

Guidance for supporting documents Christmas Vouchers 2025

To complete your Christmas Voucher application, you'll need to provide some supporting documents. This short guide explains what documents you need to submit with some visual examples.

Option 1: For applicants receiving Means-Tested Benefits

Submit **2 documents**:

1. **Proof of residency**

Choose one of the following (must show full name and address and be the full-page view of the document)

- a. Council Tax bill (dated within the last 12 months)
- b. Utility bill (dated within the last 3 months)
- c. Bank statement (from the last 3 months).

2. **Proof of benefit**

Choose one of the following (must show full name and address)

- a. Universal Credit print out/screenshot (show full name and address and amount paid)
- b. Housing Benefit entitlement letter (most recent)
- c. Letter from The Pension Service confirming Pension Credit payment

Option 2: For applicants on a low income (but not receiving means-tested benefits)

Submit **3 documents**:

1. **Proof of residency**

Choose one of the following (must show full name and address)

- a. Council Tax bill (dated within the last 12 months)
- b. Utility bill (dated within the last 3 months)

2. **Payslip**

From the last 3 months which shows the amount you are paid. Your document must be the full page of the document.

3. **Bank statement**

From the last 3 months which also shows your income being paid into your account. Your document must show your name and be the full page of the document.

Note

- Only **one Christmas Voucher** is available per household.
- Documents must be the **most recent available**.
- We accept clear **photos, screenshots, or scanned copies**.
- We do not accept disability benefits as proof of low income - e.g. PIP, DLA and AA

Proof of benefits

UC screenshot

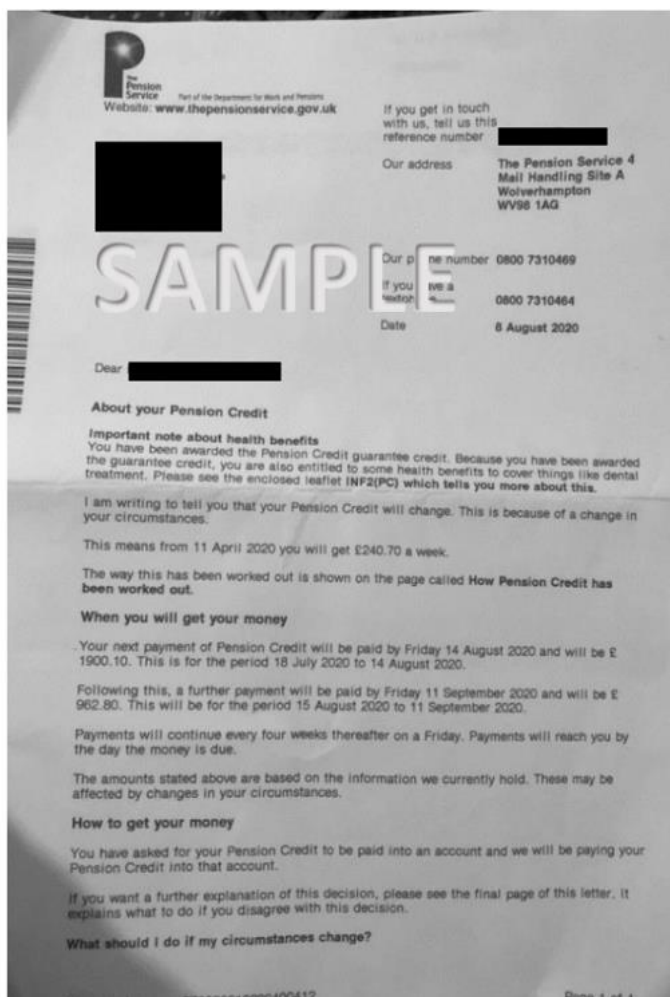
- Screenshot will show the full name and address plus payment amount in the blue box.
- The payment date should indicate this is your most recent date.



This screenshot shows the page view that we would like applicants to submit (full name, address, monthly payment amount and date should be visible).

Pension credit letter

- Letter will show full name and address and pension credit amount in £.



- Letter needs to show full name and address and payment amount.

Mr Smith

jobcentreplus

Department for Work and Pensions

**Watford Centre Benefit Post
Handling Site B
Wolverhampton WV99 1RH**

www.gov.uk

**Telephone: 0345/0845 608 6545
Text phone: 0845 608 8551
Date: 10/03/2019**

If you get in touch with us, tell us this reference number

Dear Mr. Smith,

Thank you for your request for information.

The details are as follows: -

You were awarded Jobseekers Award Income Based

Claim start date: 02/11/2018

Claim termination date: N/A – Ongoing claim
At weekly rate of £73.10

Second claim start date –
Second claim termination date –
At a weekly rate of –

Paid up to 05/03/2019 – Ongoing

Any other information: None

For any further enquiries please contact us on the above number.

jobcentreplus
Website: www.jobcentreplus.gov.uk

YOUR CLAIM FOR EMPLOYMENT AND SUPPORT ALLOWANCE

CHANGES IN SOCIAL SECURITY BENEFITS

From 6 April 2020 the rates of Social Security benefits will change.

