

# Universal Credit migration Supporting residents

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# Aims of this session

- How are people moving onto Universal Credit
- The latest situation for Newcastle residents
- Key issues
- Simple messages to give to residents
- Support for Newcastle residents with UC
- What we are doing for residents and professionals
- Support & resources for you

This is a very basic 'heads up'.

Will send you slides

# How people are moving to UC

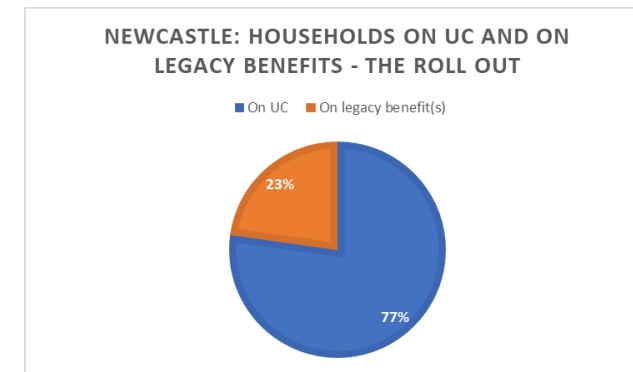
UC is replacing 6 means tested benefits – called ‘legacy benefits’ (Income Support, Income related Employment & Support Allowance, Income based Jobseekers Allowance, Housing Benefit, Child Tax Credits, Working Tax Credits)

– in 3 main ways:

1. ‘Natural migration’,
2. ‘Managed migration’
3. Voluntarily claiming it

# Natural migration

- **Since 2013. On a legacy benefit & a change in circumstance may mean a new claim for another legacy benefit, which means you may have to claim UC.**
- Simple example: Live at home with parents, only on IB-JSA. Moves out to own tenancy, claims HB. This is a new claim for HB & triggers UC rule means you cannot claim HB & any other legacy benefits stop. No choice but to claim UC.
- So far, in Newcastle 30,820 (77%) households are now on UC & 9,084 are on legacy benefits (23%)



# Natural migration – advice

- Even if you have a change in circumstances, you may not have to claim UC. See our [table](#)
- You may be better off or worse off on UC. You should check. See our [toolkit & webpages](#)
- If you need support or advice in claiming UC, see our webpage: [www.newcastle.gov.uk/Universal Credit - support in Newcastle](http://www.newcastle.gov.uk/Universal Credit - support in Newcastle) (support at various levels)

# Managed migration

**DWP send a letter to those on legacy benefit inviting them to claim UC – called 'Migration Notice'. Normally after 3 months their legacy benefits stop.**

