



Department  
for Work &  
Pensions

# Universal Credit Full Service

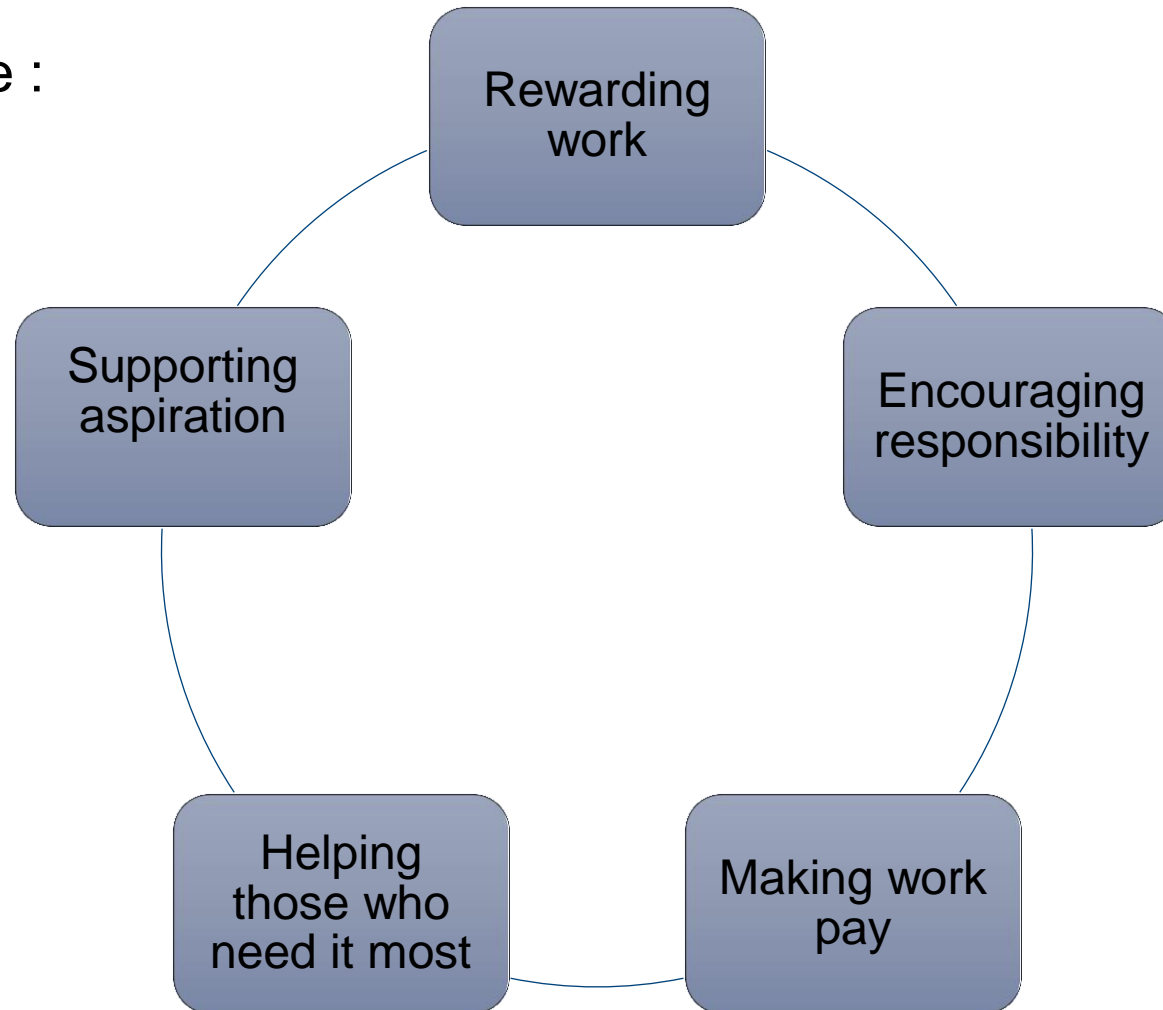
**UC** *Universal  
Credit*

Opening up work\_

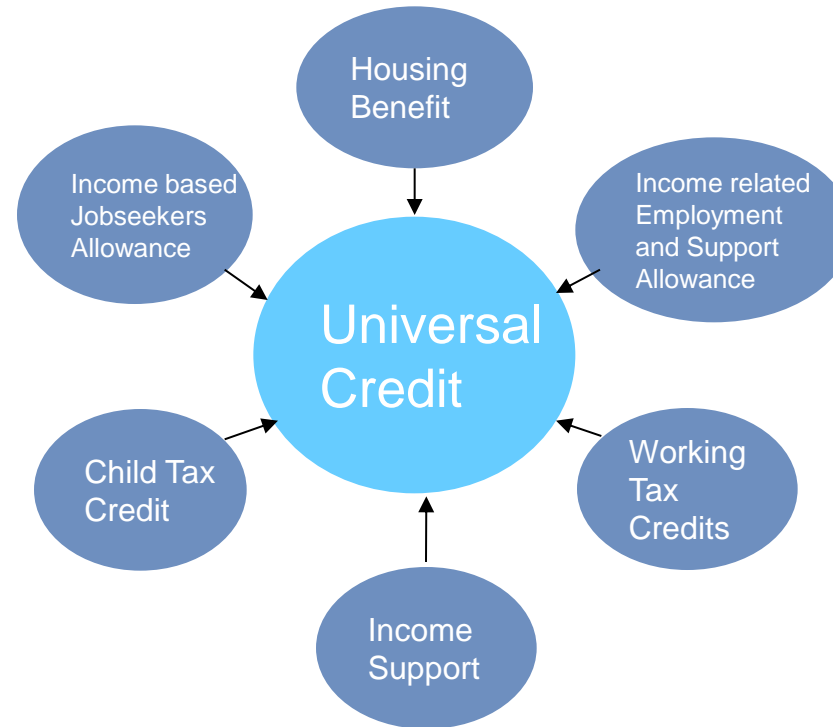
# Universal Credit

The Government is introducing the biggest welfare change for the last 60 years.

It's cornerstones include :