From 11 April 2020 your Employment and Support Allowance will be £113.55 a week.

This is because of:

a change in the rates of Social Security benefits.

Your circumstances mean you will qualify for a Christmas Bonus Payment. This will be paid the first week in December. The amount payable is £10.00

You are required to immediately report any change in your circumstances to us, or the circumstances of your partner if you have one.

The attached sheet shows how we worked out your money. If you want more information please get in touch with us. Our phone number and address are at the top of this letter.

We will pay this new amount from your first payday after this date.

WHAT TO DO IF YOU THINK THIS DECISION IS WRONG

If you think the decision is wrong, please get in touch with us by telephone or in writing, **within one month of the date of this letter**. If you do not contact us within one month of the date of this letter we may only be able to change the decision from the date you contact us. Our telephone number and address are on the front page of this letter.

You can appeal against this decision, but you cannot appeal until we have looked at the decision again. We call this a **Mandatory Reconsideration**.

11 March 2020

MPD: [REDACTED] REF: [REDACTED]

How Employment and Support Allowance has been worked out

The Employment and Support Allowance Award

The payment of Employment and Support Allowance is based on your National Insurance Contribution records and any additional amount the law says you need to live on.

Your living expenses	£74.35
Limited capability for work addition	
Extra Money because you are in the Support Group	£39.20
Which gives a total income-related amount	£113.55
Income and Benefits	
No income will be taken off your Employment and Support Allowance	
Your income-related amount is £113.55 less £0.00 so you would have been entitled to	£113.55
However because you are entitled to contribution-based Employment and Support Allowance we will pay you	£113.55

The amounts on this page apply from 11 April 2020 to 4 December 2020.

Yours sincerely
J Hatfield J Hopkins
Manager

Page 03 of 03

Housing Benefit

Please read the notes overleaf carefully.

SAMPLE

Reference: [REDACTED]
 Council Tax Reference: N/A
 Award Reference: N/A
 Benefit Reference: 510360094171
 Date of Issue: 13/03/2020

**For advice about this letter and your Housing Benefit payments
 please visit birmingham.gov.uk/bdn**

Reason For Calculation: Following annual uprating and your rent has changed

HOUSING BENEFIT	
Your weekly entitlement is:	£88.54
Minus weekly overpayment recovery of:	£0.00
YOU WILL BE PAID (WEEKLY):	£88.54
Weekly gross rent is:	£88.54
Amount you must pay weekly:	£0.00
Your benefit starts on:	06 Apr 2020
Weekly eligible rent:	£88.54
Weekly ineligible service charges:	£0.00
Payment will be made by:	To your Rent A/C
Future payments will be made:	To your Rent A/C
NON DEPENDANT DEDUCTIONS:	£0.00

NON DEPENDANT DETAILS (For information on the Income Bands listed below see overleaf / attached)

Name	Gross Income (Weekly)	Income Band	Deduction (HB)
In working out your weekly benefit, we have used the following information			
FINANCIAL DETAILS		APPLICABLE AMOUNT(S)	
Your weekly earned income	£0.00	Disabled child premium	£65.52
Your partner's weekly earned income	£0.00	Family premium	£17.60
Other income (converted to weekly)	£197.38	Young person 15 years	£68.27
Assumed income from £8895 Capital	£12.00	Lone Parent, 18 to Pension Age	£74.35
TOTAL WEEKLY INCOME	£209.38		
Disregarded income	£68.27		
Less Expenses	£0.00		
INCOME USED IN CALCULATION	£141.11	TOTAL APPLICABLE AMOUNT	£225.74

YOU MUST TELL US IMMEDIATELY IF YOUR CIRCUMSTANCES CHANGE
 (Please see the reverse of this letter for details)
 Claim: [REDACTED] CLM305

If you are entitled to rent free weeks the details used to work out your Housing Benefit have been adjusted to ensure that you are getting the correct amount of benefit for the weeks when rent is due.