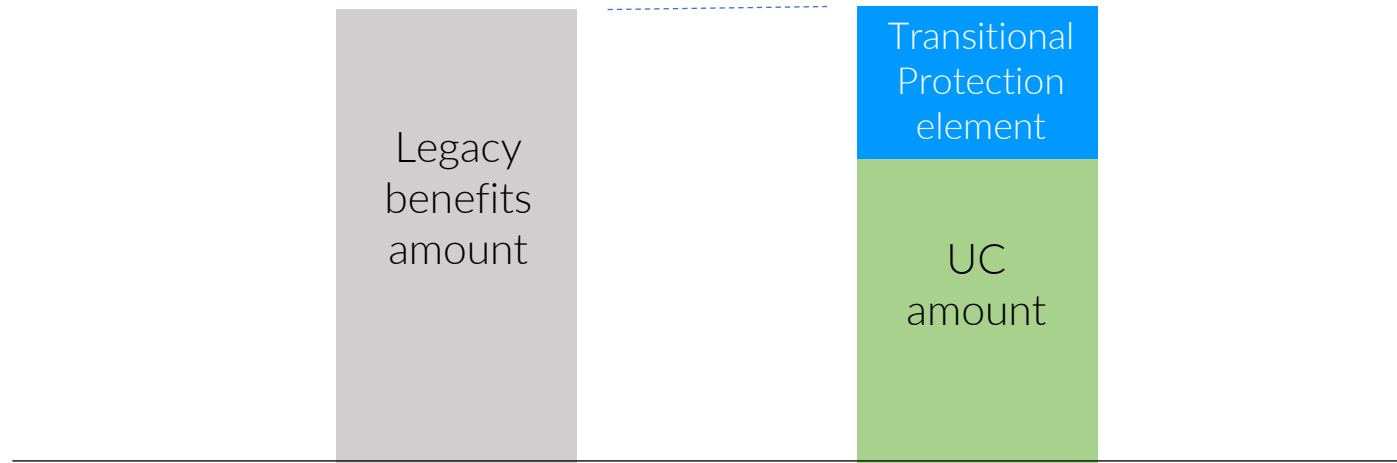
## **Managed migration has started:**

- April 2023, DWP sending Migration Notices to Tax Credit '*only*' claimants, area by area. **Northumberland & Tyne & Wear from 8 January 2024.**
- From April 2024, DWP will write to other groups, till 'completion' by 2028/9.

What if your legacy benefits are higher than your UC?...

# Managed migration Transitional Protection

If your legacy benefits are higher than your UC amount, you get the difference paid as a 'top up' on your monthly UC – called **Transitional Protection**



- The higher your legacy benefits, the higher your TP element
- TP is not time limited, but it's a frozen amount & can be 'eroded' over time e.g. increases in UC, and TP can stop and cannot be regained e.g. form a new couple

# To get Transitional Protection

- **You must claim UC after getting the letter and before the 3 months 'deadline' date given on the letter**
- You can ask this date be extended for good reason e.g. unwell – but you must ask before the deadline date.  
Call Migration Notice helpline 0800 169 0328. Good reasons listed in [staff guidance M7](#).
- If you haven't claimed UC by the deadline date but do so within a further month (called 'final' deadline date) you get TP (a month's buffer!)

**UC** Universal Credit

CLAIMANT NAME  
ADDRESS  
xxxxxx

HM Revenue & Customs  
Telephone:  
0800 169 0328  
8am to 6pm  
Monday to  
Friday  
[www.gov.uk/dwp/move-to-uc](http://www.gov.uk/dwp/move-to-uc)

Your Ref: xxxxxx  
1 July 2023

**You need to claim Universal Credit**  
You must claim by 2 October 2023 to keep receiving financial support

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**Universal Credit Migration Notice**  
Dear Claimant Name

Universal Credit is replacing your Child Tax Credit.

You must claim Universal Credit by 2 October 2023 to keep receiving financial support.

Universal Credit is a Department for Work and Pensions benefit. You can make a claim even if you:

- are working
- have renewed your tax credits
- have capital or savings of more than £16,000

How to claim Universal Credit  
Go online to claim Universal Credit: [www.gov.uk/dwp/move-to-uc](http://www.gov.uk/dwp/move-to-uc)



# Managed migration - dates

Letter date

Deadline date

3 months

Deadline date can be extended  
**IF** good reason & requested  
before deadline date

'Final' Deadline date

Makes unsuccessful claim in time & even  
if make successful one in time NO TP

Claim UC in 1  
extra month

# Managed migration - other 'protections'

**Two protections apply – if you've claimed UC within the time limits:**

**1. TC ignores capital but UC doesn't**

However, capital over £16K ignored by UC for 12 months.

Note, capital between £6K and £16K isn't ignored – it's treated as income by UC. For every £250 you have between £6k and £16k you are assumed to have £4.35 income (tariff income rule)

**2. Normally, difficult for students to claim UC**

But existing students on legacy benefits can claim UC.

