

Mark Kaye
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FREEPOST DWP
Universal Credit Full Service

If you call us, please have
the answers to your security
questions ready

www.gov.uk/universalcredit

Telephone: 0800 328 5644
Textphone: 0800 328 1344

Your Work Capability Assessment decision

Dear Mark Kaye

We have decided that you have limited capability for work.

This means:

- we will not ask you to search for work
- you do not need to provide fit notes
- you may need to take steps to prepare for work in the future - we call these work-related activities

Work-related activities

Your work coach will tell you about the extra support available to help you prepare for work.

Work-related activities could include:

- regular meetings with your work coach
- training courses to learn new skills
- writing or updating your CV
- thinking about the types of work you could do

If you have reached State Pension age, you do not need to look for work or prepare for work to get Universal Credit.

26 November 2025

Use your journal to contact us if you have any questions.

You can also call us on the number above. To speak to an agent in Welsh, please call: 0800 328 1744.

We have other ways we can communicate with you.

Please tell us if you would like braille, British Sign Language, a hearing loop, translations, large print or something else.

How we made this decision

We have used all the information we have about you, including:

- your capability for work questionnaire, if you filled one in
- information provided by the Health Assessment Advisory Service following your Work Capability Assessment
- any other information you have sent us

If you want a copy of your full assessment report, or need more information, call us on **0800 328 5644**.

What happens next

You can view any changes to your payments on your statement. You can find your statement in the **Payments** section of your Universal Credit claim.

We may ask you to attend another Work Capability Assessment in the future.

Tell us about any changes

You must tell us straight away using your journal if there is a change in your circumstances. For example, you need to tell us if you have a new health condition, or your existing health condition gets better or worse.

If you give wrong or incomplete information, or you do not report changes straight away, you may not get the correct amount of money. You will have to pay back any overpaid money. You could also be prosecuted or need to pay a financial penalty.

If we owe you money because of a change in your circumstances, we will tell you when you will get it.

Yours sincerely,

Universal Credit

If you disagree with a decision

You can ask us to explain why

You, or someone who has the authority to act for you, can phone us or use your journal to request a written explanation. You will need to do this within **one month** of the date of this letter.

You can also ask us to reconsider a decision

Tell us if you have more information, or if you think we have overlooked something which might change the decision. You will need to do this within **one month** of the date of this letter.

We will look at what you tell us and send you a letter to tell you what we have decided, and why. We call this letter a Mandatory Reconsideration Notice.

When you have done this you can appeal

If you disagree with the Mandatory Reconsideration Notice, you can appeal to a tribunal.

You must wait for the Mandatory Reconsideration Notice before you start an appeal.

Treating people fairly

We are committed to the Equality Act 2010 and treating people fairly. To find out more about this law, search 'Equality' on www.gov.uk

Call charges

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

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