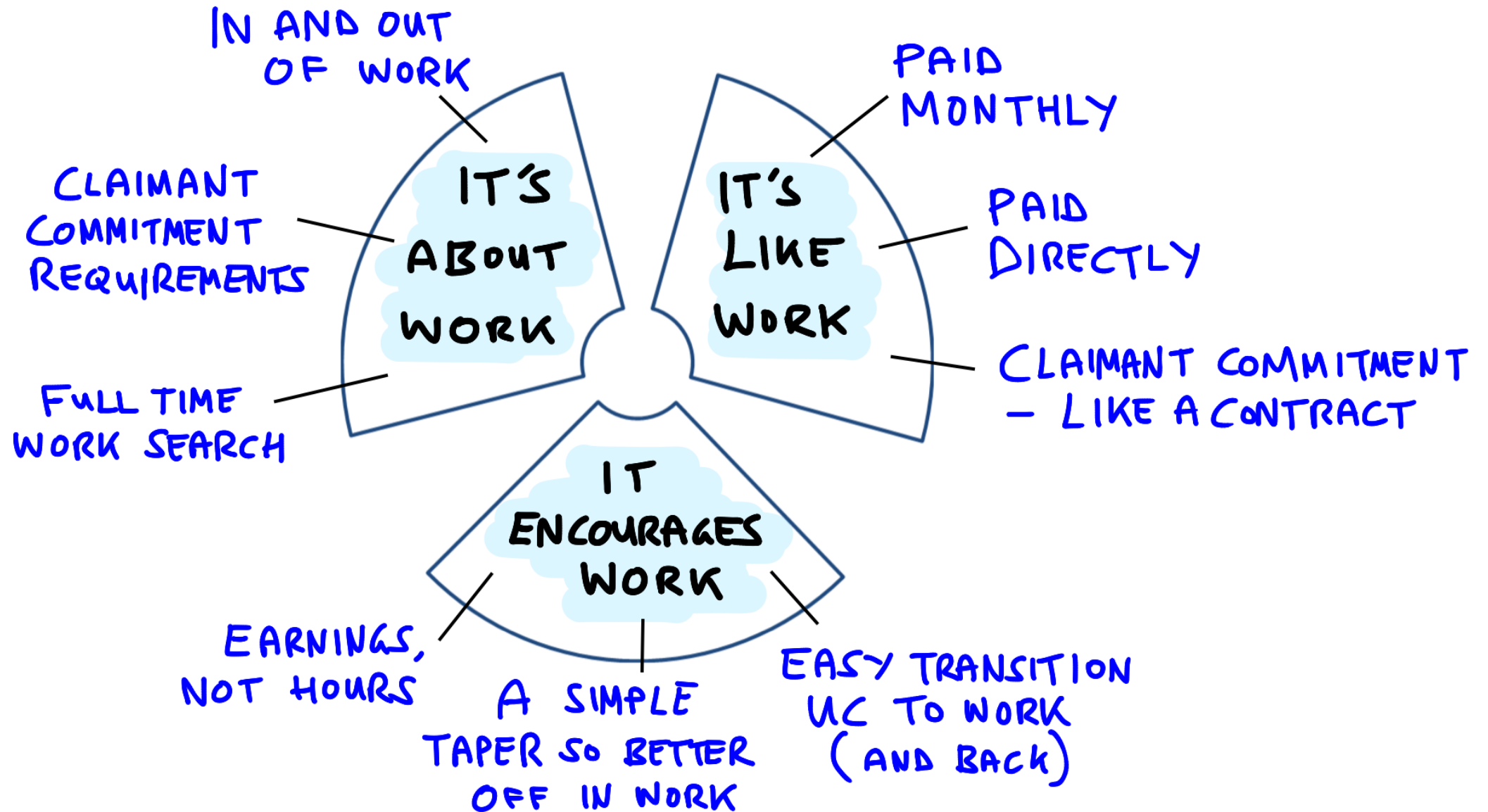


# Universal Credit – overview

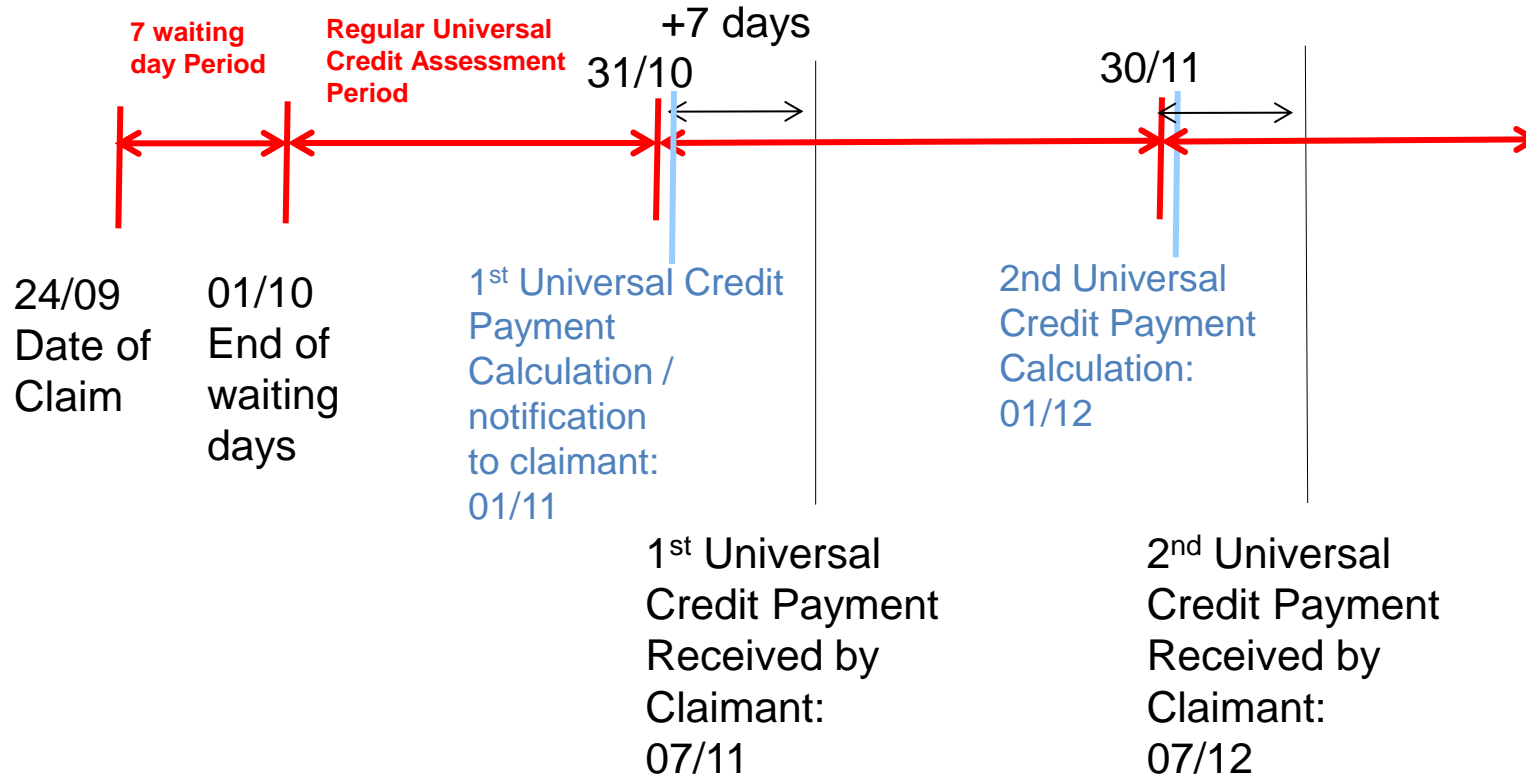


- One simple payment
- Paid monthly
- For people in and out of work
- Use PAYE in real time information (RTI)

