



MANCHESTER CITY COUNCIL

Manchester City Council
PO Box 532
Manchester M60
2LA

November 2024

Dear Resident

We're writing to people to let them know about extra help available for them in Manchester this winter. It's a hard time for many, and so please use these details or pass them on to someone who needs them.

For help with:

Benefits and rent, debts or bills, food or staying warm, please ring our Cost of Living advice line on freephone **0800 023 2692** Monday to Friday, 9am–4.30pm. More information is also available at manchester.gov.uk/coladvice or text: **07860 022 876**.

Extra money you may be entitled to

Check if you are eligible for Pension Credit by calling charity Independent Age for free on **0800 319 6789** Monday to Friday, 8.30am–5.30pm, or visit independentage.org. Pension Credit is a very important benefit because it gives access to other benefits, such as social tariffs, the Warm House Discount, cheaper broadband, free TV licences, lower water bills, and now the Winter Fuel Payment. **You need to apply for Pension Credit by 21 December.**

Extra support for pensioners

The Council has identified pensioners who receive Council Tax Support or Housing Benefit but have not qualified for Winter Fuel Payment. These pensioners will automatically receive direct payments of £150 or £200 if aged 80 or over. You don't need to do anything – payments go straight into the bank account the Council has details of, or will be paid in Post Office vouchers.

Hardship Fund

The Council has created a new Hardship Fund for pensioners in need who will not receive the Winter Fuel Payment and don't get the automatic payment mentioned above.

Under this scheme those people aged 66–79 may be eligible for £150 payments and those aged 80 or over may be entitled to £200. Referrals will be made through Manchester City Council's Cost of Living advice line by calling **0800 023 2692**.

This line is open Monday to Friday, 9am–4.30pm, or visit [manchester.gov.uk/coladvice](https://www.manchester.gov.uk/coladvice)

Applications to the Hardship Fund can be made from Monday 18 November 2024.

There are also £100 automatic payments for households in receipt of Council Tax Support where at least one person receives disability benefits.

Free vaccinations for people aged 65 and over

This year there are three main breathing conditions that can make people seriously ill. Details of vaccinations for pensioners are as follows:

- **Flu** – age 65 plus. Available now. Make an appointment when you are contacted by your GP practice, or ask your local pharmacy. Or visit [manchester.gov.uk/getmyjab](https://www.manchester.gov.uk/getmyjab)
- **Covid** – age 65 plus. Available now. Call **0161 947 0770/0800 092 4020** to make an appointment, or visit [manchester.gov.uk/getmyjab](https://www.manchester.gov.uk/getmyjab)
- **Respiratory syncytial virus (RSV)** – age 75–79. Please wait for your GP to contact you about this.

Where to get urgent care

NHS 111 provides urgent care, support and advice for people of all ages.

Depending on your symptoms, NHS 111 can:

- Book you an evening or weekend (out-of-hours) GP appointment
- Book you a callback from a nurse
- Refer you to other urgent care and specialist services
- Provide advice to look after yourself at home.

Contact them by ringing **111**.

If you have any questions after reading this letter, please don't wait – our teams want to help you, and if you aren't sure who to speak to, ring our Cost of Living advice line on freephone **0800 023 2692** Monday to Friday, 9am–4.30pm.

More information is also available at www.manchester.gov.uk/coladvice. Or text **0786 002 2876**.

Thank you for your time.



Councillor Joanna Midgley

Deputy Leader of Manchester City Council