

# Move to Universal Credit

A shorter guide for organisations who need to sign post people they support

# Introduction

- DWP is moving all eligible households to Universal Credit from legacy benefits, as part of managed migration, also called 'move to UC'.
- This information pack has been designed to provide non-specialist professionals or volunteers with the basic information to safely and confidently answer some very straightforward questions they may be asked; and allow them to effectively signpost people who need further help and advice for move to Universal Credit.
- The key points to know are:
  - If a customer ignores their migration notice and any further contact from DWP their current benefits will stop
  - Claiming Universal Credit by the deadline on the letter protects their current income levels
  - There is lots of support available (see slide 10)
  - The move is not automatic, customers must act on receipt of their Migration Notice to continue to get financial support.

*All hyperlinks provided were correct at time of publication*

# Move to UC – a quick guide for questions

## Migration Notice **RECEIVED**

- The Migration Notice contains all the key information required to inform a customer what to do and when they need to claim Universal Credit by
- The Migration Notice includes a Helpline number (a dedicated line for people who have received their migration notice) and other support available
- Customers must take action on receipt of their Migration Notice and should not wait to reach out for support to help with their claim, or ask any questions they have

## Migration Notice **NOT RECEIVED**

- DWP will be issuing Migration Notices to people claiming Employment and Support Allowance until December 2025
- DWP is not sending out Migration Notices geographically, so there is no need for someone to worry if they know someone who has been sent their Migration Notice and they haven't

# What is Move to UC?

DWP has replaced six legacy benefits with Universal Credit. These are:

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

Move to Universal Credit is the process by which DWP write to a household if they receive one or more of the benefits above and notify them of the need to make a claim to Universal Credit.

# The Migration Notice

The customer will receive a Migration Notice (letter) informing them that their legacy benefit is ending, and they need to make a claim for UC to continue to receive financial help. Customers must act on receipt of the Migration Notice (letter) which sets out what the **customer needs to do and by when**.

The Migration notice (letter) includes the following information:

- A list of the benefits that are ending.
- A date of 3 months and 1 day from the date the letter was sent (deadline date) by which the customer needs to make this claim for UC. A hyperlink to guidance on receiving a Migration Notice (letter): <http://www.gov.uk/dwp/move-to-uc>.
- A Universal Credit Migration Notice Helpline telephone number.
- A telephone number and hyperlink to Citizens Advice Help to Claim service and hyperlinks to other support services

Should the customer require their Migration Notice (letter) in an alternative format, this can be requested by contacting the Migration Notice Helpline.

Customers **should not** claim Universal Credit before they receive a Migration Notice (letter) unless:

- They have a change of circumstances that requires them to claim UC (they will be advised of this by DWP); or
- They have taken advice that they may be better off by claiming sooner

# Reminders

Customers will receive reminders if they have not made a claim to Universal Credit.

- **7 weeks after** the Migration Notice is issued a reminder letter is sent.
- **10 weeks after** the Migration Notice is issued an SMS text reminder is sent. If no valid phone number is held, this reminder reverts to a letter.
- **12 weeks after** the Migration Notice is issued the customer will be called, as part of the 'Enhanced Support Journey' if they receive Employment and Support Allowance. This is considered for Income Support customers where vulnerability is identified.

**The reminder letter clearly states that existing financial support from current legacy benefits will end if the customer does not claim Universal Credit by the deadline date.**

# Verification of a customer's identity

As part of making a claim to UC a customer will be asked to provide some documents to prove their identity. Some examples that are commonly used are:

- Driving licence
- Valid UK Passport
- Debit Card Payslip or P60

There are other ways a customer can verify their identity. For more information go to: [How to verify your identity for Universal Credit](#)

# Documents to have to hand when claiming Universal Credit

As UC replaces six legacy benefits, DWP needs to gather information to be able to determine the amount of Universal Credit to pay.

It is useful for customers to have the following documents to hand when making their claim:

- Bank, building society or credit union account details
- Email address – both adults in the household will need a unique one
- Housing cost details, for example how much rent is paid
- Earning information, for example payslips
- Other benefits, including those not being replaced by UC, for example PIP or Carers Allowance
- Details of any disability or health condition that affects a person's ability to work
- Childcare costs, if appropriate
- Details of savings or any investments, like shares or a property that a customer rents out.



# Transitional Protection

If the amount a household is entitled to on Universal Credit is less than the previous benefits or tax credits, then Transitional Protection may be available when they move to Universal Credit.

To be eligible for Transitional Protection, the customer must:

- Apply for Universal Credit once they have received their letter, and before the deadline date in the letter
- Have no changes in their circumstances

If they are eligible, Transitional Protection will be automatically added to their Universal Credit payment. Transitional protection is not a loan, or a debt and they will not be asked to repay it.

# Sources of Support

A range of support is available to help people successfully move to UC, including:

- A dedicated Move to UC telephone helpline.
- Universal Credit website: [www.gov.uk/dwp/move-to-uc](http://www.gov.uk/dwp/move-to-uc)
- Comprehensive guidance on gov.uk.
- A new gov.uk website dedicated to supporting households move to UC [Move to Universal Credit - Move to Universal Credit \(ucmove.campaign.gov.uk\)](http://Move to Universal Credit - Move to Universal Credit (ucmove.campaign.gov.uk))
- Help to Claim, delivered independently by Citizens Advice, in partnership with Citizens Advice Scotland, which provides practical tailored support to enable individuals to make a new claim to UC or move from legacy benefits. They can be contacted on:
  - England: 0800 144 8 444
  - Scotland: 0800 023 2581
  - Wales: 08000 241 220
- Face-to-face support in local Jobcentres.
- There are also independent, free and anonymous benefits calculators to check what customers could be entitled to, hosted on <https://www.gov.uk/benefits-calculators>
- [Advicelocal](#) also provides links to tailored information for local areas, including details of free, independent advice organisations who can help customers get the information and support that they are looking for.