

## Cookies on Universal Credit

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Universal Credit

## Payments

Assessment period:  
23 March to 22 April 2025

Your payment this month is

**£2,979**

This will be paid by 8pm on 29 April 2025

## What you're entitled to

**Standard allowance**

£617.60

You get a standard amount each month. You said you're in a couple

<b>Housing</b>	£1,150.00
You said per month the total rent for your property is £1,150.00.	
You will have to pay your housing costs to your landlord.	
<b>Children</b>	£909.17
You get support for 3 of your 4 children	
<b>Disabled children</b>	£487.58
You said that you have 1 disabled child	
<b>Carer</b>	£198.31
You said that [REDACTED] is caring for someone.	
<b>Total entitlement before deductions</b>	<b>£3,362.66</b>

## What we take off (deductions)

**Take-home pay** - £382.80

Take-home pay is what's left after tax, National Insurance and any pension contributions have been deducted.

[REDACTED]

Earnings reported by your employer

[REDACTED]

The amount we'll use to work out your Universal Credit is [REDACTED]

[REDACTED]

The amount we'll use to work out your Universal Credit is [REDACTED]

The total take-home pay for [REDACTED]  
this period is [REDACTED]

The first £404.00 of your take-home pay does not affect your Universal Credit monthly amount. Every £1.00 you earn in take-home pay over this amount reduces your Universal Credit by 55 pence.

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### Money, savings and investments

- £0.00

We have taken £0.00 off your Universal Credit payment because you have money, savings and investments of £0.00.

You must tell us if this changes so that we can pay you the correct amount on time. You can do this in the 'Report a change of circumstance' section of your online account.

The first £6,000 of your money, savings and investments does not affect your payment. If you have over £6,000 up to £16,000, every £250 reduces your Universal Credit by £4.35. For any remaining amount that is not a complete £250, a further £4.35 is also deducted.

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### Total deductions

- £382.80

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### Your total payment for this month is

£2,979.86

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## If your circumstances change

You must immediately report any changes in circumstances that could affect your Universal Credit payments. You can do this in the 'Report a change of circumstance section' in your online account.

# Help and support

The 'Managing your claim guide' in your online account gives more information about Universal Credit payments. There you can find information about each section of your statement.

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## If you think we've made a mistake or want to appeal

### If you think we've made a mistake

It is important that you tell us straight away.

You can ask for a written explanation. You need to contact us **within 1 month of the date on this statement (23 April 2025)**. You can write to us at Freepost DWP UNIVERSAL CREDIT FULL SERVICE, or call us.

## Contact us

You can contact Universal Credit:

- through your online account
- using the Universal Credit helpline

Check the ['How to manage your Universal Credit claim'](#) guide before contacting Universal Credit, as your question may be answered there.

### Universal Credit helpline

- Telephone: 0800 328 5644
- Welsh language telephone: 0800 328 1744

Monday to Friday, 8am to 6pm (closed on bank holidays). Calls to 0800 numbers are free from landlines and mobiles.

### If you cannot speak or hear on the phone

You can use the Relay UK service to make a text-supported call to the Universal Credit helpline. Visit [relayuk.bt.com](http://relayuk.bt.com) for more information.

### From your laptop, desktop or mobile

Download the Relay UK app. Once you have set up the app, dial 18001 followed by the Universal Credit helpline. If you are redirected to your device's default calls app, return to the Relay UK app to join the call.

### From your textphone device

Dial 18001 followed by 0800 328 1344.

## If you use sign language

You can use the Video Relay Service (VRS) to make a British Sign Language (BSL) interpreted call to the Universal Credit helpline.

### From your laptop or desktop

Visit [connect.interpreterslive.co.uk/vrs](https://connect.interpreterslive.co.uk/vrs) and select DWP from the dropdown menu.

### From your mobile

Download the InterpretersLive! app from your app store. Once you have set up the app, use it to contact the Universal Credit helpline.

Automated decision making may have been used to decide some parts of your award. If you have new information that could affect your payment or think something has been overlooked, you can request a **mandatory reconsideration**. When we've looked at the decision again, we'll explain our reasons in a **mandatory reconsideration notice**.

## Can I appeal?

If after a mandatory reconsideration, you still disagree with our decision you can appeal it. Your mandatory reconsideration notice includes details on how to do this.

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## Other support you may be able to get

### Help managing your money

If you have trouble making your money last for the month, you can ask for help with budgeting.

## Other support you may be able to get

You may be able to get extra support, eg free school meals, food if you're pregnant or have a young child, help with legal costs and the costs of using courts or tribunals. You'll find more information about this on GOV.UK

## Examples of support you can get

What you can get may depend on how much you earn.

Your take-home pay for this Universal Credit period is [REDACTED]

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### If your take-home pay per month is up to

**£435**  
(or up to **£935** if you are responsible for a child or have limited capability for work)

### You may be able to get help with

**Health costs**  
Including free NHS prescriptions, free NHS wigs and fabric supports, free NHS dental treatment, free

sight tests in England (NHS eye examinations are already free in Scotland), vouchers towards the cost of glasses or contact lenses and help with the cost of travel to receive NHS treatment on referral.

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**£1,250**

**Energy-saving home improvements**

The ECO Affordable Warmth scheme may be able to help you with energy-saving measures like a new boiler or insulation.

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**£1,250**

(including any other income)

**Prison visits**

If you're over 18 you can get help with the costs of visiting a close relative or partner in prison.

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It is your responsibility to make sure that any information you supply in support of your claim to any of these benefits is correct. Government departments can conduct checks on whether you are currently entitled to Universal Credit and on the amount you are earning.

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