

## Cost of living payments 2023-24

### You may like to read this information sheet alongside:

Age UK Information Guide 43: More money in your pocket

<https://www.ageuk.org.uk/services/information-advice/guides-and-factsheets/>

### What are cost of living payments?

These are payments from the Government to help people budget for the increase in cost of living. They are aimed at particular groups of people and most of them are paid automatically – this means they will appear in the same bank account that your state pension or benefits get paid into. They are grants, so do *not* need to be paid back and you can be eligible for more than one payment.

Payments that require you to be getting means-tested benefits are in grey. If your circumstances are complex, please get specific advice.

### What if I have an issue or don't think I've been paid?

Firstly, check the grid to see if the payment period has passed and then check your bank statement for any additional payments. If it has been some time since the payment should have arrived with you and you cannot see it on your bank statement, use the grid to find the contact details of the organisation in charge of the payment and call them. It may take some time to get through on the phone, so be prepared for this. Alternatively, you can log it online: <https://secure.dwp.gov.uk/report-a-missing-cost-of-living-payment/benefit-entitlement>

Amount	From who	Main criteria			Payment method	Timing
£300 Pensioner cost of living grant	DWP	Born on or before 25 <sup>th</sup> Sept 1957	Living in UK during the third week of September 2023	(If living in a care home or nursing home, must NOT be receiving Pension Credit, income- based ESA or JSA, Income Support)	Paid automatically (if there are problems call <b>0800 731 0160</b> )	Paid “winter” 2023/24
£200-300 Winter	DWP	Criteria as above			Paid automatically (if	Paid between Nov and Dec

Fuel Payment					there are problems call <b>0800 731 0160</b> )	2023 (alongside the additional £300 grant above)
£150 Warm Home Discount	Energy company <b>NOT ALL offer it though</b>	You or your partner get the 'Guarantee Credit' part of Pension Credit  You or your partner must be named on the bill.	<b>OR</b> if you or your partner are on Savings Credit, Housing Benefit Universal Credit, Income Support, income based JSA or ESA or certain tax credits and you have high energy costs due to the nature of your home.	If you live in a park home and pay utilities in your rent apply via: <a href="http://www.parkhomeswhd.com">www.parkhomeswhd.com</a>	Paid automatically if on direct debit. If you don't pay this way or if you don't get a letter by Jan 2024 call the Warm Home Discount scheme on 0345 603 9439. Deadline is 29 <sup>th</sup> Feb 2024.	Paid between November 2023 and March 2024
£900 cost of living payment	DWP	Getting one of the following benefits between 18 <sup>th</sup> Aug and 17 <sup>th</sup> Sep 2023 (or have since been awarded a benefit backdated to this period): Pension Credit, Universal Credit, Income Support, income based JSA or ESA	Joint claims – you will only get one payment of £900	Pension Credit can be backdated if you have been eligible for 3 months prior to applying. Because of this, you have until <b>16<sup>th</sup> December 2023</b> to apply and have your award backdated to fall within the eligibility period for the final 2 payments	Paid automatically – how you usually receive your benefits (if there are problems call DWP on 0800 731 0469 if you get Pension Credit, or the relevant benefit office if you get one of the others listed)	Split into 3 payments: £301 “spring” 23 £300 paid between 31 <sup>st</sup> Oct – 19 <sup>th</sup> Nov £299 “spring” 24
		<b>OR</b> Tax Credits Working Tax Credits				

£150 Disability cost of living payment	DWP	Getting one of the following benefits on 1 <sup>st</sup> April 2023 (or have since been awarded a benefit backdated to this date): Attendance Allowance, Personal Independence Payment, Disability Living Allowance	(also available for those getting military payments of: Constant Attendance Allowance, Armed Forces Independence Payment or War Pension Mobility Supplement)		Paid automatically – how you usually receive your benefits (if there are problems call DWP on 0800 731 0122)	Paid between 20 <sup>th</sup> June – 4 <sup>th</sup> July 2023
£450 low income payment	County Council	Getting Housing Benefit only and didn't receive the DWP £900 payment above	Resident of Oxfordshire		You will receive a letter on how to apply.Or call 01865 956511 by 28 <sup>th</sup> March 2024	Paid 'spring' 2024
Household Support Fund	District Council	<i>Different criteria for different districts</i>		<i>Councils open/close their schemes on different dates</i>	<b>Contact your local council</b>	
Resident Support Scheme	County Council	Residents of Oxfordshire experiencing extreme hardship where no other funding sources can assist	Can provide things such as white goods, credit for energy meters, furniture and clothing.	Priority given to older people, people with illnesses / disabilities, families with young children, those at risk of domestic abuse, households with a pregnant person.	Online via OCC website or by calling 01865 804171	One-off payment or provision only

## Will the payments affect anything else?

The payments are tax-free, don't count towards the benefits cap (which mainly affects people of working age) and don't affect means-tested benefits. They also will not be counted as income for the County Council assessment for care fees.

## Further Information

## Age UK Oxfordshire:

Information line: 0345 450 1276

Email: [helpline@ageukoxfordshire.org.uk](mailto:helpline@ageukoxfordshire.org.uk)

Website: [www.ageuk.org.uk/oxfordshire](http://www.ageuk.org.uk/oxfordshire)

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