# Universal Credit – What's it about?



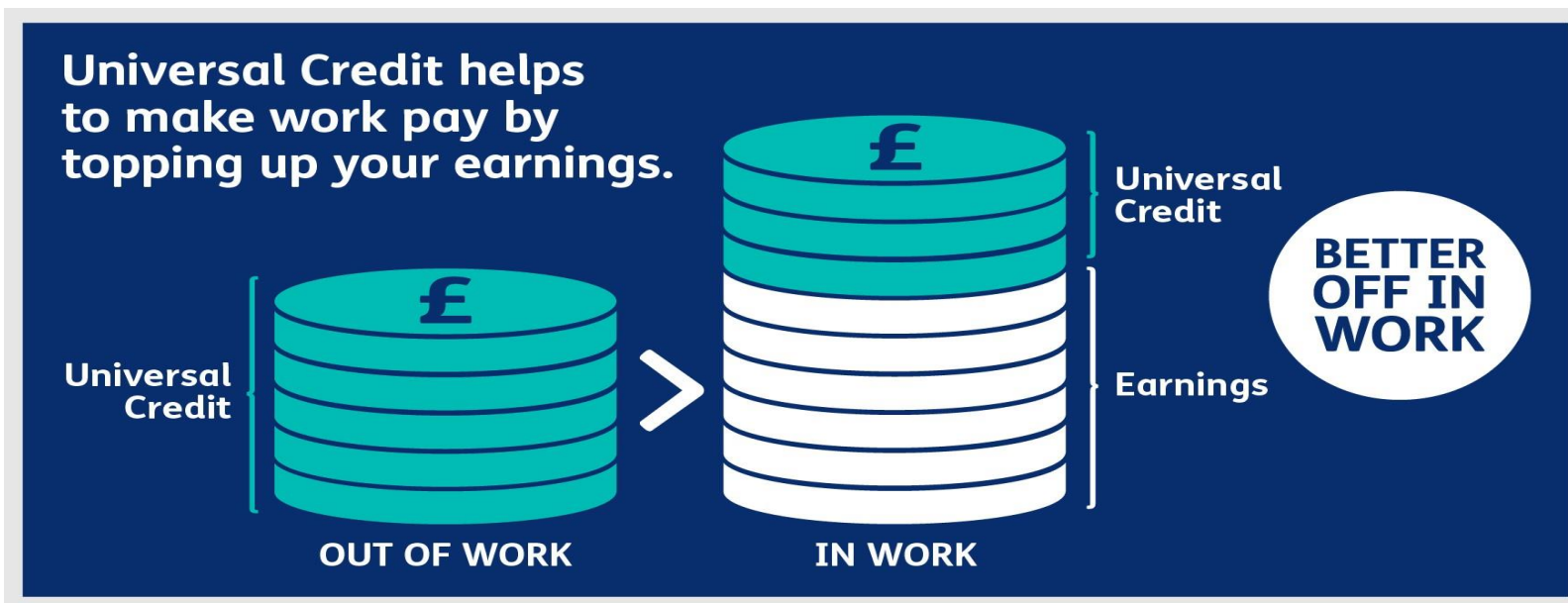
# An example claim



## Universal Credit – is opening up work by...

- Helping make sure you're better off in work than on benefits
- Allowing part-time and short-term work to act as a stepping stone into work
- Enabling you to work more than 16 hours a week and still claim Universal Credit
- Paying towards your childcare costs, giving you more flexible working hours

This is enabled by a taper that reduces your Universal Credit as you earn more money instead of stopping all your support outright when you work a certain amount.



## Some useful stats from March 2017

- 2 million visits to the service
- 83% are returning visitors
- 60% of visitors use a mobile
- 31% use a desktop
- 19% use a tablet
- 99% of claims completed online
- 89% of change of circumstances done online

## Things to remember

- The service is the same no matter what device you use.
- There is no app – it runs in your internet browser.
- Gather all your personal details before you start to make things quicker.
- You will need to create an email address before you begin if you don't have one.
- If you aren't able to make a claim for Universal Credit at the moment, GOV.UK provides links to some benefit calculators that may help you.



## Things to remember

- You have about 10 minutes to complete each page before it logs you out.
- Choose usernames, passwords and security questions you'll remember.
- Anything that's wrong will highlight in red text or have a red cross next to it.
- Check your spam folder for your email code if you can't see it in your emails.
- Universal Credit will never ask for personal information via email. If you receive any emails like this – these are fraudulent and you must not respond to them.

## Natural Migration Triggers – a few examples

Moving from  
out of work to sick  
or sick to out of work

Current JSA(IB)/ IS claimants are no longer able to make a new claim to ESA(IR) if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit. The same rules apply from ESA(IR) to JSA (IB)/ IS.

Moving from  
out of work to in work  
or in work to out of work

