

I heard that pay was going up this April, but my employer says he can't afford to pay me any more money. How can I find out what I'm entitled to?

Most people over 16 who work, including casual workers, are entitled to get paid at least the National Minimum Wage. There are some exceptions – call the Acas helpline (0300 123 1100) to check.

The hourly rates went up on 1 April 2024 as follows:

- Workers aged 21 and over (down from age 23) - increase from £10.42 to £11.44. (This is called the National Living Wage)
- Workers aged 18 - 20 - increase from £7.49 to £8.60
- Workers aged 16 -17 - increase from £5.28 to £6.40
- Apprentices - increase from £5.28 to £6.40

Get advice if you're not paid for travelling between appointments, training, or being 'on call', or if your employer takes money from your wages for accommodation.

If you're not being paid the minimum wage when you are entitled to it, speak to your employer. If you're not getting anywhere, contact Acas to help you work out your options. Acas is an organisation that provides independent support to help sort out employment disputes. If you need more help at any point, you can get advice from South Lakes Citizens Advice.

Free, confidential advice and help is available from South Lakes Citizens Advice on any aspect of debt, consumer problems, benefits, housing, employment or any other problems. South Lakes Citizens Advice, your local charity, is here for you. How to access:

- ***Call 015394 46464 - this is being staffed from 9:30 – 2pm***
- ***Adviceline: 0808 2787 984***
- ***email advice via our submission page on our website www.southlakescab.org.uk***
- ***Help to Claim (Universal Support): 0800 144 8 444***