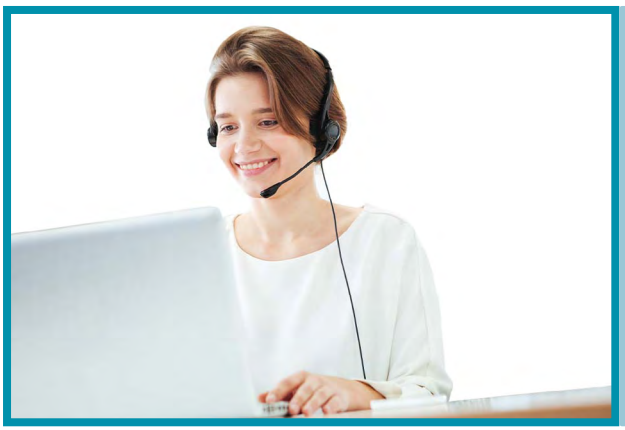


Tell us straight away if you think you should have received a Cold Weather Payment.



If you get Pension Credit, contact the Pension Service helpline.

Telephone: **0800 731 0469**



If you cannot hear or speak on the phone, use Relay UK:

18001 then **0800 731 0469**



If you are deaf and use British Sign Language you may be able to use the video relay service.



To find out how to use this service on a mobile phone or tablet, go to:

www.gov.uk/contact-pension-service

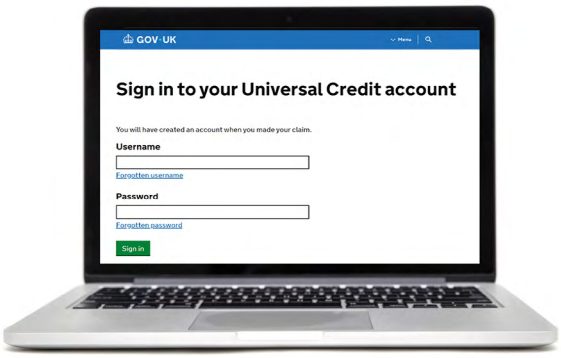


Welsh Language Telephone:

0800 731 0453



Lines are open Monday to Friday, 8am to 6pm.



If you get Universal Credit, sign into your online account.

Go to:

www.gov.uk/sign-in-universal-credit



You can then add a note to your journal to tell us about the missed Cold Weather payment.



If you do not have an online account, you can contact the Universal Credit helpline.

Telephone: **0800 328 5644**



If you cannot hear or speak on the phone, use Relay UK:

18001 then **0800 328 5644**



If you are deaf and use British Sign Language you may be able to use the video relay service.



To find out how to use this service on a mobile phone or tablet, go to:

www.gov.uk/universal-credit/contact-universal-credit

jobcentreplus

Department for Work and Pensions

Contact Jobcentre Plus if you get any other qualifying benefit.



Their contact details will be on any letters from there.

Or you can go to www.gov.uk/contact-jobcentre-plus/existing-benefit-claims

For more information about Cold Weather Payments, go to www.gov.uk/cold-weather-payment