Proof of residence

Utility bills

- Bill should be dated within the last 3 months

British Gas
Looking after your world

Page 1 of 8

Mr A B Sample
SAMPLE STREET
SAMPLE TOWN
SAMPLE COUNTY
SAMPLE POSTCODE

Your gas and electricity bill - actual
Please pay £301.67 - to reach us by 29 Mar 2012

Contact us
Avoid estimated bills when you manage your account online at britishgas.co.uk/tel
Or for enquiries call us on
0800 048 0202
Mon - Fri, 9am - 8pm, Sat 9am - 5pm
Please leave your meter reading handy

Customer reference number
E500 0000 0000

Bill date
15 March 2012
Bill period
29 Oct 11 - 15 Mar 12

Before this bill

Your previous bill	£279.30
Gas balance	£185.15
Electricity balance	£113.15
What you paid	£279.30
Balance after your last payment	£0.00

This bill

Balance brought forward	£0.00
Gas you've used	£202.89
Electricity you've used	£96.87
Your discounts	£10.46
VAT at 6%	£14.62
Total to pay	£303.67

Message board
We have made some changes to our terms and conditions for supplying you with gas and electricity. To request an updated copy, please call on 0800 048 0202 or go to britishgas.co.uk/terms

Ways to pay your bill
When paying you need your customer reference number which is E500 0000 0000. Please allow 3 working days for your payment to clear at a bank or Post Office and 5 working days if you pay by post.

Switch to Direct Debit
It's easy, convenient and saves you money. Call us on 0800 048 0202. Plus, reward 500 Member points for each account you switch to Direct Debit.

Online bill payment
Go to britishgas.co.uk/tel to register. You'll need to provide your account details. It's secure and you'll receive your bill online.

By Post
Take your bill to your nearest Post Office. We'll collect it for you and pay it for you. It's quick and easy.

By Bank
All you need is your bill and your bank details. We'll pay it for you. It's quick and easy.

British Gas
Looking after your world

Mr Sample
12 Sample House
Sample Road
Sample Town
Sample County
ADC 123

Your summer gas & electricity bill

Bill date
28th Sept 2012
Bill period
3rd July 20th Sept 2012

Your customer number
05 00 00 31 29 35

What do I owe?
Your summer payment is
£182.67

Your estimated energy use this summer is
2648 kWh (lowest house)
Gas total: 2171 kWh
Electricity total: 477 kWh

Your estimated meter readings
Gas: 12345
Electricity: 67890

When do I pay?
Your payment is due by
10th October

How can I get in touch?
britishgas.co.uk/Make-A-Payment
britishgas.co.uk/SubmitMeterRead

I want to change how I pay?
See step 1

Where can I get more help?
See step 5

Council Tax bill

- Must be the most recent one issued

Revenue Service
Wiltshire Council
Collections - Council Tax
P.O. Box 4385
Trowbridge
BA14 4DS
Tel: 0300 456 0109
e-mail: counciltax@wiltshire.gov.uk
web: www.wiltshire.gov.uk

Wiltshire Council
Where everybody matters
COUNCIL TAX BILL 2016/2017

NB: Tax year 25/26.

DATE OF ISSUE	7th March 2016	ACCOUNT REFERENCE
		PROPERTY REFERENCE
		ADDRESS OF CHARGEABLE PROPERTY (IF DIFFERENT)
MARLBOROUGH		

Dotpost activation code:

The annual Council Tax for your property band is calculated as follows:

Wiltshire Council
Wilts Council Adult Social Care Levy *
Police & Crime Comm. Wilts & Swindon
Dorset And Wiltshire Fire & Rescue **
Parish Council

Charge for your property in band E

The overall difference compared to previous years is 3.8%.

Percentage Change	Amount
2.0%	£1523.82
1.9%	£29.87
6.7%	£204.23
	£84.59

Bank statements

- Must be dated within the last 3 months.

HSBC UK

Contact us
 on request for all services
 Text phone 01457 125 563
 email web@hsbc.co.uk
www.hsbc.co.uk

Your Statement

Mr [REDACTED]
Flat 2

[REDACTED]
[REDACTED]

W8 [REDACTED]

Account Summary	
Opening Balance	0.57
Payments In	3,142.37
Payments Out	1,003.10
Closing Balance	2,139.27
Arranged Overdraft Limit	0.00

International Bank Account Number

Branch Identifier Code

WBUKGB4195W

Sortcode Account Number

16

25 November to 2 December 2003

Account name

Mr [REDACTED]

Your Bank Account details

(Open Payment type and details)

Date	Particulars	Paid out	Paid in	Balance
24 Nov 23	BALANCE BROUGHT FORWARD			0.57
25 Nov 23	CR Transfer		2,212.14	2,212.71
26 Nov 23	BP Telephone Bill Payment			
	MASTERCARD	60.00		152.71
27 Nov 23	BP DHL (Party services)	30.50		122.21
28 Dec 23	CR Cheque Deposit		425.23	
29 Nov 23	CR [REDACTED]		300.00	
	BP Shell 1-4 NEW CROSS ROAD	202.34		27.76
	BP Pizza Union Housen	15.13		27.76
30 Dec 23	BP Uber	28.90		1.53
01 Dec 23	BP British Gas Payment			
	MASTERCARD	699.23		17.27
02 Dec 23	BP Costa Coffee	7.00		10.27
	BALANCE CARRIED FORWARD			2,139.27