# Managed migration – key messages

28% of TC 'only' claimants sent Migration Notice, didn't claim UC & TC stopped – losing average of £300 a month! So, key messages to residents includes:

- **Do not ignore the Migration Notice**
- **Claim UC to protect your income, FSM, prescriptions & single payments..**
- **Claim UC at the right time – to ensure Transitional Protection**
- Always claim UC before the deadline date but it may be best to delay the claim to maximise TP e.g. if a DLA/PIP claim is pending – seek advice
- Even if it looks like UC isn't any higher, you still may get transitional protection – so claim UC & claim it in time
- Watch out for Tax Credit historical overpayments
- Some may still have to complete TC renewals
- There is help if you can't manage the claim

# UC key points:

- Vital to make a successful UC claim
- Normally expected to claim UC online
- Need to provide full information
- Need to prove ID
- Need bank account
- UC is paid & assessed monthly – very different to TC annual assessments
- Unlike TC, UC has work related requirements – including for a partner.
  - Failure to carry them out leads to a 'sanction'.
  - These requirements are agreed in the 'Claimant Commitment' in the interview at the Jobcentre soon after a claim.
  - Claimant Commitment can be reviewed so it's more 'reasonable'.

Resources and support  
for  
you and residents



# UC migration – local resources

[www.newcastle.gov.uk/the-move-to-Universal-Credit](http://www.newcastle.gov.uk/the-move-to-Universal-Credit)

[I get Tax Credits \(Working Tax Credit or Child Tax Credit\) and live in Newcastle. Do I have to claim Universal Credit?](#)

[www.newcastle.gov.uk/Universal Credit - support in Newcastle](http://www.newcastle.gov.uk/Universal-Credit-support-in-Newcastle)

[www.newcastle.gov.uk/universalcredit](http://www.newcastle.gov.uk/universalcredit) ('simple' page)

[www.newcastle.gov.uk/universalcredit-moredetail](http://www.newcastle.gov.uk/universalcredit-moredetail) ('more detailed' page)

[Toolkit](#) – when legacy benefit claimant may be better or worse off on UC

[Table](#) – when legacy benefit claimant has to claim UC & when they do not.

Want to look at 3 →

# UC migration – local resources

## I get Tax Credits (Working Tax Credit or Child Tax Credit) and live in Newcastle. Do I have to claim Universal Credit?

The [Government is writing to some people inviting them to claim Universal Credit](#). These 'migration notices' are part of a process known as managed migration.

### If you claim Tax Credits and live in Newcastle

From 8 January 2024, you will receive this government letter if you:

- receive **Child Tax Credit** or **Working Tax Credit**
- are of working age (including couples with one person of pension age)
- do not receive Housing Benefit, Income Support, Income based Jobseekers Allowance and Income related Employment and Support Allowance

If you receive a 'migration notice' do not ignore it. Your Tax Credits will stop after 3 months.

#### Why should I claim Universal Credit?

You should claim Universal Credit to protect your income and other things like free school meals, help with prescriptions, cost of living payment etc.

#### What else should I claim?

Universal Credit does not replace Council Tax Support so:

- [claim Council Tax Support from Newcastle City Council](#)

## The move to Universal Credit

This webpage should be read alongside our other webpages [Universal Credit](#) (UC), the [more detailed guide to Universal Credit](#) and [UC support in Newcastle](#)

The aim of this page is to explain:

1. [How are people moving onto UC?](#)  
- [Confusion and panic!](#)
2. [Do I have a choice in moving to UC?](#)
3. [Would I be better off or worse off on Universal Credit?](#)
4. [If I am struggling to make a claim for UC or manage my UC claim, who can help me?](#)

### 1. How are people moving onto UC - including news and guidance?

#### Related Pages

[Universal Credit](#)

[Universal Credit more detailed guide](#)

[Universal Credit support in Newcastle](#)

[Benefit advice services in Newcastle and benefit offices](#)

[I get Tax Credits \(Working Tax Credit or Child Tax Credit\) and live in Newcastle.](#)

[Do I have to claim Universal Credit?](#)

## Universal Credit support in Newcastle

[Help with a better off comparison](#)

[Help with your online UC claim](#)

[Help with managing your UC claim](#)

[Further advice and support you may need when you claim UC](#)

[Help with how to use computers and the internet](#)