Current JSA(IB)/ IS claimants, or their partners, who increase their working hours or start work such that they no longer meet the conditions for JSA/IS cannot make a new claim to Tax Credits if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit. Those with an existing Tax Credit claim can continue to claim Tax Credit but should they drop below 16 hours they will make a claim for Universal Credit instead of JSA(IB) or IS.

Moving from  
in work to sick (reduction  
of hours due to sickness)

Current WTC claimants are no longer able to make a new claim to ESA(IR) if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit.

Moving from  
sick to in work (or  
permitted work becomes  
permanent

Current ESA(IR) claimants are no longer able to make a new claim to Tax Credits if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit. Those with an existing Tax Credit claim can continue to claim Tax Credit

## Natural Migration Triggers – a few examples

HB claimant moves from LA into a Universal Credit Full Service LA

Existing HB claimants who move into a Universal Credit Full service area LA are no longer able to make a new claim to HB in the new LA area and should be advised if they wish to continue to obtain financial support with their rent to make an online claim to Universal Credit.

IS lone parent child under 5 reaches 5yrs old or leaves the household permanently

Current IS claimants are no longer able to make a new claim to JSA(IB)/ ESA(IR) when their award to IS ends if they live in a Universal Credit Full Service area and should be advised to make an online claim to Universal Credit.

Separating claimants

Where current joint Tax Credit claimants who separate and live in a Universal Credit Full Service area are unable to make a new claim to Tax Credits as a single person. Claimants should be advised to make an online claim to Universal Credit if they continue to require additional financial support if they have (a) child(ren) living with them or are on a low income.

Household becomes responsible for a child for the first time

Claimants living in a Universal Credit Full Service area are no longer able to make a new claim to Tax Credits and should be advised if they wish to claim for additional financial support because they have a child living with them to make an online claim to Universal Credit. Those with an existing Tax Credit claim can continue to claim Tax Credits.

Should someone have an existing claim to a legacy benefit when claiming via Universal Credit Full Service we will contact the appropriate department to terminate that claim.