



Department  
for Work &  
Pensions

Title, Initial, Surname  
Address Line 1  
Address line 2  
Address line 3  
Address line 4  
Postcode

Building or Office location  
Office type  
Street  
Town  
Postcode

[www.gov.uk](http://www.gov.uk)

Telephone: 0800 169 0310  
Textphone: 0800 169 0314

Your reference:  
[insert reference number]

[insert date of sending]

## About your work

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Dear

We have looked at the information you have given us about the work you want to do from [insert date] and it does not fall within the permitted work rules.

### **Variable options**

1. This is because you have said you will work for 16 hours or more a week
2. This is because you expect to earn more than £[insert amount] a week.
3. This is because you have said you will work for 16 hours or more a week and earn more than £[Insert PWHL earnings limit].
4. This is because your last period of permitted work ended on [insert last date of previous spell of permitted work] and there has not been a gap of at least 52 weeks between the end of that period and the date you wish to begin work.

This means that you may start the work but if you do, you will not remain entitled to [Select benefit\* Employment and Support Allowance / Incapacity Benefit / Severe Disablement Allowance / National Insurance Credits].

If you start the work, you must tell us. If you want to find out more information about the work you can do while continuing to get your [Select benefit\* Employment and Support Allowance / Incapacity Benefit / Severe Disablement Allowance / National Insurance Credits], please get in touch with us.

**We have many different ways we can communicate with you.**

If you would like Braille, British Sign Language, a hearing loop, translations, large print, audio or something else please tell us using the phone number at the top of this letter.

## More information

If you have any worries or questions about this letter or your claim in general, please get in touch with us. Our phone number and address are at the top of this letter.

If you need to get in touch with us, please remember to tell us the reference number shown at the top of this letter.

## Help you may be able to get if you work for 16 hours or more

### Working Tax Credit

This is a payment to top up the earnings of working people with a low income. You usually need to be working a minimum number of hours a week to claim Working Tax Credit. If you are aged 16 or over, you can claim Working Tax Credit if you work at least 16 hours a week and

- you qualify for a disability element, or
- you or your partner are aged 60 or over, or y
- you are single and are responsible for a child or qualifying young person.

If you are part of a couple and are responsible for a child or qualifying young person, you can claim Working Tax Credit if

- you and your partner work at least 24 hours a week between you, with one of you working at least 16 hours a week, or
- you or your partner work at least 16 hours a week when the other partner is incapacitated, in hospital or in prison, or
- you or your partner work at least 16 hours a week and are disabled or aged 60 or over.

If you do not have children, are not entitled to the disability element or are not over 60, you can claim Working Tax Credit if

- you are aged 25 or over, and
- you work at least 30 hours a week.

Working Tax Credit is available to self-employed people and employees.

### To find out more about Tax Credits

To find out more about Child Tax Credits and Working tax Credits visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

All lines are open from 8am to 8pm Monday to Friday and from 8am to 4pm on Saturday. Lines are closed Sundays, Christmas Day, Boxing Day and New Year's Day.

### Child Tax Credit

You may be able to claim Child Tax Credit. To find out more about Child Tax Credit visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk)  
You can also phone HM Revenue & Customs by calling the numbers listed for claiming Working Tax Credit.

You can find out more about benefits and services on our website.

Yours sincerely,

[name of sender]  
For manager

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### **Equality and Diversity**

We treat people fairly, regardless of their disability, ethnicity, gender, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs.

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### **Call charges**

Calls to 0800 numbers are free from personal mobiles and landlines.

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### **Why DWP needs personal information and how we treat it**

We treat personal information carefully. We may use it for any of our purposes. To learn more about information rights and how we use information, please see our DWP Personal Information Charter at [www.gov.uk/dwp/personal-information-charter](http://www.gov.uk/dwp/personal-information-charter)