# UC – National resources

## **Government/DWP:**

- [Understanding Universal Credit – GOV.UK](#)
- [Universal Credit: detailed information for claimants – GOV.UK](#)
- [Universal Credit: What Universal Credit is – GOV.UK](#)
- [Advice for decision making: staff guide e.g. ADM Chapter M7: Managed migration and Transitional protection](#)
- [TC overpayments after a move to UC – info for professionals](#)

## **Independent:**

- [universalcredit info – LASA](#)
- [Universal Credit – revenuebenefits.org.uk](#)
- [Universal Credit: Sanctions and your claimant commitment – Public Law Project](#)
- [CPAG](#)
- [Disability Rights UK](#)
- [Welfare rights news and case law – Rightsnet](#)

For more detailed training, try for example: [CPAG](#) or [Housing Systems](#) etc.



# UC migration – activity

To get these key messages across we are providing:

- Up to date web information
- City Council Facebook, City Life, videos
- Training for advisers by CPAG
- Basic briefings for non-adviser professionals e.g. this!
  - Tue 9 Jan 2pm
  - Wed 17 Jan 2pm

Please encourage others to sign up. Full details on

[www.newcastle.gov.uk/financialinclusionforprofessionals](http://www.newcastle.gov.uk/financialinclusionforprofessionals)

# Benefit support & resources for you

## Information

Bi-monthly Benefit Bulletin – keeping you up to date with benefit changes & briefings news

Regular adviser level email

Benefit information e.g. webpages, factsheets, helping you navigate the system

[www.newcastle.gov.uk/welfarerights](http://www.newcastle.gov.uk/welfarerights)

## Training

Introduction to benefits & UC online modules & quarterly 'live' sessions via Teams

## Support

WRS professionals' consultancy advice line (0191 277 2633 Mon-Fri 10am - 12noon)

## Details about the above & how to sign up:

On [www.newcastle.gov.uk/financialinclusionforprofessionals](http://www.newcastle.gov.uk/financialinclusionforprofessionals)

Email [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk)

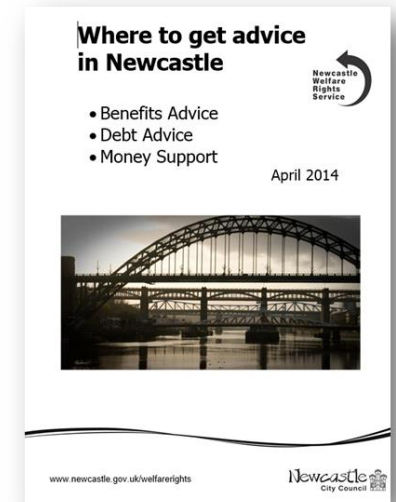
# Benefits advice in Newcastle

## All advice services in Newcastle

- Detailed in 'Where to Get Advice in Newcastle'  
[www.newcastle.gov.uk/benefitcontacts](http://www.newcastle.gov.uk/benefitcontacts)

## Welfare Rights Service

- Public advice line 0191 277 2627 Mon – Fri 9.30am – 12noon
- Professionals' referral online form:  
[www.newcastle.gov.uk/financialinclusionforprofessionals](http://www.newcastle.gov.uk/financialinclusionforprofessionals)
- 2022/3, WRS helped 7,739 residents secure £13.3m annual benefits, & trained 442 professionals, received 39,461 website visits & 2,640 people subscribed to our benefit information.



# Summing up

Hopefully, this has made you aware of what is happening, what we are doing, what help is out there & how you can help. In summary:

- From 8 Jan 2024, TC 'only' claimants in Newcastle will be getting a Migration Notice
- They should claim UC and claim it at the right time
- In the meantime, those on legacy benefits may not *have* to claim UC, but should check if they'd be better off claiming UC now
- Be aware of the resources e.g. [move to UC](#)
- Be aware of the services to help with UC & other benefits
  
- Sign up for Benefit Bulletins etc & tell colleagues about these briefings etc

