

**Advisors Toolkit
Factsheet No 5.a**

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.

DWP has produced both quick guides and toolkits for Universal Credit and for Personal Independence Payments. These are designed to inform partner organisations about Universal Credit and Personal Independence Payments, and to help them explain the changes to their clients or direct them to other appropriate sources of help.

The guides/toolkits are available at:

<https://www.gov.uk/universal-credit-toolkit-for-partner-organisations>

www.dwp.gov.uk/pip-toolkit

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 <https://www.gov.uk/find-pension-centre>

Disability benefits

The Disability Benefits Centre is a UK Government information and advice service for those who have already made a claim for Disability Living Allowance, Attendance Allowance or Personal Independence Payment. Details of how to contact them is available here: <https://www.gov.uk/disability-benefits-helpline>

Employment and Support Allowance and Incapacity Benefit

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

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

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

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 will be 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: **0800 731 0297** / Textphone: **0800 731 0317**

The Unit is open Monday to Friday from .00am to 6.00pm. See also Social Security Scotland below.

Child Poverty Action Group Scotland Support for Front Line Staff in Scotland

CPAG Scotland offers free advice and information on all aspects of the benefits and tax credits system. Phone them on **0141 552 0552** (Monday to Thursday 10am – 4pm, Friday 10am to 12noon) or visit for more information at

<https://cpag.org.uk/welfare-rights/support-advisers/advice-line-advisers>

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 <https://www.gov.uk/browse/benefits>

Social Security Scotland

Social Security Scotland is an executive agency of the Scottish Government, established to manage the benefits devolved to Scotland in accordance with the principles of the Social Security Scotland Act 2018.

The Carer's Allowance Supplement is an extra payment for those in Scotland who get Carer's Allowance on a particular date. The supplement is paid twice a year.

SSS clients should call 0800 182 2222 for more information.

The Scottish Government manages various benefits and up to date information can be found here: <https://www.socialsecurity.gov.scot/benefits>

Advisors Toolkit

Factsheet No 5.b

Pension Age Winter Heating Payment

Pension Age Winter Heating Payment helps people of State Pension age who live in Scotland pay their heating bills. It's paid once a year and replaced [Winter Fuel Payment](#) for people in Scotland.

In winter 2024, Pension Age Winter Heating Payment was paid by the Department for Work and Pensions (DWP). It will be paid by Social Security Scotland from winter 2025.

Payments in winter 2026

If you're eligible, you could get a payment of between £211.15 and £316.70.

How much you're paid will depend on:

- your age
- the age of anyone you live with who is also eligible for Pension Age Winter Heating Payment
- if you receive certain benefits from DWP as a joint award
- if you live in residential care

Most eligible people will be paid automatically. These payments will be made from November 2026.

If your taxable income is over £35,000, His Majesty's Revenue and Customs (HMRC) will take back your Pension Age Winter Heating Payment through the tax system.

You'll be able to opt out of getting Pension Age Winter Heating Payment if you do not want to receive it. You can opt out of receiving the pension age winter heating payment if you want to. Read more about [opting out of receiving the payment](#) on the mygov.scot website.

Eligibility

Social Security Scotland looks at your situation during a specific week to see if you're eligible: Monday 21 September to Sunday 27 September 2026. This is called the qualifying week.

To be eligible, you must have:

- been born on, or before, 21 September 1959
- lived in Scotland during the qualifying week

You will not be eligible if you:

- were in hospital getting free treatment for the whole qualifying week and the 52 weeks leading up to it
- were in custody, under a sentence imposed by a court, for the whole qualifying week
- need permission to enter the UK and your granted leave says you cannot claim public funds

More information can be found here: <https://www.mygov.scot/pension-age-winter-heating-payment>

Low Income Winter Heating Assistance in Scotland.

The Low Income Winter Heating Assistance was introduced from winter 2022 to replace the UK Government Cold Weather Payment scheme. Scottish Government have now confirmed that a guaranteed payment of £62.00 will be made to approximately 400,000 low-income households.

To be eligible, you must be in receipt of one of the following benefits (although additional qualifying criteria for some of these benefits may also need to be satisfied):

- Pension Credit
- Income Support
- Income-based JSA
- Income-related ESA
- Universal Credit
- Support for Mortgage Interest

For the most up-to-date and specific criteria, check the [mygov.scot Winter Heating Payment](#) guide.

The payment will replace the UK Government's cold weather payments.

<https://www.socialsecurity.gov.scot/benefits>