

FAMILY GUIDES

Cold weather payments



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Claim
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Are you entitled to cold weather payments?



You may be entitled to [cold weather payments](#) if you are already receiving support from [other benefits](#) such as:

- [Pension Credit](#)
- [Income Support](#)
- [Income-based Jobseeker's Allowance](#)
- [Income-related Employment and Support Allowance](#)
- [Universal Credit](#)
- [Support for Mortgage Interest](#)

The theory behind this scheme is that if there is a period of cold weather forecast for a seven day period between November 1st and March 31st you will receive a payment of £25.



A cold weather period is defined in the scheme as a forecast of zero Celsius and below for seven consecutive days.

When will the payment be received?

When there has been a cold weather period in your area for seven consecutive days, [a payment of £25 will be made to you within 14 working days](#). This payment will be made to the same bank or building society account you receive your benefits payments.



How to claim cold weather payments

If you meet the eligibility criteria outlined above you don't need to apply for the cold weather payments scheme as this will be paid to you automatically.

However, if you have a baby or child under the age of 5 it is important that you inform Jobcentre if you receive income based jobseeker's allowance or income-related employment and support allowance. This is because you will not be automatically enrolled into the cold weather payments scheme.

What to do if you haven't received your cold weather payments

If you haven't receive a cold weather payment that you were expecting, you should contact the [pension service](#) or [JobCentre Plus](#). If you receive universal credit, you should [sign in to your account](#) and add a note to your journal. If you do not have an online account for your universal credit, you can call the universal credit helpline, you can find this number on the letters about your universal credit claim.



What to do if you have a hospital stay

If you have a hospital stay during the winter months, you should notify the [pension service](#) or the [JobCentre Plus](#). This is because a stay in hospital may affect your payments.

If you are using universal credit you should [sign in to your account](#) and add a note to your journal. If you don't have an online account you should inform them via the universal credit helpline.