

Energy Action Scotland Advisors Toolkit

Chapter V. Maximising Income

1. [Department for Work and Pensions / DirectGov](#)
2. [Winter Fuel Allowance and Cold Weather Payments](#)



*“Working to end fuel poverty and achieve warm,
dry homes for all.”*

Suite 4a Ingram House, 227 Ingram Street, Glasgow, G1 1DA

Tel: 0141 226 3064 Fax: 0141 221 2788

Email: eas@eas.org.uk Website: www.eas.org.uk

Department for Work and Pensions (DWP)

This is the main Government department responsible for ensuring that people get any financial help to which they may be entitled.

They are there to assist families with children, pensioners, the disabled and their carers and also people of working age.

The DWP contact details are listed in the phone directory and they are happy to assist with enquiries.

Jobseeking, benefits and pensions – who to contact**Jobcentre Plus benefits**

To make a claim for benefit call **0800 055 6688**

A textphone is available on **0800 023 4888**

Lines are open from 8.00 am to 8.00 pm, Monday to Friday.

The Pension Centre

Contact the local pension centre to make an enquiry about:

- making State Pension claims
- making Pension Credit claims
- existing State Pension or Pension Credit claims

Find the number in the Phonebook or online at www.direct.gov.uk

Disability benefits

The Benefit Enquiry Line is a telephone advice and information service. People can call if they are sick or disabled or if they are caring for someone and acting on their behalf.

Telephone: **0800 88 22 00** / Textphone: **0800 24 33 55**

It is open from 8.30 am to 6.30 pm Monday to Friday and from 9.00 am to 1.00 pm on Saturday.

The Benefit Enquiry Line gives general advice on benefits. Enquiries relating to a specific benefit claim should be directed to the office dealing with your claim.

Disability Living Allowance and Attendance Allowance Helpline –

after a claim has been made/when already in receipt of these benefits

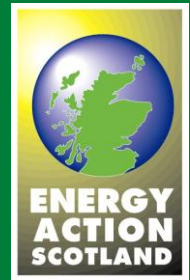
Telephone: **08457 123 456** / Textphone: **08457 22 44 33**

The helpline is open from 7.30 am to 6.30 pm, Monday to Friday.

Employment and Support Allowance and Incapacity Benefit

To enquire about claiming Employment and Support Allowance, contact the contact centre.

Telephone **0800 055 6688** / Textphone **0800 023 4888**



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If the householder is already receiving Employment and Support Allowance or Incapacity Benefit, contact the office dealing with their claim. The address and phone number on letters that were sent to the claimant by the office.

Carer's Allowance Unit

The Carer's Allowance Unit provides information regarding Carer's Allowance, the main state benefit for carers, including eligibility and how to make a claim.

Telephone: **0845 608 4321** / Textphone: **0845 604 5312**

The Unit is open Monday to Thursday from 8.30 am to 5.00 pm, and Friday from 8.30 am to 4.30 pm.

Directgov

Directgov is an online portal to public services information as well as contact telephone numbers for the agencies and units dealing with benefits and other claims. It also states the eligibility criteria for benefits.

See www.direct.gov.uk



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Winter Fuel Allowance

Everyone aged over 60 should receive a yearly Winter Fuel Allowance from the Government. People should usually claim in the first year they become eligible. The allowance is then paid automatically every year and for winter 2011/12 it will be £200 - £300 per household depending on circumstances. See www.direct.gov.uk for more details.

For further information, contact the **Winter Fuel Allowance helpline** on **08459 15 15 15**.

Cold Weather Payments

Cold Weather Payments of £25 are issued to those meeting the eligibility criteria when the average temperature at the closest weather station falls below 0°C for seven consecutive days (during the period 1 November to 31 March).

The payment is made automatically to people receiving Pension Credit or Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance and with one of the following:

- A pensioner premium, higher pensioner premium or enhanced pensioner premium
- A disability premium, enhanced disability premium or severe disability premium
- A disabled child premium
- Child Tax Credit that includes a disability or severe disability element
- A family with a child who is under five

Many people are not claiming all the benefits that they could. Cold Weather Payments (which don't affect entitlement to any other benefits) will only be made to people claiming one of the qualifying benefits.

For further information contact **Jobcentre Plus** free on **0800 055 6688**.



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