



Universal Credit Managed Migration

What is Universal Credit Managed Migration?

This is the move to Universal Credit for those currently in receipt of Means Tested Benefits known as “legacy benefits” (Working and/or Child Tax Credits, Income Support, Income based JSA, Income Related ESA and Housing Benefit). No other benefits are affected.

Managed Migration starts by the claimant(s) being sent a “**Migration Notice**” letter. This tells you it’s time to make a claim for Universal Credit (UC) and the date by which you need to do it. Your current legacy benefit(s) will stop by the date advised in the Migration Notice letter or when you claim Universal Credit, whichever is sooner.

All **working age** claimants effected will need to make a claim, couples both need to claim. This includes couples where one is of working age and the other is of state pension age. It is not possible for one member of a couple to successfully make a claim for UC without the other.

Universal Credit is administered by the DWP.

When does this start?

Universal Credit Managed Migration Roll-Out starts in Northamptonshire from January 2024.

It will initially start with people who are claiming only Working Tax Credits and/or Child Tax Credits. HMRC expects that all Tax Credit claimants to have migrated to Universal Credit by the end of 2024/25.

It will then move on to claimants of other legacy benefits.

Please note, Council Tax Reduction/Support remains administered by your Local Authority.

Before UC Managed Migration affects you, you will be sent a **leaflet** informing you in advance that this will soon be happening. This is **not** telling you to claim now, it is for information only, so please read it carefully.

You should wait for the Universal Credit Migration Notice Letter which clearly informs you that you need to claim UC and what your deadline date is. Remember, once Universal Credit is claimed, your legacy benefits will stop.

Please read the Universal Credit Migration Notice letter very carefully, this information concerns you and your family’s specific circumstances. Please do not ignore it.

You do not *have* to claim UC but your current legacy benefit(s) will stop on the date that is advised in your UC Migration Notice letter if you do not. You must claim Universal Credit by the date advised on your UC Managed Migration letter, to ensure your new benefit entitlement is not less than your legacy benefits.

You are not automatically migrated over to Universal Credit.

If you are late in claiming, you will miss out on the transitional protection. This protection ensures that, initially, you receive the equivalent amount in your UC claim that you were in receipt of from your legacy benefits.

It is important to note that UC has different rules to other benefits, make sure you understand what you need to do to continue to get UC. Seek advice if you are unsure.

The Claimant Commitment

All UC claimants are required to accept a Claimant Commitment. This agreement documents what activities UC claimants are required to undertake in order to be paid UC – these requirements are called “Conditionality.” This is set out in the Claimant Commitment and any conditionality must be ‘reasonable’, considering the particular circumstances of each claimant.

How to get help, advice & claim Universal Credit

Call the Universal Credit Managed Migration Helpline for Free on - 0800 169 0328

Universal Credit website - www.gov.uk/dwp/move-to-uc

Visit your local Jobcentre

Seek independent advice from a local advice provider.

Generally, all new claims for Universal Credit are made online www.gov.uk and then maintained through an online journal. This is created at the start of the claim. There will be no postal correspondences from the DWP.

Once your claim is live, all information about your claim, including your payment statements can be seen via your online journal. All contact with the DWP is also via this online journal.

For claimants who cannot access the internet, it is possible to have a telephone claim as above.

For claimants who need support to make the claim, the Government is funding a ‘Help to Claim’ service to support claimants with applying for UC and up until they get their first payment.

This support can be accessed by telephoning 0800 144 8444, or go to their website - www.citizensadvice.org.uk/helptoclaim.

How is Universal Credit paid?

UC is paid in one payment for all elements, including rent costs and amounts for children. Couples will nominate one partner to receive the payment. In exceptional cases, it is possible to have the rent element paid directly to the landlord, have a bi-monthly payment rather than monthly, or have the payment split between couples. These are called Alternative Payment Arrangements and are only possible in exceptional circumstances. If you think these may apply to you, you can contact the UC helpline and discuss this with them.

Where claimants are in paid employment, their employer notifies their monthly earnings via an HMRC system and UC use this information to make a monthly assessment of entitlement. Other income/changes must still be reported to UC through your UC journal, or calling the Helpline on 0800 328 5644.

Disclaimer – It is not possible to cover every eventuality for all claimants in this factsheet as information and calculations can differ dependent on individual circumstances. Seek advice if you are unsure.

Community Law Service offer specialist benefit advice and casework to assist with understanding benefit decisions/entitlements, benefit challenges and appeals. We also advise on eviction and repossession, fuel poverty, debt and immigration.

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