

WE ARE HERE TO:

- Check clients deadline and final deadline day to ensure they complete the claim within the specified time to prevent any delays in payments and they make a move to Universal Credit on the best time depending on their personal circumstances
- Ensure clients are receiving the correct legacy benefits and the amounts are correct to ensure that clients are receiving correct Transitional Protection Element
- Advise on if there could be a Transitional element available or Transitional protection for the capital above £16,000
- Check to see if clients could be better off on Universal Credit and advise on timing of the claim
- We support clients through the stressful application process up to their first correct Universal Credit payment.

CONTACT US ABOUT APPLYING FOR UNIVERSAL CREDIT

Our National Help to Claim team gives free, confidential, impartial and independent advice helping people through the Managed Migration to Universal Credit process.

You can contact an adviser through our free Help to Claim phone service.

Advisers are available 8am to 6pm, Monday to Friday:

England: 0800 144 8 444

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<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>



Published April 2024.

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux.
Registered charity number 1002593.

MANAGED MIGRATION TO UNIVERSAL CREDIT

Help to Claim is a service to help you



WHAT UNIVERSAL CREDIT IS?

Universal Credit is replacing 6 benefits called 'legacy benefits'.

These are:

- Housing Benefit
- income-related Employment and Support Allowance (ESA)
- income-based Jobseeker's Allowance (JSA)
- Child Tax Credits (CTC)
- Working Tax Credits (WTC)
- Income Support

You can't usually make a new claim for these benefits.

If you already get one of them, you'll have to move onto Universal Credit by 2029. You can stay on them for now - unless:

- you get a letter from the Department for Work and Pensions (DWP) telling you to claim Universal Credit by a certain date
- your situation changes in certain ways
- for example, you might need to claim Universal Credit if you've separated from a partner or moved to a different council area

IF YOU RECEIVE A MIGRATION NOTICE

You should claim Universal Credit by the deadline on the letter.

Your old benefits will stop after the deadline. If you claim Universal Credit before the deadline, the Department for Work and Pensions might pay you extra to stop you being worse off.

This is called 'transitional protection'. This means that if you'd get less on Universal Credit than your old benefits, you'll get an extra amount to make up the difference. The DWP will reduce the extra amount over time - so you'll eventually just get what you normally would on Universal Credit.

Transitional protection also means you might be able to get Universal Credit when you wouldn't usually be entitled to it.

If you:

- are a full-time student who wouldn't usually get Universal Credit, you can usually get it until the end of your course
- get tax credits and have over £16,000 savings, you can get Universal Credit for up to a year - this is a type of transitional protection called a 'transitional capital disregard'

IF YOU CAN'T CLAIM BY THE MIGRATION DEADLINE

If the deadline hasn't passed yet, you can ask the DWP to extend it. You can only ask for this before the original deadline in the letter. If the DWP agree, they'll send you a new deadline.

If the deadline has passed, you can still get transitional protection if you claim Universal Credit up to a month after the deadline. The end of the month is called the 'final deadline'.

If you claim after the final deadline, you can still claim Universal Credit - but you can't get the transitional protection. Please contact Citizens Advice free Help to Claim service for any support related Universal Credit.

Advisers are available 8am to 6pm, Monday to Friday:

England: 0800 144 8 444

Ask for an interpreter if you need to get advice in a different language.

Relay UK - if you can't hear or speak on the phone, you can type what you want to say:

Relay UK (England): 18001 then 0800 144 8 444

You can also chat with an adviser online about your Universal Credit application. Chat is available 8am to 6pm, Monday to Friday. It's not available on public holidays.

You can also make a BSL call using Video Relay Service on your computer, tablet or mobile phone.

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